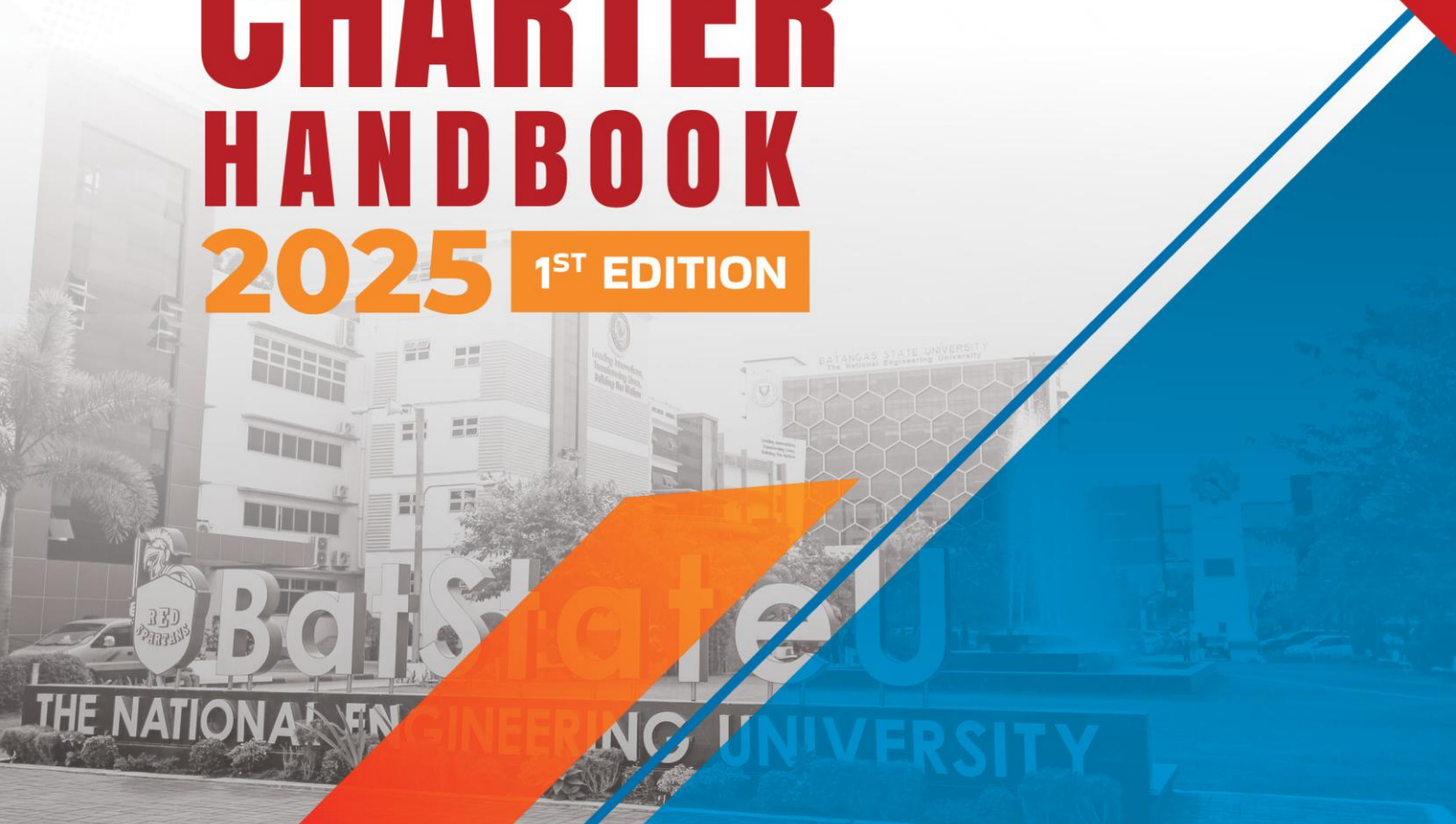**BATANGAS STATE UNIVERSITY**
The National Engineering University

CITIZEN'S CHARTER
HANDBOOK
2025   1ST EDITION

Leading Innovations, Transforming Lives, Building the Nation

BATANGAS STATE UNIVERSITY
The National Engineering University

CITIZEN'S CHARTER
HANDBOOK 2025 1ST EDITION

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LIST OF EXTERNAL SERVICES

Testing and Admission Office

Cashier Office

External Affairs Office

Health Services

Information and Communications Technology Services

Office of Student Discipline

Office of Student Organizations

Office of Guidance and Counselling

Leading Innovations, Transforming Lives, Building the Nation

LIST OF INTERNAL SERVICES

LIST OF EXTERNAL-INTERNAL SERVICES

AGENCY PROFILE

I. Mandate

Batangas State University (BatStateU) is the Philippines' National Engineering University (The NEU) by virtue of Republic Act No. 11694, which was enacted on April 11, 2022. Established in 1903, this Level IV state university is strategically located at the second largest economic region in the Philippines – CALABARZON, specifically in the Province of Batangas, which puts it at a prime position not only as a premier provider of higher and advanced learning, but also as a viable economic development zone.

As the National Engineering University committed to develop leaders in the global knowledge economy, part of our purposeful mandate, BatStateU continuously provides world-class academic training to young Filipinos in all specialized areas, focusing on strengthening engineering programs through the development and offering of industry-driven and emerging engineering programs. BatStateU also aims to lead in the generation of productive knowledge, innovation and technology to develop relevant and technical higher order skills needed.

It serves as a public service university by providing various forms of community, public and volunteer service, as well as scholarly and technical assistance to the government, private sector, and civil society while maintaining its standards of excellence.

II. Vision

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

III. 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.

IV. Core Values

Patriotism

We are proud of our identity as a Filipino with rich culture, ethics, dignity and moral values. We will embrace patriotism in the simplest acts in our professional work and personal lives. We will take a fair share of the burdens of improving the country, by protecting its interest, obeying our laws, and keeping public funds and property secured and well accounted for. We will work for the conservation and protection of the environment.

Integrity

We will conduct ourselves in a manner that is exemplary and beyond reproach at all times. We will be professional, in every aspect, in dealing with our superiors, subordinates, and to our interactions with all persons, whether members of the BatStateU community or the larger society. When faced with difficult decisions and hard choices, we will do what is right, moral, just, and fair even in the face of adversity.

Excellence

We will measure excellence by equity, inclusion and superior performance. We shall embrace innovation by systematically exploring new ideas and encouraging employees to do it without fear of failure. We will treat everyone the same, regardless of that individual's position within the University. We will endeavor to foster friendships and mutual understanding among those with whom we work, respect their opinion and individual differences, and approach each unfamiliar situation with an open and accepting frame of mind.

Service

We will work together closely and collaboratively for the common good and make our personal goals secondary to group goals. We will encourage sense of belonging, cultivate strength in our combined experience and expertise, inculcate a greater sense of ownership and accountability for the work, and foster trustworthiness among each other. We will have passion on what we do and we will be proud of what we accomplished. We will be relentless and driven to meet our goals.

Resilience

We will ensure our ability to prepare for and adapt to changing working conditions and leadership, governance and management mechanisms and recover rapidly from work disruptions and challenges it entails.

Faith

We share and demonstrate our strong faith in a Supreme Being through committed, dedicated and faithful service to the BatStateU community. We will inspire faith that is needed in every step of our journey as public servant.

V. Service Pledge

We commit to:

1. Adopt effective practices for efficient service delivery and prevention of graft and corruption in the university;

2. Reengineer university systems and procedures to reduce processing time and regulatory burden for the transacting public;

3. Implement simplified requirements and procedures that will reduce red tape and expedite transactions in the university; and

4. Attend to all applicants or requesting parties who are within the university premises or of the office prior to the end of official working hours and during lunch break; and

5. Provide quality streamlined processes by continuous innovation of improvements that will transform lives in the community for nation building.

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BATANGAS STATE UNIVERSITY
External Services

Leading Innovations, Transforming Lives, Building the Nation

REGISTRATION SERVICES OFFICE
External Services

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REGISTRATION SERVICES OFFICE

External Service No. 1: Admission of New Students in the Undergraduate Programs

This prescribes the procedure for the admission process of qualified applicants to a particular program.

Office or Division:	Registration Services Office
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Qualified applicants for admission as new students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Admission Test Requirements	
Filled-out Grades Form 1 for Regular Admission / Grades Form 2 for ALS Graduates (1 electronic copy)	College Admission Online Application portal: https://dione.batstate-u.edu.ph/tao/#/application
Certified true copy of Junior High School and Senior High School Form 137 (1 electronic copy)	Previous/Current School
Certificate of Completion of SHS reflecting the strand or Enrolment therein, if not completed (1 electronic copy)	Previous/ Current School
Applicants under the Affirmative Action Program (AAP) must submit the following requirements (1 electronic copy of each requirement):	
- Indigent applicants	
a. Certificate of Indigency of Parent or Guardian	Barangay Office
b. Certificate of Tax Exemption	Bureau of Internal Revenue
- Alternative Learning System (ALS): Certification of completion of ALS program	Previous school

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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
- Indigenous people: Certificate of Tribe Membership, or any equivalent certification as belonging to indigenous people/indigenous cultural community	National Commission on Indigenous Peoples (NCIP)
- Person with Disability (PWD): PWD Identification Card (ID)	Person with Disability Affairs Office (PDAO)
- Iskolar ng Bayan: Certification from the public high school indicating Top Ten ranking in the graduated Grade 12 class, duly signed by the School Principal	Public senior high school
Recent passport-sized picture with white background (1 electronic copy)	Photo Studio
Grade 12 Form 138 (1 original) (if the applicant is a graduate of Senior High School)	Senior High School
Admission Test Permit (1 Original)	College Applicant's Portal: https://dione.batstate-u.edu.ph/batstateucat
Medical and Dental Examination Requirements	
Chest X-ray Result (1 original) taken within the last 6 months	Hospital or DOH assisted Laboratory; Client
Blood Type Result (1 original)	Hospital or DOH assisted Laboratory; Client
Drug Test result (1 original) - validity is 1 year from date of examination	Hospital or DOH assisted Laboratory; Client
Printed Notice of Admission	Testing and Admission Office (TAO) /College Applicant's Portal
Printed Appointment Slip	BatStateU Online Services
Registration Requirements	
Report Card/Form 138 (1 Original)	Previous school
Certificate of Good Moral Character (1 Original)	Previous school
PSA Birth Certificate/Marriage Certificate for Married Female Enrollees (1 Original)	Philippine Statistics Authority
Notice of Admission with stamp from Health Services Office (HSO) (1 Original)	HSO; student

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
Securing Admission Test at TAO				
1. **CREATE AN ACCOUNT** and **FILL OUT** the online application form and upload the electronic copy of documentary requirements at the College Admission Online Application portal: https://dione.batstate-u.edu.ph/tao/#/application	1. **RECEIVE** the online application through the TAO portal	None	30 minutes	*Administrative Aide VI TAO*
2. **WAIT** for the evaluation of online application.	2. **EVALUATE** the online application 2.1. For incomplete documents, **ADVISE** the applicant to submit the required documents through adding a list of deficiencies.	None	44 days	*Administrative Aide VI TAO*
3.1. For Programs with Interview: **CHECK** the College Applicant's Portal: (https://dione.batstate-u.edu.ph/batstateucat/portal/#/) for the result of evaluation	3.1. **INTERVIEW** the applicant	None	1 day	*College Dean/ Faculty Interviewer*
3.1.1. **SELECT** the scheduled date and time for the interview	3.1.1. **UPDATE** the results of the interview on the academic portal			

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
3.2. For Programs with NO Interview: **CHECK** the College Applicant's Portal (https://dione.batstate-u.edu.ph/batstateucat/portal/#/) for the schedule of examination	3.2. **APPROVE** the application and provide Test Permit	None	3 minutes	*Administrative Aide VI* TAO – Central Administration
4. **TAKE** the admission test	4. **ADMINISTER** the admission test	None	2 hours	*Test Staff* TAO
5. **WAIT** for the admission results	5. **RELEASE** the admission result and provide the Notice of Admission	None	81 days	*Administrative Aide VI* TAO
Securing Medical and Dental Examination at the Health Services Office (HSO)				
6. **SIGN** in the Transaction Logbook	None	None	None	*Medical Assistant / Administrative Aide / Dental Assistant / Nurse* HSO
7. **SUBMIT** the required documents	7. **RECEIVE AND REVIEW** the documents and check for completeness and accuracy of data	None	5 minutes	*Medical Assistant / Administrative Aide / Nurse* HSO
8. **UNDERGO** Medical and Dental Examination	8. **PERFORM** assessment, history taking, and physical /dental examination	None	1 hour	*Nurse / Dentist / Physician* HSO
9. **SIGN OUT** on the Transaction Logbook	None	None	None	*Medical Assistant / Administrative Aide / Dental Assistant / Nurse* HSO

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
Securing Registration at the Registration Services Office				
10. **SUBMIT** the complete set of enrollment documents to the Registration Services Office	10. **VALIDATE** the documents. If the documents are valid and complete, input the details of the student in the list of enrollees, then in the enrollment system.	None	5 minutes	*Administrative Aide VI* Registration Services Office
11. **RECEIVE** proof of enrollment	11. **ISSUE** a copy of certificate of registration, *if applicable*	None	3 minutes	*Administrative Aide VI* Registration Services Office
None	12. **RECORD** the student's submission of documents in the enrollment system			
13. **LOG IN** to the Student's Portal	13. **INFORM** the student of the Log-in Credentials	None	2 minutes	*Administrative Aide VI* Registration Services Office
END OF TRANSACTION				
TOTAL		**None**	**126 days, 3 hours, and 50 minutes**	
TOTAL NUMBER OF CLIENT STEPS		**12**		
TOTAL NUMBER OF AGENCY ACTIONS		**10**		

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REGISTRATION SERVICES OFFICE

External Service No. 2: Approval of Application and Enrollment of Shifters, and Transferees from another Batangas State University Campus

This prescribes the procedure for application for change of program or transfer of students from another Batangas State University (BatStateU) campus, and enrollment of the student.

Office or Division:	Registration Services Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Student who wants to change the current program into another program or transfer from one BatStateU Campus to another

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Form for Shifter/Transferee (1 Original)	Registration Services Office/ Student Portal
Student Clearance Form (1 Original)	Concerned College
Parent's Consent with attached clear copy of valid ID with signature (1 Original)	Parent/Guardian of the Student
Report of Grades (1 Certified True Copy)	Registration Services
Student ID	Student/Student Portal
Student's Copy of Exit Interview Form (1 Clear Copy), for Transferees only	Guidance and Counseling Office of Current Campus
Conditional Requirement: In case the student cannot process personally:	
Authorization letter stating the processes to be undertaken by the representative (1 Original)	Student who will shift
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures	Student and Representative

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE

1. **SUBMIT** the requirements to the admitting college for evaluation	1. **PROCESS** the shifting of program/transfer:
	
	1.1. **EVALUATE** the student based on the following:
	
	    a. Previous program is an allied field
	
	    b. Required General Weighted Average (GWA)
	
	    c. Slots are available
	
	    d. Courses taken by the student for possible crediting to the new program
	
	1.2. **INTERVIEW** the student and release the application form to the student, if qualified to shift/transfer
	
	1.3. **REVIEW** and approve the application form
	
	1.4. **PREPARE** the Proposed Courses for Enrollment form
		None	35 minutes	*Dean/Associate Dean/Dept./Program Chairperson*
				Concerned Colleges

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	1.5. **SIGN** and issue the form to the student to be forwarded to the Registration Services Office for enrollment			
2. **BRING** the approved application form to the Registration Services Office	2. **PROCESS** the approved application form: 2.1. **RECEIVE** the form 2.2. **CHECK** the completeness of details in the form 2.3. **UPDATE** the student's profile on the system based on the new program 2.4. **ENCODE** the courses stated on the Proposed Courses for Enrollment 2.5. **UPDATE** the status of the student to "Enrolled" 2.6. **INFORM** the student to login in the Student Portal to check the enrollment details	None	25 minutes	*Head/ Administrative Aide VI* Registration Services Office

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	2.7. **RECORD** the student on the Shifters and Transferees Logbook			
END OF TRANSACTION				
TOTAL		**None**	**1 hour**	
TOTAL NUMBER OF CLIENT STEPS		**2**		
TOTAL NUMBER OF AGENCY ACTIONS		**2**		

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REGISTRATION SERVICES OFFICE

External Service No. 3: Approval of Application and Enrollment of Transferees from another Higher Education Institutions (HEIs)

This prescribes the procedure in the application and enrollment of students who want to transfer to Batangas State University (BatStateU) from other HEIs.

Office or Division:	Registration Services Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Student from other HEIs (Higher Education Institutions) who wants to transfer to BatStateU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
College Evaluation and Admission Test Requirements	
Accomplished Application Form for Shifter/Transferee (1 Original)	Registration Services Office
Transcript of Records (1 Original)	Previous HEI
Certificate of General Weighted Average (GWA)	Previous HEI
Certificate of Course Description, *if necessary*	Previous HEI
Certificate of Grading System, *if necessary*	Previous HEI
Student ID or Any Valid Identification Card	Previous HEI/ Government Agency
Medical and Dental Examination Requirements	
Printed Notice of Admission (1 Original)	Testing and Admission Office (TAO)
Printed Appointment Slip (1 original)	BatStateU College Applicant's Portal
Chest X-ray result (1 original) taken within the last 6 months	Hospital or DOH assisted Laboratory; Client
Blood Type result (1 original)	Hospital or DOH assisted Laboratory; Client
Drug Test (1 original) taken within one year	Hospital or DOH assisted Laboratory; Client
Registration Requirements	
Notice of Admission with stamp from Health Services Office (HSO) (1 Original)	HSO; Student

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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Application Form for Shifter/Transferee with complete evaluation requirements (1 Original)	Admitting College/ Department
Certificate of Transfer Credential/Honorable Dismissal (1 Original), Transcript of Records (1 Original)	Previous School
Clear Copy of PSA/NSO Birth Certificate/ Marriage Contract, if Married Female Enrollee (1 copy) *Note: Bring original copy for verification*	Philippine Statistics Authority (PSA)
Certificate of Good Moral Character (1 Original)	Previous School
Conditional Requirement: In case the student cannot process personally:	
Authorization letter stating the processes to be undertaken by the representative (1 Original)	Student
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures	Student and Representative

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
Securing College Evaluation and Admission at the Concerned College/TAO				
1. **SUBMIT** the filled-out Application Form and other documentary requirements to the concerned college	1. **EVALUATE** the submitted application	None	30 minutes	*College Dean/ Faculty Evaluator* Concerned College
2. **WAIT** for the issuance of college endorsement letter	2.1. **ISSUE** Endorsement Letter addressed to TAO for the administration of the admission test (if qualified)	None	30 minutes	*College Dean/ Faculty Evaluator* Concerned College
3. **PROCEED** to TAO and present the evaluated application documents and Endorsement Letter	3. **REVIEW** the submitted documents	None	4 minutes	*Psychometrician/ Administrative Aide VI* TAO
4. **SECURE** admission Test Permit	4. **ISSUE** Test Permit	None	3 minutes	*Psychometrician/ Administrative Aide VI* TAO

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
5. **TAKE** the examination on the scheduled date	5. **ADMINISTER** the admission test 5.1. **SCORE** and **INTERPRET** admission test taken by applicants 5.2. **ENDORSE** examination results to the college	None	2 hours, 30 minutes, 5 minutes	*Psychometrician* TAO
6. **WAIT** for the endorsement of the college	6. **RANK** the applicants based on exam results and evaluated grades 6.1. **ENDORSE** the list of qualifiers to TAO based on the available slots	None	3 days	*College Dean/ Faculty Evaluator* Concerned College
7. **WAIT** for the admission results	7. **RECEIVE** endorsement of qualified applicants for admission 7.1. **RELEASE** Notice of Admission to qualifiers	None	1 day	*Psychometrician/ Administrative Aide VI* TAO
Securing Medical and Dental Examination at the Health Services Office (HSO)				
8. **SIGN** in the Transaction Logbook	None	None		*Medical Assistant / Administrative Aide / Dental Assistant / Nurse* HSO

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
9. **SUBMIT** the required documents	9. **RECEIVE AND REVIEW** the documents and check for completeness and accuracy of data	None	5 minutes	*Medical Assistant / Administrative Aide / Nurse* HSO
10. **UNDERGO** Medical and Dental Examination	10. **PERFORM** assessment and History taking Physical/Dental Examination	None	1 hour	*Nurse / Dentist / Physician* HSO
11. **SIGN OUT** on the Transaction Logbook	None	None	None	*Medical Assistant / Administrative Aide / Dental Assistant / Nurse* HSO
Securing Registration at the Registration Services Office				
12. **SUBMIT** the following documents for enrollment to the Registration Services Office: a. Approved Application Form for Shifter/Transferee b. Stamped Notice of Admission c. Original Transcript of Records d. Certificate of Transfer Credentials e. Clear Copy of PSA/NSO Birth Certificate/ Marriage Certificate if Married female	12. **PROCESS** the approved application form: 12.1. **CHECK** the Student ID or any valid identification card 12.2. **CHECK** the completeness of details in the application form 12.3. **VALIDATE** the submitted documents 12.4. **CREATE** the Student Record (SR) code for the student	None	31 minutes	*Administrative Aide VI* Registration Services Office

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	12.5. **ENCODE** the courses stated on the Proposed Courses for Enrollment 12.6. **SIGN** the application form 12.7. **ADVISE** the student to visit the Student Portal for verification of courses enrolled			
END OF TRANSACTION				
TOTAL		**None**	**4 days, 5 hours, and 18 minutes**	
TOTAL NUMBER OF CLIENT STEPS		**12**		
TOTAL NUMBER OF AGENCY ACTIONS		**10**		

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REGISTRATION SERVICES OFFICE

External Service No. 4: Enrollment of Regular Students in the Undergraduate Programs

This prescribes the procedure in the enrollment of old students considered as regular students or students who are carrying the required units as prescribed in the curriculum and with no back courses.

Office or Division:	Registration Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Old student with regular status			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Online Clearance		Student Portal		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. **LOG** in to the Student Portal, then click the link Online Registration and complete the enrollment steps. 1.1. **CLICK** Step 1 for Scholarship if applicable. 1.2. **CLICK** Step 2 for Adding courses. Click Load Proposed Subjects to view the possible courses to enroll. Click the Select Subject tab to add subjects and find a schedule. Then, Click Add. Continue the process until all subjects/ courses are added.	None	None	None	*Automation*

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1.3. **CLICK** Step 3 for viewing of added subjects/courses. 1.4. **CLICK** Step 4 for Assessment 1.5. **CLICK** Step 5 for Enrollment Confirmation				
END OF TRANSACTION				
TOTAL		**None**	**None**	
TOTAL NUMBER OF CLIENT STEPS		1		
TOTAL NUMBER OF AGENCY ACTIONS		0		

REGISTRATION SERVICES OFFICE

External Service No. 5: Enrollment of Irregular Students in the Undergraduate Programs

This prescribes the procedure in the enrollment of students who have back courses and carry less than or full load called for by the curriculum in a given semester.

Office or Division:	Registration Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Student with irregular status			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Report of Grades (1 Certified True Copy)		Student Portal / Registration Services Office		
Proposal Slip (1 Original)		College/ Department		
Program of Study (1 Original)		College/ Department		
Student ID		Student Portal/ ICT Department		
Conditional Requirement: In case the student cannot process personally:				
Authorization letter stating the processes to be undertaken by the representative (1 Original)		Student		
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures		Student and Representative		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. **PROCEED** to the college/department for evaluation of Report of Grades	1. **EVALUATE** the student's academic records: 1.1. **CHECK** the submitted Certified True Copy of grades	None	31 minutes	*Dean/Associate Dean/Department/Program Chairperson* Concerned Colleges

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. **IDENTIFY** the possible courses to enroll based on the curriculum 1.3. **PREPARE** and sign the Program of Study 1.4. **PREPARE** and **PROVIDE** the student a Proposal Slip for the courses to enroll 1.5. **ADVISE** the student to enroll online in the Student Portal or manually in the Registration Services Office			
2. **PROCEED** to the Registration Services Office for the validation of enrolled courses and manual enrollment of other courses	2.1. **CHECK** the Student ID 2.2. **ENCODE** the courses based on the submitted proposal slip 2.3. **TAG** the student as Enrolled 2.4. **ISSUE** the Dean's copy of the Proposal Slip to the student to be returned to the college/department	None	10 minutes	*Administrative Aide VI* Registration Services Office

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	2.5. **ADVISE** the student to log in at the Student Portal to verify the enrollment			
END OF TRANSACTION				
TOTAL		None	41 minutes	
TOTAL NUMBER OF CLIENT STEPS		2		
TOTAL NUMBER OF AGENCY ACTIONS		2		

REGISTRATION SERVICES OFFICE

External Service No. 6: Enrollment of Overstaying Students in the Undergraduate Programs

This prescribes the procedure in the enrollment of irregular students who have exceeded the allowed number of years of residency in the program.

Office or Division:	Registration Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students who exceeded the allowed residency in the program			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Report of Grades (1 Certified True Copy)		Student Portal / Registration Services Office		
Proposal Slip (1 Original)		College/ Department		
Program of Study (1 Original)		College/ Department		
Approved request for Substitution of Course/s, if applicable (1 Original)		College/ Department		
Official Receipt (1 Original/ 1 e-receipt)		Cashiering Office		
Student ID		Student Portal/ ICT Department		
Conditional Requirement: In case the student cannot process personally:				
Authorization letter stating the processes to be undertaken by the representative (1 Original)		Student		
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures		Student and Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. **PROCEED** to the college/department for evaluation	1. **EVALUATE** the student's academic records:	None	31 minutes	*Dean/Associate Dean/Program Chairperson Concerned Colleges*

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 **CHECK** the submitted Certified True Copy of grades Student ID 1.2 **IDENTIFY** the possible courses to enroll based on the curriculum 1.3 **PREPARE** and sign the Program of Study 1.4 **PREPARE** and provide the student a Proposal Slip for the courses to enroll 1.5 **ADVISE** the student to proceed to the Registration Services Office to enroll			
2. **PROCEED** to the Registration Services Office for enrollment of courses	2. **ENROLL** the courses based on the proposal slip: 2.1 **RECEIVE** and check the Proposal Slip for the completeness of details 2.2. **ENCODE** the courses stated on the Proposal Slip	None	15 minutes	*Administrative Aide VI* Registration Services Office

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	2.3. **UPDATE** the student year level, if necessary 2.4. **ADVISE** the student to process the payment			
3. **PROCEED** to the Cashiering Office for payment. **PAY** fees thru the following modes:	3. **ACCEPT** payment thru the following modes:	Tuition Fee: Php 250/unit Registration: Php 260 Library Fee: Php 622 Athletic Fee: Php 380 Publication Fee: Php 380 Medical & Dental Fee: Php 380 Guidance Fee: Php 260 Laboratory Fee: Php 751	3 minutes	*Administrative Aide VI Cashiering Office*
3.1. Over-the-counter transaction or direct payment at the Cashiering Office	3.1. Over-the-Counter 3.1.1. **CHECK** and **VERIFY** the required form 3.1.2. **ACCEPT** payment 3.1.3. **ISSUE** official receipt			
3.2. On-Coll Deposit to BatStateU Landbank Account (for Pablo Borbon and Nasugbu):	3.2. On-Coll Deposit:		48 hours	
3.2.1. **VISIT** any Landbank of the Philippines (LBP) Branch	3.2.1. **VERIFY** payment thru deposit slip sent via email by the student and **CONFIRM** if the payment made was credited to the BatStateU account			

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
3.2.2. **PRESENT** filled-out On-coll Payment Slips at the teller together with the cash and **HAVE IT VALIDATED** by the bank	3.2.2. **POST** the payment to the student account	NSTP: Php 375		
3.2.2. **PRESENT** filled-out On-coll Payment Slips at the teller together with the cash and **HAVE IT VALIDATED** by the bank	3.2.2. **POST** the payment to the student account	Anti-TB: Php 15 SCUAA: Php 130		
3.2.2. **PRESENT** filled-out On-coll Payment Slips at the teller together with the cash and **HAVE IT VALIDATED** by the bank	3.2.2. **POST** the payment to the student account	Cultural Fee: Php 173 Security Fee: Php 173		
3.2.3. **EMAIL** the scanned copy of the validated deposit slip to: cashier.main@g.batstate-u.edu.ph cashier.malvar@g.batstate-u.edu.ph cashier.lipa@g.batstate-u.edu.ph cashier.pb@g.batstate-u.edu.ph cashier.alangilan@g.batstate-u.edu.ph cashier.nasugbu@g.batstate-u.edu.ph	3.2.3. **GENERATE** E-receipt and **SEND** to client thru email	HEMF: Php 86/unit Internet: Php 300 SSC: Php 25 Insurance: Php 50 **Non-Resident Fee: Php 10,000		

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
3.3. Online Payment:	3.3. Online Payment	***RLE Fee = (Total Honorarium of Faculty + 30% Indirect Cost)/Total Number of Enrolled Students	24 hours	
3.3.1. **LOG ON** on to https://epaymentportal.landbank.com (for Lipa and Nasugbu) https://www.lbp-eservices.com/egps/portal/Merchants.jsp (for Pablo Borbon) https://www.landbank.com/linkbizportal-merchants (for Alangilan and Malvar)	3.3.1. **LOG ON** to https://www.lbp-eservices.com/MPI/Institution/inquiry/UserAuthentication.jsp (for Lipa and Nasugbu) https://epaymentportal.landbank.com/mpi.php (for Pablo Borbon) https://www.landbank.com/linkbizportal-merchants (for Alangilan and Malvar)			
3.3.2. **FOLLOW** the instructions provided by filling-out necessary information up until the payment has been transferred to BatStateU account	3.3.2. **CHECK** and **VERIFY** successful transactions via LBP E-Payment Portal to confirm if the payment was credited to the BatStateU account			
3.3.3. **EMAIL** the scanned copy of the validated deposit slip to: cashier.main@g.batstate-u.edu.ph cashier.malvar@g.batstate-u.edu.ph cashier.lipa@g.batstate-u.edu.ph cashier.pb@g.batstate-u.edu.ph	3.3.3. **POST** the payment to the student account			

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cashier.alangilan@g.batstate-u.edu.ph cashier.nasugbu@g.batstate-u.edu.ph				
None	3.3.4. **GENERATE** E-Receipt and **SEND** to client thru email			
4. **CHECK** the enrollment details in the Student Portal	None	None	None	*Automation*
END OF TRANSACTION				
TOTAL (over the counter payment)	-do-	**49 minutes**		
TOTAL (online payment)		**1 day and 46 minutes**		
TOTAL (on-coll deposit)		**2 days and 46 minutes**		
TOTAL NUMBER OF CLIENT STEPS	**4**			
TOTAL NUMBER OF AGENCY ACTIONS	**3**			

REGISTRATION SERVICES OFFICE

External Service No. 7: Enrollment of Returnee Students in the Undergraduate Programs

This prescribes the procedure in the enrollment of returnee students who took a break from enrollment and wants to continue the enrollment in the university.

Office or Division:	Registration Services Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Student who took a break from enrollment and wants to continue the enrollment in the university
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Report of Grades (1 Certified True Copy)	Student Portal/ Registration Services Office
Evaluation Form for Returnee (1 Original)	Student Portal/ Registration Services Office
Approved Leave of Absence (LOA), if applicable (1 Clear Copy)	Student
Proposal Slip (1 Original)	College/ Department
Program of Study (1 Clear Copy)	College/ Department
Approved request for Equivalency, if necessary (1 Original)	College/ Department
Student ID	Student Portal/ ICT Department
Program Curriculum Evaluation (1 Clear Copy)	College/ Department
Conditional Requirement: In case the student cannot process personally:	
Authorization letter stating the processes to be undertaken by the representative (1 Original)	Student
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures	Student and Representative

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. **SUBMIT** the Evaluation Form for Returnee to the college/department for evaluation	1. **EVALUATE** the student's academic records: 1.1. **CHECK** the submitted Certified True Copy of grades Student ID 1.2. **IDENTIFY** the possible courses to enroll based on the curriculum 1.3. **PREPARE** and sign the Program of Study 1.4. **PREPARE** and provide the student a Proposal Slip for the courses to enroll 1.5. **ADVISE** the student to enroll manually in the Registration Services Office	None	30 minutes	*Dean/Associate Dean/Program Chairperson* Concerned colleges
2. **PROCEED** to the Registration Services Office for enrollment	2. **PROCESS** the enrollment 2.1 **CHECK** the Student ID 2.2 **ENCODE** the courses based on the submitted proposal slip	None	15 minutes	*Administrative Aide VI* Registration Services Office

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 **TAG** the student as Enrolled 2.4 **ISSUE** the Dean's copy of the Proposal Slip to the student to be returned to the college/department 2.5 **ADVISE** the student to log in at the Student Portal to verify the enrollment			
END OF TRANSACTION				
TOTAL		**None**	**45 minutes**	
TOTAL NUMBER OF CLIENT STEPS		2		
TOTAL NUMBER OF AGENCY ACTIONS		2		

REGISTRATION SERVICES OFFICE

External Service No. 8: Late Enrollment of Students in the Undergraduate Programs

This prescribes the procedure in the enrollment of students who want to enroll beyond the registration period.

Office or Division:	Registration Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Student who wants to enroll beyond the registration period			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accommodation Form for Late Enrollment (1 Original)		College/ Department		
Program of Study, if applicable (1 Clear Copy)		College/ Department		
Report of Grades, if applicable (1 Original)		Student Portal/ Registration Services Office		
Student ID		Student Portal/ ICT Department		
Conditional Requirement: In case the student cannot process personally:				
Authorization letter stating the processes to be undertaken by the representative (1 Original)		Student		
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures		Student and Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. **PROCEED** to the college for evaluation	1. **PROCESS** the request: 1.1. **EVALUATE** the student based on the Report of Grades 1.2. **ISSUE** the Accommodation Form for Late Enrollment	None	25 minutes	*Dean/Associate Dean/Department/ Program Chairperson* Concerned Colleges

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. **IDENTIFY** the courses to enroll 1.4. **INFORM** the student to fill out completely the form 1.5. **REVIEW** and **RECOMMEND** for approval the request 1.6. **ADVISE** the student to secure the approval of Vice Chancellor for Academic Affairs			
2. **PROCEED** to the Vice Chancellor for Academic Affairs for approval	2. **PROCESS** the form: 2.1 **RECEIVE** and **CHECK** the form for the completeness of details 2.2. **APPROVE** and **SIGN** the form 2.3. **ADVISE** the student to **PROCEED** to the Registration Services Office for enrollment	None	15 minutes	*Administrative Assistant/ Vice Chancellor* Vice Chancellor for Academic Affairs Office

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
3. **SUBMIT** the approved accommodation form to the Registration Services Office for enrollment	3. **PROCESS** the accommodation form: 3.1. **CHECK** the Student ID 3.2. **RECEIVE** and check the accommodation form 3.3. **ENCODE** the courses for enrollment 3.4. **TAG** the student as Enrolled 3.5. **ISSUE** the Dean's copy of the Proposal Slip to be submitted to the college/ department 3.6 **ADVISE** the student to log in at the Student Portal to verify the enrollment	None	20 minutes	*Administrative Aide VI* Registration Services Office
END OF TRANSACTION				
TOTAL		**None**	**1 hour**	
TOTAL NUMBER OF CLIENT STEPS		**3**		
TOTAL NUMBER OF AGENCY ACTIONS		**3**		

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REGISTRATION SERVICES OFFICE

External Service No. 9: Cancellation of Enrolled Courses in the Undergraduate Programs

This prescribes the procedure in the cancellation of enrolled courses of old students before the start of classes in the current semester.

Office or Division:	Registration Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Old Student who wants to cancel enrolled courses before the start of classes			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Cancellation of Enrollment form (1 Original)		Student Portal/ Registration Services Office		
Student ID		Student Portal/ ICT Department		
Conditional Requirement: In case the student cannot process personally:				
Authorization letter stating the processes to be undertaken by the representative (1 Original)		Student		
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures		Student and Representative		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. **PROCEED** to the Registration Services Office for evaluation	1. **PROCESS** the request: 1.1. **CHECK** the Student ID 1.2. **EVALUATE** the student request for cancellation 1.3. **ISSUE** the Cancellation of Enrollment form	None	10 minutes	*Administrative Aide VI* Registration Services Office

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. **INFORM** the student to fill out completely the form 1.5. **ADVISE** the student to seek the parent/guardian consent for cancellation			
2. **SUBMIT** the duly signed form to the Registration Services Office	2. **PROCESS** the form: 2.1 **CHECK** the Student ID/ Representative 2.2. **RECEIVE** and check the form for the completeness of details 2.3. **VERIFY** the status of enrollment on the system 2.4. **DELETE** the enrolled courses in the system based on the cancellation form 2.5. **SIGN** the form 2.6. **ISSUE** the Student's copy 2.7. **ADVISE** the student to process the Leave of Absence (LOA), if applicable	None	20 minutes	*Administrative Aide VI* Registration Services Office

END OF TRANSACTION			
TOTAL	None	30 minutes	
TOTAL NUMBER OF CLIENT STEPS	2		
TOTAL NUMBER OF AGENCY ACTIONS	2		

REGISTRATION SERVICES OFFICE

External Service No. 10: Cancellation of Enrollment of First Year in the Undergraduate Programs

This prescribes the procedure in the cancellation of all enrolled courses of first year students who will no longer study in the University. The cancellation is strictly before the start of classes.

Office or Division:	Registration Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Enrolled first year students who do not want to pursue the program in the Batangas State University.			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Cancellation of Enrollment form (1 Original)		Student Portal/ Registration Services Office		
Student ID		Student		
Conditional Requirement: In case the student cannot process personally:				
Authorization letter stating the processes to be undertaken by the representative (1 Original)		Student		
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures		Student and Representative		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. **PROCEED** to the Registration Services Office for evaluation	1. **PROCESS** the request: 1.1. **CHECK** the Student ID 1.2. **EVALUATE** the student request for cancellation 1.3. **ISSUE** the Cancellation of Enrollment form	None	8 minutes	*Administrative Aide VI* Registration Services Office

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. **INFORM** the student to fill out completely the form 1.5. **ADVISE** the student to seek the parent/guardian consent for cancellation			
2. **SUBMIT** the duly signed form to the Registration Services Office	2. **PROCESS** the form: 2.1. **RECEIVE** and **CHECK** the form for the completeness of details 2.2. **VERIFY** the status of enrollment on the system 2.3. **DELETE** all enrolled courses in the system 2.4. **SET** the enrollment status to Cancelled 2.5. **SIGN** the form 2.6. **ISSUE** the Student's copy 2.7. **CANCEL** the issued Form 137A of the previous school, if applicable	None	20 minutes	*Administrative Aide VI* Registration Services Office

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE

	2.8. **ATTACH** to the photocopy of the cancelled Form 137A
	
	2.9. **RELEASE** all submitted enrollment document requirements
	
	   a. Form 138/Grade 12 Report Card
	
	   b. PSA/NSO Birth/Marriage Certificate
	
	   c. Certificate of Good Moral Character			

3. **SIGN** the Outgoing Document logbook	3. **ADVISE** the student to sign the logbook	None	2 minutes	*Administrative Aide VI* Registration Services Office
END OF TRANSACTION				
TOTAL		**None**	**30 minutes**	
TOTAL NUMBER OF CLIENT STEPS		**3**		
TOTAL NUMBER OF AGENCY ACTIONS		**3**		

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REGISTRATION SERVICES OFFICE

External Service No. 11: Approval of Cross-Campus Enrollment Form

This prescribes the procedure in the enrollment of students in other Batangas State University campuses of courses that are not offered in the University during the semester of enrollment or the courses that are in conflict with other courses enrolled by the student as specified in the Academic Policies and Procedures

Office or Division:	Registration Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Registration Services Office			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Cross-Campus Enrolment Form (3 Original)		Registration Services Office/ Download from Student Portal at https://dione.batstate-u.edu.ph/student/#/dashboard		
Student ID		Student Portal/ ICT Department		
Program of Study (1 Clear Copy)		College/ Department		
Conditional Requirement: In case the student cannot process personally:				
Authorization letter stating the processes to be undertaken by the representative (1 Original)		Student		
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures		Student and Representative		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. **PROCEED** to the respective college for preliminary evaluation and signature of the accomplished Cross - Campus Enrollment Form *See the process for evaluation for irregular*	1. **RECEIVE** the duly accomplished form, check, evaluate, and sign the Cross-Campus Enrollment Form 1.1. **CHECK** the authenticity and completeness of the form	None	20 minutes	*Administrative Aide VI, Program/Department Chairperson, Dean* Concerned Colleges

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. **EVALUATE** student's qualification for cross-campus enrollment 1.3. **SIGN** the form 1.4. **RETURN** the signed form and **INFORM** the student to seek the approval of the Head of Registration Services Office of the present campus			
2. **SUBMIT** the verified Cross-Campus Enrollment Form with the Program of Study to the Registration Services Office of the Present Campus for approval	2. **RECEIVE** the verified form, check, evaluate the Program of Study, and sign the Cross-Campus Enrollment Form 2.1. **CHECK** the authenticity and completeness of the signed form 2.2. **VERIFY** the student's records in the system 2.3. **APPROVE** the cross-campus enrollment form 2.4. **ISSUE** the approved cross-campus enrollment form to the student	None	10 minutes	*Administrative Aide VI/ Head* Registration Services Office

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	2.5. **INSTRUCT** the student to submit the form to the college of the receiving campus			
3. **SUBMIT** the signed Cross-Campus Enrollment Form to the college of the Receiving Campus for review and verification	3. **RECEIVE** the duly approved form, **VERIFY**, **CHECK** and **SIGN** the cross - campus enrollment form 3.1. **CHECK** the authenticity and completeness of the form 3.2. **VERIFY** the availability of intended course/s and schedule 3.3. **SIGN** the form and **RETURN** the signed form 3.4. **INFORM** the student to seek the approval of the Head of Registration Services of the Receiving Campus	None	15 minutes	*Administrative Aide VI, Program/Department Chairperson, Dean* Concerned colleges

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
4. **SUBMIT** the verified Cross-Campus Enrollment form to the Registration Services Office of the Receiving Campus for approval	4. **RECEIVE** the verified form, **CHECK**, **EVALUATE**, and **SIGN** the Cross-Campus Enrollment Form 4.1. **CHECK** the authenticity and completeness of the signed form 4.2. **VERIFY** the student's records in the system 4.3. **ENCODE** the course/s to be enrolled in the Enrollment System 4.4. **APPROVE** the cross-campus enrollment form 4.5. **GET** a copy of the approved form 4.6. **ISSUE** the other copies of the approved form to the student 4.7. **ADVISE** the student to check the Student Portal to verify the enrollment	None	10 minutes	*Administrative Aide VI* Registration Services Office

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	4.8. **INFORM** the student to submit the other copies of the approved forms to the Registration Services Office of the present campus			
5. **SUBMIT** the other copies of the duly approved Cross-Campus Enrollment Form to the Registration Services Office of the present campus for verification	5. **RECEIVE** the duly approved form and verify enrollment: 5.1. **RECEIVE** the copies of the duly approved Cross-Campus Enrollment form 5.2. **VERIFY** the enrollment on the system 5.3. **ISSUE** a copy to the student 5.4. **ADVISE** the student to sign the other form as received	None	5 minutes	*Administrative Aide VI* Registration Services Office
END OF TRANSACTION				
TOTAL		**None**	**1 hour**	
TOTAL NUMBER OF CLIENT STEPS		**5**		
TOTAL NUMBER OF AGENCY ACTIONS		**5**		

REGISTRATION SERVICES OFFICE

External Service No. 12: Approval and Issuance of Permit to Cross Enroll

This prescribes the procedure in the enrollment of students in other Higher Education Institutions (HEIs) of courses not offered in the university during the semester of enrollment or courses that are in conflict with other courses enrolled by the student as specified in the program curriculum.

Office or Division:	Registration Services Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Students who have back courses that are not offered in the university or courses that have conflict with other courses.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Permit to Cross Enroll Form (3 Original Copies)	Registration Services Office/ Download from Student Portal at https://dione.batstate-u.edu.ph/student/#/dashboard
Student ID	Student Portal/ ICT Department
Program of Study (1 Clear Copy)	College/ Department
Conditional Requirement: In case the student cannot process personally:	
Authorization letter stating the processes to be undertaken by the representative (1 Original)	Student
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures	Student and Representative

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. **PROCEED** to the respective college for preliminary evaluation and signature of the accomplished Permit to Cross-Enroll Form	1. **PROCESS** the form: 1.1. **RECEIVE** the duly accomplished form, **VERIFY**, **CHECK** and **SIGN** the Permit to Cross-Enroll	None	15 minutes	*Dean/Associate Dean/Program Chairperson* Concerned colleges

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. **RETURN** the signed form 1.3. **INFORM** the student to seek the approval of the Head of Registration Services Office			
2. **SUBMIT** the verified and checked Permit to Cross-Enroll form to the Registration Services Office for approval	2. **PROCESS** the Permit to Cross-Enroll form: 2.1. **CHECK** the Student ID, authenticity and completeness of the signed permit form 2.2. **VERIFY** the student's records in the system 2.3. **EVALUATE** student's qualification to cross-enroll 2.4. **APPROVE** the permit to cross-enroll 2.5. **ISSUE** the other copies of the approved form to the student	None	10 minutes	*Administrative Aide VI* Registration Services Office

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	2.6. **ADVISE** the student to sign the other form as received			
	2.7. **ISSUE** the duly approved Permit to Cross-Enroll			
	2.8. **INSTRUCT** the student to keep one copy of the permit to the college and the other copy to the university where the student intends to cross-enroll			
END OF TRANSACTION				
TOTAL		None	25 minutes	
TOTAL NUMBER OF CLIENT STEPS		2		
TOTAL NUMBER OF AGENCY ACTIONS		2		

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REGISTRATION SERVICES OFFICE

External Service No. 13: Adding, Changing, and Dropping of Courses

This prescribes the procedure in facilitating the request of enrolled students to add, change, or drop course/s in the current semester.

Office or Division:	Registration Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All students with enrollment records in the current semester.			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Adding/Changing/Dropping of Courses Form (1 Original)		Registration Services Office/ Download from Student Portal at https://dione.batstate-u.edu.ph/student/#/dashboard		
Student ID		Student Portal/ ICT Department		
Program of Study, if applicable (1 Clear Copy)		College/ Department		
Conditional Requirement: In case the student cannot process personally:				
Authorization letter stating the processes to be undertaken by the representative (1 Original)		Student		
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures		Student and Representative		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. **PROCEED** to the respective college for preliminary evaluation and signature of the accomplished Adding/ Changing/Dropping of Courses form	1. **PROCESS** the request for adding/changing/dropping of course/s	None	18 minutes	*Dean/Associate Dean/Program Chairperson* Concerned colleges

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	1.1. **RECEIVE** the duly accomplished form and evaluate the student request based on the prescribed curriculum 1.2. **APPROVE** the adding, changing or dropping of courses 1.3. **ADVISE** the student to submit the form to the Registration Services Office			
2. **SUBMIT** to the Registration Services Office the Adding, Changing and Dropping of Courses form approved by the College's Dean/Associate Dean/Program Chairperson	2. **PROCESS** the request for adding/changing/dropping of course/s 2.1. **CHECK** the Student ID, authenticity and completeness of the approved adding, changing and dropping form 2.2. **VERIFY** the student's enrolment records	None	10 minutes	*Administrative Aide VI* Registration Services Office

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	2.2.1. In case of adding and changing of courses, **EVALUATE** student's qualification for enrolling course/s stated on the form 2.2.2. In case of dropping, **DROP** the courses state on the form 2.2.3. **APPROVE** the request by signing the form 2.3. **INSTRUCT** the student to proceed to the Assessment Office and submit the signed form for re-assessment of fees			
3. **SUBMIT** the Adding, Changing/ Dropping of Courses form to the Assessment Office for reassessment of fees	3. **PROCESS** the re-assessment 3.1. **RECEIVE** the Adding, Changing/ Dropping of Courses form 3.2. **CHECK** and open the student's records in the system	None	9 minutes	*Administrative Aide VI* Accounting Office

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	3.3. **RE-ASSESS** the fees according to the changes in the form 3.4. **ISSUE** assessment form/ payment slip, if applicable 3.5. **SIGN** the form 3.6. **INSTRUCT** the student to return the signed form to the Registration Services Office			
4. **SUBMIT** the signed form from the Accounting Office to the Registration Services Office	4. **PROCESS** the re-assessed form 4.1. **RECEIVE** the form 4.2. **ISSUE** to the student the copy of the approved adding, changing, and dropping of courses form 4.3. **INSTRUCT** the student to revisit the Student Portal for verification	None	1 minute	*Administrative Aide VI* Registration Services Office
END OF TRANSACTION				
TOTAL		**None**	**38 minutes**	
TOTAL NUMBER OF CLIENT STEPS		**4**		
TOTAL NUMBER OF AGENCY ACTIONS		**4**		

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REGISTRATION SERVICES OFFICE

External Service No. 14: Approval of Course Overloading

This prescribes the procedure in facilitating the request of enrolled graduating students for overloading of courses in the semester/s of the last academic year as specified in the program curriculum.

Office or Division:	Registration Services Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All graduating students with enrollment records in the current semester.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Request for Course/s Overload Form (1 Original)	Registration Services Office/ Download from Student Portal at https://dione.batstate-u.edu.ph/student/#/dashboard
Student ID	Student Portal/ ICT Department
Program of Study (1 Clear Original)	College/ Department
Program Curriculum (1 Original)	College/ Department
Conditional Requirement: In case the student cannot process personally:	
Authorization letter stating the processes to be undertaken by the representative (1 Original)	Student
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures	Student and Representative

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. **PROCEED** to the respective college for preliminary evaluation and approval of the accomplished Request for Course/s Overloading form	1. **RECEIVE** the duly accomplished form, **EVALUATE**, and **APPROVE** the course overloading	None	31 minutes	*Dean/Associate Dean/Program Chairperson* Concerned colleges

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
2. **SUBMIT** to the Registration Services Office the Adding, Changing and Dropping of Courses form approved by the College's Department/Program Chair and the Dean	2. **PROCESS** the request for course overloading 2.1. **CHECK** the Student ID 2.2. **VERIFY** the student's enrolment records and check the authenticity	None	5 minutes	*Administrative Aide VI* Registration Services Office
3. **PROCEED** to the Assessment Office for reassessment of fees	3. **PROCESS** the re-assessment 3.1. **CHECK** and **OPEN** the student's records in the system 3.2. **RE-ASSESS** the fees according to the changes in the form 3.3. **ISSUE** assessment form/ payment slip, if applicable 3.4. **SIGN** the form and **INSTRUCT** the student to return the signed form to the Registration Services Office	None	8 minutes	*Administrative Aide VI* Accounting Office

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
4. **SUBMIT** the signed form from the Accounting Office to the Registration Services Office	4. **PROCESS** the duly accomplished form 4.1. **RECEIVE** the signed form 4.2. **ISSUE** to the student the copy of the approved adding, changing, and dropping of courses form 4.3. **INSTRUCT** the student to revisit the Student Portal for verification	None	1 minute	*Administrative Aide VI* Registration Services Office
END OF TRANSACTION				
TOTAL		**None**	**45 minutes**	
TOTAL NUMBER OF CLIENT STEPS		**4**		
TOTAL NUMBER OF AGENCY ACTIONS		**4**		

REGISTRATION SERVICES OFFICE

External Service No. 15: Application and Approval of Leave of Absence (LOA)

This prescribes the procedure in facilitating the application and approval of a student's official absence in the university for semester or academic year.

Office or Division:	Registration Services Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All students with on-going program, regardless of enrollment status.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Leave of Absence Form (3 Original)	Registration Services Office/ Download from Student Portal at https://dione.batstate- u.edu.ph/student/#/dashboard
Photocopy of Parent/guardian's any valid ID with three (3) specimen signature (3 Clear Copies) *(For students below 18 years old only)*	Government Issued ID
Program of Study (3 Clear Copies)	College/ Department
Student ID	Student Portal/ ICT Department
Conditional Requirement: In case the student cannot process personally:	
Authorization letter stating the processes to be undertaken by the representative (1 Original)	Student
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures	Student and Representative

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. **SUBMIT** the application to the respective college for the preliminary evaluation	1. **PROCESS** the application 1.1. **RECEIVE** the duly accomplished form	None	15 minutes	*Dean/Associate Dean/Department/Program Chairperson* Concerned colleges

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. **ASSESS** the student's request for LOA 1.3. If qualified to file LOA, **PREPARE** the Program of Study 1.4. **SIGN** the application form 1.5. **ADVISE** the student to proceed to the Office of the Discipline for the next process			
2. **SUBMIT** the signed form to the Office of the Student Discipline	2.1 **RECEIVE** the duly accomplished form 2.2 **CHECK** the students record 2.3 If cleared, **SIGN** the application for leave of absence 2.4 **ADVISE** the student to proceed to the Registration Services Office for the approval	None	5 minutes	*Administrative Aide VI* Office of the Student Discipline

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
3. **SUBMIT** the signed form to the Registration Services Office	3. **RECEIVE**, evaluate and approve the Leave of Absence 3.1. **CHECK** the authenticity and completeness of the form 3.2. **VERIFY** the student's enrollment records 3.3. **EVALUATE** the student's qualification for leave of absence 3.4. **APPROVE** the leave of absence 3.5. **INPUT** the details of leave of absence in the Record of Leave of Absence in the system.	None	9 minutes	*Administrative Aide VI/ Head* Registration Services Office
4. **RECEIVE** the approved Leave of Absence form	4. **ISSUE** the student's copy and college's copy of the approved Leave of Absence Form. 4.1. **INSTRUCT** the student to submit the college's copy to the respective college.	None	1 minute	*Administrative Aide VI* Registration Services Office

END OF TRANSACTION			
TOTAL	None	30 minutes	
TOTAL NUMBER OF CLIENT STEPS	4		
TOTAL NUMBER OF AGENCY ACTIONS	4		

REGISTRATION SERVICES OFFICE

External Service No. 16: Application and Approval of Application for Comprehensive Examination

This prescribes the procedure in the application and approval of application for Comprehensive Examination.

Office or Division:	Registration Services Office- Pablo Borbon and Alangilan Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students in the graduate programs who completed their academic courses and qualified to take Comprehensive Examination.			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Student ID		Student Portal/ ICT Department at: https://dione.batstate- u.edu.ph/student/#/dashboard		
Application Form for Comprehensive Examination (1 Original)		Registration Services Office/ Student Portal		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. **SUBMIT** the filled-out Application Form to the Office of the Registration Services Office	1. **PROCESS** the request: 1.1. **RECEIVE** accomplished Application Form for Comprehensive Examination applicant 1.2. **CHECK** the qualification of the applicant 1.3. **INPUT** the grades in the program curriculum evaluation	None	1 hour, 55 minutes	*Administrative Aide VI/ Head* Registration Services Office

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. **INPUT** the evaluation results in the application form 1.5. **REVIEW** and approve the application			
2. **RECEIVE** the approved Application Form	2. **PHOTOCOPY/SCAN** the approved form and **PROVIDE** the student with photocopied/ scanned approved forms	None	5 minutes	*Administrative Aide VI* Registration Services Office
END OF TRANSACTION				
TOTAL		**None**	**2 hours**	
TOTAL NUMBER OF CLIENT STEPS		**2**		
TOTAL NUMBER OF AGENCY ACTIONS		**3**		

REGISTRATION SERVICES OFFICE

External Service No. 17: Approval of Application for Graduation

This prescribes the procedure in facilitating the student's application for graduation and approval by the concerned officials of the university.

Office or Division:	Registration Services Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All graduating students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Application for Graduation Form (1 Original)		Download from Student Portal at https://dione.batstate-u.edu.ph/student/#/dashboard		
Completion of Academic Requirements		Student		
Approval Sheet (1 Clear Copy)		Student		
Certificate of Submission of Hard Bound Copy of Thesis (1 Clear Copy)		Library Services Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. **SUBMIT** the accomplished Application for Graduation form to the concerned college.	1. **RECEIVE** and process the application. 1.1. **CHECK** the student's eligibility for graduation based on the prescribed curriculum.	None	5 minutes	*Program/Dept. Chair* Concerned Program/College

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	1.1.1 If eligible, **INCLUDE** in the initial list of applicants for graduation to be submitted to the Registration Services and **ADVISE** the student that the application is subject for evaluation of the Registration Services. 1.1.2 If not eligible, **RETURN** the application form and **ADVISE** the student to apply in the next application period 1.2. **PREPARE** the initial list of applicants for graduation and **SUBMIT** to the Registration Services together with the application forms for initial evaluation.		7 days (after the published deadline)	
2. **WAIT** for the status of the initial evaluation from the Registration Services Office	2. **RECEIVE** the initial list of applicants for graduation and application forms from the college 2.1. **CONDUCT** initial evaluation	None	44 days	*Administrative Aide VI* Registration Services Office

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. **INFORM** the concerned applicants and college about the deficiencies and deadline of submission 2.3. **SUBMIT** report of evaluation and **RETURN** the application forms to the concerned college for the review and signature of the Dean			
3. **COMPLY** with the deficiencies identified in the initial evaluation and wait for the result of the final evaluation	3. **CONDUCT** the final evaluation 3.1. **REVIEW**, and re-evaluate the applicant's academic records 3.2 **PREPARE** the final list for college deliberation	None	33 days	*Administrative Aide VI* Registration Services Office
None	4. **PROCESS** the approval of the application for graduation 4.1. **CONDUCT** the Local/Campus deliberation of candidates for graduation 4.2. **DECIDE** on the qualification of the applicant	None	7 days	*Head* Registration Services Office *Dean, Associate Dean, Program Chairperson* Concerned College and VCAA Chancellor

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	4.3. **PREPARE** and **SIGN** the final list of qualified applicants for graduation 4.4. **ENDORSE** the list of candidates for graduation to the Office of the Vice President for Academic Affairs			
5. **RECEIVE** the notice on the approval of the application for graduation	5. **SEND** an email to the students regarding the status of their application for graduation.	None	3 days after the Local Deliberation	*Administrative Aide VI* Registration Services Office
END OF TRANSACTION				
TOTAL		**None**	**91 days and 5 minutes**	
TOTAL NUMBER OF CLIENT STEPS		**5**		
TOTAL NUMBER OF AGENCY ACTIONS		**5**		

REGISTRATION SERVICES OFFICE

External Service No. 18: Issuance of Certified True Copy of Grades

This prescribes the procedure in facilitating the issuance of Certified True Copy of Grades of concerned students for Scholarship, evaluation of records, and other purposes. The Certified True Copy of Grades may be per semester or for the whole enrollment period.

Office or Division:	Registration Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students who are currently enrolled			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Clearance		Registration Portal/Student Clearance System		
Online Appointment Slip		Online Appointment System: https://dione.batstate-u.edu.ph/appointment/#/		
Request and Claim Slip (1 Original)		Registration Services Office/ Download from Student Portal at https://dione.batstate-u.edu.ph/student/#/dashboard		
Student ID		Student Portal/ ICT Department		
Conditional Requirement: In case the student cannot process personally:				
Authorization letter stating the processes to be undertaken by the representative (1 Original)		Student		
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures		Student and Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. **SECURE** an online appointment	None	None	None	*Automation*

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
2. **SUBMIT** the accomplished Request and Claim Slip to the Registration Services Office. **PRESENT** Student ID/required documents for authorized representatives	2. **PROCESS** the request for Certified True Copy of Grades 2.1. **RECEIVE** the request 2.2. **CHECK** the Student ID 2.3. **ADVISE** the student to process the payment at the Cashiering Office	None	2 minutes	*Administrative Aide VI* Registration Services Office
3. **PRESENT** the Request and Claim Slip and **PAY** at the Cashiering Office	3. **PROCESS** payment 3.1. **CHECK and VERIFY** the required form 3.2. **ACCEPT** payment 3.3. **ISSUE** official receipt	Authentication Documents: Php 20/page	3 minutes	*Administrative Aide VI* Cashiering Office
4. **PRESENT** the Official Receipt to the Registration Services Office and claim the document	4. **PREPARE** the document. 4.1. **SEARCH** for the student's record of grades in the system 4.2. **PRINT** the report of grades	None	5 minutes	*Administrative Aide VI and Head* Registration Services Office

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	4.3. **STAMP**, **SIGN** and **RECORD** in the logbook 4.4. **ISSUE** the Certified True Copy Report of Grades to the student/ authorized representative			
END OF TRANSACTION				
TOTAL		**Authentication Documents: Php 20/page**	**10 minutes**	
TOTAL NUMBER OF CLIENT STEPS		**3**		
TOTAL NUMBER OF AGENCY ACTIONS		**3**		

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REGISTRATION SERVICES OFFICE

External Service No. 19: Authentication of Documents

This prescribes the procedure in facilitating the authentication of documents issued by the Registration Services Office such as Diploma, Transcript of Records, Registration Forms, Student ID and Certifications.

Office or Division:	Registration Services Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All clients who have/had academic records in the university

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Online Clearance	Registration Portal/ Enrollment System
Online Appointment Slip	Online Appointment System: https://dione.batstate-u.edu.ph/appointment/#/
Request and Claim Slip (1 Original)	Registration Services Office/ Download from Student Portal at https://dione.batstate-u.edu.ph/student/#/dashboard
Valid Identification Card (National ID, Voter's ID, PRC ID, Driver's License, UMID, Passport), Student ID (1 Original)	PSA, COMELEC, PRC, LTO, SSS, GSIS, DFA, Student Portal/ ICT Department
Photocopies of Document/s to be authenticated together with the original copy for verification	Client
Conditional Requirement: In case the student cannot process personally:	
Authorization letter stating the processes to be undertaken by the representative (1 Original)	Client
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures	Client and Representative

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. **SECURE** an online appointment	None	None	None	*Automation*

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
2. **SUBMIT** the documents for authentication to the Registration Services Office	2. **RECEIVE** and **VALIDATE** the documents 2.1. **VERIFY** the authenticity of original documents and the photocopies 2.2. **CHECK** the completeness of information of the photocopies 2.3. **ISSUE** the Request and Claim Slip form 2.4. **ADVISE** the client to pay the indicated amount at the Cashiering Office 2.5. **LOG** the request in the logbook	None	15 minutes	*Administrative Aide VI / Head* Registration Services Office
3. **PRESENT** the Request and Claim Slip and pay at the Cashiering Office	3. **PROCESS** payment 3.1. **CHECK and VERIFY** the required form 3.2. **ACCEPT** payment 3.3. **ISSUE** official receipt	Authentication Documents: Php 20/page	3 minutes	*Administrative Aide VI* Cashiering Office

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
4. **PRESENT** the Request and Claim Slip form and the issued Official Receipt	4. **RECEIVE** the form and Official Receipt 4.1. **CHECK** and **MARK** the Official Receipt 4.2. **PREPARE** the logbook 4.3. **STAMP** the documents 4.4. **SIGN** the documents 4.5. **AFFIX** the dry seal	None	25 minutes	*Administrative Aide VI* Registration Services Office
5. **RECEIVE** the documents and sign in the Logbook	5. **RELEASE** the documents and **ADVISE** the client to sign in the logbook	None	2 minutes	*Administrative Aide VI* Registration Services Office
END OF TRANSACTION				
TOTAL		Authentication Documents: Php 20/page	45 minutes	
TOTAL NUMBER OF CLIENT STEPS		5		
TOTAL NUMBER OF AGENCY ACTIONS		5		

REGISTRATION SERVICES OFFICE

External Service No. 20: Issuance of Certified, Authenticated, and Verified (CAV) Documents

This prescribes the procedure for the facilitating the Certification, Authentication and Verification (CAV) of documents of concerned students issued by the Registration Services Office such as Diploma and Transcript of Records for Apostille and Professional Regulation Commission (PRC) Board Examination.

Office or Division:	Registration Services Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Graduates and students with no liability

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Online Clearance	Student Portal/Student Clearance System https://dione.batstate-u.edu.ph/student/#/dashboard
Accomplished Request Slip (1 Original)	Registration Services Office/ Download from Student Portal at https://dione.batstate-u.edu.ph/student/#/dashboard
Valid Identification Card (National ID, Voter's ID, PRC ID, Driver's License, UMID, Passport) (1 Original)	PSA, COMELEC, PRC, LTO, SSS/GSIS, DFA
Document/s to be authenticated (Clear copy and Original)	Client
Official Receipt of Payment (1 Original)	Cashiering Office
One (1) Documentary Stamp per document	Bureau of Internal Revenue/Cashiering Office
One (1) Long Brown Envelope	School Supplies
Conditional Requirement: In case the student cannot process personally:	
Authorization letter stating the processes to be undertaken by the representative (1 Original)	Client
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures	Client and Representative

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. **SECURE** an online appointment	None	None	None	*Automation*
2. **SUBMIT** the documents for Certification Authentication and Verification (CAV) to the Registration Services Office	2. **RECEIVE** and **VALIDATE** the documents 2.1. **VERIFY** the authenticity of original documents and the photocopies 2.2. **CHECK** the completeness of information of the photocopies 2.3. **ENSURE** no missing parts on the photocopied documents 2.4. **ISSUE** the Request and Claim Slip form 2.5. **ADVISE** the client to pay the indicated amount at the Cashiering Office 2.6. **LOG** the request in the logbook	None	15 minutes	*Administrative Aide VI/ Head* Registration Services Office

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
3. **PRESENT** the Request and Claim Slip and pay at the Cashiering Office	3. **PROCESS** payment 3.1 **CHECK** and **VERIFY** the required form 3.2 **ACCEPT** payment 3.3 **ISSUE** official receipt	Certification: Php 30/copy Authentication Documents: Php 20/page Document Stamp tax: Php 30 /certification	3 minutes	*Administrative Aide VI* Cashiering Office
4. **PRESENT** the Request and Claim Slip form and the issued Official Receipt at the Registration Services Office	4. **RECEIVE** the form, Official Receipt and documents for CAV 4.1. **CHECK** and **MARK** the official receipt 4.2. **ADVISE** the client to wait in the waiting area 4.3. **LOG** the request and **PREPARE** the certification 4.4. **STAMP** all photocopied documents 4.5. **SIGN** the certification, envelope, Diploma and Transcript of Records	None	2 hours 30 minutes	*Administrative Aide VI* Registration Services Office

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	4.6. **PLACE** the documentary stamp 4.7. **AFFIX** the dry seal on all documents 4.8. **NOTIFY** the client of the release of request in the waiting area			
5. **RECEIVE** the documents and sign in the Logbook	5. **RELEASE** the documents to the client 5.1. **PRESENT** the documents to client 5.2. **PLACE** all documents in the long brown envelope 5.3. **SEAL** the envelope 5.4. **ADVISE** the client not to open the envelope. 5.5. **GIVE** the envelope to the client 5.6. **INSTRUCT** the client to sign on the logbook	None	12 minutes	*Administrative Aide VI* Registration Services Office
END OF TRANSACTION				

TOTAL	Certification: Php 30/copy Authentication Documents: Php 20/page Document Stamp tax: Php 30 /certification	3 hours	
TOTAL NUMBER OF CLIENT STEPS	4		
TOTAL NUMBER OF AGENCY ACTIONS	4		

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REGISTRATION SERVICES OFFICE

External Service No. 21: Issuance of Certificate

This prescribes the procedure for the issuance of certifications by the Registration Services Office, including but not limited to the following:

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

Office or Division:	Registration Services Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All clients who have/had academic records in the university with no liability

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Online Clearance	Student Portal/Student Clearance System
Request Slip and Claim Form (1 Original)	Registration Services Office/ Online Document Request System at https://dione.batstate-u.edu.ph/odr/#/
Valid Identification Card (National ID, Voter's ID, PRC ID, Driver's License, UMID, Passport) /Student ID (1 Original)	PSA, COMELEC, PRC, LTO, SSS/ GSIS, DFA / Student Portal/ ICT Department
Official Receipt of Payment (1 Original/ e-receipt)	Cashiering Office
One (1) Documentary Stamp per document	Bureau of Internal Revenue/Cashiering Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Conditional Requirement: In case the student cannot process personally:	
Authorization letter stating the processes to be undertaken by the representative (1 Original)	Client
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures	Client and Representative

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. **REQUEST** the document 1.1. Thru **Online Document Request (ODR)** – **ACCESS** the Online Document Request System at https://dione.batstate-u.edu.ph/odr/#/ and **ACCOMPLISH** the steps for document requisition 1.2. **Thru Face-to-Face Transaction (In case of no internet connection/power failure/system breakdown)** – **SECURE** Request and Claim Slip Form at the Registration Services Office	1. **CHECK** the request and verify the client's eligibility and **APPROVE** or **DISAPPROVE** the request or **FILL** out the form	None	3 minutes	*Administrative Aide VI* Registration Services Office

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	1.1. **IF ELIGIBLE**, advise the client to pay at the Cashiering Office or through the Link Biz Portal 1.1.1. **ISSUE** the signed Request and Claim Slip *(Face to face transaction only)* 1.2. If not eligible, **INFORM** the client about the reason			
2. **PAY** at the Cashiering Office or via LinkBiz Portal	2. **PROCESS** payment and **ISSUE** the Official Receipt	Certification: Php 30/page Documentary Stamp Tax: Php 30	3 minutes	*Administrative Aide VI* Cashiering Office
3. **UPLOAD** via ODR or Present the official receipt at the Registration Services Office	3. **RECEIVE** the document, 3.1. **CHECK** the official receipt, **APPROVE** the request, and **ADVISE** the client about the process	None	1 minute	*Administrative Aide VI* Registration Services Office
	3.2. **CHECK** the student's records 3.3. **LOG** the request and prepare the certification	None	2 hours, 5 minutes	*Administrative Aide VI/ Head* Registration Services Office

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	3.4. **VERIFY** and certify the correctness of data 3.5. **AFFIX** Signature 3.6. **INFORM** the client that the certification is available for release			
4. **PRESENT** the notice/ Claim Slip to claim the requested document	4. **PREPARE** the document for release 4.1. **CHECK** the notice and valid ID or required documents for authorized representative 4.2. **PLACE** the documentary stamp tax and dry seal	None	5 minutes	*Administrative Aide VI* Registration Services Office
5. **CHECK** and receive the Certification and sign in the Logbook	5.1. **ISSUE** the certification 5.2. **REQUEST** the client to check the correctness of the data/information in the document. 5.3. **ADVISE** the client to sign the logbook	None	3 minutes	*Administrative Aide VI* Registration Services Office
END OF TRANSACTION				

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TOTAL	Certification: Php 30/page Documentary Stamp Tax: Php30	2 hours and 20 minutes	
TOTAL NUMBER OF CLIENT STEPS	5		
TOTAL NUMBER OF AGENCY ACTIONS	5		

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REGISTRATION SERVICES OFFICE

External Service No. 22: Issuance of Certificate of Course Description

This prescribes the procedure for the issuance of the Certificate of Course Description, which 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 by the client. The client specifies the particular course/s to be described.

Office or Division:	Registration Services Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All clients who have/had academic records in the university with no liability
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Online Clearance	Student Portal/Student Clearance System
Request Slip and Claim Form (1 Original)	Registration Services Office/ Online Document Request System at https://dione.batstate-u.edu.ph/odr/#/
Valid Identification Card (National ID, Voter's ID, PRC ID, Driver's License, UMID, Passport) /Student ID (1 Original)	PSA, COMELEC, PRC, LTO, SSS/ GSIS, DFA / Student Portal/ ICT Department
Official Receipt of Payment (1 Original/ e-receipt)	Cashiering Office
One (1) Documentary Stamp per document	Bureau of Internal Revenue/Cashiering Office
Conditional Requirement: In case the student cannot process personally:	
Authorization letter stating the processes to be undertaken by the representative (1 Original)	Client
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures	Client and Representative

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. **REQUEST** the document: 1.1. Thru **Online Document Request (ODR)**: **ACCESS** the Online Document Request System at https://dione.batstate-u.edu.ph/odr/#/ and **ACCOMPLISH** the steps for document requisition 1.2. Thru **Face-to-Face Transaction** (In case of no internet connection/power failure/system breakdown): **SECURE** Request and Claim Slip Form at the Registration Services Office	1.1 **CHECK** the request and **VERIFY** the client's eligibility and **APPROVE** or **DISAPPROVE** the request or **FILL OUT** the form 1.1.1 **IF ELIGIBLE**, advise the client to pay at the Cashiering Office or through the Link Biz Portal 1.1.2. **IF NOT ELIGIBLE**, inform the client about the reason 1.2. **ISSUE** the signed Request and Claim Slip *(Face to face transaction only)*	None	3 minutes	*Administrative Aide VI* Registration Services Office
2. **PAY** fees thru the following modes:	2. **ACCEPT** payment thru the following modes:	Certificate: Php 30/page *Documentary Stamp Tax: Php 30 / Certificate		*Administrative Aide VI* Cashiering Office

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
2.1. Over-the-counter transaction or direct payment at the Cashiering Office (all payments)	2.1. Over-the-Counter 2.1.1. **CHECK** and **VERIFY** the required form 2.1.2. **ACCEPT** payment 2.1.3. **ISSUE** official receipt		2 minutes	
2.2. On-Coll Deposit to BatStateU Landbank Account (for Pablo Borbon and Nasugbu):	2.2. On-Coll Deposit:		48 hours	
2.2.1. **VISIT** any Landbank of the Philippines (LBP) Branch	3.2.1. **VERIFY** payment thru deposit slip sent via email by the student and **C**O**NFIRM** if the payment made was credited to the BatStateU account.			
2.2.2. **PRESENT** filled-out On-coll Payment Slips at the teller together with the cash and **HAVE IT VALIDATED** by the bank	2.2.2. **POST** the payment to the student account			
2.2.3. **EMAIL** the scanned copy of the validated deposit slip to: cashier.main@g.batstate-u.edu.ph cashier.malvar@g.batstate-u.edu.ph cashier.lipa@g.batstate-u.edu.ph cashier.pb@g.batstate-u.edu.ph cashier.alangilan@g.batstate-u.edu.ph cashier.nasugbu@g.batstate-u.edu.ph	2.2.3. **GENERATE** E-receipt and **SEND** to client thru email			

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
2.3. Online Payment:	2.3. Online Payment		24 hours	
2.3.1. **LOG ON** on to https://epaymentportal.landbank.com (for Lipa and Nasugbu) https://www.lbp-eservices.com /egps/portal/Merchants.jsp (for Pablo Borbon) https://www.landbank.com/ linkbizportal-merchants (for Alangilan and Malvar)	2.3.1. **LOG ON** to https://www.lbp-eservices.com/ MPI/Institution/inquiry/ UserAuthentication.jsp (for Lipa and Nasugbu) https://epaymentportal. landbank.com/mpi.php (for Pablo Borbon) https://www.landbank.com/ linkbizportal-merchants (for Alangilan and Malvar)			
2.3.2. **FOLLOW** the instructions provided by filling-out necessary information up until the payment has been transferred to BatStateU account	2.3.2. **CHECK** and **VERIFY** successful transactions via LBP EPayment Portal to confirm if the payment was credited to the BatStateU account			
2.3.3. **EMAIL** the scanned copy of the validated deposit slip to: cashier.main@g.batstate-u.edu.ph cashier.malvar@g.batstate-u.edu.ph cashier.lipa@g.batstate-u.edu.ph cashier.pb@g.batstate-u.edu.ph cashier.alangilan@g.batstate-u.edu.ph cashier.nasugbu@g.batstate-u.edu.ph	2.3.3. **POST** the payment to the student account			

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
None	2.3.4. **GENERATE** E-Receipt and **SEND** to client thru email			
3. **UPLOAD** via ODR or **PRESENT** the official receipt at the Registration Services Office	3.**RECEIVE** the document 3.1. **CHECK** the official receipt, approve the request and advise the client about the process	None	1 minute	*Administrative Aide VI* Registration Services Office
		None	6 days, 7 hours, 45 minutes	*Administrative Aide VI/* *Head* Registration Services Office
	3.2. **CHECK** the student's records 3.3. **LOG** and prepare the certificate 3.4. **VERIFY** and certify the correctness of data 3.5. **SIGN** the certificate 3.6. **INFORM** the client that the certificate is available for release			
4. **PRESENT** the notice/ Claim Slip to claim the requested document	4. **PREPARE** the document for release 4.1. **CHECK** the notice and valid ID or required documents of the authorized representative	None	5 minutes	*Administrative Aide VI* Registration Services Office

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	4.2. **PLACE** the documentary stamp tax and dry seal			
5. **CHECK** and **RECEIVE** the Certification and **SIGN** in the Logbook	5. **RELEASE** the document 5.1. **ISSUE** the certification 5.2. **REQUEST** the client to check the correctness of the data/information in the document 5.3 **ADVISE** the client to sign the logbook	None	3 minutes	*Administrative Aide VI* Registration Services Office
END OF TRANSACTION				
TOTAL (over the counter payment)		**Certificate: Php 30/page** ***Documentary Stamp Tax: Php 30 / Certificate**	**7 days**	
TOTAL (online payment)			**7 days, 7 hours, and 57 minutes**	
TOTAL (on-coll deposit)			**8 days, 7 hours, and 57 minutes**	
TOTAL NUMBER OF CLIENT STEPS		**5**		
TOTAL NUMBER OF AGENCY ACTIONS		**5**		

REGISTRATION SERVICES OFFICE

External Service No. 23: Issuance of Form 137-A

This prescribes the procedure for the issuance of Form 137-A, which is a permanent school record showing the historical academic and co-curricular record of the student.

Office or Division:	Registration Services Office- Pablo Borbon and ARASOF Nasugbu Campuses
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All students of the Integrated/Laboratory School

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Online Clearance	Student Portal/Student Clearance System
Request and Claim Slip Form (1 Original)	Registration Services Office/ Online Document Request System at https://dione.batstate-u.edu.ph/odr/#/
Valid Identification Card (National ID, Voter's ID, PRC ID, Driver's License, UMID, Passport) /Student ID (1 Original)	PSA, COMELEC, PRC, LTO, SSS/ GSIS, DFA / Student Portal/ ICT Department
Official Receipt of Payment	Cashiering Office
One (1) Documentary Stamp per document	Bureau of Internal Revenue/Cashiering Office
Approved Exit Interview Form (1 clear copy), for transfer	Concerned College/Guidance and Counseling Office
Letter of No Objection, if granted Transferred Credentials (Copy For) (1 Original)	Last School Attended
Signed lower portion of the Certificate of Transfer Credentials (1 Original)	Receiving School
Request in case of loss:	
● Request Letter from the school for lost issued Certificate of Transfer Credential. If applicable (1 Original)	Receiving School
● Affidavit of loss including a statement that the document is not yet forwarded to another school (1 Original)	Notary Public

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Conditional Requirement: In case the student cannot process personally:					
Authorization letter stating the processes to be undertaken by the representative (1 Original)			Client		
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures			Client and Representative		
CLIENT STEPS	**AGENCY ACTIONS**		**FEES**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. **REQUEST** the document 1.1. Thru **Online Document Request (ODR): ACCESS** the Online Document Request System at https://dione.batstate-u.edu.ph/odr/#/ and **ACCOMPLISH** the steps for document requisition 1.2. **Thru Face-to-Face Transaction** (In case of no internet connection/power failure/system breakdown): **SECURE** Request and Claim Slip Form at the Registration Services Office	1.1. **CHECK** the request and **VERIFY** the client's eligibility and **APPROVE** or **DISAPPROVE** the request or fill out the form 1.1.1. If eligible, **ADVISE** the client to pay at the Cashiering Office or through the Link Biz Portal 1.1.2. If not eligible, **INFORM** the client about the reason 1.2. **ISSUE** the signed Request and Claim Slip *(Face to face transaction only)*		None	3 minutes	*Administrative Aide VI* Registration Services Office

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
2. **PAY** fees thru the following modes:	2. **ACCEPT** payment thru the following modes:	Php 100		*Administrative Aide VI* Cashiering Office
2.1. Over-the-counter transaction or direct payment at the Cashiering Office	2.1. Over-the-Counter 2.1.1. **CHECK** and **VERIFY** the required form 2.1.2. **ACCEPT** payment 2.1.3. **ISSUE** official receipt		3 minutes	
2.2. On-Coll Deposit to BatStateU Landbank Account (for Pablo Borbon and Nasugbu):	2.2. On-Coll Deposit:		48 hours	
2.2.1. **VISIT** any Landbank of the Philippines (LBP) Branch	2.2.1. **VERIFY** payment thru deposit slip sent via email by the student and **CONFIRM** if the payment made was credited to the BatStateU account.			
2.2.2. **PRESENT** filled-out On-coll Payment Slips at the teller together with the cash and **HAVE IT VALIDATED** by the bank	2.2.2. **POST** the payment to the student account			

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
2.2.3. **EMAIL** the scanned copy of the validated deposit slip to: cashier.main@g.batstate-u.edu.ph cashier.malvar@g.batstate-u.edu.ph cashier.lipa@g.batstate-u.edu.ph cashier.pb@g.batstate-u.edu.ph cashier.alangilan@g.batstate-u.edu.ph cashier.nasugbu@g.batstate-u.edu.ph	2.2.3. **GENERATE** E-receipt and **SEND** to client thru email			
2.3. Online Payment:	2.3. Online Payment		24 hours	
2.3.1. **LOG ON** on to https://epaymentportal.landbank.com (for Lipa and Nasugbu) https://www.lbp-eservices.com/ egps/portal/Merchants.jsp (for Pablo Borbon) https://www.landbank.com/ linkbizportal-merchants (for Alangilan and Malvar)	2.3.1. **LOG ON** to https://www.lbp-eservices.com/MPI/Institution/inquiry/UserAuthentication.jsp (for Lipa and Nasugbu) https://epaymentportal.landbank.com/mpi.php (for Pablo Borbon) https://www.landbank.com/linkbizportal-merchants (for Alangilan and Malvar)			

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
2.3.2. **FOLLOW** the instructions provided by filling-out necessary information up until the payment has been transferred to BatStateU account	2.3.2. **CHECK** and **VERIFY** successful transactions via LBP EPayment Portal to confirm if the payment was credited to the BatStateU account			
2.3.3. **EMAIL** the scanned copy of the validated deposit slip to: cashier.main@g.batstate-u.edu.ph cashier.malvar@g.batstate-u.edu.ph cashier.lipa@g.batstate-u.edu.ph cashier.pb@g.batstate-u.edu.ph cashier.alangilan@g.batstate-u.edu.ph cashier.nasugbu@g.batstate-u.edu.ph	2.3.3. **POST** the payment to the student account			
None	2.3.4. **GENERATE** E-Receipt and **SEND** to client thru email			
3. **UPLOAD** via ODR or **PRESENT** the official receipt at the Registration Services Office	3. **RECEIVE** the document 3.1. **CHECK** the official receipt, **APPROVE** the request and **ADVISE** the client about the process	None	1 minute	*Administrative Aide VI* Registration Services Office

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	3.2. **CHECK** the student's records 3.3. **LOG** and **PREPARE** the Form 137 3.4. **VERIFY** and **CERTIFY** the correctness of data 3.5. **SIGN** the Form 137 3.6. **INFORM** the client that the certificate is available for release	None	1 day, 7 hours, and 45 minutes	*Administrative Aide VI/ Head* Registration Services Office
4. **PRESENT** the notice/ Claim Slip to claim the requested document	4. **PREPARE** the document for release 4.1. **CHECK** the notice and valid ID or required documents for authorized representative 4.2. **PLACE** the documentary stamp tax and dry seal	None	5 minutes	*Administrative Aide VI* Registration Services Office
5. **CHECK** and **RECEIVE** the Form 137 and **SIGN** in the Logbook	5. **RELEASE** the document 5.1. **ISSUE** the Form 137 5.2. **REQUEST** the client to check the correctness of the data/information in the document. 5.3. **ADVISE** the client to sign the logbook	None	3 minutes	*Administrative Aide VI* Registration Services Office
END OF TRANSACTION				

TOTAL (over the counter payment)	**Php 100**	2 days	
TOTAL (online payment)		2 days, 7 hours, and 57 minutes	
TOTAL (on-coll deposit)		3 days, 7 hours, and 57 minutes	
TOTAL NUMBER OF CLIENT STEPS		5	
TOTAL NUMBER OF AGENCY ACTIONS		5	

REGISTRATION SERVICES OFFICE

External Service No. 24: Issuance of Transfer Credentials

This prescribes the procedure in the issuance of Transfer Credentials to the students who will transfer to other school/ HEIs.

Office or Division:	Registration Services Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All students who are currently enrolled in the university.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Online Clearance	Student Portal/Student Clearance System
Request and Claim Slip Form (1 Original)	Registration Services Office/ Online Document Request System at https://dione.batstate-u.edu.ph/odr/#/
Valid Identification Card (National ID, Voter's ID, PRC ID, Driver's License, UMID, Passport) /Student ID (1 Original)	PSA, COMELEC, PRC, LTO, SSS/ GSIS, DFA / Student Portal/ ICT Department
Official Receipt of Payment (1 Original/ e-receipt)	Cashiering Office
One (1) Documentary Stamp per document	Bureau of Internal Revenue/Cashiering Office
Exit Interview Form (1 clear copy)	Concerned College/Guidance and Counseling Office
Request Letter from the school for lost issued Certificate of Transfer Credential. If applicable	Receiving School
Affidavit of Loss stating the issuance of certificate and non-submission to any school if applicable	Notary Public
Conditional Requirement: In case the student cannot process personally:	
Authorization letter stating the processes to be undertaken by the representative (1 Original)	Client
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures	Client and Representative

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. **REQUEST** the document 1.1. Thru **Online Document Request (ODR)**: **ACCESS** the Online Document Request System at https://dione.batstate-u.edu.ph/odr/#/ and **ACCOMPLISH** the steps for document requisition 1.2. Thru **Face-to-Face Transaction** (In case of no internet connection/power failure/system breakdown): **SECURE** Request and Claim Slip Form at the Registration Services Office	1.1. **CHECK** the request and **VERIFY** the client's eligibility and **APPROVE** or **DISAPPROVE** the request or **FILL OUT** the form 1.1.1. If eligible, **ADVISE** the client to pay at the Cashiering Office or through the Link Biz Portal 1.1.2. If not eligible, **INFORM** the client about the reason 1.2. **ISSUE** the signed Request and Claim Slip *(Face to face transaction only)*	None	3 minutes	*Administrative Aide VI* Registration Services Office
2. **PAY** fees thru the following modes:	2. **ACCEPT** payment thru the following modes:	Transfer Credentials: Php 100		*Administrative Aide VI* Cashiering Office
2.1. Over-the-counter transaction or direct payment at the Cashiering Office	2.1. Over-the-Counter 2.1.1. **CHECK** and **VERIFY** the required form 2.1.2. **ACCEPT** payment 2.1.3. **ISSUE** official receipt		3 minutes	

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
2.2. On-Coll Deposit to BatStateU Landbank Account (for Pablo Borbon and Nasugbu):	2.2. On-Coll Deposit:		48 hours	
2.2.1. **VISIT** any Landbank of the Philippines (LBP) Branch	2.2.1. **VERIFY** payment thru deposit slip sent via email by the student and **CONFIRM** if the payment made was credited to the BatStateU account.			
2.2.2. **PRESENT** filled-out On-coll Payment Slips at the teller together with the cash and **HAVE IT VALIDATED** by the bank	2.2.2. **POST** the payment to the student account			
2.2.3. **EMAIL** the scanned copy of the validated deposit slip to: cashier.main@g.batstate-u.edu.ph cashier.malvar@g.batstate-u.edu.ph cashier.lipa@g.batstate-u.edu.ph cashier.pb@g.batstate-u.edu.ph cashier.alangilan@g.batstate-u.edu.ph cashier.nasugbu@g.batstate-u.edu.ph	2.2.3. **GENERATE** E-receipt and **SEND** to client thru email			

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
2.3. Online Payment:	2.3. Online Payment		24 hours	
2.3.1. **LOG ON** on to https://epaymentportal.landbank.com (for Lipa and Nasugbu) https://www.lbp-eservices.com/egps/portal/Merchants.jsp (for Pablo Borbon) https://www.landbank.com/linkbizportal-merchants (for Alangilan and Malvar)	2.3.1. **LOG ON** to https://www.lbp-eservices.com/MPI/Institution/inquiry/UserAuthentication.jsp (for Lipa and Nasugbu) https://epaymentportal.landbank.com/mpi.php (for Pablo Borbon) https://www.landbank.com/linkbizportal-merchants (for Alangilan and Malvar)			
2.3.2. **FOLLOW** the instructions provided by filling-out necessary information up until the payment has been transferred to BatStateU account	2.3.2. **CHECK** and **VERIFY** successful transactions via LBP EPayment Portal to confirm if the payment was credited to the BatStateU account			
2.3.3. **EMAIL** the scanned copy of the validated deposit slip to: cashier.main@g.batstate-u.edu.ph cashier.malvar@g.batstate-u.edu.ph cashier.lipa@g.batstate-u.edu.ph cashier.pb@g.batstate-u.edu.ph cashier.alangilan@g.batstate-u.edu.ph cashier.nasugbu@g.batstate-u.edu.ph	2.3.3. **POST** the payment to the student account			

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
None	2.3.4. **GENERATE** E-Receipt and **SEND** to client thru email			
3. **UPLOAD** via ODR or Present the official receipt at the Registration Services Office	3. **RECEIVE** the document 3.1. **CHECK** the official receipt, approve the request and advise the client about the process 3.2. **CHECK** the student's records and approved Exit Interview Form 3.3. **LOG** the request and prepare the Certificate of Honorable Dismissal and Transcript of Records 3.4. **VERIFY** and certify the correctness of data 3.5. **SIGN** the certificate and Transcript of Records	None	2 minutes System Verification: 2 days, 7 hours, 45 minutes Manual Verification: 6 days, 7 hours, and 45 minutes For Lemery, Rosario, San Juan,Lobo, Mabini, and Balayan Extension Campuses, due to signature of the Head in the Constituent Campus: 7 days	*Administrative Aide VI and Head* Registration Services Office

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	3.6. **INFORM** the client that the documents are available for release *Important:* *- For the students from AY 2011-2012 and below, manual verification of courses and grades from the grading sheet and manual encoding is required.* *- For the students from 2012-2013 onwards, verification of courses and grades is via system/portal.*			
4. **PRESENT** the notice/ Claim Slip to claim the requested document	4. **PREPARE** the document for release 4.1 **CHECK** the notice and valid ID or required documents for authorized representative 4.2. **PLACE** the documentary stamp tax and dry seal	None	4 minutes	*Administrative Aide VI* Registration Services Office

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
5. **CHECK** and receive the requested documents and sign in the Logbook	5. **RELEASE** the document 5.1. **ISSUE** the requested documents 5.2. **REQUEST** the client to check the correctness of the data/information in the document. 5.3. **ADVISE** the client to sign the logbook	None	3 minutes	*Administrative Aide VI* Registration Services Office
END OF TRANSACTION				
TOTAL (System Verification – over the counter payment)		**Php 100**	**3 days**	
TOTAL (System Verification – online payment)			**3 days, 7 hours, and 57 minutes**	
TOTAL (System Verification – on-coll deposit)			**4 days, 7 hours, and 57 minutes**	
TOTAL (Manual Verification – over the counter payment)			**7 days**	
TOTAL (Manual Verification – online payment)			**7 days, 7 hours, and 57 minutes**	
TOTAL (Manual Verification – on-coll deposit)			**8 days, 7 hours, and 57 minutes**	
TOTAL NUMBER OF CLIENT STEPS		**5**		
TOTAL NUMBER OF AGENCY ACTIONS		**5**		

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REGISTRATION SERVICES OFFICE

External Service No. 25: Issuance of Transcript of Records

This prescribes the procedure in the issuance of the Transcript of Records, which contains all the courses taken and grades earned by the student in the entire stay in the university, including transferred credits from other schools.

Office or Division:	Registration Services Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Online Clearance	Student Portal/Student Clearance System
Request and Claim Slip Form (Automated	Registration Services Office/ Online Document Request System at https://dione.batstate-u.edu.ph/odr/#/
Valid Identification Card (National ID, Voter's ID, PRC ID, Driver's License, UMID, Passport) /Student ID (1 Original)	PSA, COMELEC, PRC, LTO, SSS/ GSIS, DFA / Student Portal/ ICT Department
Official Receipt of Payment (1 Original/ e-receipt)	Cashiering Office
One (1) Documentary Stamp/s per document	Bureau of Internal Revenue/Cashiering Office
Letter of No Objection, if Transferred Credentials (Copy For) (1 Original)	Receiving School
Conditional Requirement: In case the student cannot process personally:	
Authorization letter stating the processes to be undertaken by the representative (1 Original)	Client
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures	Client and Representative

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. **REQUEST** the document: Thru **Online Document Request (ODR)**: **ACCESS** the Online Document Request System at https://dione.batstate-u.edu.ph/odr/#/ and **ACCOMPLISH** the steps for document requisition **b. Thru Face-to-Face Transaction** (In case of no internet connection/power failure/system breakdown): **SECURE** Request and Claim Slip Form at the Registration Services Office	1. **CHECK** the request and verify the client's eligibility 1.1. If eligible, **ADVISE** the client to pay at the Cashiering Office or through the Link Biz Portal 1.1.1 **ISSUE** the signed Request and Claim Slip *(Face to face transaction only)* 1.2 if not eligible, **INFORM** the client about the reason	None	5 minutes	*Administrative Aide VI* Registration Services Office
2. **PROCEED** to the Cashiering Office for payment. **PAY** fees thru the following modes:	2. **ACCEPT** payment thru the following modes:	Documentary Stamp Tax: Php 30 / Document		*Administrative Aide VI* Cashiering Office
2.1. Over-the-counter transaction or direct payment at the Cashiering Office	2.1. Over-the-Counter 2.1.1. **CHECK** and **VERIFY** the required form 2.1.2. **ACCEPT** payment 2.1.3. **ISSUE** official receipt	Transcript of Records: Php 50/page	3 minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
2.2. On-Coll Deposit to BatStateU Landbank Account (for Pablo Borbon and Nasugbu):	2.2. On-Coll Deposit:		48 hours	
2.2.1. **VISIT** any Landbank of the Philippines (LBP) Branch	2.2.1. **VERIFY** payment thru deposit slip sent via email by the student and C**ONFIRM** if the payment made was credited to the BatStateU account.			
2.2.2. **PRESENT** filled-out On-coll Payment Slips at the teller together with the cash and **HAVE IT VALIDATED** by the bank	2.2.2. **POST** the payment to the student account			
2.2.3. **EMAIL** the scanned copy of the validated deposit slip to: cashier.main@g.batstate-u.edu.ph cashier.malvar@g.batstate-u.edu.ph cashier.lipa@g.batstate-u.edu.ph cashier.pb@g.batstate-u.edu.ph cashier.alangilan@g.batstate-u.edu.ph cashier.nasugbu@g.batstate-u.edu.ph	2.2.3. **GENERATE** E-receipt and **SEND** to client thru email			
2.3. Online Payment	2.3. Online Payment		24 hours	

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
2.3.1. **LOG ON** on to https://epaymentportal.landbank.com (for Lipa and Nasugbu) https://www.lbp-eservices.com/egps/portal/Merchants.jsp (for Pablo Borbon) https://www.landbank.com/linkbizportal-merchants (for Alangilan and Malvar)	2.3.1. **LOG ON** to https://www.lbp-eservices.com/MPI/Institution/inquiry/UserAuthentication.jsp (for Lipa and Nasugbu) https://epaymentportal.landbank.com/mpi.php (for Pablo Borbon) https://www.landbank.com/linkbizportal-merchants (for Alangilan and Malvar)			
2.3.2. **FOLLOW** the instructions provided by filling-out necessary information up until the payment has been transferred to BatStateU account	2.3.2. **CHECK** and **VERIFY** successful transactions via LBP EPayment Portal to confirm if the payment was credited to the BatStateU account			
2.3.3. **EMAIL** the scanned copy of the validated deposit slip to: cashier.main@g.batstate-u.edu.ph cashier.malvar@g.batstate-u.edu.ph cashier.lipa@g.batstate-u.edu.ph cashier.pb@g.batstate-u.edu.ph cashier.alangilan@g.batstate-u.edu.ph cashier.nasugbu@g.batstate-u.edu.ph	2.3.3. **POST** the payment to the student account			

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
None	2.3.4. **GENERATE** E-Receipt and **SEND** to client thru email			
3. **UPLOAD** via ODR or Present the official receipt at the Registration Services Office	3. **RECEIVE** the proof of payment 3.1. **CHECK** the official receipt, **APPROVE** the request and **ADVISE** the client about the processing	None	2 minutes	*Administrative Aide VI* Registration Services Office
	3.2. **CHECK** the student's records 3.3. **LOG** the request and **PREPARE** the Transcript of Records 3.4. **VERIFY** and **CERTIFY** the correctness of data 3.5. **SIGN** the Transcript of Records 3.6. **INFORM** the client that the document is available for release	None	Auto TOR: 2 days, 7 hours, and 45 minutes Manual TOR: 6 days, 7 hours, and 45 minutes (For Lemery, Rosario, San Juan, Lobo, Mabini, and Balayan Extension Campuses, due to the signature of the Head in the Constituent Campus: 7 days)	*Administrative Aide VI/ Head* Registration Services Office

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
4. **PRESENT** the notice/Claim Slip to claim the requested document	4. **PREPARE** the document for release 4.1. **CHECK** the notice and valid ID or required documents for authorized representative 4.2. **PLACE** the documentary stamp tax and dry seal	None	2 minutes	*Administrative Aide VI* Registration Services Office
5. **CHECK** and receive the requested document and sign in the Logbook	5. **RELEASE** the document 5.1. **ISSUE** the requested documents 5.2. **REQUEST** the client to check the correctness of the data/information in the document. 5.3. **ADVISE** the client to sign the logbook	None	3 minutes	*Administrative Aide VI* Registration Services Office

END OF TRANSACTION			
TOTAL (Auto TOR – over the counter payment)	Documentary Stamp Tax: Php 30 / Document	3 days	
TOTAL (Auto TOR – online payment)		3 days, 7 hours, and 57 minutes	
TOTAL (Auto TOR – on-coll deposit)	Transcript of Records: Php 50/page	4 days, 7 hours, and 57 minutes	
TOTAL (Manual TOR – over the counter payment)		7 days	
TOTAL (Manual TOR – online payment)		7 days, 7 hours, and 57 minutes	
TOTAL (Manual TOR – on-coll deposit)		8 days, 7 hours, and 57 minutes	
TOTAL (For Lemery, Rosario, San Juan, Lobo, Mabini, and Balayan Extension Campuses, due to the signature of the Head in the Constituent Campus)		7 days	
TOTAL NUMBER OF CLIENT STEPS		5	
TOTAL NUMBER OF AGENCY ACTIONS		5	

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REGISTRATION SERVICES OFFICE

External Service No. 26: Issuance of Second Copy of Diploma

This prescribes the procedure for the issuance of the second copy of diploma, which is a legal document certifying the completion of a degree program. The diploma is issued only once but a second copy may be requested due to loss.

Office or Division:	Registration Services Office	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who May Avail:	All clients who have/had academic records in the university and with no liability	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Online Clearance		Student Portal/Student Clearance System
Request and Claim Slip Form (1 Original)		Registration Services Office/ Online Document Request System at https://dione.batstate-u.edu.ph/odr/#/
One (1) Valid Identification Card (ID): PRC ID, Driver's License, UMID, Passport		PRC, LTO, SSS/GSIS, DFA
Official Receipt of Payment		Cashiering Office
Notarized Affidavit of Loss		Notary Public
Conditional Requirement: In case the student cannot process personally:		
Authorization letter stating the processes to be undertaken by the representative (1 Original)		Student
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures		Student and Representative

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. **REQUEST** the document a. Thru **Online Document Request (ODR)**: **ACCESS** the Online Document Request System at https://dione.batstate-u.edu.ph/odr/#/ and **ACCOMPLISH** the steps for document requisition b. Thru **Face-to-Face Transaction** (in case of no internet connection/power failure/system breakdown): **SECURE** Request and Claim Slip Form at the Registration Services Office	1.1. **CHECK** the request and verify the client's eligibility 1.1.1 If eligible, **ADVISE** the client to pay at the Cashiering Office or through the Link Biz Portal 1.1.2. If not eligible, **INFORM** the client about the reason 1.2. **ISSUE** the signed Request and Claim Slip *(Face to face transaction only)*	None	5 minutes	*Administrative Aide VI* Registration Services Office
2. **PROCEED** to the Cashiering Office for payment. **PAY** fees thru the following modes:	2. **ACCEPT** payment thru the following modes:	Diploma: Php 400		*Administrative Aide VI* Cashiering Office
2.1. Over-the-counter transaction or direct payment at the Cashiering Office	2.1. Over-the-Counter 2.1.1. **CHECK** and **VERIFY** the required form 2.1.2. **ACCEPT** payment 2.1.3. **ISSUE** official receipt		3 minutes	

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
2.2. On-Coll Deposit to BatStateU Landbank Account (for Pablo Borbon and Nasugbu):	2.2. On-Coll Deposit:		48 hours	
2.2.1. **VISIT** any Landbank of the Philippines (LBP) Branch	2.2.1. **VERIFY** payment thru deposit slip sent via email by the student and C**ONFIRM** if the payment made was credited to the BatStateU account.			
2.2.2. **PRESENT** filled-out On-coll Payment Slips at the teller together with the cash and **HAVE IT VALIDATED** by the bank	2.2.2. **POST** the payment to the student account			
2.2.3. **EMAIL** the scanned copy of the validated deposit slip to: cashier.main@g.batstate-u.edu.ph cashier.malvar@g.batstate-u.edu.ph cashier.lipa@g.batstate-u.edu.ph cashier.pb@g.batstate-u.edu.ph cashier.alangilan@g.batstate-u.edu.ph cashier.nasugbu@g.batstate-u.edu.ph	2.2.3. **GENERATE** E-receipt and **SEND** to client thru email			

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
2.3. Online Payment:	2.3. Online Payment		24 hours	
2.3.1. **LOG ON** on to https://epaymentportal. landbank.com (for Lipa and Nasugbu) https://www.lbp-eservices.com/ egps/portal/Merchants.jsp (for Pablo Borbon) https://www.landbank.com/ linkbizportal-merchants (for Alangilan and Malvar)	2.3.1. **LOG ON** to https://www.lbp-eservices.com/ MPI/Institution/inquiry/ UserAuthentication.jsp (for Lipa and Nasugbu) https://epaymentportal. landbank.com/mpi.php (for Pablo Borbon) https://www.landbank.com/ linkbizportal-merchants (for Alangilan and Malvar)			
2.3.2. **FOLLOW** the instructions provided by filling-out necessary information up until the payment has been transferred to BatStateU account	2.3.2. **CHECK** and **VERIFY** successful transactions via LBP E-Payment Portal to confirm if the payment was credited to the BatStateU account			

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
2.3.3. **EMAIL** the scanned copy of the validated deposit slip to: cashier.main@g.batstate-u.edu.ph cashier.malvar@g.batstate-u.edu.ph cashier.lipa@g.batstate-u.edu.ph cashier.pb@g.batstate-u.edu.ph cashier.alangilan@g.batstate-u.edu.ph cashier.nasugbu@g.batstate-u.edu.ph	2.3.3. **POST** the payment to the student account			
None	2.3.4. **GENERATE** E-Receipt and **SEND** to client thru email			
3. **UPLOAD** via ODR or Present the official receipt at the Registration Services Office	3.**RECEIVE** the proof of payment, **APPROVE**, and **PROCESS** the request 3.1 **CHECK** the official receipt, **APPROVE** the request and **ADVISE** the client about the process	None	2 minutes	*Administrative Aide VI* Registration Services Office

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	3.2. **CHECK** the student's records 3.3. **LOG** the request and **PREPARE** the second copy of the diploma 3.4. **VERIFY** the correctness of data 3.5. **PREPARE** the transmittal letter to be signed by Vice Chancellor for Academic Affairs (VCAA) 3.6. **FORWARD** the transmittal letter with diploma to the Office of VCAA	None	7 hours and 45 minutes	*Administrative Aide VI* Registration Services Office
	3.7. **RECEIVE**, check and sign the transmittal letter with diploma			*Vice Chancellor for Academic Affairs (VCAA)* Office of the Vice Chancellor for Academic Affairs (OVCAA)
	3.8. **FORWARD** the signed transmittal letter and diploma to the Registration Services Office			
	3.9. **RECEIVE** the signed Transmittal letter and diploma from the OVCAA 3.10. **FORWARD** the signed transmittal letter and diploma to the Office of the University President	None	2 days	*Administrative Aide VI* Registration Services Office

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	3.11. **RECEIVE** the transmittal letter and diploma 3.11.1. **SIGN** the diploma 3.11.2. **INFORM** the concerned campus that the Diploma is ready for pick up	None	1 day	*Administrative Assistant III,* Office of the University President (OUP) *University President* Batangas State University
	3.12. **PICK** up the signed diploma at the OUP 3.13. **CHECK** the completeness of the signature, affix notarial seal and dry seal	None	2 days	*Administrative Aide VI* Registration Services Office
	3.14. **INFORM** the client on the availability of the document for release			
4. **PRESENT** the notice/Claim Slip to claim the requested document	4. **CHECK** the notice/Claim Slip and valid ID or required documents of the authorized representative	None	2 minutes	*Administrative Aide VI* Registration Services Office
5. **CHECK** and **RECEIVE** the requested document and **SIGN** in the Logbook	5. **RELEASE** the document 5.1. **ISSUE** the requested documents 5.2. **REQUEST** the client to check the correctness of the data/information in the document. 5.3. **ADVISE** the client to sign the logbook	None	3 minutes	*Administrative Aide VI* Registration Services Office

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END OF TRANSACTION			
TOTAL (over the counter payment)	Php 400	7 days	
TOTAL (online payment)		7 days, 7 hours, and 57 minutes	
TOTAL (on-coll deposit)		8 days, 7 hours, and 57 minutes	
TOTAL NUMBER OF CLIENT STEPS		5	
TOTAL NUMBER OF AGENCY ACTIONS		5	

REGISTRATION SERVICES OFFICE

External Service No. 27: Student Verification

This prescribes the procedure for Student Verification as requested by companies or agencies where students or graduates applied for employment.

Office or Division:	Registration Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Businesses			
Who May Avail:	All companies/agencies with on process employment evaluation of students/graduates			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of Authorization/ Letter of Consent of Concerned Student/Graduate		Concerned Student/Graduate		
Scanned copy of valid ID of the concerned student		Concerned Student/Graduate		
Scanned Copy of Transcript of Records/Diploma		Concerned Student/Graduate		
Student Verification Form		Requesting Company/ Agency		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. **SEND** request for student verification with complete requirements via email to the Registration Services Office Email Address: Pablo Borbon Campus: registrar.pb@ g.batstate-u.edu.ph	1. **RECEIVE**, check and process the request for student verification. 1.1. **CHECK** the student's records in the system 1.2. **VERIFY** the authenticity of the submitted scanned copy of documents.	None	7 hours, 55 minutes	*Administrative Aide VI/ Head* Registration Services Office

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
Alangilan Campus: registraralangilan.acadverification@g.batstate-u.edu.ph ARASOF-Nasugbu Campus: registrar.nasugbu@g.batstate-u.edu.ph Lipa Campus: registrar.lipa@g.batstate-u.edu.ph JPLPC-Malvar Campus: registrar.malvar@g.batstate-u.edu.ph	1.3. **CHECK** all the information for verification based on office records 1.4. **ACCOMPLISH** the student verification form 1.5. **AFFIX** the signature and dry seal on the form 1.6. **SCAN** the signed student verification form			
2. **RECEIVE** the response for student verification	2. **SEND** the scanned copy/ letter to the requesting company/ agency conducting verification.	None	5 minutes	*Administrative Aide VI/ Head* Registration Services Office
END OF TRANSACTION				
TOTAL		**None**	**1 day**	
TOTAL NUMBER OF CLIENT STEPS		**2**		
TOTAL NUMBER OF AGENCY ACTIONS		**2**		

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REGISTRATION SERVICES OFFICE

External Service No. 28: Request for Correction/Updating of Personal Information in the School Record

This prescribes the procedure in the correction/updating of name or any personal information in conformity with the Philippine Statistics Authority (PSA) Certificate of Live Birth/Marriage or correction/updating of any personal information in the school record during their enrollment period.

Office or Division:	Registration Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All students who have enrollment record in the university			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Accomplished Request Form		Registration Services Office		
Photocopy of Student ID/Valid ID		Student		
Photocopy of valid ID of Parent/Guardian with three (3) specimen signatures (*For students below 18 years old only*)		Parent/Guardian		
Original Copy of PSA Birth/Marriage Certificate (For Updating of Personal Information Only)		PSA		
Certificate/Proof of Residency (For Updating of Address Only)		Concerned Office/Agency		
Sworn Affidavit of Name Discrepancy (*For updating of name of graduates only*)		Student		
Other applicable document		Concerned Office/Agency		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. **SUBMIT** the accomplished Request Form with complete requirements to the Registration Services Office	1. **RECEIVE** and check the request for correction/ updating of personal information 1.1. **RECEIVE** the request	None	15 minutes	*Administrative Aide V/* Registration Services Office

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. **RECORD** the request in the logbook 1.3. **CHECK** the student's records in the system 1.4. **CHECK** the completeness and **VERIFY** the authenticity of the submitted documents 1.4.1. If incomplete, **RETURN** the submitted documents to the student 1.4.2. If complete, **ISSUE** the acknowledgement slip to the student and **ENDORSE** the request to the Head for approval			
2. **WAIT** for the approval of request	2. **APPROVAL** of the request 2.1. **REVIEW** the request and the submitted documents 2.2. **TAKE ACTION** on the request.	None	2 days	*Head,* Registration Services Office

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	2.3. **ENDORSE** the request to the staff for correction/ updating and/or to advise the student on the action taken			
3. **RECEIVE** the advice on the status of request via email.	3. **PROCESS** the correction/ updating of personal information and/or **ADVISE** the client of the action taken. 3.1 **CORRECT** or **UPDATE** the personal information of the student 3.2 **SEND** an email to the student on the action taken via email 3.3 **FILE** the documents in the student's record	None	1 hour	*Administrative Aide VI* Registration Services Office
END OF TRANSACTION				
TOTAL		**None**	**2 days, 1 hour, and 15 minutes**	
TOTAL NUMBER OF CLIENT STEPS		**3**		
TOTAL NUMBER OF AGENCY ACTIONS		**3**		

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SCHOLARSHIP OFFICE
External Services

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SCHOLARSHIP OFFICE

External Service No. 1: Approval of Internally Funded Scholarship/Financial Assistance Application

This prescribes the procedure for the approval of internally funded scholarship/financial assistance applications for Graduate School students and qualified dependents of Batangas State University (BatStateU) faculty and personnel who are enrolled in the Integrated School and Laboratory School.

Office or Division:	Scholarship Office (SO)			
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 (BatStateU-FO-SFA-01) (1 Original)		SO		
Recent Certificate of Registration (1 Original)		Registration Services Office		
Additional requirements For Graduate School Students: Recent Certificate of Employment (1 Original)		Current Employer		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. **SUBMIT** the duly accomplished application form at SO together with documentary requirements	1. **ACCEPT**, **EVALUATE** and **APPROVE** scholarship applications by the students	None	4 minutes	*Administrative Aide VI Head SO*
2. **LOG** the transaction in the SO log sheet	2. **INFORM** the client to proceed to the Assessment Office for re-assessment of fees	None	1 minute	*Administrative Aide VI Head SO*

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. **PROCEED** to Assessment Office and **INFORM** them of your name or SR-code (if applicable). **WAIT** for the confirmation on your assessment of fees	3. **RE-ASSESS** tuition / miscellaneous fees	None	7 minutes	*Administrative Aide VI* Assessment Office
END OF TRANSACTION				
TOTAL		**None**	**12 minutes**	
TOTAL NUMBER OF CLIENT STEPS			**3**	
TOTAL NUMBER OF AGENCY ACTIONS			**3**	

SCHOLARSHIP OFFICE

External Service No. 2: Approval of Externally Funded Scholarship/Financial Assistance (Face to Face)

This prescribes the procedure for the approval of scholarship and financial assistance of scholars/grantees of externally funded grants.

Office or Division:	Scholarship Office (SO)			
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**		
Recent Certificate of Registration (1 Original)		Registration Services Office		
Authorization Letter (if the scholar/grantee is not available)		Scholar / Grantee		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. **SUBMIT** the certificate of registration and authorization letter (if the scholar/grantee is not available) at the Scholarship Office	1. **ACCEPT** the requirement/s; **EVALUATE** the grades of the student via scholarship system; and **APPROVE** the scholar / grant for the applicable semester	None	4 minutes	*Asst. Director / Head Administrative Aide VI* Scholarship Office
2. **LOG** the transaction in the SO log sheet	2. **INFORM** the client to wait for the notification of the office or the external partner agency / sponsor in the release of their grant / stipend	None	1 minute	*Asst. Director / Head Administrative Aide VI* Scholarship Office
END OF TRANSACTION				
TOTAL		**None**	**5 minutes**	
TOTAL NUMBER OF CLIENT STEPS			**2**	
TOTAL NUMBER OF AGENCY ACTIONS			**2**	

SCHOLARSHIP OFFICE

External Service No. 3: Issuance of Scholarship/Non-Scholarship Certification

This prescribes the procedure for the issuance of scholarship/non-scholarship certification as requested by the students.

Office or Division:	Scholarship Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail	Student / Alumni / Former students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Requisition Slip (1 Original)	Scholarship Office
Official Receipt	Cashier's Office
Documentary Stamp	LGU / BIR / Cashier's Office
For Enrolled students: Certificate of Registration / School ID (1 Original)	Registration Services Office
For Alumni / Former students: Government Issued ID Marriage Certificate (for married women who use their husband's surname)	Requester
Conditional Requirement: If the requester is not available:	
Authorization letter	Requester
ID of the authorized person	Authorized person

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **SUBMIT** duly accomplished request slip (Reference No.: BatStateU-FO-SFA-04) and **PRESENT** documentary requirements	1. **ACCEPT**, **CHECK** and **VALIDATE** the accomplished request form, documentary requirements and student records	None	30 minutes	*Asst. Director / Head / Administrative Aide VI* Scholarship Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. **LOG** the transaction in the SO log sheet	2. **PREPARE** and **ISSUE** the Certificate of Scholarship / Non-Scholarship	None	10 minutes	*Asst. Director / Head / Administrative Aide VI* Scholarship Office
END OF TRANSACTION				
TOTAL		**None**	**40 minutes**	
TOTAL NUMBER OF CLIENT STEPS				**2**
TOTAL NUMBER OF AGENCY ACTIONS				**2**

TESTING AND ADMISSION OFFICE
External Services

Leading Innovations, Transforming Lives, Building the Nation

TESTING AND ADMISSION OFFICE

External Service No. 1: Admission Process for Incoming First Year College Students
(for Programs with no Interview)

This prescribes the procedure for the filing of online application, online evaluation, examination, and receiving admission result for college applicants to programs with no interview.

Office or Division:	Testing and Admission Office (TAO)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who May Avail	First Year College applicants for the following programs:

College of Arts and Sciences
BA Communication
BA English Language Studies
BS Biology
BS Chemistry
BS Development Communication
BS Fisheries and Aquatic Sciences
BS Food Technology
BS Mathematics
BS Psychology

College of Health Sciences
BS Nutrition and Dietetics
BS Public Health (Disaster Response)

College of Engineering
BS Chemical Engineering
BS Civil Engineering majors in:
- Construction Engineering Management
- Geotechnical Engineering
- Structural Engineering
- Transportation Engineering
- Water Resources Engineering

College of Accountancy, Business, Economics, International Hospitality Management
BS Accountancy
BS Management Accounting
BS Business Administration majors in:
- Business Economics
- Financial Management
- Human Resource Management
- Marketing Management
- Operations Management
BS Entrepreneurship
Bachelor in Public Administration
BS Hospitality Management
BS Customs Administration

BS Computer Engineering
BS Electrical Engineering majors in:
- Machine Automation and Process Control
- Renewable Energy for Sustainable Development
BS Food Engineering
BS Industrial Engineering
BS Instrumentation and Control Engineering

College of Architecture, Fine Arts and Design
BS Architecture
Bachelor of Fine Arts and Design
major in Visual Communication
BS Interior Design

College of Informatics and Computing Sciences
BS Computer Science
BS in Information Technology Specialization Track:
- Business Analytics
- Network Technology
- Service Management

BS Electronics Engineering majors in:
- Computer Communication
- Microelectronics
- Telecommunications and Building Infrastructures
BS Mechatronics Engineering
BS Mechanical Engineering
BS Petroleum Engineering

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College of Engineering *(continuation)*
BS Sanitary Engineering
BS Automotive Engineering
BS Aerospace Engineering
BS Biomedical Engineering
BS Ceramics Engineering
BS Geodetic Engineering
BS Geological Engineering
BS Metallurgical Engineering
BS Naval Architecture and Marine
Engineering
BS Transportation Engineering

College of Engineering Technology
Bachelor of Automotive Engineering Technology
Bachelor of Civil Engineering Technology
Bachelor of Computer Engineering Technology
Bachelor of Drafting Engineering Technology
Bachelor of Electrical Engineering Technology
Bachelor of Electronics Engineering Technology
Bachelor of Food Engineering Technology
Bachelor of Instrumentation and Control Engineering
    Technology
Bachelor of Mechanical Engineering Technology
Bachelor of Mechatronics Engineering Technology
Bachelor of Welding and Fabrication Engineering
    Technology

College of Agriculture and Forestry
BS Agriculture majors in:
- Crop Science
- Animal Science

BS Forestry

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filled-out Grades Form 1 for Regular Admission / Grades Form 2 for ALS Graduates (1 electronic copy)	College Admission Online Application portal: https://dione.batstate-u.edu.ph/tao/#/application
Certified true copy of Junior High School and Senior High School Form 137 (1 electronic copy)	Previous/Current School
Certificate of Completion of SHS reflecting the strand or Enrolment therein, if not completed (1 electronic copy)	Previous/ Current School
Applicants under the **Affirmative Action Program (AAP)** must submit the following requirements (1 electronic copy of each requirement):	

• **Indigent Applicants**
   a. Certificate of Indigency of Parent or Guardian
   b. Certificate of Tax Exemption
	Barangay Office
	 Bureau of Internal Revenue (BIR)

• **Alternative Learning System (ALS)** Certification of completion of the ALS program	Previous School
• **Indigenous people** Certificate of Tribe Membership, or any equivalent certification as belonging to indigenous people/ indigenous cultural community	National Commission on Indigenous People

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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• **Persons with Disability (PWD)** PWD Identification Card (ID)	Persons with Disability Affairs Office (PDAO)
• **Iskolar ng Bayan (INB)** Certification from the public high school, indicating Top Ten ranking in the graduated Grade 12 class, duly signed by the School Principal	Public Senior High School
• **Children of Solo Parents (CSP)** Solo Parent ID	Municipal Office
Recent passport-sized picture with white background (1 electronic copy)	Photo Studio
Grade 12 Form 138 (1 original) (if the applicant is a graduate of Senior High School)	Senior High School
Admission Test Permit (1 original)	College Applicant's Portal: *https://dione.batstate-u.edu.ph/batstateucat/portal/#/*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **CREATE AN ACCOUNT** and **FILL OUT** the online application form and upload the electronic copy of documentary requirements at the College Admission Online Application portal: *https://dione.batstate-u.edu.ph/tao/#/application*	1. **RECEIVE** the online application through the TAO portal	None	3 minutes	*Administrative Aide VI* TAO
2. **WAIT** for the evaluation of the online application	2. **EVALUATE** the online application	None	44 days *(Evaluation Period)*	*Head/Administrative Aide VI* TAO

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.1. For the incomplete documents, **ADVISE** the applicant to submit the required documents by adding a list of deficiencies			
3. **CHECK** the College Applicant's Portal (*https://dione.batstate-u.edu.ph/batstateucat/portal/#/*) for the schedule of examination	3. **APPROVE** the application and provide the Admission Test Permit	None	3 minutes	*Asst. Director/ Administrative Aide VI* TAO – Central Administration
4. **TAKE** the admission test	4. **ADMINISTER** the admission test	None	2 hours	*Asst. Director/ Head/ Test Staff* TAO
5. **WAIT** for the admission results	5. **RELEASE** the admission result and provide the Notice of Admission	None	81 days	*Asst. Director/ Administrative Aide VI* TAO
END OF TRANSACTION				
TOTAL		**None**	**125 days, 2 hours, and 6 minutes**	
TOTAL NUMBER OF CLIENT STEPS				**5**
TOTAL NUMBER OF AGENCY ACTIONS				**5**

TESTING AND ADMISSION OFFICE

External Service No. 2: Admission Process for Incoming First Year College Students
(for Programs with an interview)

This prescribes the procedure for the filing of online application, online evaluation, examination, and receiving admission result for college applicants to programs with interview.

Office or Division:	Testing and Admission Office (TAO)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who May Avail	First Year College applicants for the following programs:

College of Teacher Education
Bachelor of Elementary Education
Bachelor of Early Childhood Education
Bachelor of Secondary Education majors in:
    • English
    • Mathematics
    • Sciences
    • Filipino
    • Social Studies
Bachelor of Physical Education
Bachelor of Technology and Livelihood Education major in Home Economics
Bachelor of Technical-Vocational Teacher Education majors in:
    • Garments, Fashion, and Design
    • Electronics Technology
	College of Health Sciences
	BS Nursing
	
	College of Accountancy, Business, Economics, International Hospitality Management
	BS Tourism Management
	
	College of Criminal Justice Education
	BS in Criminology

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Filled-out Grades Form 1 for Regular Admission / Grades Form 2 for ALS Graduates (1 electronic copy)	College Admission Online Application portal: https://dione.batstate-u.edu.ph/tao/#/application
Certified true copy of Junior High School and Senior High School Form 137 (1 electronic copy)	Previous/Current School

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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Completion of SHS reflecting the strand or Enrolment therein, if not completed (1 electronic copy)	Previous/Current School
Applicants under the **Affirmative Action Program (AAP)** must submit the following requirements (1 electronic copy of each requirement):	

• **Indigent Applicants**
  a. Certificate of Indigency of Parent or Guardian
  b. Certificate of Tax Exemption
	Barangay Office
	Bureau of Internal Revenue (BIR)

• **Alternative Learning System (ALS)** Certification of completion of ALS program	Previous School
• **Indigenous people** Certificate of Tribe Membership, or any equivalent certification as belonging to indigenous people/indigenous cultural community	National Commission on Indigenous People
• **Persons with Disability (PWD)** PWD Identification Card (ID)	Persons with Disability Affairs Office (PDAO)
• **Iskolar ng Bayan (INB)** Certification from the public high school, indicating Top Ten ranking in the graduated Grade 12 class, duly signed by the School Principal	Public Senior High School
• **Children of Solo Parents (CSP)** Solo Parent ID	Municipal Office
Recent passport-sized picture with white background (1 electronic copy)	Photo Studio
Grade 12 Form 138 (1 original) (if the applicant is a graduate of Senior High School)	Senior High School
Admission Test Permit (1 original)	College Applicant's Portal: https://dione.batstate-u.edu.ph/batstateucat/portal /#/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **CREATE AN ACCOUNT** and **FILL OUT** the online application form and upload the electronic copy of documentary requirements at the College Admission Online Application portal: https://dione.batstate-u.edu.ph/tao/#/application	1. **RECEIVE** the online application through the TAO portal	None	3 minutes	*Administrative Aide VI* TAO
2. **WAIT** for the evaluation of the online application	2. **EVALUATE** the application 2.1. For the incomplete documents, **ADVISE** the applicant to submit the required documents by adding a list of deficiencies 2.2. **INDICATE** the deficiency for the college interview	None	44 days *(Evaluation Period)*	*Head/Administrative Aide VI* TAO
3. **CHECK** the College Applicant's Portal (https://dione.batstate-u.edu.ph/batstateucat/portal/#/) for the result of evaluation	3. **INTERVIEW** the applicant			*College Dean/ Faculty Interviewer* Concerned College/Faculty

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.1. **SELECT** the scheduled date and time for the interview, and **ATTEND** to the interview proper	3.1. **UPDATE** the results of the interview on the academic portal			
4. **CHECK** the College Applicant's Portal (https://dione.batstate-u.edu.ph/batstateucat/portal/#/) for the schedule of examination	4. **APPROVE** the application and provide the Admission Test Permit	None	3 minutes	*Asst. Director/ Administrative Aide VI* TAO – Central Administration
5. **TAKE** the admission test	5. **ADMINISTER** the admission test	None	2 hours	*Asst. Director/Head/Test Staff* TAO
6. **WAIT** for the admission results	6. **RELEASE** the admission result and provide the Notice of Admission	None	81 days	*Asst. Director/ Administrative Aide VI* TAO
END OF TRANSACTION				
TOTAL		**None**	**125 days, 2 hours, and 6 minutes**	
TOTAL NUMBER OF CLIENT STEPS				**6**
TOTAL NUMBER OF AGENCY ACTIONS				**6**

TESTING AND ADMISSION OFFICE

External Service No. 3: Admission Process for College Transferees from other Higher Education Institution (HEI)

This prescribes the procedure for the filing of application, evaluation, examination, and securing admission result for college transferee applicants.

Office or Division:	Testing and Admission Office (TAO) – Constituent Campuses			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail	Applicants from other Higher Education Institution (HEI)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Filled out Application Form (BatStateU-FO-REG-12) (1 original)		Registration Services Office		
Transcript of Records (1 original)		Previous HEI		
Certificate of General Weighted Average (GWA)		Previous HEI		
Certificate of Course Description, *if necessary*		Previous HEI		
Certificate of Grading System, *if necessary*		Previous HEI		
Student ID or Any Valid Identification Card		Previous HEI/ Government Agency		
Endorsement Letter (1 original) for the administration of the College Admission Test		College		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. **SUBMIT** the filled-out Application Form and other documentary requirements to the concerned college	1. **EVALUATE** the submitted application.	None	30 minutes	*College Dean/ Faculty Evaluator* Concerned College/Faculty

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. **WAIT** for the issuance of the college endorsement letter	2. **ISSUE** Endorsement Letter addressed to TAO for the administration of the admission test	None	30 minutes	*College Dean/ Faculty Evaluator* Concerned College/Faculty
3. **PROCEED** to TAO and present the evaluated application documents and Endorsement Letter	3. **REVIEW** the submitted documents	None	4 minutes	*Head/Psychometrician/ Administrative Aide VI* TAO
4. **SECURE** Admission Test Permit	4. **ISSUE** Admission Test Permit	None	3 minutes	*Head/ Psychometrician/ Administrative Aide VI* TAO
5. **TAKE** the examination on the scheduled date	5. **ADMINISTER** the admission test	None	2 hours	*Head/ Psychometrician* TAO
	5.1. **SCORE** and **INTERPRET** the admission test taken by applicants		30 minutes	
	5.2. **ENDORSE** examination results to the college		5 minutes	
6. **WAIT** for the endorsement of the college	6. **RANK** the applicants based on examination results and evaluated grades 6.1. **ENDORSE** the list of qualifiers to TAO based on the available slots	None	3 days	*College Dean/ Faculty Evaluator* Concerned College/Faculty
7. **WAIT** for the admission results	7. **RECEIVE** endorsement of qualified applicants for admission	None	1 day	*Head/ Psychometrician/ Administrative Aide VI* TAO

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	7.1. **RELEASE** Notice of Admission to qualifiers			
END OF TRANSACTION				
TOTAL		None	4 days, 3 hours, and 42 minutes	
TOTAL NUMBER OF CLIENT STEPS			7	
TOTAL NUMBER OF AGENCY ACTIONS			7	

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TESTING AND ADMISSION OFFICE

External Service No. 4: Admission Process for Doctor of Medicine Applicants

This prescribes the procedure for the filing of application, evaluation, examination, and securing admission result for Doctor of Medicine applicants.

Office or Division:	Testing and Admission Office (TAO) – Pablo Borbon (PB) Campus
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who May Avail	Graduates of the following programs: **Health and Allied Health Bachelor's degree program:** Nursing, Physical Therapy, Pharmacy, Medical Technology (Medical Laboratory Science), Occupational Therapy, Respiratory Therapy, Speech Language Pathology, Nutrition and Dietetics, Dental Medicine, Radiologic Technology, Public Health, Optometry, Pharmacy **Bachelors of Science degree program:** Biology, Medical Biology, Molecular Biology, Chemistry, Nuclear Medicine, Marine Science

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filled-out Application Form for Doctor of Medicine program (BatStateU-FO-TAO-01-C) (2 original copies)	TAO – PB (https://bit.ly/BatStateU-FO-TAO-01-C_GS-ProfEd-COL-COM)
Recent passport-sized picture with white background (2 original copies)	Photo Studio
Diploma of taken Bachelor's degree program (1 photocopy)	Previous school of the Applicant
Transcript of Records of taken Bachelor's degree program, supported by a certificate of class ranking and general weighted average (1 photocopy)	Previous school of the Applicant
National Medical Admission Test (NMAT) Result (1 original, 1 photocopy)	Center for Educational Measurement
Philippine Statistics Authority (PSA) Birth Certificate (1 original)	PSA
Recommendation Letters, addressed to the Dean of College of Medicine (COM) (2 original copies)	Dean/ Professor from the previous school of the applicant; Local Government Units (Mayor, Governor)

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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Health Clearance Report (1 original), which includes the following: • Complete Immunization report: MMR, dT, Varicella, Hepatitis B • Chest X-ray result • Blood typing result • Drug test result • Urinalysis lab report	Attending Physician/City Health Office/Barangay Health Clinic

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **SUBMIT** the documentary requirements to TAO-PB	1. **RECEIVE** and **CHECK** the completeness of the submitted documentary requirements	None	3 minutes	*Psychometrician/ Administrative Aide VI* TAO
2. **PROCEED** to COM for evaluation	2. **EVALUATE** the documentary requirements	None	30 minutes	*Dean/Department Chairperson* COM
3. **SUBMIT** one (1) copy of evaluated Application Form with signature of COM Dean/ Department Chair to TAO-PB	3. **RECEIVE** and **REVIEW** the evaluated Application Form	None	3 minutes	*Head/Psychometrician/ Administrative Aide VI* TAO
4. **SECURE** Admission Test Permit	4. **ISSUE** Admission Test Permit	None	3 minutes	*Head/Psychometrician/ Administrative Aide VI* TAO
5. **TAKE** the psychological test as scheduled	5. **ADMINISTER** the psychological test	None	3 hours	*Head/Psychometrician* TAO
	5.1. **SCORE** and **INTERPRET** the admission test taken by Applicants		30 minutes/ *applicant*	
	5.2. **ENDORSE** examination results to COM		5 minutes/ *applicant*	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. **PROCEED** to COM for the scheduled interview	6. **INTERVIEW** the applicant	None	15 minutes	*Dean/Department Chairperson* COM
7. **NONE**	7. **ENDORSE** the admission result to TAO	None	22 days *(Deliberation Period)*	*Dean/Department Chairperson* COM
8. **RECEIVE** admission result	8. **RECEIVE** endorsement of qualified applicants 8.1. **ISSUE** Notice of Admission to qualifiers	None	1 day	*Head/Psychometrician/ Administrative Aide VI* TAO
END OF TRANSACTION				
TOTAL		**None**	**23 days, 4 hours, and 29 minutes**	
TOTAL NUMBER OF CLIENT STEPS			**8**	
TOTAL NUMBER OF AGENCY ACTIONS			**8**	

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TESTING AND ADMISSION OFFICE

External Service No. 5: Admission Process for Graduate School and Professional Education Applicants

This prescribes the procedure for the application, evaluation, taking of admission test, and securing of admission result for Graduate School and Professional Education applicants.

Office or Division:	Testing and Admission Office (TAO) – Pablo Borbon (PB), Alangilan, and Apolinario R. Apacible School of Fisheries (ARASOF) – Nasugbu Campuses			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail	College Graduates			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Filled-out Application Form for Graduate School (BatStateU-FO-TAO-01-C) (1 original)		TAO/University Website (https://bit.ly/BatStateU-FO-TAO-01-C_GS-ProfEd-COL-COM)		
Recent passport-sized picture with white background (1 original)		Photo Studio		
Transcript of Records (TOR) (1 certified true copy)		Previous School of the Applicant		
Official Receipt (1 original) of Testing Fee		Cashiering Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. **SUBMIT** the filled-out application form and Transcript of Records (TOR) to the Office of the Dean of the respective college for evaluation	1. **EVALUATE** the filled-out application form and other documentary requirements	None	30 minutes	*College Dean / Faculty Evaluator* Concerned College/Faculty

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. **SUBMIT** the evaluated application form with the attached passport-sized picture and TOR to the TAO	2. **REVIEW** the evaluated application form and TOR	None	4 minutes	*Head/Administrative Aide VI* TAO
3. **PAY** the Testing fee at the Cashiering Office	3. **RELEASE** the Official Receipt for the Testing fee	Php 250	3 minutes	*Administrative Aide VI* Cashiering Office
4. **SECURE** an Admission Test Permit	4. **ISSUE** an Admission Test Permit	None	3 minutes	*Head/ Administrative Aide VI* TAO
5. **TAKE** the Graduate Program Admission Test (GPAT) on the scheduled date and time	5. **ADMINISTER** the GPAT	None	2 hours	*Head/Psychometrician* TAO
	5.1. **SCORE** and **INTERPRET** the admission test taken by applicants		30 minutes/ *applicant*	
6. **SECURE** admission results	6. **RELEASE** Notice of Admission to qualified Graduate School/ Professional Education applicants	None	3 minutes	*Head/ Psychometrician/ Administrative Aide VI* TAO
END OF TRANSACTION				
TOTAL		**Php 250**	**3 hours and 13 minutes**	
TOTAL NUMBER OF CLIENT STEPS			**6**	
TOTAL NUMBER OF AGENCY ACTIONS			**6**	

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TESTING AND ADMISSION OFFICE

External Service No. 6: Admission Process for College of Law Applicants

This prescribes the procedure for the application, evaluation, taking of admission test and securing admission result for College of Law applicants.

Office or Division:	Testing and Admission Office (TAO) – Pablo Borbon (PB)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail	College Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out Application Form for College of Law (BatStateU-FO-TAO-01-C) (1 original)		TAO/University Website (https://bit.ly/BatStateU-FO-TAO-01-C_GS-ProfEd-COL-COM)		
Recent passport-sized picture with white background (1 original)		Photo Studio		
Transcript of Records (TOR) (1 certified true copy)		Previous School of the Applicant		
Official Receipt (1 original)		Cashiering Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **SUBMIT** the filled-out application form and Transcript of Records (TOR) to the office of the Dean of the College of Law (COL)	1. **EVALUATE** the filled-out application form and other documentary requirements	None	20 minutes	*Dean* COL
2. **SUBMIT** the evaluated application form with the attached passport-sized picture and Transcript of Records to TAO-PB	2. **REVIEW** the evaluated application form and TOR 2.1. **ADVISE** the applicant to pay the testing fee at the Cashiering Office	None	4 minutes	*Head/Administrative Aide VI* TAO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. **PAY** the Testing fee at the Cashiering Office	3. **RELEASE** the Official Receipt for the Testing fee	Php 250	3 minutes	*Administrative Aide VI* Cashiering Office
4. **SECURE** an Admission Test Permit	4. **ISSUE** an Admission Test Permit	None	3 minutes	*Head/ Administrative Aide VI* TAO
5. **TAKE** the Law School Admission Test (LSAT) on the scheduled date and time	5. **ADMINISTER** the LSAT	None	2 hours	*Psychometrician* TAO
	5.1. **SCORE** and **INTERPRET** the admission test taken by applicants		30 minutes/ *applicant*	
	5.2. **ENDORSE** examination results to COL		5 minutes/ *applicant*	
6. **WAIT** for the admission result	6. **REVIEW** admission results and **ENDORSE** the list of qualified applicants to TAO-PB	None	10 minutes	*Dean* COL
7. **RECEIVE** admission result	7. **RECEIVE** endorsement from the COL 7.1. **ISSUE** Notice of Admission to qualifiers	None	1 day	*Head/ Psychometrician/ Administrative Aide VI* TAO
END OF TRANSACTION				
TOTAL		**Php 250**	**1 day, 3 hours, and 15 minutes**	
TOTAL NUMBER OF CLIENT STEPS			**7**	
TOTAL NUMBER OF AGENCY ACTIONS			**7**	

TESTING AND ADMISSION OFFICE

External Service No. 7: Admission Process for International Students

This prescribes the procedure for the application, evaluation, and securing admission result for International Students.

Office or Division:	Testing and Admission Office (TAO)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who May Avail	International Students	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Filled-out Foreign Student Admission Application Form (BatStateU-FO-EAO-01) (1 original)		External Affairs Office (EAO)/TAO
Valid Passport – Bio page (1 original)		Applicant
Transcript of Records / Record of Grades (1 original)		Ministry/Department of Education in their Country of Origin
Diploma / Certificate of Graduation (1 original)		University last attended
Good Moral Character Certificate (1 original)		Ministry/Department of Education in their Country of Origin
Police Clearance (1 original)		Government Agency in their Country of Origin
Birth Certificate / Certificate of Live Birth (1 original)		Government Agency in their Country of Origin
Honorable Dismissal / Certificate of Transfer Credentials (for Masters and Doctorate Degree) (1 original)		University last attended
Accomplished Application Forms (1 original)		BatStateU – EAO
Copy of the Publication aligned with the Program being applied for (for Doctorate applicants)/ Original Academic Essay		Applicant
Two (2) Letters of Recommendations from Previous Professors/ Teachers		University last attended
Apostille (1 original)		Embassy from their country of origin
Endorsement Letter to TAO (1 original)		EAO

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **INQUIRE** the process and requirements for the admission application through the following:	1. **INFORM** the applicant through the following:	None	1 hour	*External Affairs Staff* EAO of the Campus Concerned
1.1. Official email of EAO	1.1. **REPLY** with the list of admission application requirements			
1.2. Walk-in at the physical office	1.2. **PROVIDE** the list of admission application requirements			
2. **SUBMIT** the admission application requirements through the following:	2. **RECEIVE** the admission application requirements through the following:	None	2 hours	*External Affairs Staff* EAO of the Campus Concerned
2.1. Official email address of the EAO of the concerned campus;	2.1. If through email, **COMPILE** the documents for evaluation			
2.2. Personal or through an authorized representative	2.2. If personal or through an authorized representative, **COMPILE** the documents for evaluation			
None	2.3. **INFORM** the applicant about the schedule of the online/ in-person interview			

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. **ATTEND** the online/ in-person interview	3. **CONDUCT** the interview	None	30 minutes	*External Affairs Staff* EAO of the Campus Concerned
	3.1. **RATE** the interviewee		15 minutes	
	3.2. **EVALUATE** the submitted documents		1 day	
	3.3. **ENDORSE** the qualified applications to the college for academic essay evaluation		1 day	
	3.4. **EVALUATE** the endorsed academic essay of the applicant		1 day	Dean of College/ Program Chair
	3.5. **ENDORSE** the qualified applications to the TAO for documents evaluation and issuance of Notice of Admission (NOA)		1 hour	*External Affairs Staff* EAO of the Campus Concerned
	3.6. **ISSUE** Notice of Admission (NOA) to the EAO of the concerned campus	None	1 day	*Head/ Psychometrician/ Administrative Aide VI* TAO of the Campus Concerned
4. **RECEIVE** the admission result	4. **RELEASE** the Notice of Admission (NOA) to the qualifiers	None	1 hour	*External Affairs Staff* TAO of the Campus Concerned
END OF TRANSACTION				
TOTAL		**None**	**4 days, 5 hours, and 45 minutes**	
TOTAL NUMBER OF CLIENT STEPS			**4**	
TOTAL NUMBER OF AGENCY ACTIONS			**4**	

TESTING AND ADMISSION OFFICE

External Service No. 8: Admission Application for Integrated School/Laboratory School

This prescribes the procedure for application, evaluation, taking admission test, and securing admission result for Integrated School/Laboratory School applicants.

Office or Division:	Testing and Admission Office (TAO) – Central and Apolinario R. Apacible School of Fisheries (ARASOF) – Nasugbu Campus
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who May Avail	Integrated School (IS)/Laboratory School: • Kindergarten applicant who is at least 5 years old; • Incoming Grade 1 applicant; Grade 2 to Grade 6 transferee • Incoming Grade 7 applicant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filled-out Application Form for Integrated School and Laboratory School (BatStateU-FO-TAO-01-A) (1 original)	TAO – Central TAO – ARASOF-Nasugbu
Recent passport-sized pictures with a white background (2 original)	Photo Studio
Philippine Statistics Authority (PSA) Birth Certificate (1 original, 1 photocopy) (For Kindergarten Applicants only)	PSA
Previous Report Card based on the current grade level (1 original, 1 photocopy) (For Elementary and Grade 7 applicants)	Registration Services Office of the current school
Official Receipt (1 original)	Cashiering Office
Admission Test Permit (1 original)	TAO – Central TAO – ARASOF-Nasugbu

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **SUBMIT** the filled-out application form and other documentary requirements	1. **EVALUATE** the filled-out application form and other documentary requirements 1.1. **ADVISE** the applicant to pay Php 250 for the testing fee at the Cashiering Office	None	3 minutes	*Asst. Director/ Head/ Administrative Aide VI* TAO
2. **PAY** the testing fee	2. **ISSUE** the Official Receipt for the testing fee	Php 250	3 minutes	*Administrative Aide VI* Cashiering Office
3. **SECURE** an Admission Test Permit	3. **ISSUE** the Admission Test Permit	None	3 minutes	*Asst. Director/ Head/ Administrative Aide VI* TAO
4. **TAKE** the admission test	4. **ADMINISTER** the admission test 4.1. **ENDORSE** the examination results to the Integrated School *(For TAO-Central only)*	None	1 hour	*Psychometrician/ Administrative Aide VI* TAO
5. **PROCEED** to the Integrated School for the interview *(For IS applicants only)*	5. **INTERVIEW** the Integrated School applicants *(For IS only)*	None	1 hour	*Head Teacher/ Teacher* IS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. **WAIT** for the admission result	6. **CONSOLIDATE** the admission results and **RANK** the applicants based on the examination and interview results	None	22 days	*Head/ Administrative Aide VI TAO* *ARASOF-Nasugbu Head Teacher/Teacher IS*
	6.1. **ENDORSE** the list of qualifiers to TAO-Central *(For IS only)*			*Head Teacher/ Teacher IS*
	6.2. **RECEIVE** the endorsement for the list of qualifiers *(For TAO-Central only)*			*Asst. Director/ Administrative Aide VI TAO-Central*
7. **RECEIVE** the admission result	7. **RELEASE** the Notice of Admission to qualifiers	None	1 day	*Asst. Director/ Head/ Administrative Aide VI TAO*
END OF TRANSACTION				
TOTAL		**Php 250**	**23 days, 2 hours, and 9 minutes**	
TOTAL NUMBER OF CLIENT STEPS			**7**	
TOTAL NUMBER OF AGENCY ACTIONS			**7**	

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CASHIERING OFFICE
External Services

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CASHIERING OFFICE

External Service No. 1: Collection of Tuition Fees and Other Fees

This prescribes the procedure in the processing of enrollment-related fees by the Cashiering Office. This service is not applicable to Central Administration.

Office or Division:	Cashiering Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Students, Parents, or Authorized Representatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Assessment Form (during enrollment)	Integrated School Department Graduate School - Department Colleges Online Enrollment via Student Portal
Registration Form & Payment Slip (after enrollment)	Online Enrollment via Student Portal

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **PAY** tuition and other fees thru the following options:	1. **ACCEPT** payment thru the following modes:	**Integrated School (Pablo Borbon Only)**		*Administrative Aide VI/ Administrative Assistant II/ Head* Cashiering Office
1.1. Over-the-counter transaction or direct payment at the Cashiering Office	1.1. Over-the-Counter: 1.1.1. **CHECK** and **VERIFY** assessment form/ payment slip 1.1.2. **ACCEPT** payment 1.1.3. **ISSUE** official receipt	Tuition Fee: Php 30,000 Insurance: Php 50	3 minutes	

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.2. On-Coll Deposit to BatStateU Landbank Account (for Pablo Borbon and Nasugbu only)	1.2. On-coll Deposit:	**Laboratory School in Nasugbu** New Student: Php 3,213 Old Student (1st Semester) : Php 2,978 Old Student (2nd Semester): Php 2,928	48 hours	
1.2.1. **VISIT** any Landbank of the Philippines (LBP) Branch	1.2.1. **VERIFY** payment thru deposit slip sent via email by the student and **CONFIRM** if the payment made was credited to the BatStateU account.			
1.2.2. **PRESENT** filled-out On-coll Payment Slips at the teller together with the cash and **HAVE IT VALIDATED** by the bank	1.2.2. **POST** the payment to the student account			
1.2.3. **EMAIL** the scanned copy of the validated deposit slip to: cashier.main@g.batstate-u.edu.ph cashier.malvar@g.batstate-u.edu.ph cashier.lipa@g.batstate-u.edu.ph cashier.pb@g.batstate-u.edu.ph cashier.alangilan@g.batstate-u.edu.ph cashier.nasugbu@g.batstate-u.edu.ph	1.2.3. **GENERATE** e-receipt and **SEND** to client thru email	**Under-graduate** Tuition Fee: Php 250/unit Registration: Php 260 Library Fee: Php 622 Athletic Fee: Php 380		

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.3. Online Payment	1.3. Online Payment	Publication Fee: Php 380	24 hours	
1.3.1. **LOG ON** on to https://epaymentportal.landbank.com (for Lipa and Nasugbu) https://www.lbp-eservices.com/egps/portal/Merchants.jsp (for Pablo Borbon) https://www.landbank.com/linkbizportal-merchants (for Alangilan and Malvar)	1.3.1. **LOG ON** to https://www.lbp-eservices.com/MPI/Institution/inquiry/UserAuthentication.jsp (for Lipa and Nasugbu) https://epaymentportal.landbank.com/mpi.php (for Pablo Borbon) https://www.landbank.com/linkbizportal-merchants (for Alangilan and Malvar)	Medical & Dental Fee: Php 380 Guidance Fee: Php 260 Laboratory Fee: Php 751 NSTP: Php 375		
1.3.2. **FOLLOW** the instructions provided by filling-out necessary information up until the payment has been transferred to BatStateU account	1.3.2. **CHECK** and **VERIFY** successful transactions via LBP E-Payment Portal to confirm if the payment was credited to the BatStateU account	*ID: Php 235 Anti-TB: Php 15 SCUAA: Php 130 Cultural Fee: Php 173 Security Fee: PHP 173		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.3.3. **EMAIL** the scanned copy of the validated deposit slip to: cashier.main@g.batstate-u.edu.ph cashier.malvar@g.batstate-u.edu.ph cashier.lipa@g.batstate-u.edu.ph cashier.pb@g.batstate-u.edu.ph cashier.alangilan@g.batstate-u.edu.ph cashier.nasugbu@g.batstate-u.edu.ph	1.3.3. **POST** the payment to the student account	HEMF: Php 86/unit Internet: Php 300 SSC: Php 25 Insurance: Php 50 **Non-Resident Fee: Php 10,000 RLE Fee: The amount depends on the number of students, number of groupings and rate of faculty. (For Pablo Borbon)		
None	1.3.4. **GENERATE** e-Receipt and **SEND** to client thru email			

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		For **ARASOF Nasugbu** RLEF (OJT Fee): Php 500 ****Affiliation Fee: as per CHS instruction (depending on the number of students, no. of hours rendered, Clinical Instructor's rank, and hospital rate) *****Tutorial Fee If LECTURE - (No. of units x weeks x rate of instructor)		

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		If LABORATORY - (No. of units x weeks x rate of Instructor x 75%) PROF. ED. (For ARASOF Nasugbu Only) Tuition Fee: Php 500/unit Registration Fee: Php 380 Journal Fee: Php 751 Library Fee: Php 751 *ID: Php 235 GDF: Php 86/unit		

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Medical/Dental Fee: Php 547.20 **** *for Nursing Student* *****for TBA (Taken by Agreement)* **ETEEAP (*For Alangilan Only*)** Assessor's Fee: Php 3,500 Application Fee: Php 1,000 Adviser's Fee: Php 4,500		

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Graduate School/ College of Law/ Master in Disaster Risk Management *(For Pablo Borbon and Alangilan Only)* Tuition Fee Masteral/Prof. Subject: Php 500/unit Tuition Fee Doctorate/ Master in Disaster Risk Management: Php 1,000/unit Tuition Fee College of Law: Php 1,100/unit		

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Registration Fee: Php 380 Journal Fee: Php 751 Library Fee: Php 751 *ID: Php 235 GDF: Php 86/unit Medical/Dental Fee: Php 547.20 Laboratory Fee Master in Disaster Risk Management: Php 2,500 Laboratory Fee Doctorate: Php 1,000		

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		**Non-Resident Fee – PHP 10,000 *One time Fee – Payable every 1st Year 1st sem **Foreign Students ***For BS Nursing Students		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		International Graduates Students *(For Pablo Borbon)* **New Students only (SY 2024-2025 Second Semester) **Tuition Fee (Master's): Php 2,000/unit** **Tuition Fee (Doctorate) – Php 2,500/unit** **Non-Resident Fee (Masters/ Doctorate): Php 15,000		
END OF TRANSACTION				
TOTAL (Over-the-counter)		-do-	3 minutes	
TOTAL (On-coll deposit)			48 hours	
TOTAL (Online payment)			24 hours	
TOTAL NUMBER OF CLIENT STEPS			1	
TOTAL NUMBER OF AGENCY ACTIONS			1	

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EXTERNAL AFFAIRS OFFICE
External Services

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EXTERNAL AFFAIRS OFFICE

External Service No. 1: Assistance to Inbound Student Mobility

This service facilitates the smooth integration and support of international students participating in exchange programs, promoting Batangas State University's (BatStateU's) commitment to internationalization, cross-cultural collaboration, and academic excellence.

Office or Division:	External Affairs Office (EAO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail	External Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Nomination Form		EAO		
Application Form		EAO		
Original Transcript of Records		Home University		
Proof of English Proficiency if necessary		International Student Applicant		
Photocopy of passport bio page		International Student Applicant		
Curriculum Vitae		International Student Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **SUBMIT** application documents	1. **RECEIVE** and **EVALUATE** the completeness of submitted documents. *RETURN incomplete submissions for completion*	None	1 Day	*Program Development Staff/ Director* EAO
None	2. **ENDORSE** complete documents to the relevant constituent campus for further review and approval	None	5 Minutes	*Program Development Staff/ Director* EAO

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3. **APPROVE** the application and **ENDORSE** to EAO – Central for the issuance of acceptance letters	None	1 Hour	*Administrative Aide VI/ Head* *EAO*
4. **RECEIVE** acceptance letter	4. **SEND** acceptance letters to partner universities for distribution to qualified applicants	None	1 Hour	*Program Development Staff/ Director* *EAO*
5. **SUBMIT** additional documents (e.g., health and moral certificates)	5. **VALIDATE** additional documents	None	1 Day	*Program Development Staff/ Director* *EAO*
6. **PREPARE** travel-related requirements	6. **ASSIST** on travel-related requirements, including visa processing and adherence to existing laws, rules, and regulations	None	7 Days (paused-clock)	*Program Development Staff/ Director* *EAO*
7. **TRAVEL** to BatStateU for mobility	7. **COORDINATE** the arrival arrangements and **ENSURE** a smooth transition for inbound students	None	1 hour	*Program Development Staff/ Director* *EAO*
END OF TRANSACTION				
TOTAL		**None**	**9 days, 3 hours, and 5 minutes**	
TOTAL NUMBER OF CLIENT STEPS				**5**
TOTAL NUMBER OF AGENCY ACTIONS				**7**

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EXTERNAL AFFAIRS OFFICE

External Service No. 2: Assistance to Foreign and Local Students with Immigration Clearance, CHED Endorsement, and Embassy Clearance

This refers to the assistance of the External Affairs Office (EAO) in the Constituent Campus to local and international students on the immigration clearance, Commission on Higher Education (CHED) endorsement, and embassy clearance.

Office or Division:	External Affairs Office (EAO)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail	Foreign and Local Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Passport Bio-page – 1 Original Copy		Ministry/Department of Foreign Affairs – Country of Origin		
Transcript of Records – 1 Original Copy		Ministry/Department of Education in their Country of Origin		
Accomplished Application Forms – 1 Original Copy		EAO		
Certificate of Acceptance – 1 Original Copy		Registration Services Office		
CHED Endorsement (for Transferees and change of course) – 1 Original Copy		CHED, Quezon City		
Medical Clearance		Bureau of Immigration (BI) Accredited Hospitals		
1 Photocopy of BI school accreditation ID		EAO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **COLLECT** the documents needed	1. **COLLECT** documents and requirements for Immigration Clearance/ CHED endorsement or Embassy clearance.	None	2 days	*Administrative Aide VI/Head EAO*

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. **SUBMIT** an application of clearance or endorsement	2. **CHECK** requirements and documents and submit them to the office concerned.	None	1 day	*Administrative Aide VI /Head EAO*
3. **VERIFY** if Clearance/ Endorsement is Available.	3. **CALL** and **UPDATE** concerned offices if documents are not yet available, and pick up of clearance or endorsement from BI, CHED, or Embassy once available.	None	10 days (paused-clock)	*Administrative Aide VI /Head EAO*
END OF TRANSACTION				
TOTAL		None	13 days	
TOTAL NUMBER OF CLIENT STEPS			3	
TOTAL NUMBER OF AGENCY ACTIONS			3	

EXTERNAL AFFAIRS OFFICE

External Service No. 3: Admission Application Evaluation of Incoming/Transfer International Students

This prescribes the procedure in facilitating the evaluation of admission applications from incoming international students and transfer international students who wish to enroll at the Batangas State University. The process ensures compliance with university policies and government regulations.

Office or Division:	External Affairs Office (EAO)	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who May Avail	International Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Foreign Student Admission Application		EAO or Testing and Admission Office (TAO) of Campuses
Valid Passport		Applicant
Transcript of Records / Record of Grades		Ministry/Department of Education in their country of origin
Diploma / Certificate of Graduation		University last attended
Honorable dismissal / Certificate of Transfer Credentials (for Masters and Doctoral degrees)		University last attended
Good Moral Certificate		Ministry/Department of Education in their country of origin
Police Clearance		Government Agency in their country
Birth Certificate / Certificate of Live Birth		Government Agency in their country
Accomplished Application Forms		EAO
Copy of the Publication aligned with the Program being applied for (for Doctorate applicants)/ Original Academic Essay		Applicant
Two (2) Letters of Recommendations from Previous Professors/Teachers		University last attended

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **SUBMIT** the admission application inquiry a. through the official email of EAO b. Walk-in	1.1. **REPLY** with the list of admission application requirements	None	1 hour	*External Affairs Staff* EAO of the Campus concerned
	1.2. **PROVIDE** the list of admission application requirements	None	1 hour	*External Affairs Staff* EAO of the Campus concerned
2. **SUBMIT** admission application documents a. through the official email of EAO b. personal/through an authorized representative	2.1. **COMPILE** the documents for evaluation; 2.2. **SCHEDULE** the online/in-person interview	None	2 hours	*External Affairs Staff* EAO of the Campus concerned
3. **ATTEND** online/in-person interview	3.1. **CONDUCT** the interview	None	30 minutes	*External Affairs Staff/Head* EAO of the Campus concerned
	3.2. **RATE** the interviewee	None	15 minutes	*External Affairs Staff/Head* EAO of the Campus concerned
	3.3. **EVALUATE** the submitted documents	None	1 day	*External Affairs Staff/Head* EAO of the Campus concerned
None	4. **ENDORSE** qualified applications to the College for academic evaluation.	None	1 day	*Dean/Program Chair* College concerned

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	5. **ENDORSE** qualified applications to TAO for documents evaluation and issuance of Notice of Admission (NOA)	None	1 hour	*External Affairs Staff* EAO of the Campus concerned and Office of the Vice Chancellor for Development and External Affairs (OVCDEA)
None	6. **ISSUE** the NOA	None	1 hour	*Staff/Head* TAO of the Campus concerned
None	7. **ISSUE** the Letter of Invitation (LOI)	None	1 hour	None
END OF TRANSACTION				
TOTAL		**None**	**2 days, 7 hours, and 45 minutes**	
TOTAL NUMBER OF CLIENT STEPS				**3**
TOTAL NUMBER OF AGENCY ACTIONS				**7**

EXTERNAL AFFAIRS OFFICE

External Service No. 4: Admission Process for International Students

This refers to the process for Application, Evaluation, and Securing Admission Result for International Students.

Office or Division:	External Affairs Office (EAO)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who May Avail	Foreign Students	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Filled-out Foreign Student Admission Application Form (BatStateU-FO-EAO-01) (1 original)		EAO/Testing and Admission Office (TAO)
Valid Passport – Bio Page (1 original)		Ministry of Education in their Country of Origin
Transcript of Records/Record of Grades (1 original)		EAO
Good Moral Character Certificate (1 original)		Registration Services Office
Birth Certificate / Certificate of Live Birth (1 original)		Government Agency in their Country
Honorable Dismissal / Certificate of Transfer Credentials (for Masters and Doctorate Degree) (1 original)		University last attended
Accomplished Application Forms 1 (original)		EAO
Copy of the Publication aligned with the Program being applied (for Doctorate Applicants) Original Academic Essay		
Two (2) Letters of Recommendations from Previous Professors/ Teachers		University last attended
Apostille (1 original)		Embassy from their country of origin
Endorsement Letter to TAO (1 original)		EAO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **INQUIRE** the process and requirements for the admission application through the following: a) Official email of EAO; b) Walk-in at the physical office	1. **INFORM** the applicant through the following: 1.1. **REPLY** with the list of admission application requirements 1.2. **PROVIDE** the list of admission application requirements	None	1 hour	*External Affairs Staff* EAO of the Campus Concerned
2. **SUBMIT** the admission application requirements through the following: a) Official email address of the EAO of the concerned campus; b) Personal or through an authorized representative	2. **RECEIVE** the admission application requirements through the following: 2.1. If through email, **COMPILE** the documents for evaluation 2.2. If personal or through an authorized representative, **COMPILE** the documents for evaluation 2.3. **INFORM** the applicant about the schedule of the online/in-person interview	None	2 hours	*External Affairs Staff* EAO of the Campus Concerned

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. **ATTEND** the online/ in-person interview	3. **CONDUCT** the interview	None	30 minutes	*External Affairs Staff* EAO of the Campus Concerned
	3.1. **RATE** the interviewee	None	15 minutes	
	3.2. **EVALUATE** the submitted documents	None	1 day	
	3.3. **ENDORSE** the qualified applications to the college for academic essay evaluation	None	1 day	
	3.4. **EVALUATE** the endorsed academic essay of the applicant	None	1 day	*Dean of College/Program Chair*
None	4. **ENDORSE** the qualified applications to TAO for documents evaluation and issuance of Notice of Admission (NOA)	None	1 hour	*External Affairs Staff* EAO of the Campus Concerned
None	5. **ISSUE** the NOA to the EAO of the concerned campus	None	1 day	*Head/ Psychometrician/ Administrative Aide VI* TAO of the Campus Concerned
6. **RECEIVE** the admission result	6. **RELEASE** the NOA to the qualifiers	None	1 hour	*External Affairs Staff* EAO of the Campus Concerned
END OF TRANSACTION				
TOTAL		**None**	**4 days, 5 hours, and 45 minutes**	
TOTAL NUMBER OF CLIENT STEPS				**4**
TOTAL NUMBER OF AGENCY ACTIONS				**6**

EXTERNAL AFFAIRS OFFICE

External Service No. 5: Online Assistance to Incoming Foreign Students with the Admission and Enrollment Process

This refers to the online assistance of the External Affairs Office (EAO) in the Constituent Campus to incoming international students on the admission and enrollment process.

Office or Division:	External Affairs Office (EAO)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail	Foreign Students from their Country of Origin			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Original Copy (1 each)				
Passport Bio-page		Ministry/Department of Foreign Affairs in their Country of Origin		
Transcript of Records		Ministry/Department of Education in their Country of Origin		
Diploma		University last attended		
Honorable Dismissal (for Master's and Doctorate Degrees)		University last attended		
Good Moral Certificate		Ministry of Education in their Country of Origin		
Police Clearance		Government Agency of their Country of Origin		
Birth Certificate		Government Agency of their Country of Origin		
Accomplished Application Forms		EAO		
Certificate of Acceptance		Registration Services Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. **INQUIRE** through online platforms about the availability of courses desired and requirements for admission	1. **SEND** the Batangas State University (BatStateU) Brochure containing the list of requirements needed for admission and enrollment; enlist for assistance	None	1 day	*Administrative Aide VI/Head* EAO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. **SUBMIT** the scanned copy of the original documents and other requirements	2. **COLLECT** documents and requirements for evaluation; **UPDATE** the status of their applications	None	1 day	*Administrative Aide VI /Head* EAO
3. **ATTEND** the interview and assessment of the academic essay.	3. **SCHEDULE** an online interview and assessment of their academic essay.	None	2 days	*Administrative Aide VI /Head* EAO *Dean* Colleges *Administrative Aide V* Testing and Admission Office
4. **ASSIST** qualified foreign students for the enrollment procedure	4. **FORWARD** and **ENDORSE** the documents of qualified foreign students to the Registration Services 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	Undergraduate Tuition Fee: Php 250/unit Registration: Php 260 Library Fee: Php 622 Athletic Fee: Php 380 Publication Fee: Php 380	2 hours	*Administrative Aide VI /Head* EAO *Administrative Aide VI* Registration Services Office *Administrative Aide VI* Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Medical & Dental Fee: Php 380 Guidance Fee: Php 260 Laboratory Fee: Php 751 NSTP: Php 375 *ID: Php 235 Anti-TB: Php 15 SCUAA: Php 130 Cultural Fee: Php 173 Security Fee: Php 173		

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		HEMF: Php 86/unit Internet: Php 300 SSC: Php 25 Insurance: Php 50 Graduate School/ College of Law/ Master in Disaster Risk Management Tuition Fee Masteral/ Prof. Subject: Php 2,000/unit Tuition Fee Doctorate/ Master's in Disaster Risk Management: Php 2,500/unit		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Tuition Fee College of Law: Php 1,100/unit		
		Registration Fee: Php 380		
		Journal Fee: Php 751		
		Library Fee: Php 751		
		*ID: Php 235		
		GDF: Php 86/unit		
		Medical/Dental Fee: Php 547.20		
		Laboratory Fee Master in Disaster Risk Management: Php 2,500		

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Laboratory Fee Doctorate: Php 1,002		
		Non-Resident Fee: Php 15,000		
		One-time Fee – Payable every 1st Year 1st Sem		
END OF TRANSACTION				
TOTAL		**-do-**	**3 days and 3 hours**	
TOTAL NUMBER OF CLIENT STEPS				**4**
TOTAL NUMBER OF AGENCY ACTIONS				**4**

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EXTERNAL AFFAIRS OFFICE

External Service No. 6: Student Visa Application for International Students

This prescribes the procedure in assisting the international students of the Batangas State University in applying for Student Visa Extension or Conversion in compliance with the Bureau of Immigration (BI) regulations of the Philippines.

Office or Division:	External Affairs Office (EAO)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who May Avail	International Students	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Valid passport and Bio page		International Student
Copy of Grades (For extension)		Registration Services Office
Certificate of Enrollment		Registration Services Office
Copy of the stamp of latest arrival		International Student
Joint Letter to BI commissioner		International Student
CGAF Accomplished Application Forms		BI/EAO
Notice of Acceptance (for conversion)		Testing and Admission Office (TAO)
Medical Certificate indicating "Fit to Study"		DOH accredited Level III Hospitals
Joint Letter to BI commissioner		EAO
Photocopy of BI school accreditation ID		EAO
Copy of School Accreditation Certificate (for conversion)		EAO
Additional Information on Applicant's Children (if needed for SSP)		EAO
Letter request addressed to the Commissioner (for SSP)		EAO
National Bureau of Investigation (NBI) Clearance (If staying in the Philippines or more than 2 months)		NBI

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **GATHER** and **SUBMIT** all the requirements to EAO	1. **ACCEPT** and **EVALUATE** the validity of the initial documents submitted 1.1. If all documents are valid, **PROCEED** to Step 2 1.2. If there are deficiencies, **ADVISE** the client to return to Step 1 and comply with all deficiencies indicated by the Liaison Officer	None	1 day	*External Affairs Staff* EAO of the Campus concerned
2. **PAY** for the Visa Application Fee to the Liaison Officer	2. **RECORD** the payment in the record book of the EAO 2.1. **SUBMIT** the Visa Application Requirements to the BI Batangas within two (2) days after the initial submission 2.2 **WAIT** for the evaluation of the submitted documents by the Immigration Officer If all documents are valid, **PROCEED** to payment at the cashier of BI Batangas	Special Study Permit/ Extension of Student Visa/ Conversion of Tourist Visa to Student Visa (may vary) Subject to adjustment since the rate is based on the Philippine Exchange Rate	2 days	*External Affairs Staff* EAO of the Campus concerned

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	If there are deficiencies, **RETURN** to Step 1 and **COMPLY** with all deficiencies submitted by the BI Evaluator			
3. **WAIT** for the release of the visa implementation in the passport and I-CARD	3. **SEEK** updates on the availability of the passport from BI. Once available, **PROCEED** to pick up the passport	None	66 days	*External Affairs Staff* EAO of the Campus concerned
END OF TRANSACTION				
TOTAL		**-do-**	**69 days**	
TOTAL NUMBER OF CLIENT STEPS			**3**	
TOTAL NUMBER OF AGENCY ACTIONS			**3**	

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EXTERNAL AFFAIRS OFFICE

External Service No. 7: Assistance in the Posting and Dissemination of Job Vacancy

This service facilitates the posting and dissemination of job vacancies submitted by companies or organizations, ensuring that job opportunities reach students, alumni, and other stakeholders of Batangas State University.

Office or Division:	Job Placement Office (JPO) in the Constituent Campuses			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who May Avail	Business Entity/Partner Industry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter addressed or endorsed to the President or Chancellor through email frontdesk@g.batstate-u.edu.ph		Office of the University President		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **SUBMIT** a formal request letter including the List of Job Vacancies with complete information	1. **RECEIVE** and **ASSESS** the submitted documents for endorsement to the Vice President/Vice Chancellor for Development and External Affairs (VPDEA/VCDEA)	None	5 minutes	*Staff* Office of the University President
None	2. **SEEK** the endorsement of the VPDEA/ VCDEA to the External Affairs Office (EAO)	None	2 days	*Technical Staff/Director/Assistant Director/* EAO *VPDEA/Chancellor* OVPDEA/OC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	3. **REVIEW** and **VALIDATE** the job posting details and the credibility of the requesting organization	None	1 day	*Technical Staff/Director/Assistant Director/* EAO *Staff, Head* JPO
4. **RECEIVE** the confirmation of dissemination	4. **POST** and **DISSEMINATE** the approved job vacancy on official platforms (university website, social media, bulletin boards)	None	5 minutes	*Technical Staff/Director/Assistant Director/* EAO *Staff, Head* JPO
	END OF TRANSACTION			
TOTAL		**None**	**1 day and 10 minutes**	
TOTAL NUMBER OF CLIENT STEPS				**2**
TOTAL NUMBER OF AGENCY ACTIONS				**4**

HEALTH SERVICES OFFICE
External Services

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HEALTH SERVICES OFFICE

External Service No. 1: Medical/Dental Examination of New Students

New Students and returnees are required to undergo a medical/dental examination prior to enrolment. The examination is done to obtain the present and past health status of the individual.

Office or Division:	Health Services Office (HSO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail	New Students/Transferees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Chest X-ray result (1 original) taken within the last 6 months		Hospital or DOH assisted Laboratory; Client		
Blood Type result (1 original)		Hospital or DOH assisted Laboratory; Client		
Drug Test (1 original) taken within one year		Hospital or DOH assisted Laboratory; Client		
Printed Notice of Admission		Testing and Admission Office		
Printed Appointment Slip		Batangas State University Student Portal		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. **SIGN** in the Transaction Logbook and **SUBMIT** the required documents	1. **RECEIVE** and **REVIEW** the documents and check for completeness, accuracy of data	None	5 minutes	*Administrative Aide / Medical Assistant / Dental Assistant / Nurse* HSO
2. **UNDERGO** Medical/ Dental Examination/Evaluation	2. **PERFORM** assessment, history taking, physical/dental examination	None	1 hour	*Nurse / Dentist / Physician* HSO
END OF TRANSACTION				
TOTAL		**None**	**1 hour and 5 minutes**	
TOTAL NUMBER OF CLIENT STEPS			**2**	
TOTAL NUMBER OF AGENCY ACTIONS			**2**	

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INFORMATION AND COMMUNICATIONS TECHNOLOGY SERVICES OFFICE
External Services

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INFORMATION AND COMMUNICATIONS TECHNOLOGY SERVICES OFFICE

External Service No. 1: Issuance of ID Card of New Students

This provides the procedure in processing new ID card of new students.

Office or Division:	Information and Communication Technology (ICT) Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration		Student Portal		
ID Data (Electronic Photo and Signature)		Student Portal and ID Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **UPLOAD** the ID data (photo and signature) thru the Student Portal	1. **CHECK** if the student has submitted the needed ID information 1.1 **VERIFY** if the submitted requirements meet the specified criteria for ID issuance 1.2 **SAVE** all information of student into the ICT Portal	None	2 minutes	*ICT staff* ICT Services Office
None	2. **ENDORSE** ID records to the external provider for printing of ID cards.	None	90 days	*External Provider*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	3. **RECEIVE** the printed ID card from the external provider	None	5 days	*External Provider*
None	4. **SORT** the received printed ID cards, alphabetically arranged by college/ department	None	2 days, 2 hours, and 2 minutes	*ICT staff* ICT Services Office
None	5. **INFORM** the college/department about the distribution of ID cards to their students	None	1 minute	*ICT staff* ICT Services Office
None	6. **RELEASE** the ID cards to students and sign the log sheet	None	5 minutes	*ICT staff* ICT Services Office
END OF TRANSACTION				
TOTAL		**None**	**100 days and 8 minutes**	
TOTAL NUMBER OF CLIENT STEPS			**1**	
TOTAL NUMBER OF AGENCY ACTIONS			**6**	

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INFORMATION AND COMMUNICATIONS TECHNOLOGY SERVICES OFFICE

External Service No. 2: Issuance of Replacement ID Card for Students
This provides the procedure in the processing of replacement ID card for students.

Office or Division:	Information and Communication Technology (ICT) Services Office				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who May Avail	Students				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Request for New ID form			Office of Student Discipline (OSD)		
Official Receipt of Payment			Cashier Office		
ID Data (Electronic Photo and Signature)			Student Portal and ID Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. **FILL OUT** the Request slip of ID replacement	1. **CHECK** and **APPROVE** request slip of ID replacement	None	10 minutes	*Staff/Head* OSD	
2. **PROCEED** and **PRESENT** the approved request of ID replacement for payment	2. **VERIFY** the Request slip of ID replacement 2.1 ISSUE official receipt	Php 180	3 minutes	*Staff* Cashiering Office	
3. **PRESENT** the copy of OR and approved Request Slip from OSD	3. **VERIFY** if the students have updated the ID information	None	3 minutes	*ICT staff* ICT Services Office	
3.1. **UPDATE** the ID data (details, photo and signature) thru the Student Portal	3.1. **SAVE** all information of student into the Automated ID System				
None	3.2. **TAG** the ID records for printing into the Automated ID system				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	4. **ENDORSE** ID records to the external provider for printing of ID cards, and wait for their delivery schedule	None	90 days	*External Provider*
None	5. **RECEIVE** the printed ID card from the external provider	None	5 days	*External Provider*
	5.1. **SORT** the received printed ID cards alphabetically arranged per college/ department	None	5 days	*ICT Staff* ICT Services Office
	5.2 **INFORM** the college/department for the distribution of ID cards of their students	None	1 minute	*ICT Staff / Data Encoder* ICT Services Office
	5.3 **RELEASE** the ID cards to students and sign the log sheet	None	5 minutes	*ICT Staff / Data Encoder* ICT Services Office
END OF TRANSACTION				
TOTAL		**Php 180**	**100 days and 19 minutes**	
TOTAL NUMBER OF CLIENT STEPS			**3**	
TOTAL NUMBER OF AGENCY ACTIONS			**5**	

OFFICE OF STUDENT DISCIPLINE
External Services

OFFICE OF STUDENT DISCIPLINE

External Service No. 1: Request for Temporary Gate Pass

This prescribes the procedure for processing the issuance of temporary gate pass to requesting students whose ID card is lost, confiscated, torn, defaced, or severely damaged.

Office or Division:	Office of Student Discipline (OSD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Filled out request form for Temporary Gate Pass		Administrative Aide VI, OSD Coordinator, OSD Head		
Letter stating the reason for requesting temporary gate pass		Student		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. **SUBMIT** the accomplished request form and letter of concern to the OSD.	1. **EVALUATE** the documents before the issuance of the gate pass	None	6 minutes	*Administrative Aide VI OSD Coordinator Head OSD*
2. **RECEIVE** approved Gate Pass	2. **RELEASE** approved Gate Pass	None	2 minutes	*Administrative Aide VI OSD*
END OF TRANSACTION				
TOTAL		**None**	**8 minutes**	
TOTAL NUMBER OF CLIENT STEPS			**2**	
TOTAL NUMBER OF AGENCY ACTIONS			**2**	

OFFICE OF STUDENT DISCIPLINE

External Service No. 2: Verification of Offenses for ID Replacement Request

This prescribes the procedure for the receipt and verification of offenses for students whose ID was lost, defaced, torn or severely damaged; those who are shifters; and those students who are seeking to update personal information.

Office or Division:	Office of Student Discipline (OSD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request for Replacement of ID Form		OSD Personnel		
Certified True Copy of Registration Form		Registration Services Office		
Affidavit of Loss (required if ID is lost)		Notary Public		
Old ID (if defaced, torn or severely damaged)		Students		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. **SUBMIT** the accomplished request form for Replacement of ID	1. **EVALUATE** the request	None	6 minutes	*Administrative Aide VI OSD Coordinator Head OSD*
2. **RECEIVE** the evaluated request for Replacement of ID	2. **ISSUE** the evaluated request	None	2 minutes	*Administrative Aide VI OSD*
END OF TRANSACTION				
TOTAL		**None**	**8 minutes**	
TOTAL NUMBER OF CLIENT STEPS			**2**	
TOTAL NUMBER OF AGENCY ACTIONS			**2**	

OFFICE OF STUDENT DISCIPLINE

External Service No. 3: Request for Non-Wearing of Uniform

This prescribes the procedure for evaluating the approval and release of the Request for Non-Wearing of Uniform for the following:
- To students with fieldwork or workshop;
- Classes that require prolonged standing;
- Local and foreign students who are enrolled in short special courses;
- Students who are pregnant;
- Students who are temporarily incapacitated or with physical disability;
- Students who are on special training for sports/cultural events;
- Students under force majeure; and,
- Students enrolled in On-the-Job Training (OJT) who entered the campus for various purposes during the training period

Office or Division:	Office of Student Discipline (OSD)	
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 Head, OSD Coordinator and Administrative Aide VI,
Certified True Copy of Registration Form		Registration Services Office
Acceptance Form (OJT students)		Company
Approved letter of activity (for student organizations)		Student
Medical Certificate (injured, pregnant, physical disability)		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
1. **SUBMIT** the accomplished request form for Non-Wearing of Uniform and the necessary requirements	1. **EVALUATE** and **APPROVE** the necessary requirements	None	6 minutes	*Administrative Aide VI OSD Head OSD Coordinator* OSD
2. **RECEIVE** the approved request for Non-wearing of Uniform	2. **RELEASE** the approved request	None	2 minutes	*Administrative Aide VI* OSD
END OF TRANSACTION				
TOTAL		**None**	**8 minutes**	
TOTAL NUMBER OF CLIENT STEPS				**2**
TOTAL NUMBER OF AGENCY ACTIONS				**2**

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OFFICE OF STUDENT ORGANIZATIONS
External Services

Leading Innovations, Transforming Lives, Building the Nation

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OFFICE OF STUDENT ORGANIZATIONS

External Service No. 1: Approval of Application for Student Assistantship (Face to Face)

This prescribes the procedure for the approval of application for student assistantship by students who are currently enrolled, except for first-year students.

Office or Division:	Office of Student Organizations (OSO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail	Students 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)		Registration Services 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)		Registration Services Office		
One (1) Photocopy of Report of Grades of previous semester (must not have received a grade of 5.00 or dropped)		Registration Services 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		Student Organizations		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **SUBMIT** all documentary requirements at the Office of Student Organizations	1. **CHECK** the completeness of the documents as to its content and signatories.	None	7 minutes	*Admin Aide VI* *Head* OSO
2. **LOG** the transaction	2.1 **CONDUCT** orientation and **ENDORSE** the student assistant to the requesting office	None	30 minutes	*Admin Aide VI* OSO

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. **ISSUE** Daily time record			
END OF TRANSACTION				
TOTAL		None	37 minutes	
TOTAL NUMBER OF CLIENT STEPS				2
TOTAL NUMBER OF AGENCY ACTIONS				4

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OFFICE OF STUDENT ORGANIZATIONS

External Service No. 2: Approval of Application for Recognition/Renewal of Student Organizations

This prescribes the procedure for processing application for recognition/renewal of Student Organizations.

Office or Division:	Office of Student Organizations (OSO)			
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		OSO		
Commitment letter of the adviser		OSO		
Certification of academic qualifications		Clients		
Profile of student organization		Clients		
List of members		Clients		
History of the student organization		Clients		
Declaration of the organization's revolving fund		Clients		
Ratified Constitution and by-Laws		Clients		
Student Organization Adviser and Officers' Profile		Clients		
Plan of Activities		Clients		
List of Officers' Specimen Signature		Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **SUBMIT** the documents at the OSO for the application for Renewal/Recognition of the Student Organizations (ensure completeness of documents/attachments)	1. **CHECK** the completeness of the attachments and evaluate the documents for application/renewal for recognition	None	6 days	*Admin Aide VI* OSO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. **LOG IN** the application for Renewal/ Recognition Logbook and wait for the feedback	2. **CHECK** proper logging Include in the list of recognized student organizations and **ISSUE** certificate of recognition	None	1 day	*Admin Aide VI* OSO
END OF TRANSACTION				
TOTAL		**None**	**7 days**	
TOTAL NUMBER OF CLIENT STEPS				**2**
TOTAL NUMBER OF AGENCY ACTIONS				**2**
ONLINE TRANSACTION				
Form for Application for Organization Recognition/Renewal	OSO			
Commitment letter of the adviser	OSO			
Certification of academic qualifications	Clients			
Profile of student organization	Clients			
List of members	Clients			
History of the student organization	Clients			
Declaration of the organization's revolving fund	Clients			
Ratified Constitution and by-Laws	Clients			
Student Organization Adviser and Officers' Profile	Clients			
Plan of Activities	Clients			
List of Officers' Specimen Signature	Clients			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **SUBMIT** the documents at the OSO for the application for Renewal/Recognition of the Student Organizations (ensure completeness of documents/ attachments)	1. **CHECK** the completeness of the attachments and evaluate the documents for application/renewal for recognition	None	7 days	*Admin Aide VI Head* OSO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Application for renewal/recognition and attachments are sent to the email address studentorganization.pb@g.batstate-u.edu.ph				
END OF TRANSACTION				
TOTAL		None	7 days	
TOTAL NUMBER OF CLIENT STEPS				1
TOTAL NUMBER OF AGENCY ACTIONS				1

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OFFICE OF STUDENT ORGANIZATIONS

External Service No. 3: Approval of Student Activities

This prescribes the procedure for the approval of the request of student organizations to conduct activities.

Office or Division:	Office of Student Organizations (OSO)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who May Avail	Student Organization Officers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Local In-Campus Activity Checklist		
Program		Clients
Guidelines/Criteria (contest and activities)		Clients
Budget Proposal		Clients
Resolution of the organization		Clients
Copy of the Approved Plan of Activities		Clients
Parent's or Guardian's consent (Waiver)		Clients
Minutes and attendance of the meeting		Clients
Faculty-in-charge		Clients
Emergency preparedness plan to be given to students and stakeholders		Clients
SDO Form		SDO
For physical activities:		
Medical Certificate		Infirmary
First Aid Kit		Infirmary
Insurance		Resource Generation Office (RGO)
Local Off-campus Activity Checklist (CHED Memorandum Order No. 63, s. 2017)		
Curriculum Course Syllabus which reflects the relevance of requiring an educational tour and field trip (POA)		College
Destination		Clients

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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Consent of the Parents or Student's Guardian Duly notarized / subscribed consent	Student Organization Officers/ Members, Notary public
Medical Clearance of Students	Infirmary
First Aid Kit	Infirmary
Personnel-In-Charge Designation or order from the Administration indicating personnel-in-charge role and responsibilities before, during and after off-campus activities. Relevant certificate on first-aid training	Clients
Fees/Fund Source Duly approved schedule of fees	Clients
Insurance Proof of insurance provision	RGO
Mobility of Students Updated/valid documents pertaining to registration, insurance coverage, driver's license, assurance of roadworthiness, among others.	Clients
Local Government Units (LGUs)/Non-Government Organizations (NGOs) • Copy of the letter sent to the LGUs • Copy of acknowledgement letter from the LGUs	LGUs/NGOs
Activities • General Orientation • Minutes and attendance of the briefing and consultation conducted to concerned students, faculty, and stakeholders • Announcement to student, faculty, and parents of the above 1 or 2 months before the schedule date. • Appointment with conformed of Personnel-in-charge • Itinerary • Handy information materials for students • Learning journals for students • Emergency preparedness plan	Clients

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Face to Face				
1. **PRESENT** the Letter of Request with required attachments/ documents for evaluation	1. **EVALUATE** and **VERIFY** the required attachments/ documents and **RECOMMEND** for approval	None	2 days	*Admin Aide VI Head* OSO
2. **LOG IN** the Evaluation of Student Activities logbook	2.1. **CHECK** proper logging 2.2. **INFORM** the students to proceed to the next office for signature	None	5 minutes	*Admin Aide VI Head* OSO
END OF TRANSACTION				
TOTAL (Face to Face)		**None**	**2 days and 5 minutes**	
TOTAL NUMBER OF CLIENT STEPS (Face to Face)			**2**	
TOTAL NUMBER OF AGENCY ACTIONS (Face to Face)			**2**	
Online				
1. **SEND** the request letter and attachments to studentorganization.pb@g.batstate-u.edu.ph	1. **EVALUATE** and **VERIFY** the required attachments/ documents and **RECOMMEND** for approval	None	1 hour	*Admin Aide VI OSO Head* OSO
	2. **LOG IN** the Evaluation of Student Activities logbook	None	5 minutes	*Admin Aide VI OSO Head* OSO
END OF TRANSACTION				
TOTAL (Online)		**None**	**2 days and 5 minutes**	
TOTAL NUMBER OF CLIENT STEPS (Online)			**1**	
TOTAL NUMBER OF AGENCY ACTIONS (Online)			**4**	

OFFICE OF GUIDANCE AND COUNSELING
External Services

Leading Innovations, Transforming Lives, Building the Nation

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OFFICE OF GUIDANCE AND COUNSELING

External Service No. 1: Issuance of Certificate of Good Moral Character (CGMC) (Face to Face)

This prescribes the procedure for the issuance of certification of Good Moral Character upon request of the bearer for whatever legal purpose the certification may serve.

Office or Division:	Office of Guidance and Counseling (OGC)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail	All Batangas State University students and former students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
For School Requirement (Enrollment/Transfer):	
Accomplished Exit Interview Form	OGC
Request of CGMC form signed by the Office of Student Discipline (OSD) Head	OGC, OSD
Official Receipt	Cashier
1 piece Documentary Stamp	Bureau of Internal Revenue (BIR) (Electronic Documentary Stamp)
For School Requirement (Integrated School/Laboratory School):	
Request of CGMC form signed by OSD Head	OGC, OSD
1 photocopy of Certificate of Registration (COR) for the current semester	Registration Services Office
Official Receipt	Cashier
1 piece Documentary Stamp	BIR (Electronic Documentary Stamp)
Accomplished Exit Interview Form	OGC
Request of CGMC form signed by OSD Head	OGC, Office of Student Discipline (OSD)
Official Receipt	Cashier
1 piece Documentary Stamp	BIR (Electronic Documentary Stamp)
For Employment, Licensure Exams & Further Studies:	
Request of CGMC form signed by OSD Head	OGC, OSD

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official Receipt	Cashier
1 photocopy of Diploma/TOR	Registration Services Office
1 piece Documentary Stamp	BIR (Electronic Documentary Stamp)
For Scholarship Purposes:	
Request of CGMC form signed by OSD Head	OGC, OSD
1 photocopy of Application form for scholarship	Concerned agency/ organization
1 photocopy of Certificate of Registration (COR) for the current semester	Registration Services Office/Student Portal
Official Receipt	Cashier
1 piece Documentary Stamp	BIR (Electronic Documentary Stamp)
For Ten Outstanding Students Awardees (TOSA) Applicants:	
Request of CGMC form signed by OSD Head	OGC, OSD
1 photocopy of TOSA Application form	Office of Student Organization (OSO)
1 photocopy of Certificate of Registration (COR) for the current semester	Registration Services Office/Student Portal
Official Receipt	Cashier
1 piece Documentary Stamp	BIR (Electronic Documentary Stamp)
For On-the-Job Training (OJT) purposes:	
Request of CGMC form signed by OJT Head/Coordinator and OSD Head	OGC, On-the-Job Training Office, OSD
1 photocopy of Certificate of Registration (COR) for the current semester	Registration Services Office/Student Portal
Accomplished Initial individual interview & career counseling for OJT	OGC
For students who will represent the University in regional/ national/ international competitions:	
Request of CGMC form signed by OSD Head	OGC, OSD
1 photocopy of Certificate of Registration (COR) for the current semester	Registration Services Office/Student Portal

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 photocopy of the approved letter of the event and any proof that the student is part of the competition (invitation, application or line-up of players)	Concerned office/college/person
1 piece Documentary Stamp	BIR (Electronic Documentary Stamp)
Conditional Requirements if the recipient is unavailable	
Authorization letter	Recipient
Valid ID (photocopies)	Recipient, authorized representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **SECURE** and **FILL OUT** the CGMC Request form available in the OGC/Student Portal	1. **ISSUE** the request form and **DISCUSS** the requirements with the client	None	1 minute	*Guidance Facilitator/Head* OGC
2. **COMPLETE** the signatories and the requirements needed	2. **CHECK** the client's request form before signing	None	20 minutes	*OSD Head/OJT Coordinator* OSD/OJT Office
3. **PROCEED** and **PRESENT** the request form to the Cashier's Office for the payment	3. **ACCEPT** the form and process the payment, then **ISSUE** the official receipt to the client	Php 30	2 minutes	*Staff* Cashiering Office
4. **SUBMIT** the requirements to the OGC	4. **RECEIVE** and **VERIFY** the completeness of the requirements as to content and signatories	None	1 minute	*Guidance Facilitator/ Head* OGC
5. **WAIT** for the CGMC to be released	5. **PREPARE** and **PRINT** the CGMC	None	2 minutes	*Guidance Facilitator/ Head/* OGC

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. **CHECK** the accuracy of the printed CGMC and give it back to the OGC personnel	6. **ATTACH** the documentary stamp and emboss the dry seal, then **SECURE** the signature of the OGC Head and **RELEASE** the CGMC to the client *In the absence of the OGC Head, SECURE the signature of VCAA.*	None	3 minutes	*Guidance Facilitator/Head OGC* *Vice Chancellor for Academic Affairs (VCAA)* Office of the Vice Chancellor for Academic Affairs (OVCAA)
7. **ACCEPT** the CGMC and log to the record book for the released CGMC	7. **CHECK** the logbook for proper documentation	None	1 minute	*Guidance Facilitator/ Head/ OGC*
END OF TRANSACTION				
TOTAL		**Php 30**	**30 minutes**	
TOTAL NUMBER OF CLIENT STEPS			**7**	
TOTAL NUMBER OF AGENCY ACTIONS			**7**	

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OFFICE OF GUIDANCE AND COUNSELING

External Service No. 2: Issuance of Admission Slip (Face to Face)

This prescribes the procedure for the issuance of admission slip to student/s who will be absent/late. It is issued to lessen or prevent absenteeism and tardiness among officially enrolled college students of the Batangas State University (BatStateU).

Office or Division:	Office of Guidance and Counseling (OGC)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail	All officially enrolled college students of BatStateU who are referred by the instructor/s due to absenteeism/tardiness in class.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Report of Absences Form	OGC
Excuse letter signed by parent or guardian (1 photocopy of ID of parent/guardian who signed the excuse letter) with any of the following, as applicable:	Parent or guardian
a. Medical certificate in case of health reasons (1 photocopy)	Physician or clinic
b. Death certificate in case of the death of a relative (1 photocopy)	Local Civil Registry
c. Approved letter of the activity for school-related activities (1 photocopy)	Concerned office/college/person
In the absence of the excuse letter signed by the parent or guardian, the student may secure the counseling slip to be presented to the instructor	OGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **SECURE** the report of absences form from the OGC	1. **ISSUE** the form and **DISCUSS** the requirements with the student	None	1 minute	*Guidance Facilitator/Head* OGC

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. **SUBMIT** the required documents to the OGC personnel	2. **RECEIVE** and **VERIFY** the completeness of the requirements as to content and signatories	None	9 minutes	*Guidance Facilitator/Head* OGC *Concerned Faculty Member* Concerned Faculty
3. **PROCEED** with the interview with the OGC personnel	3. **CONDUCT** an interview and **PROCESS** the issuance of the admission slip.	None	3 minutes	*Guidance Facilitator/Head* OGC
4. **ACCEPT** the admission slip from OGC personnel	4. **INFORM** the client to log in the logbook	None	1 minute	*Guidance Facilitator/Head* OGC
5. **LOG IN** in the record book for the released admission slip	5. **CHECK** the logbook for proper documentation	None	1 minute	*Guidance Facilitator/Head* OGC
END OF TRANSACTION				
TOTAL		**None**	**15 minutes**	
TOTAL NUMBER OF CLIENT STEPS				**5**
TOTAL NUMBER OF AGENCY ACTIONS				**5**

BATANGAS STATE UNIVERSITY
Internal Services

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REGISTRATION SERVICES OFFICE
Internal Services

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REGISTRATION SERVICES OFFICE

Internal Service No. 1: Approval of Late Uploading of Grades

This prescribes the procedure in facilitating the request of concerned faculty members for the activation of the online submission of grades in the Faculty Portal.

Office or Division:	Registration Services Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	Concerned College of Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Late Uploading of Grades Form (1 Original)		Download from Faculty Portal at https://dione.batstate-u.edu.ph/faculty/#/dashboard		
Faculty ID		Faculty Portal		
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. **SUBMIT** the duly accomplished form to the concerned college or send through email	1. **RECEIVE**, review and sign the request. 1.1. **CHECK** the submitted form and the record of grades submission of the faculty concerned. 1.2. **SIGN** the form 1.3. **RETURN** to the faculty concerned	None	5 minutes	*Administrative Aide VI/ Dean,* Concerned College

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. **ADVISE** the faculty to bring the form to the Office of the Vice Chancellor for Academic Affairs for approval			
2. **SUBMIT** the signed form to the Office of the Vice Chancellor for Academic Affairs for approval	2. **RECEIVE**, review and approve the request. 2.1. **CHECK** the form signed by the concerned college 2.2. **SIGN** the form 2.3. **RETURN** to the faculty concerned 2.4. **ADVISE** the faculty to bring the form to the Registration Services Office for the activation of the online grade submission	None	5 minutes	*Administrative Aide VI* *Vice Chancellor for Academic Affairs,* Office of Vice Chancellor for Academic Affairs
3. **SUBMIT** the approved Late Uploading of Grades Form and ID to the Registration Services Office	3. **RECEIVE** and process the request 3.1. **SEARCH** the ID/Account No. of the faculty in the system 3.2. **ACTIVATE** the faculty portal for grades uploading	None	5 minutes	*Administrative Aide VI,* Registration Services Office

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	3.3. **ADVISE** the faculty to check the portal and upload the grades within 9 days			
END OF TRANSACTION				
TOTAL		**None**	**15 minutes**	
TOTAL NUMBER OF CLIENT STEPS		3		
TOTAL NUMBER OF AGENCY ACTIONS		3		

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REGISTRATION SERVICES OFFICE

Internal Service No. 2: Approval of Grade Correction

This prescribes the procedure in facilitating the request for correction of grades submitted by the concerned Faculty member in the Faculty Portal within one semester or 150 days after the uploading of grades.

Office or Division:	Registration Services Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who May Avail:	Concerned College or Faculty

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Grade Correction Form (1 Original)	Concerned College/ Download from Faculty Portal at https://dione.batstate-u.edu.ph/faculty/#/dashboard
Approved Computation of Grades (1 Original)	College/Department
Faculty ID	Faculty Portal/Information and Communications Technology (ICT) Department

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. **SUBMIT** the duly accomplished form or send through email of the concerned college	1. **RECEIVE**, **REVIEW** and **APPROVE** the request 1.1. **CHECK** the submitted grade of the faculty and the attached computation of grades 1.2. **SIGN** the form 1.3. **RETURN** to the faculty	None	10 minutes	*Administrative Aide VI/ Dean,* Concerned College

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. **ADVISE** the faculty to submit the approved form to the Registration Services Office to process the correction			
2. **SUBMIT** the approved Grade Correction Form and ID to the Registration Services Office	2. **RECEIVE** and **PROCESS** the request 2.1. **FILTER** the semester 2.2. **SEARCH** the Faculty ID no. 2.3. **SEARCH** the subject, course and section of the student in the system 2.4. **CORRECT** the grade of the concerned student 2.5. **ADVISE** the faculty to check the portal after 5-10 minutes	None	10 minutes	*Administrative Aide VI*/Head, Registration Services Office
END OF TRANSACTION				
TOTAL		**None**	**20 minutes**	
TOTAL NUMBER OF CLIENT STEPS		**2**		
TOTAL NUMBER OF AGENCY ACTIONS		**2**		

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CASHIERING OFFICE
Internal Services

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CASHIERING OFFICE

Internal Service No. 1: Releasing of Salary, Honorarium, Allowances, Grants, Etc.

This prescribes the procedure for the claiming of Salary, Honorarium, Allowances, Grants and other stipends in the form of cash at the Cashiering Office.

Office or Division:	Cashiering Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government and G2C – Government to Citizen
Who May Avail:	Batangas State University personnel, students or authorized representatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid identification (ID) card (or any proof of identity with picture and signature)	Claimant or Authorized Representative
Authorization Letter or Special Power of Attorney (SPA), if representative claims on behalf of the claimant (1 Original), valid ID card of the authorized representative and a photocopy of valid ID card of the claimant affixing three (3) specimen signatures	Authorized Representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **SUBMIT** the requirements to the Disbursing Officer (DO) for verification purposes	1. **CHECK** and **VERIFY** the identity of the claimant by requesting a valid ID card.	None	2 minutes	*Administrative Aide VI/ Administrative Assistant II* Cashiering Office

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	If the cash is to be claimed by a representative, **REQUIRE** an authorization letter, valid ID card of the authorized representative and a photocopy of valid ID card of the claimant affixing three specimen signatures. *Note: SPA only applies to claiming of CHED grants and allowances to scholars for AY 2023-2024.*			
2. **CLAIM** the salary/ honorarium/allowances/grants, etc. from the DO	2. **DOUBLE CHECK** if the amount indicated in the Disbursement Voucher (DV)/ payroll and the cash inside the pay envelop are the same	None	1 minute	*Administrative Aide VI / Administrative Assistant II* Cashiering Office
3. **SIGN** the Payroll or DV and logbook after counting the cash received from the DO	3. **RELEASE** the cash to the claimant and **REQUEST** the claimant to sign the Payroll or DV and logbook after counting the cash received from the DO	None	1 minute	*Administrative Aide VI / Administrative Assistant II* Cashiering Office
END OF TRANSACTION				
TOTAL (Online payment)		**None**	**4 minutes**	
TOTAL NUMBER OF CLIENT STEPS			**3**	
TOTAL NUMBER OF AGENCY ACTIONS			**3**	

CASHIERING OFFICE

Internal Service No. 2: Issuance of Certificate of Payment of GSIS, PhilHealth and Pag-Ibig Contributions and Loans

This prescribes the procedure for requesting certificates (for different personal purposes) relative to the records of remittances for GSIS, PhilHealth and Pag-IBIG that are maintained by the Cashiering Office. This service is available for Central Administration, Pablo Borbon, Alangilan, and Lipa only.

Office or Division:	Cashiering Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	Permanent, Contractual and Job Order Personnel			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Slip Form (1 Original)		Cashiering Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. **FILL OUT** the request slip form	1. **CHECK** and **VERIFY** the data indicated in the request slip form. 1.1. **GET** the file folder of the requestor 1.2. **PREPARE** the Certificate of Payments: 1.2.1. Premium Contributions; or 1.2.2. Loan Payments	None	56 minutes	*Administrative Aide VI* Cashiering Office *Head* Cashiering Office

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. **REVIEW** and **SIGN** the Certificate of Payment			
2. **SIGN** the logbook as confirmation of receipt of Certificate of Payment	2. **ISSUE** the Certificate of Payment	None	1 minute	*Administrative Aide VI* Cashiering Office
END OF TRANSACTION				
TOTAL (Online payment)		**None**	**57 minutes**	
TOTAL NUMBER OF CLIENT STEPS			**2**	
TOTAL NUMBER OF AGENCY ACTIONS			**2**	

CASHIERING OFFICE

Internal Service No. 3: Petty Cash Disbursement

This prescribes the procedure for the claiming/reimbursement of authorized petty cash in the Cashiering Office.

Office or Division:	Cashiering Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who May Avail:	Batangas State University personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Fully Accomplished Petty Cash Voucher (1 Original) with applicable requirements as per COA Circular No. 2012-001 as follows:	Requesting Office/Personnel
1. Purchase Request (with certificate of emergency purchase, if necessary)	
2. Reimbursement Request	
3. Service Invoice/Sales Invoice/Acknowledgement Receipt/ Electronic Receipt	
4. Inspection & Acceptance Report	
5. Report of Waste Material, in case of replacement/repair	
6. Approved trip ticket for gasoline expenses	
7. Canvass from at least 3 suppliers for purchases involving P1,000 and above	
8. Such other supporting documents that may be required and/or required under such policy depending on the nature of expenses	
Official Receipt or Sales Invoice (1 Original)	Requesting Office/Personnel who secured the OR from the establishment where the items were purchased

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **PRESENT** the fully accomplished petty cash voucher alongside with the necessary documents per COA Circular No. 2012-001	1. **VERIFY** and **CHECK** the amount spent by the client through validating the required documents submitted as per COA Circular No. 2012-001	None	5 minutes	*Administrative Officer III/ Administrative Assistant II* Cashiering Office
2. **CLAIM** the cash	2. **RELEASE** the exact requested amount of money	None	1 minute	*Administrative Officer III/ Administrative Assistant II* Cashiering Office
3. **SIGN** the Petty Cash Voucher that certifies the acceptance of the cash fund	3. **SIGN** the Petty Cash Voucher ensuring that the amount requested is already given	None	1 minute	*Administrative Officer III/ Administrative Assistant II* Cashiering Office
END OF TRANSACTION				
TOTAL (Online payment)		**None**	**7 minutes**	
TOTAL NUMBER OF CLIENT STEPS				**3**
TOTAL NUMBER OF AGENCY ACTIONS				**3**

HUMAN RESOURCE MANAGEMENT OFFICE
Internal Services

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HUMAN RESOURCE MANAGEMENT OFFICE

Internal Service No. 1: Processing of Payment of Salaries of Teaching and Non-Teaching Employees, and Job Order/Contract of Service Personnel

This prescribes the procedure in the processing of payment of salaries for teaching and non-teaching employees, and Job Order/Contract of Service personnel generally follows a structured process to ensure timely and accurate compensation.

Office or Division:	Human Resource Management Office (HRMO)
Classification:	Complex
Type of Transaction:	G2G—Government to Government G2C—Government to Citizen
Who May Avail	Teaching and Non-Teaching Employees, and Job Order/Contract of Service Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplishment Report	Teaching and Non-Teaching Employees, and Job Order/Contract of Service Personnel
Approved Leave Application (if applicable) (1 Photocopy)	HRMO
Certificate of Appearance and Authority to Travel (if applicable) (1 Photocopy)	Teaching and Non-Teaching Employees, and Job Order/Contract of Service Personnel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **SUBMIT** Accomplishment Report to the HRMO on the given deadline together with the necessary requirements	1. **CHECK** the accomplishment reports, and **PREPARE** the monthly report of service 1.1. **ENDORSE** to the Assistant Director/ Head, HRMO	None	1 day, 4 hours, and 30 minutes	*Administrative Assistant/ Administrative Aide* HRMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. **SIGN** the monthly report of service, then **ENDORSE** to the Vice President/Vice Chancellor for Administration and Finance (VPAF/VCAF) for approval	None	1 hour	*Assistant Director/ Head* HRMO
	1.3. **APPROVE** the monthly report of service then **ENDORSE** to the Accounting Office	None	1 hour	*VPAF/VCAF* OVPAF/OVCAF
	1.4. **PREPARE** payroll and payroll register then **ENDORSE** to the Budget Office	None	4 hours	*Bookkeeper* Accounting Office
	1.5. **PREPARE/ SIGN** the obligation request and **ENDORSE** to the Accounting Office	None	3 hours	*Assistant Director/ Administrative Aide VI* Budget Office
	1.6. **PREPARE/ SIGN** the disbursement vouchers, payroll report, payroll register, and cash card summary report, and **ENDORSE** to signatories	None	4 hours	*Assistant Director/ Bookkeeper* Accounting Office
	1.7. **SIGN** the payroll report then **ENDORSE** to the Director of Administration Services	None	30 minutes	*Assistant Director/Head* HRMO

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	1.8. **SIGN** the disbursement voucher and obligation request then **ENDORSE** to the Director of Financial Services	None	30 minutes	*Director* Administration Services/Head, HRMO
	1.9. **SIGN** the payroll register and cash card summary report and **ENDORSE** to the Director/Head, Internal Audit	None	1 hour	*Director* Financial Services/VCAF
	1.10. **AUDIT** the transaction and **ENDORSE** to the VP/VC for Administration and Finance	None	2 hours	*Director/Head* Internal Audit Unit
	1.11. **SIGN** the disbursement voucher and cash card summary report and **ENDORSE** to the Cashiering Office	None	1 hour	*VPAF/VCAF* OVPAF/OVCAF
	1.12. **PREPARE** the Auto Debit Account and checks	None	3 hours	*Administrative Officer III* Cashiering Office
	1.13. **SIGN** the Auto Debit Account/ checks and **ENDORSE** to the VPAF/VCAF	None	1 hour	*Assistant Director* Cashiering Office

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	1.14. **SIGN** the Auto Debit Account and check *(non-card holders)* and **ENDORSE** to the Cashiering Office	None	1 hour	*VPAF/VCAF* OVPAF/OVCAF
	1.15. **RECEIVE** and **TRANSMIT** the Auto Debit Account to the LandBank of the Philippines (LBP) for disbursement	None	12 minutes	*Messenger* Cashiering Office
	1.16. **PROCESS** the transmitted Auto Debit Account	None	4 hours	*Staff* LBP
2. **RECEIVE** the check at the Cashiering Office and the salaries/wages in the ATM/ Cash Card	2. **RELEASE** the check/salaries/ wages of employees of Teaching and Non-Teaching Employees, and Job Order/Contract of Service Personnel	None	3 minutes	*Administrative Officer III* Cashiering Office
END OF TRANSACTION				
TOTAL:		**None**	**5 days**	
TOTAL NUMBER OF CLIENT STEPS			**2**	
TOTAL NUMBER OF AGENCY ACTIONS			**2**	

HUMAN RESOURCE MANAGEMENT OFFICE

Internal Service No. 2: Processing of Leave Applications

This prescribes the procedure in the processing of leave applications in the Human Resource Information System (HRIS) allows employees to apply for leave electronically ensuring an efficient approval process.

Office or Division:	Human Resource Management Office (HRMO)			
Classification:	Simple			
Type of Transaction:	G2G—Government to Government			
Who May Avail	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out Application for Leave (CSC Form 6)		Employee Portal		
Medical Certificate (if applicable)		Employee concerned		
Authority to Travel (if applicable)		Employee concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **LOG IN** to the Employee Portal, **SCROLL DOWN,** and **CLICK** the Application for Leave button	1. **CERTIFY** leave credits available to the employee.	None	2 minutes	*Assistant Director/Head* HRMO
1.1. **CLICK** Add Leave Application, **READ** the instructions, and **CLICK** "agree". **FILL OUT** the request leave application form, **ATTACH** supporting documents (if required), and **CLICK** save	1.1. **RECOMMEND** the approval of the leave application. If not recommended, inform the employee of the reasons.	None	5 minutes	*Immediate Supervisor Concerned*
2. **GET** notification of the approval/disapproval of leave	2. **APPROVE/DISAPPROVE** the leave application.	None	8 minutes	*University President/VPs Chancellor/VCs*

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
application through the Employee Portal				
END OF TRANSACTION				
TOTAL:		None	15 minutes	
TOTAL NUMBER OF CLIENT STEPS				2
TOTAL NUMBER OF AGENCY ACTIONS				2

HUMAN RESOURCE MANAGEMENT OFFICE

Internal Service No. 3: Approval of Requests for Participation to Attend Seminars, Conferences, Trainings, Workshops, and Similar Activities to be held Outside the University

This prescribes the procedure for the approval of requests for participation to attend seminars, conferences, trainings, workshops, and similar activities to be held outside the university. Such activities must be checked by the HRMO to ensure that the intervention is part of the personnel's field of specialization/training plan/competency assessment, and training needs analysis.

Office or Division:	Human Resource Management Office (HRMO)			
Classification:	Simple			
Type of Transaction:	G2G—Government to Government			
Who May Avail	Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Filled-out BatStateU-FO-REQ-01 (Requests for Participation to Attend in Seminars, Conferences, Trainings, Workshops, and Similar Activities to be held Outside the University)		HRMO		
Invitation (if applicable)		Organizer		
Endorsement (if applicable)		University President		
Itinerary of Travel (if applicable)		Requesting Personnel		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. **SUBMIT** the Filled-out BatStateU-FO-REQ-01 (Requests for Participation to Attend in Seminars, Conferences, Trainings, Workshops, and Similar Activities to be held Outside the University) together with the requirements	1. **RECEIVE** and **REVIEW** the Filled-out requests and their attachments. If there are necessary revisions, **INFORM** the client and **RETURN** the proposal; if none, **ENDORSE** to the Vice President (VP)/Vice Chancellor (VC) concerned	None	30 minutes	*Administrative Assistant/ Administrative Aide* Office of the VP/VC concerned

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1. **SIGN** the proposal and **ENDORSE** to the Budget Office	None	10 minutes	*VP/VC concerned* OVP/OVC concerned
	1.2. **UNDERSIGN** and **INDICATE** the fund source of the intervention and **ENDORSE** to the HRMO.	None	10 minutes	*Assistant Director/ Head* Budget Office
	1.3. **RECEIVE** and **REVIEW** the request and its attachments. **RETURN** the proposal if it needs revisions; if none, **ENDORSE** to the immediate supervisor	None	30 minutes	*Administrative Officer/ Administrative Aide* HRMO
	1.4. **UNDERSIGN** the proposal and **ENDORSE** to the Vice President/Vice Chancellor for Administration and Finance (VPAF/VCAF)	None	10 minutes	*Assistant Director/ Head* HRMO
	1.5. **RECEIVE** and **REVIEW** the request and its attachments. If there are necessary revisions, **INFORM** the client and **RETURN** the proposal; if none, **ENDORSE** to the VPAF/VCAF	None	30 minutes	*Administrative Aide/ Administrative Assistant* OVPAF/OVCAF

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	1.6. **RECOMMEND** the approval of the University President/ Chancellor. If the same is not recommended for approval, **RETURN** to the requesting personnel stating the reasons	None	10 minutes	*VPAF/VCAF* OVPAF/OVCAF
	1.7. **RECEIVE** the proposal and its supporting documents and **ENDORSE** to the University President/ Chancellor.	None	10 minutes	*Administrative Aide/ Administrative Assistant* Office of the University President (OUP)/Office of the Chancellor (OC)
	1.8. **APPROVE** the request for participation. If disapproved, for **RETURN** to the requesting personnel.	None	10 minutes	*University President* Batangas State University or *Chancellor* Campus concerned
2. **RECEIVE** the approved/ disapproved request.	2. **RELEASE** the approved/ disapproved request.	None	10 minutes	*Administrative Aide/ Administrative Assistant* OUP/OC
END OF TRANSACTION				
TOTAL:		**None**	**2 hours and 40 minutes**	
TOTAL NUMBER OF CLIENT STEPS			**2**	
TOTAL NUMBER OF AGENCY ACTIONS			**2**	

HUMAN RESOURCE MANAGEMENT OFFICE

Internal Service No. 4: Approval of Faculty and Employee Scholarship Application

This prescribes the procedure for the approval of applications for the Faculty and Employee Scholarship Program, which aims to support professional and academic development by providing financial assistance for graduate and postgraduate studies.

Office or Division:	Human Resource Management Office (HRMO)	
Classification:	Highly Technical	
Type of Transaction:	G2G—Government to Government	
Who May Avail	Employees	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Filled-out BatStateU-FO-HRD-11 (Personnel Scholarship Application Form) (1 Original)		HRMO
Service Record from BatStateU (1 Original)		HRMO
Philippine Statistic Authority (PSA)-issued Birth Certificate (1 Photocopy)		PSA
National Bureau of Investigation (NBI) Clearance (1 Original)		NBI
Certification of no pending administrative charges and non-conviction by final judgement of any criminal or administrative offense (1 Original)		HRMO
Doctor's Certification of good health with x-ray results (1 Original)		Health Services
Proof of admission (Pending application, applicant may request for pre-scholarship evaluation of eligibility for a scholarship grant by submitting all requirements except Proof of Admission and submit the same once admitted to the program) (1 Original)		DHEI
Study Plan (BatStateU-FO-HRD-23) with Summary Expense (1 Original)		HRMO

Faculty Development Program Investment Plan	College/Department Concerned
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Certificate of Availability of Funds (CAF) (1 Original)	Budget Office
Re-entry/Action Plan (BatStateU-FO-HRD-24) (1 Original)	HRMO
Proof of conferment of COE/COD/Level III accreditation or higher/CHED-approved DHEI (1 Photocopy)	DHEI
Certification of subjects taught, if the applicant is a faculty member	Dean, College/Department
Certification of duties and responsibilities, if the applicant is non-teaching personnel	Head, Office Concerned
Endorsement, if the applicant is a faculty member	Dean, College/Department
Endorsement, if the applicant is non-teaching personnel	Immediate Supervisor/Office Concerned

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **SUBMIT** the accomplished Personnel Scholarship Application Form (BatStateU-FO-HRD-11) along with the requirements.	1. **CERTIFY** the completeness of documentary requirements and inclusion to the Faculty/Staff Development Program. If non-compliant with the requirements, **RETURN** to the applicant for compliance; if compliant, **ENDORSE** to the Vice President (VP)/Chancellor concerned	None	15 minutes	*Director,* Administration Services/ *Vice Chancellor for Administration and Finance* Office of the Director for Administration Services/OVCAF
	1.1. **SIGN** the application form and **ENDORSE** to HRMO-Central.	None	1 day	*Vice President/Chancellor concerned* OVP/OC concerned

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. **INCLUDE** in the agenda of the Personnel Training and Development Committee (PTDC) meeting.	None	1 day	*Assistant Director/ Administrative Aide VI* HRMO
	1.3. **DELIBERATE** the scholarship application.	None	1 day (every last Monday of the month)	PTDC
	1.4. **PREPARE** PTDC resolutions	None	2 days	*Assistant Director/ Administrative Aide VI* HRMO-Central
	1.5. **ROUTE** to the members of the PTDC for their signature	None	5 days	*Administrative Aide VI* HRMO-Central
	1.6. **ENDORSE** the requests to the University Administration and Finance Committee (UAFC) for deliberation.	None	1 day	*Assistant Director/ Administrative Aide VI* HRMO-Central
	1.7. **DISCUSS** the application for scholarship during UAFC meeting	None	1 day (every 3rd Wednesday of the month)	*University Administration and Finance Committee (UAFC)*
	1.8. **ENDORSE** to the University President for recommendation to the Board of Regents (BoR) for approval.	None	1 day	*Vice President for Academic Affairs (VPAA)* OVPAA *Assistant Director* HRMO

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	1.9. **INCLUDE** in the BoR meeting agenda folder and **DELIVER** to the BoR members.	None	5 days (before the schedule of the BoR meeting)	*Board Secretary/* Office of the University and Board Secretary
	1.10. **DISCUSS** the application for scholarship during BoR meeting	None	1 day	*BoR*
	1.11. **PREPARE** the resolutions and **ENDORSE** to the University President	None	5 days	*Board Secretary* Office of the University and Board Secretary
	1.12. **ISSUE** implementation order	None	10 days	*University President* Batangas State University
	1.13. **RECEIVE** implementation orders and **PREPARE** endorsement to the Chancellors. **UNDERSIGN** before endorsement to the VPAF	None	15 minutes	*Assistant Director* HRMO
	1.14. **SIGN** the endorsement to the Chancellors.	None	10 minutes	*VPAF* OVPAF
	1.15. **ENDORSE** the resolutions to the VCAF and Head, HRMO	None	10 minutes	*Chancellor*
2. **RECEIVE** the notice of the approval or disapproval of the scholarship application.	2. **ADVISE** the applicants of the status of their application and to attend scholarship orientation.	None	10 minutes	*VCAF, Head, HRMO* OVPAF/HRMO

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	2.1. **PREPARE** the scholarship contract and **SCHEDULE** scholarship orientation.	None	2 days	*Assistant Director* *Administrative Aide VI* HRMO
3. **ATTEND** scholarship orientation.	3. **CONDUCT** scholarship. orientation. **PROVIDE** Scholarship contract.	None	4 hours	*VPAA/HRMO Central* OVPAA/HRMO-Central
4. **SIGN** the scholarship contract. **SUBMIT** copies of the notarized contract to the College/Department concerned, HRMO concerned, and HRMO-Central	4. **RECEIVE** and **FILE** the notarized scholarship contract to the scholar's 201 files.	None	3 days	*Dean* College *Administrative Aide VI* HRMO
END OF TRANSACTION				
TOTAL:		**None**	**39 days and 5 hours**	
TOTAL NUMBER OF CLIENT STEPS			**4**	
TOTAL NUMBER OF AGENCY ACTIONS			**4**	

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HUMAN RESOURCE MANAGEMENT OFFICE

Internal Service No. 5: Approval of Requests for Extension of Scholarship Period

This prescribes the procedure for processing requests for the extension of scholarship, which should be filed one (1) semester before the planned extension.

Office or Division:	Human Resource Management Office (HRMO)			
Classification:	Complex			
Type of Transaction:	G2G—Government to Government			
Who May Avail	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out Request for Extension of Scholarship Period Form (BatStateU-FO-HRD-25)		HRMO		
Filled-out Study Plan (BatStateU-FO-HRD-23)		HRMO		
Proof of Reason for the Request for Extension		Scholar Concerned		
Letter of Approval/Consent from the Head/Dean of the College of the DHEI/Foreign University		DHEI		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **SUBMIT** to the immediate supervisor the fully accomplished Request for Extension of Scholarship Period Form *(BatStateU-FO-HRD-25)* together with the requirements.	1. **CHECK** and **VERIFY** the request. If justified, **NOTE** the request and **ENDORSE** to the Vice President/ Chancellor concerned for recommendation. If not, **RETURN** to the scholar.	None	15 minutes	*Immediate Supervisor of the faculty/employee*
	1.1. **SIGN** the request form and **ENDORSE** to the HRMO concerned.	None	15 minutes	*Vice President/Chancellor Concerned* OVP/OC concerned

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. **SUBMIT** to HRMO-Central for inclusion in the agenda of the Personnel Training and Development Committee (PTDC) meeting	None	1 day	*HRMO Concerned*
	1.3. **INCLUDE** the request in the agenda of PTDC meeting.	None	1 day	*Assistant Director Administrative Aide VI HRMO*
	1.4. **DELIBERATE** on the compliance to the guidelines of the request.	None	1 day (every last Monday of the month)	*Personnel Training and Development Committee*
	1.5. **PREPARE** PTDC resolutions.	None	2 days	*Assistant Director Administrative Aide VI HRMO*
	1.6. **ROUTE** to the members of the PTDC for their signature.	None	5 days	*Administrative Aide VI HRMO*
	1.7. **ENDORSE** the request for extension of scholarship period to the University President together with the PTDC resolutions.	None	1 day	*VPAA Assistant Director HRMO*
	1.8. **APPROVE** the request and **ENDORSE** to the VPAA/ HRMO-Central. If disapproved, return to the VPAA/scholars	None	2 days	*University President* Batangas State University

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	1.9. **INFORM** the scholar of the approval of the request	None	1 day	*Assistant Director Administrative Aide VI* HRMO
	1.10. **PROVIDE** the scholar with a supplemental contract	None	2 days	*Assistant Director Administrative Aide VI* HRMO
2. **SIGN** the supplemental contract. **SUBMIT** the notarized contract to the College/ Department concerned, HRMO concerned, and HRMO-Central.	2. **RECEIVE** and **FILE** the submitted notarized contract to the scholar's 201 file	None	1 day	*Dean* College/Department *Administrative Aide VI* HRMO
END OF TRANSACTION				
TOTAL:		**None**	**17 days and 30 minutes**	
TOTAL NUMBER OF CLIENT STEPS				**2**
TOTAL NUMBER OF AGENCY ACTIONS				**2**

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HUMAN RESOURCE MANAGEMENT OFFICE

Internal Service No. 6: Approval of Requests for Deferment of Scholarship

This prescribes the procedure for processing requests for deferment of scholarship, which should be filed one semester before the planned deferment.

Office or Division:	Human Resource Management Office (HRMO)			
Classification:	Simple			
Type of Transaction:	G2G—Government to Government			
Who May Avail	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Deferment of Scholarship Form (BatStateU-FO-HRD-26)		HRMO		
Study Plan (BatStateU-FO-HRD-23)		HRMO		
Proof of Reason for Deferment		Scholar		
Letter of Approval/Consent from the Head/Dean, College of the DHEI/Foreign University		DHEI		
Reinstatement letter addressed to the University President (if applicable)		Scholar		
Application for Leave (if applicable)		Employee Portal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **SUBMIT** the fully accomplished Request for Deferment of Scholarship Form *(BatStateU-FO-HRD-26)* together with the requirements to the immediate supervisor.	1. **CHECK** and **VERIFY** the request. If justified, **NOTE** the request and **ENDORSE** to the Vice President/ Chancellor concerned for recommendation. If not, **RETURN** to the scholar.	None	15 minutes	*Immediate Supervisor of the scholar*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1. **SIGN** the request form and **ENDORSE** to the HRMO.	None	15 minutes	*VP/Chancellor/VC concerned* OVP/OC/OVC concerned
	1.2. **SUBMIT** to HRMO-Central for inclusion in the agenda of Personnel Training and Development Committee (PTDC) meeting.	None	1 day	*HRMO Concerned*
	1.3. **INCLUDE** the request in the agenda of the PTDC meeting.	None	1 day	*Assistant Director Administrative Aide VI* HRMO-Central
	1.4. **DELIBERATE** on the compliance with the guidelines of the request.	None	1 day (every last Monday of the month)	*Personnel Training and Development Committee*
	1.5. **PREPARE** PTDC resolutions.	None	2 days	*Assistant Director Administrative Aide VI* HRMO-Central
	1.6. **ROUTE** to the members of the PTDC for their signature.	None	5 days	*Administrative Aide VI* HRMO
	1.7. **ENDORSE** the request for deferment of scholarship to the University President, together with the PTDC resolutions for approval	None	1 day	*VPAA Assistant Director* HRMO

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	1.8. **APPROVE** the request and **ENDORSE** to the VPAA/HRMO-Central. If disapproved, return to the VPAA/scholars	None	2 days	*University President* Batangas State University
	1.9. **INFORM** the scholar/HRMO concerned of the approval of the request	None	1 day	*Administrative Aide VI* HRMO-Central
	1.10. **PROVIDE** the scholar with a supplemental contract.	None	2 days	*Assistant Director Administrative Aide VI* HRMO
2. **SIGN** the supplemental contract. **SUBMIT** copies of the notarized contract to the College/ Department concerned, HRMO concerned, and HRMO-Central	2. **RECEIVE** and **FILE** the notarized scholarship contract to the scholar's 201 files.	None	1 day	*Dean* College *Administrative Aide VI* HRMO
END OF TRANSACTION				
TOTAL:		**None**	**17 days and 30 minutes**	
TOTAL NUMBER OF CLIENT STEPS				**2**
TOTAL NUMBER OF AGENCY ACTIONS				**2**

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HUMAN RESOURCE MANAGEMENT OFFICE

Internal Service No. 7: Request for Authority to Engage in Limited Practice of Profession and/or Pursuit of Private Business

This prescribes the procedure for processing requests for authority to engage in limited practice of the profession and/or pursue private business.

Office or Division:	Human Resource Management Office (HRMO)	
Classification:	Highly Technical	
Type of Transaction:	G2G—Government to Government	
Who May Avail	Employees	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Request for Authority to Engage in Limited Practice of Profession (Form A- Central Administration; and Form B- Constituent Campus)	HRMO	
Request for Authority to Pursue of Private Business (Form A- Central Administration; and Form B- Constituent Campus)	HRMO	
For Authority to Pursue Private Business: Business Permit, DTI Registration, Articles of Partnership, Articles of Incorporation, Franchise Agreement or equivalent Document	Applicant Concerned	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **SUBMIT** the fully accomplished Request for Authority to Engage in Limited Practice of Profession and/or Pursue Private Business, together with the requirements, to the immediate supervisor.	1. **CHECK** the completeness of the request and supporting documents and **RECOMMEND** to the VP/VC concerned.	None	15 minutes	*Immediate Supervisor of the applicant*
	1.1. **RECOMMEND** the approval of the request, **ENDORSE** to the HRMO concerned	None	15 minutes	*Vice President/ Chancellor/ Vice Chancellor Concerned*
	1.2. **SUBMIT** to HRMO-Central for inclusion in the agenda of the Personnel Training and Development Committee (PTDC) meeting	None	1 day	*HRMO Concerned*
	1.3. **INCLUDE** the request in the agenda for PTDC deliberation	None	1 day	*Administrative Aide VI HRMO*
	1.4. **DELIBERATE** on the compliance of the request with the guidelines	None	1 day (every last Monday of the month)	*Personnel Training and Development Committee*
	1.5. **PREPARE** PTDC resolutions	None	2 days	*Assistant Director/ Administrative Aide VI HRMO*
	1.6. **ROUTE** to the members of the PTDC for their signature	None	5 days	*Administrative Aide VI*

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	1.7. **ENDORSE** the requests to the University Administration and Finance Committee (UAFC) for deliberation together with the PTDC resolution	None	1 day	*Assistant Director Administrative Aide VI* HRMO
	1.8. **DELIBERATE** on the compliance with the guidelines of the requests.	None	1 day (every 3rd Wednesday of the month)	*UAFC*
	1.9. **ENDORSE** to the University President for recommendation to the Board of Regents for approval	None	1 day	*VPAA*
	1.10. **INCLUDE** in the BoR meeting agenda and **DELIVER** to the BoR members on the prescribed deadline.	None	5 days (before the schedule of the BoR meeting)	*Board Secretary I/ Administrative Assistant- Office of the University and Board Secretary*
	1.11. **DELIBERATE** on the requests The decision shall be reflected in the BoR resolutions	None	1 day	*Board of Regents*
	1.12. **PREPARE** the resolutions and **ENDORSE** to the University President for implementation	None	5 days	*Board Secretary V/ Board Secretary I/ Office of the University and Board Secretary*
	1.13. **ISSUE** implementation order	None	10 days	*University President* Batangas State University

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	1.14. **RECEIVE** implementation order and **PREPARE** endorsement of Memorandum of Agreement and approved request to HRMO-Concerned	None	1 day	*Assistant Director Administrative Aide VI* HRMO
2. **RECEIVE** the notice of the approval or disapproval of the request	2. **ADVISE** the applicants of the approval of the requests and provide a copy of the Memorandum of Agreement through the HRMO concerned	None	10 minutes	*Administrative Aide VI* HRMO
3. **SIGN** Memorandum of Agreement and **PROVIDE** copies to the immediate supervisor, HRMO concerned, and HRMO-Central	3. **RECEIVE** and **FILE** the notarized Memorandum of Agreement to the employee's 201 files	None	10 minutes	*Administrative Aide VI* HRMO
END OF TRANSACTION				
TOTAL:		**None**	**35 days and 50 minutes**	
TOTAL NUMBER OF CLIENT STEPS			**3**	
TOTAL NUMBER OF AGENCY ACTIONS			**3**	

HUMAN RESOURCE MANAGEMENT OFFICE

Internal Service No. 8: Request for Renewal of Authority to Engage in Limited Practice of Profession and/or Pursuit of Private Business

This prescribes the procedure for processing requests for renewal of authority to engage in limited practice of the profession and/or pursue private business.

Office or Division:	Human Resource Management Office (HRMO)
Classification:	Complex
Type of Transaction:	G2G—Government to Government
Who May Avail	Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Renewal of Authority to Engage in Limited Practice of Profession and/or Pursue Private Business form	HRMO
Summary Report of Previous Engagement	Applicant Concerned

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **SUBMIT** the fully-accomplished Request for Renewal of Authority to Engage in Limited Practice of Profession and/or Pursue Private Business form together with the requirements to the immediate supervisor.	1. **CHECK** the completeness of the request for renewal of authority to engage in the limited practice of the profession and/or pursue private business documents. **SIGN** and **ENDORSE** the request form to the Vice President/Vice Chancellor concerned for recommendation	None	15 minutes	*Immediate Supervisor of the applicant* Office concerned

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1. **SIGN** the request form and **ENDORSE** to the HRMO concerned	None	15 minutes	*Vice President concerned / Vice Chancellor and Chancellor Concerned* Office of the Vice President/Vice Chancellor and Chancellor concerned
	1.2. **SUBMIT** to HRMO-Central for inclusion in the agenda of the Personnel Training and Development Committee (PTDC) meeting	None	1 day	*HRMO Concerned*
	1.3. **INCLUDE** the request in the agenda for PTDC deliberation	None	1 day	*Administrative Aide VI HRMO*
	1.4. **DELIBERATE** on the compliance of the request with the guidelines	None	1 day (every last Monday of the month)	*Personnel Training and Development Committee*
	1.5. **PREPARE** PTDC resolutions	None	2 days	*Administrative Aide-HRMO*
	1.6. **ROUTE** to the members of the PTDC for their signature	None	5 days	*Administrative Aide VI HRMO*
	1.7. **ENDORSE** the requests to the University President together with the PTDC resolutions for approval	None	1 day	*VPAA Assistant Director HRMO*

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	1.8. **APPROVE** the request and **ENDORSE** to the VPAA/HRMO-Central	None	1 day	*University President* Batangas State University
	1.9. **ENDORSE** Memorandum of Agreement (MOA) and approved request to HRMO-Concerned	None	1 day	*Administrative Aide VI* HRMO-Central
2. **RECEIVE** the notice of the approval or disapproval of the request. **SIGN** MOA	2. **ADVISE** the applicants about the approval of the request and **DISSEMINATE** the MOA for signing	None	10 minutes	*Administrative Aide VI* HRMO
3. **SUBMIT** the notarized MOA to the immediate supervisor, HRMO concerned, and HRMO-Central	3. **RECEIVE** and **FILE** the notarized MOA to the employee's 201 files	None	5 minutes	*Administrative Aide VI* HRMO
END OF TRANSACTION				
TOTAL:		**None**	**13 days and 45 minutes**	
TOTAL NUMBER OF CLIENT STEPS			**3**	
TOTAL NUMBER OF AGENCY ACTIONS			**3**	

EXTERNAL AFFAIRS OFFICE
Internal Services

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EXTERNAL AFFAIRS OFFICE

Internal Service No. 1: Assistance in the Conduct of Local Recruitment Activity

The service assists companies and organizations in organizing and conducting local recruitment activities, such as job fairs, on-campus hiring, and recruitment presentations, to provide job opportunities to students and alumni of Batangas State University.

Office or Division:	External Affairs Office (EAO)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who May Avail	Constituent Campuses JPO Heads			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter addressed or endorsed to the President of Chancellor through email frontdesk@g.batstate-u.edu.ph		Entity		
Certificate of No Pending Case (Valid for 6 months)		Department of Labor and Employment		
List of Job Vacancies		Entity		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **SUBMIT** a request letter together with the list of requirements	1. **RECEIVE** and **ASSESS** the validity of the submitted documents	None	5 minutes	*President's Office Staff*
None	2. **SEEK** the endorsement of the Vice President/Vice Chancellor for Development and External Affairs (VPDEA/VCDEA) to the EAO	None	5 minutes	*Technical Staff/Director/Assistant Director/ EAO* *VPDEA/Chancellor* OVPDEA/OC
None	3. **CHECK** the availability for the conduct of the Local Recruitment Activities	None	5 minutes	*Technical Staff/Director/Assistant Director/ EAO*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	4. **ENDORSE** the approved request letter to the concerned campus with details of the job vacancies	None	5 minutes	*Technical Staff/Director/Assistant Director/* EAO *VPDEA/ Chancellor*
5. **PROCEED** to the approved date of the local recruitment activity	5. **SCHEDULE** and **ASSIST** the external stakeholders throughout the whole duration of the Local Recruitment Activity	None	5 minutes	*Staff, Head* Job Placement Office
END OF TRANSACTION				
TOTAL		**None**	**25 minutes**	
TOTAL NUMBER OF CLIENT STEPS			**2**	
TOTAL NUMBER OF AGENCY ACTIONS			**5**	

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INFORMATION AND COMMUNICATIONS TECHNOLOGY SERVICES OFFICE
Internal Services

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INFORMATION AND COMMUNICATIONS TECHNOLOGY SERVICES OFFICE

Internal Service No. 1: Registration to Automated Attendance and Time Monitoring System

This prescribes the procedure for registration to the Automated Attendance and Time Monitoring System.

Office or Division:	Information and Communication Technology (ICT) Services Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail	Employees and Faculty Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employee ID Number		ID Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **GO** to ICT office for fingerprint registration	1. **RETRIEVE** Employee ID number from Employee ID system 1.1 **INPUT** the Employee ID number to the Employee Attendance Management System and load the employee data	None	1 minute	*ICT staff* ICT Services
None	1.2. **ADVISE** the employee / faculty member to have his fingerprint scanned on the scanner	None	2 minutes	*ICT staff* ICT Services

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. **VERIFY/CONFIRM** the fingerprint by requesting the employee / faculty member to scan the same fingerprint five times. If any of the five tries results in an unsuccessful match, repeat the previous step and register another fingerprint.			
None	1.4 **SAVE** and **UPDATE** the employee / faculty member record.	None	1 minute	*ICT staff* ICT Services
END OF TRANSACTION				
TOTAL		**None**	**4 minutes**	
TOTAL NUMBER OF CLIENT STEPS				**1**
TOTAL NUMBER OF AGENCY ACTIONS				**1**

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INFORMATION AND COMMUNICATIONS TECHNOLOGY SERVICES OFFICE

Internal Service No. 2: Issuance of ID Card for Newly Hired Employees and Faculty Members

This prescribes the procedure for the processing of ID Card of Employees and Faculty Members.

Office or Division:	Information and Communication Technology (ICT) Services Office			
Classification:	**Simple**			
Type of Transaction:	G2G – Government to Government			
Who May Avail	Employees and Faculty Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employee ID Number		ID Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **FILL OUT** the ID information in Google Form provided by the Human Resource Management Office (HRMO).	1. **INFORM** ICT office for the newly hired employee/ faculty	None	15 minutes	*HRMO staff* HRMO
None	2. **VERIFY** the ID Referral for Newly- Hired Employee Slip 2.1 **RETRIEVE** Employee ID information from Google Form provided by HRMO. 2.2. **ENCODE** the ID details from the Google Form into the Employee ID system.	None	5 minutes	*ICT staff* ICT Services
	2.3. **SAVE** all information into the Employee ID system	None	1 minute	*ICT staff / HRMO staff* ICT Services/ HRMO

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4. **ENCODE** the ID data, and the Employee ID System will generate the Employee ID number, which will then be provided to HRMO to inform the newly hired personnel			
None	3. **ENDORSE** the ID records to the external provider for printing	None	90 days	*External Provider*
None	4. **RECEIVE** the printed ID card from the external provider. 4.1 **SORT** the received printed ID cards alphabetically arranged per college/ department. 4.2 **INFORM** the college/ department for distribution.	None	1 day	*External Provider/ICT staff* ICT Services
END OF TRANSACTION				
TOTAL		**None**	**91 days, 5 minutes**	
TOTAL NUMBER OF CLIENT STEPS			**1**	
TOTAL NUMBER OF AGENCY ACTIONS			**4**	

INFORMATION AND COMMUNICATIONS TECHNOLOGY SERVICES OFFICE

Internal Service No. 3: Issuance of ID Card Replacement for Employees and Faculty Members

This prescribes the procedure for the processing of ID Card of Employees and Faculty Members.

Office or Division:	Information and Communication Technology (ICT) Services Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail	Employees and Faculty Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Replacement of ID Card		Human Resource Management Office (HRMO)		
Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **FILL OUT** the application for replacement of ID card form	1. **CHECK** and **APPROVE** the application for replacement of ID card	None	15 minutes	*HRMO staff* HRMO
2. **PRESENT** the approved Application for Replacement of ID Card for payment	2. **CHECK** and **ISSUE** official receipt	Php 180 (ask Cashier)	3 minutes	*Cashier staff* Cashier Office
3. **PRESENT** the approved application for replacement of ID and official receipt	3. **ENCODE** the necessary details to be updated 3.1. **SAVE** all information into the Employee ID system	None	3 minutes	*ICT staff* ICT Services
None	4. **ENDORSE** the ID records to the external provider for printing of ID cards	None	90 days	*External Provider*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	5. **RECEIVE** the printed ID card from the external provider.	None	2 minutes	*ICT staff* ICT Services
	5.1 **INFORM** the college/ department for the ID card distribution			
	5.2. **RELEASE** the printed ID cards to college/department for distribution.			
END OF TRANSACTION				
TOTAL		**Php 180**	**90 days and 23 minutes**	
TOTAL NUMBER OF CLIENT STEPS			**3**	
TOTAL NUMBER OF AGENCY ACTIONS			**5**	

INFORMATION AND COMMUNICATIONS TECHNOLOGY SERVICES OFFICE

Internal Service No. 4: Repair, Troubleshooting and Installation Services

This prescribes the procedure in providing repair, troubleshooting and installation services.
Legend:

L1: Basic support - General support, basic software installation, peripheral setup.

L2: Intermediate support - Intermediate troubleshooting, software installation/configuration, basic hardware repairs

L3: Advanced support - Complex troubleshooting, hardware repair,

L4: Expert support - Network setups (installation of new network equipment and peripherals)

Office or Division:	Information and Communication Technology (ICT) Services Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail	Employees and Faculty Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Service Request Form		ICT Services Online Management System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **INFORM** the ICT services office of the request	1. **RECEIVE** the concern from the client through phone calls or walk-ins	None	2 minutes	*ICT staff* ICT Services
None	2. **ASK** a series of questions about the concern	None	3 minutes	*ICT staff* ICT Services
	3. **IDENTIFY** its category (Hardware, Software, Network, System) and Level (L1, L2, L3, L4)			

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	4. **LOG** and **RECORD** the details of the service request on the ICT Services Management System for documentation, retrieval and monitoring. 4.1 **ACCOMPLISH** and **PRINT** the ICT Service Request Form thru the ICT Services Management System	None	1 minute	*ICT staff* ICT Services
None	5. **ACTUAL INSPECTION** and **ANALYSIS** of the service request on site 5.1 **PROVIDE** the necessary technical assistance to the client 5.2 **TEST** and **EVALUATE** the service provided	None	L1: Basic support (1 hour) L2: Intermediate support (2 hours) L3: Advanced support (2 days) L4: Expert support (5 days)	*Computer/Network Technician* ICT Services

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. **FILL OUT** the ICT Service Survey Form	6. **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	*Computer/Network Technician* ICT Services
END OF TRANSACTION				
TOTAL (L1: Basic support)		None	1 hour and 5 minutes	
TOTAL (L2: Intermediate support)		None	2 hours and 5 minutes	
TOTAL (L3: Advanced support)		None	2 days and 5 minutes	
TOTAL (L4: Expert support)		None	5 days and 5 minutes	
TOTAL NUMBER OF CLIENT STEPS			2	
TOTAL NUMBER OF AGENCY ACTIONS			6	

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INFORMATION AND COMMUNICATIONS TECHNOLOGY SERVICES OFFICE

Internal Service No. 5: Systems and Applications Development for Priority Module

This prescribes the procedure for Systems and Applications Development for the priority module of the end-user.

Office or Division:	Information and Communication Technology (ICT) Services Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G – Government to Government			
Who May Avail	End - users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Service Request Form		ICT Services Online Management System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **SUBMIT** the System Request Form with the attached Software Requirements Specifications (SRS)	1. **RECEIVE**, **REVIEW,** and **COMMENT** on the request 1.1 **VERIFY** the system status if new or for enhancement	None	4 hours	*Computer Programmer, Director* ICT Services
	1.2 For new / enhancement system request, **FORWARD** the system request form to the Office of the Vice President for Development and External Affairs (OVPDEA) for approval.	None	1 hour	*VPDEA* OVPDEA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. **ATTEND** the initial meeting with the programmer and state their evaluation and approval	2. **CONDUCT** an initial 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 initial end-user requirements/priority module to be developed.	None	4 hours	*Computer Programmer/Director/End-user* ICT Services
	2.1. **CREATE** a project plan based on the software development life cycle.	None	5 days	*Computer Programmer/Director* ICT Services
	2.2 **LIST** all the specific activities with their expected deliverables and milestones.	None	2 days	*Computer Programmer/ Director* ICT Services
3. **ATTEND** a follow up meeting with the programmer and state the development plan for evaluation and approval	3. **CONDUCT** a follow up meeting to present the project plan to end user for their confirmation and approval	None	4 hours	*Computer Programmer/Director/End-user* ICT Services
	3.1 **PREPARE** initial system design and coordinated with the development team	None	2 days	*Computer Programmer/Director/End-user* ICT Services
	3.2 **DEVELOP** the system module	None	16 days	
	3.3 **CONVERT** the approved system design to program codes	None	6 days	
	3.4 **PERFORM** testing of the developed system module			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.5 **PERFORM** Unit testing			
	3.6 **PERFORM** System Integration Testing			
4. **COORDINATE** and **COLLABORATE** with the programmer during the demonstration and training	4. **DEMONSTRATE** the system for user acceptance and trained the end user to the developed system	None	4 hours	*Computer Programmer/Director/End-user* ICT Services
	4.1 **DEMONSTRATE** to the end user all the functionalities of the developed system	None	4 hours	
	4.2. **ASSESS** the client's satisfaction on the performance of the system			
	4.3 **SOLICIT** all the modifications and additional requirements from the end user	None	5 days	
	4.4 **CONDUCT** training to all end users	None	1 day	
	4.5 **DEPLOY** the developed system module	None	2 hours	*Computer Programmer/Director* ICT Services
	4.6 **PERFORM** installation process to the end user's workplace. If error/s occurred, review and make necessary corrections/adjustments to the system design			

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. **REPORT** any technical issues encountered.	5. **PROVIDE** technical support and assistance to sustain and monitor the performance of the system	None	2 days	*Computer Programmer/Director* ICT Services
END OF TRANSACTION				
TOTAL		**None**	**39 days and 19 hours**	
TOTAL NUMBER OF CLIENT STEPS			**5**	
TOTAL NUMBER OF AGENCY ACTIONS			**5**	

BATANGAS STATE UNIVERSITY
External-Internal Services

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CASHIERING OFFICE
External-Internal Services

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CASHIERING OFFICE

External Service No. 1: Collection of Payment

This prescribes the procedure for processing and acceptance of different kinds of payment for specific documents/services.

Office or Division:	Cashiering Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Students, Parents, Alumni, Suppliers, Contractors or Authorized Representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Clearance Form (1 Original)	Assessment Office
Request Slip Form (1 Original)	Registration Services Office
Payment Slip or Order of Payment (1 Original)	Accounting Office/ Resource Generation Office/ BAC/ Dormitory/ Graduate School/ General Services Office/ Testing and Admission Office/ Procurement Office/ Property and Supply Office
Material Testing Services Acknowledgement Form (1 Original) *(Central Administration Only)*	Material Testing Calibration Center - STEERHUB
Statement of Accounts Form (1 Original) *(Central Administration Only)*	Analytical Research Center – CITRC Pablo Borbon/ Food Innovation Center – ALANGILAN/ Office of the Auxiliary Services/Center of Innovation in Engineering Education – STEERHUB/ Knowledge Innovation and Science and Technology (KIST) Park – STEERHUB/Center for Technopreneurship and Innovation - STEERHUB
Service Request Form (1 Original) *(Central Administration Only)*	Manufacturing Research Center LIKHA FABLAB - STEERHUB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **PAY** fees (e.g. Transcript of Records, Diploma, Certification, Honorable Dismissal, Return of Cash Advance, Bidder's Bond, etc.)	1. **ACCEPT** payment thru the following modes:	TOR: Php 50/page Diploma: Php 400/page		*Administrative Aide VI* Cashiering Office
1.1. Over-the-counter transaction or direct payment at the Cashiering Office (all payments)	1.1. Over-the-Counter: 1.1.1. **CHECK** and **VERIFY** the required form 1.1.2. **ACCEPT** payment 1.1.3. **ISSUE** official receipt	Certification: Php 30/page Honorable Dismissal: Php 100/page	3 minutes	
1.2. On-coll Deposit to BatStateU Landbank Account (for Pablo Borbon and Nasugbu): *for TOR, Diploma, Certification, Honorable Dismissal, Authentication, Graduation Fee for Graduate School, Certificate of Good Moral, Electronic Documentary Stamp (eDST), and Comprehensive Exam for Masteral/ Doctoral.*	1.2. On-coll Deposit:	Authentication: Php 20/page Certificate of Good Moral Character: Php 30 eDST: Php 30	48 hours	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.2.1. **VISIT** any Landbank of the Philippines (LBP) Branch	1.2.1. **VERIFY** payment thru deposit slip sent via email by the student and **CONFIRM** if the payment made was credited to the BatStateU account.	2nd copy of Registration Form: Php 15		
1.2.2. **PRESENT** filled-out on-coll Payment Slips at the teller together with the cash and **HAVE IT VALIDATED** by the bank	1.2.2. **POST** the payment to the student account	2nd copy of ID: Php 180 Form 137: Php 100		
1.2.3. **EMAIL** the scanned copy of the validated deposit slip to: cashier.main@g.batstate-u.edu.ph cashier.malvar@g.batstate-u.edu.ph cashier.lipa@g.batstate-u.edu.ph cashier.pb@g.batstate-u.edu.ph cashier.alangilan@g.batstate-u.edu.ph cashier.nasugbu@g.batstate-u.edu.ph	1.2.3. **GENERATE** e-receipt and **SEND** to client thru email	Exam Fee for Foreign Student Bachelors: Php 1,800 Graduate Program (Master's/ Doctoral): Php 2,000 Return of Cash Advance = amount request – total disbursements	24 hours	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.3. Online Payment: *for TOR, Diploma, Certification, Honorable Dismissal, Authentication, Graduation Fee for Graduate School, Certificate of Good Moral, Electronic Documentary Stamp (eDST), and Comprehensive Exam for Masteral/ Doctoral.*	1.3. Online Payment	Light (Electricity Consumption) = Consumption in kwH X Php 12.00 Water Consumption = Consumption in cuM x Php 30 Graduation Fee for Graduate School: Php 1,000 *(For Pablo Borbon and Alangilan Only)* Comprehensive Exam for Master's Degree: Php 1,000 *(For Pablo Borbon and Alangilan Only)*	24 hours	
1.3.1. **LOG ON** on to https://epaymentportal.landbank.com (for Lipa and Nasugbu) https://www.lbp-eservices.com/egps/portal/Merchants.jsp (for Pablo Borbon) https://www.landbank.com/linkbizportal-merchants (for Alangilan and Malvar)	1.3.1. **LOG ON** to https://www.lbp-eservices.com/MPI/Institution/inquiry/UserAuthentication.jsp (for Lipa and Nasugbu) https://epaymentportal.landbank.com/mpi.php (for Pablo Borbon) https://www.landbank.com/linkbizportal-merchants (for Alangilan and Malvar)			
1.3.2. **FOLLOW** the instructions provided by filling-out necessary information up until the payment has been transferred to BatStateU account	1.3.2. **CHECK** and **VERIFY** successful transactions via LBP E-Payment Portal to confirm if the payment was credited to the BatStateU account			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.3.3. **EMAIL** the scanned copy of the validated deposit slip to: cashier.main@g.batstate-u.edu.ph cashier.malvar@g.batstate-u.edu.ph cashier.lipa@g.batstate-u.edu.ph cashier.pb@g.batstate-u.edu.ph cashier.alangilan@g.batstate-u.edu.ph cashier.nasugbu@g.batstate-u.edu.ph	1.3.3. **POST** the payment to the student account	Comprehensive Exam for Doctorate Degree: Php 1,500 *(For Pablo Borbon and Alangilan Only)* Reservation Fee for IS: Php 1,000*(For Nasugbu Only)* Graduation Fee for IS: Php 500 *(For Pablo Borbon Only)*		
None	1.3.4. **GENERATE** e-Receipt and **SEND** to client thru email	Graduation Fee for IS: Php 500 *(for Pablo Borbon only)* Vehicle Sticker: Php 100 *(for Pablo Borbon only)*		

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Exam Fee for IS & Graduate School: *(for Pablo Borbon and Alangilan only)* Php 250 *Performance Bond (Central Administration, Pablo Borbon & Alangilan Only)* Performance Bond – Cash or Cashier's/Manager's checked issued by a Universal or Commercial Bank = 5% of Total Contract Price (Amount not less than the percentage of the Total Contract Price)		

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Performance Bond – Bank draft/guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank = 5% of Total Contract Price (Amount not less than the percentage of the Total Contract Price)		

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Performance Bond – Surety bond callable upon issued by a surety or insurance company duly certified by the Insurance Commission = 30% of Total Contract Price (Amount not less than the percentage of the Total Contract Price)

Dorm Rental - PHP 2,000 *(For Alangilan Only)* | | |

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Bidding documents – Project ABC 500,000 and below: Php 500 Project ABC more than 500,000 up to 1 million: Php 1,000 Project ABC more than 1 million up to 5 million: Php 5,000 Project ABC more than 5 million up to 10 million: Php 10,000 Project ABC more than 10 million up to 50 million: Php 25,000		

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Project ABC more than 50 million up to 500 million: Php 50,000 Project ABC more than 500 million: Php 75,000 Bid Security – Performance Bond – Cash or Cashier's/ Manager's check issued by a Universal or Commercial Bank = 2% of Total Contract Price (Amount not less than the percentage of the Total Contract Price)		

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Bid Security – Bank draft/guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank = 2% of Total Contract Price (Amount not less than the percentage of the Total Contract Price)		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Bid Security – Surety bond callable upon issued by a surety or insurance company duly certified by the Insurance Commission = 5% of Total Contract Price (Amount not less than the percentage of the Total Contract Price) Protest Fee - amount or percentage (%) of the ABC prescribed depending on the ABC range		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Library Fine: Php 10/book/ material / day of delay of return Hostel Accom-modation Suite Room: Php 2,500/day Hostel Accom-modation Economy Room: Php 2,400/day Sale of scrap materials = remaining useful value x condition factor x currency fluctuation factor x no. of units		

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		BatStateU JPLPC Canteen Stall – Food Conces-sionaires: Php 738.15 per sqm. Canteen Stall – Non-Food: Php 1,500		

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Gymnasium Rental Fee – For 4 hours: Php 45,000 For 8 hours: Php 54,300 For 12 hours: Php 66,300 Fee includes payment for the: - energy consumption for lights and 29 airconditioning units computed at Php 12 per kilowatt per hour (KwH) - lights and sounds system - LED video wall - water Consumption		

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		- supplies and materials - repair and maintenance - general and administrative fees including one (1) sound system operator, one (1) electrical technician, one (1) LED screen operator and two (2) utility personnel - 500 pieces mono block chairs at Php 10 each		

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		for 4 hours: Php 37,200 for 8 hours: Php 46,300 for 12 hours: Php 57,500 Fee includes payment for the: - energy consumption for lights and 29 air-conditioning units computed at Php 12 per kilowatt per hour (KwH) - Lights and Sounds System - Water Consumption - Supplies and materials - Repair and maintenance		

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		- General and administrative fees including one (1) sound system operator, one (1) electrical technician, one (1) LED screen operator and two (2) utility personnel - 500 pieces mono block chairs at Php 10 each		

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		for 4 hours: Php 30,300 for 8 hours: Php 39,000 for 12 hours: Php 49,900 Fee includes payment for the: - energy consumption for lights and 29 airconditioning units computed at Php 12 per kilowatt per hour (KwH) - LED Video Wall - Water Consumption - Supplies and materials - Repair and maintenance		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		- General and administrative fees including one (1) sound system operator, one (1) electrical technician, one (1) LED screen operator and two (2) utility personnel - 500 pieces mono block chairs at Php 10 each		

354

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		for 4 hours: Php 22,400 for 8 hours: Php 31,000 for 12 hours: Php 41,200 Fee includes payment for the: - energy consumption for lights and 29 airconditioning units computed at Php 12 per kilowatt per hour (KwH) - Water Consumption - Supplies and materials - Repair and maintenance		

355

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		- General and administrative fees including one (1) sound system operator, one (1) electrical technician, one (1) LED screen operator and two (2) utility personnel - 500 mono block chairs		

356

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		for 4 hours: Php 14,300 for 8 hours: Php 14,700 for 12 hours: Php 16,700 Fee includes payment for the: - energy consumption for lights computed Php 12 per kilowatt per hour (KwH) - Water Consumption - Supplies and materials - Repair and maintenance		

357

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		- General and administrative fees including one (1) sound system operator, one (1) electrical technician, one (1) LED screen operator and two (2) utility personnel - 500 pieces mono block chairs at Php 10 each		

358

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		for 4 hours: Php 30,900 for 8 hours: Php 40,300 for 12 hours: Php 51,800 Fee includes payment for the: - energy consumption for lights and 29 airconditioning units computed at Php 12 per kilowatt per hour (KwH) - LED Video Wall - Water Consumption - Supplies and materials - Repair and maintenance		

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		- General and administrative fees including one (1) sound system operator, one (1) electrical technician, one (1) LED screen operator and two (2) utility personnel - 500 pieces mono block chairs at Php 10 each		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		for 4 hours: Php 38,500 for 8 hours: Php 47,800 for 12 hours – Php 59,800 Fee includes payment for the: - energy consumption for lights and 29 airconditioning units computed at Php 12 per kilowatt per hour (KwH) - Lights and Sounds System - LED Video Wall - Water Consumption - Supplies and materials		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		- Repair and maintenance - General and administrative fees including one (1) sound system operator, one (1) electrical technician, one (1) LED screen operator and two (2) utility personnel		

362

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		for 4 hours: Php 7,800 for 8 hours: Php 8,200 for 12 hours: Php 10,200 Fee includes payment for the: - energy consumption for lights computed at Php 12 per kilowatt per hour (KwH) - Water Consumption - Supplies and materials - Repair and maintenance		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		- General and administrative fees including one (1) sound system operator, one (1) electrical technician, one (1) LED screen operator and two (2) utility personnel		

364

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		for 4 hours: Php 24,400 for 8 hours: Php 33,800 for 12 hours: Php 45,300 Fee includes payment for the: - energy consumption for lights and 29 airconditioning units computed at Php 12 per kilowatt per hour (KwH) - LED Video Wall - Water Consumption - Supplies and materials - Repair and maintenance		

365

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		- General and administrative fees including one (1) sound system operator, one (1) electrical technician, one (1) LED screen operator and two (2) utility personnel		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		BatStateU ARASOF Hostel Room 301: Php 3,500 Room 302 & 303: Php4,300 Additional Cost for Laundry Area usage Php 1,000 Additional Cost for Laundry are usage: Php 1,000 Functional Room Rental per Panel Half Day rental (4 hours): Php 2,000 Half Day rental (8 hours): Php 2,000		

367

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Facility Rental (For Central Only) Narra Hall *4 hours: Php 24,000 *8 hours: Php 34,000 *12 hours: Php 45,000 *Succeeding hours: Php 3,000 Multi–purpose Rooms (per panel) *4 hours: Php 6,000 *Succeeding hours: Php 1,200		

368

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		IGP Central Fees (For Central Admin-istration Only) Digital Printing Graduation Program: Php 140/unit Annual Report: Php 1,120/unit Major Exam: Php 1/unit Thesis/ Dissertation: Php 240/unit Yearbook: Php 1,000 *(same rate as Malvar Campus)*		

369

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Student Personal Accident Insurance Php 50/student ***Material Testing Services (For Central Admin-istration Only)*** Centrifuge, non-refrigerated (Biotechnology laboratory) -per use, up to the first hour: Php 150, for every succeeding hour thereafter: Php 75		

370

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Centrifuge, refrigerated (Biotechnology laboratory) -per use, up to the first hour: Php 200, for every succeeding hour thereafter: Php 200 Ultracentrifuge (Biotechnology laboratory) -per use, up to the first hour: Php 500, for every succeeding hour thereafter: Php 250		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Rotary evaporator (Biotechnology laboratory) - per use, up to the first hour: Php 500, for every succeeding hour thereafter: Php 250

Freeze Dryer (Biotechnology laboratory) - per use, up to the first hour: Php 400, for every succeeding hour thereafter: Php 200

Nanoparticle Tracking Analyzer (Biotechnology laboratory): Php 1,000 per sample | | |

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		FITR Spectrometer/ plate reader (with library searching and ID) PHP500 - with Raw Data Exporting and/or post processing (e.g., manual peak labeling) plus Php 300 Heating plate with magnetic stirring (Laboratory) – Php 240 per hour		

373

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		UV-VIS Spectrometer/ plate reader (Biotechnology laboratory) -Direct reading of one 96-well plate (no sample preparation; consumables, standards and reagents to be provided by client): Php 1,000 -Reading of one 96-well plate (consumables, standards and reagents to be provided by biotechnology lab) – Php 1,000 + service fees		

374

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Photoelectric speed measurement: Php 240 pH Measurement: Php 150 Moisture Test: Php 250 Hardness Test: Php 300 UV Light Test: Php 300 Coating Thickness Test: Php 280		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		UTM – Compression Test *Cement and Concrete: Php 250 *Wood, Steel and other related materials: Php 250 UTM – Tensile Strength Test *Steel, general: Php 250 *Steel,>20mm diameter and above: Php 350 *Angle bars, plates, sheets: Php 450		

376

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		UTM – Flexural Test *Steel, general: Php 250 *Steel,>20mm diameter and above: Php 350 *Angle bars, plates, sheets: Php 450 UTM – Bending Test *Steel, general: Php 250 *Steel,>20mm diameter and above: Php 350 *Angle bars, plates, sheets: Php 450		

377

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Calibration Services (For Central Admin- istration Only) Pressure Gauge Analog/ Digital Type <=500 psi: Php 250 >500 psi: Php 300 >1000 psi: Php 500 >2000 psi: Php 900 >5000 psi: Php 1,500 Per additional calibration point/s: Php 200		

378

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Sphygmo-manometer: Php 840		
		Power Supply Calibration Up to 30V/5A: Php 3,000		
		Function Generator Calibration -Up to 10 MHz: Php 3,550 -10MHz to 50MHz: Php 4,800		
		Clamp Meter -DC Clamp (Up to 500A) First Range: Php 600 Succeeding Range: Php 250 (DC)		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		AC Clamp (Up to 500A) First Range: Php 500 Succeeding Range: Php 200 (DC) Multimeter Analog Type: Php 1,500 Multimeter Digital Type -3 digits: Php 2,000 -4 digits: Php 3,700 -5 digits: Php 5,400 -6 digits: Php 7,200 -7 digits and above: Php 8,000		

380

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Ohmmeter *First Range: Php 550 *per succeeding range: Php 250 Ammeter (AC, 20A) 1 to 2 ranges: Php 500 1 to 5 ranges: Php 840 DC, 2A and below– 1 to 2 ranges: Php 500 1 to 5 ranges: Php 840 DC, Above 2A – 1 to 2 ranges: Php 700		

381

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		1 to 5 ranges: Php 1,150 Voltmeter (AC 240V, 5A) *First Range: Php 1,300 *Per Succeeding Range: Php 600 Wattmeter (AC 240V, 5A) *First Range: Php 460 *Per Succeeding Range: Php 180 Digital Thermometer *-45 Degree Celsius to 150 Degree Celsius (1 to 5 points): Php 800		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		*Per additional point/s: Php 150

*Per additional Probe: Php 800

RTD Probe/Wire Stand
*-45 Degree Celsius to 150 Degree Celsius (1 to 5 points): Php 1,300

*Per additional point/s: Php 450 | | |

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Liquid Glass Thermometer *-45 Degree Celsius to 150 Degree Celsius (1 to 5 points): Php 1,300 *Per Additional point/s: Php 450 *Additional Charge if any test of test temperature is below 20 degrees Celsius: Php 180 *Per additional glass Thermometer: Php 800		

384

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Thermocouple with Indicator: Php 1,600 Thermocouple probe/wire *1 to 4 points: Php 800 *Per additional point/s Php 180 Infrared Thermometer *Low-range: (0, 3, 50, 100, 120) degree Celsius: Php 2,240 *High-range: (0,100,200,350, 500) degree Celsius: Php 2,240		

385

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Analytical Services Fee (For Central Admin-istration Only) Use of furnace for carbonization, calcination and ashing: Php 500/day (maximum of 6 hours) Use of vacuum oven for drying: Php 500/day (maximum of 6 hours) Use of convection oven for drying: Php 500/day (maximum of 6 hours)		

386

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Use of Industrial Oven: Php 750/day (maximum of 6 hours) Use of evaporator: Php 300 *Succeeding hour: Php 50 (250mL per sample) Use of HPLC with UV-VIS detector: Php 3,500 / sample *(Standards to be provided by the client)* Use of GC-MS: Php 3,500 / sample *(Standards to be provided by the client)*		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Use of UV-VIS Spectro-photometer: Php 1,200 / sample (*Standard procedure/ protocol and standards to be provided by the client. Separate fees apply for sample preparation (Php 800 – Php 1,200) depending on the nature of the sample)*		

388

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Antioxidant analysis (Total Phenolic, DPPH Scavenging Activity, Total Flavonoids): Php 4,000 / sample (*Php 2,500 if the standards will be provided by the client. Separate fees apply for sample preparation (Php 800 – Php 1,200) depending on the nature of the sample)*		

389

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		pH: Php 200 / sample *100g (if solid sample) *500mL (if solution) Viscosity: Php 600 / sample *500mL sample Moisture: Php 400 / sample *100 grams sample Ash: Php 550 / sample *100 grams sample Total Soluble Solids: Php 200 / sample *100mL sample		

390

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Total Solids: Php 400 / sample *250mL sample %Titratable Acidity: Php 400 / sample *250 mL sample % Free Fatty Acid: Php 400 / sample *250mL sample Peroxide Value: Php 400 per sample *250mL Sample		

391

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		LIKHA FABLAB Fee *(For Central Admin-istration Only)* FBM 3D Printing: Php 1/minute Composite 3D Printing: Php 3/minute Resin 3D Printing: Php 1/minute *(includes post processing – washing and post curing)* Vacuum Forming: Php 10/hour		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		CNC router: Php 90/hour CNC Milling: Php 90/hour Laser engraving/ cutting: Php 20/hour Large format printing: Php 32.28 / square feet Training: Php 70 / pax/module Training: Php 50 / 10 pax/module		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		PLA: Php 5/gram		
		ABS: Php 5/gram		
		PETG: Php 5/gram		
		Nylon: Php 10/gram		
		Breakaway: Php 10/gram		
		TPU: Php 10/gram		
		Onyx Composite Filament: Php 18/gram		
		Vinyl: Php 32.50 / square feet		
		Tarpaulin – Php 32.50 per square feet		

394

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		MDF 3mm: Php 12.20 / square feet MDF 18mm: Php 67.03 / square feet Acrylic 3mm: Php 142.18 / square feet 3D printer Resin: Php 5/mL (minimum of 100mL / utilization)		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Food Innovation Center Fee (For Central Admin-istration Only) Blast Freezer: Php 350/hour Upright Freezer: Php 100/day Chest Type Freezer: Php 300/day Egg Incubator: Php 150/day Oven: Php 300/day Sausage Stuffer: Php 60/day		

396

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Walk-in Chiller: Php 1,600 / square meter / day		
		Walk-in Freezer: Php 2,200 / square meter / day		
		Sealing Machine: Php 250/day (maximum of 8 hours)		
		Soft Serve Ice Cream Machine: Php 100/hour		
		Spray Drying: Php 2,000/day (maximum of 8 hours)		
		UHT/HTST Pasteurizer: Php 650/hour		

397

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Vacuum Fryer: Php 250/day		
		Viscometer: Php 500 / sample (500mL / sample)		
		pH Meter: Php 150 / sample (100 grams solid)		
		Spectro-photometer: Php 1,100 / sample		
		Refractometer Php 350 / sample (5 mL per sample)		
		Pulverizer: Php 150 / 8 hours		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Dehydrator: Php 250 / 8 hours ***Micro credential Courses (For Central Admin-istration Only)*** *Partner: Microsoft* Data Management: Php 14,950 for 23 hours Data Analytics: Php 16,900 for 26 hours Data Engineering: Php 20,800 for 32 hours		

399

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Machine Learning: Php 12,350 for 19 hours Data Science: Php 29,900 for 46 hours *Partner: CISCO* IoT: Big Data and Analytics: Php 19,500 for 30 hours IoT: Connecting Things: Php 13,000 for 20 hours Network Essentials: Php 26,000 for 40 hours		

400

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Cybersecurity: Endpoint Security: Php 26,000 for 40 hours Cybersecurity: Network Defense: Php 26,000 for 40 hours Cybersecurity: Cyber Threat Management: Php 20,800 for 32 hours		

401

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Partner: CIM Technologies, Inc. Project Planning and Control using Primavera P6 – Fundamentals: Php 25,000 for 20 hours Project Planning and Control using Primavera P6 – Advanced: Php 21,600 for 20 hours Building Information Modeling: Structure: Php 31,800 for 28 hours		

402

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Building Information Modeling: Architecture: Php 25,000 for 28 hours Building Information Modeling: Advanced: Php 24,000 for 28 hours *Partner: Geodata Systems Technologies, Inc.* Mastering GIS Basics with ArcGIS: Php 25,000 for 20 hours		

403

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Partner: CGTD Microsoft Certified Fundamentals (Microsoft Azure Data Fundamentals – DP900) – PHP8,000		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		KIST PARK Facility Usage (For Central Admin-istration Only) Function Hall: Php 20,000 for 4 hours Php 30,000 for 8 hours Php 42,000 for 12 hours *Succeeding Hours: Php 3,000/hour Audio-Visual Room: Php 2,000/hour Specialized Laboratory: Php 2,500/hour		

405

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Center for Techno-preneurship and Innovation Locators Space and Makerspace Hourly Rate: Php 80/head 8-hour huddle: Php 500/head Weekly huddle (Mondays to Saturdays, 8:00AM – 5:00PM): Php 2,000 Monthly lease (Mondays to Saturdays, 8:00AM – 5:00PM): Php 6,000		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Virtual Office Service: Php 1,500 / month		
END OF TRANSACTION				
TOTAL (Over-the-counter)		**-do-**	**3 minutes**	
TOTAL (On-coll deposit)			**48 hours**	
TOTAL (Online payment)			**24 hours**	
TOTAL NUMBER OF CLIENT STEPS			**1**	
TOTAL NUMBER OF AGENCY ACTIONS			**1**	

408

Cashiering Office

External-Internal Service No. 2: Releasing of Checks

This prescribes the procedure in the claiming of checks for payment of obligations of the University.

Office or Division:	Cashiering Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail	Students, parents, Batangas State University personnel, suppliers, contractors, or authorized representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification (ID) card (or any proof of identity with picture and signature)		Claimant or Authorized Representative		
Service Invoice/Collection Receipt/Acknowledgement Receipt (for suppliers; evidence of deliver) (1 Original)		Claimant or Authorized Representative		
Authorization Letter, if representative claims on behalf of claimant (1 Original), valid ID card of the authorized representative and a photocopy of valid ID card of the claimant affixing three (3) specimen signatures		Authorized Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **CLAIM** check from the issuing staff of the office	1. **CHECK** and **VERIFY** the identity of the claimant by requesting a valid ID card	None	5 minutes	*Administrative Aide VI* Cashiering Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	If the check is to be claimed by a representative, **REQUIRE** an authorization letter, valid ID card of the authorized representative and a photocopy of valid ID card of the claimant affixing three specimen signatures			
2. **SIGN** Disbursement Voucher and logbook	2. Before releasing the check, **REQUIRE** the claimant to **SIGN** the disbursement voucher and logbook **ISSUE** the check and **GET** the Service Invoice/ Collection Receipt/ Acknowledgement Receipt from the suppliers or contractors	None	5 minutes	*Administrative Aide VI* Cashiering Office
END OF TRANSACTION				
TOTAL		**None**	**10 minutes**	
TOTAL NUMBER OF CLIENT STEPS			**2**	
TOTAL NUMBER OF AGENCY ACTIONS			**2**	

HUMAN RESOURCE MANAGEMENT OFFICE
External-Internal Services

412

HUMAN RESOURCE MANAGEMENT OFFICE

External-Internal Service No. 1: Processing of Job Applications for Permanent, Temporary, Coterminous, Contractual, and Casual Teaching and Non-Teaching Employees, and Job Order/Contract of Service Personnel

This prescribes the procedure for the processing of job applications for permanent, temporary, coterminous, contractual and casual teaching and non-teaching employees, and Job Order/Contract of Service personnel. This process follows a structured approach to ensure that qualified candidates are selected based on merit and institutional needs.

Office or Division:	Human Resource Management Office (HRMO)	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who May Avail	All qualified applicants	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Application Letter addressed to the University President for Central Administration and to the Chancellors for Constituent Campuses (1 Original or 1 Photocopy)		Applicant
Filled-out Personal Data Sheet (PDS) with Work Experience Sheet (WES) (1 Photocopy)		Applicant
Official Transcript of Records *(for college graduate/ undergraduate)* (1 Authenticated Copy)		School attended
Diploma *(if Elementary/High School graduate)* (1 Authenticated Copy)		School attended
Certificate/s of Employment (if there is any) (1 Photocopy)		Agency currently/previously employed
Certificate/s of Seminars and Training Attended (if there is any) (1 Photocopy each)		Training provider
Certificate/s of Eligibility (if there is any) (1 Photocopy)		Civil Service Commission (CSC) Professional Regulatory Commission (PRC) Supreme Court
Performance Ratings (1 Photocopy)		Agency currently/previously employed

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **CHECK** CSC, the Batangas State University (BatStateU) website, and three (3) conspicuous places in the University.	1. **PUBLISH** job vacancy via CSC, BatStateU website, and in three (3) conspicuous places in the University.	None	1 day	*Administrative Officer/ Administrative Aide VI HRMO*
2. For physical submission of application: **SUBMIT** application letter to the Office of the University President for Central Administration/Office of the Chancellors for Constituent Campuses. For online applications: **UPLOAD** all the necessary requirements using the link provided in the publication.	2. **CHECK** if the application documents and requirements are complete and **ACKNOWLEDGE** the receipt of the application. If an application has incomplete requirements, **INFORM** the applicant personally or through email and phone call, to submit the deficiency within the publication period. 2.1. **SHORTLIST** applicants after the end of the publication period.	None None	10 days (Publication Period) 1 day	*Administrative Officer/ Administrative Aide VI HRMO*
	2.2. **CONDUCT** initial deliberation on the qualifications of shortlisted applicants.	None	1 day	*Human Resource Merit Promotion and Selection Board (HRMPSB) (for permanent non-teaching employees)* *FSB (for permanent, temporary, and COS teaching personnel)*

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	2.3. **POST** selection line-up in 3 conspicuous places in the University for at least 15 calendar days.	None	15 days	*Administrative Officer/ Administrative Aide VI HRMO*
	2.4. **CONDUCT** a background investigation on shortlisted applicants.	None	3 days	*Administrative Officer/ Administrative Aide VI HRMO*
3. **GET** notification through the given contact information of being shortlisted and the schedule of written examination/ skills/trade test, panel interview, teaching demonstration, or not being shortlisted for the position.	3. **INFORM** the applicants through the given contact information of being shortlisted and the schedule of the written examination/ skills/trade test, panel interview, teaching demonstration, or not being shortlisted for the position.	None	1 day	*Administrative Officer/ Administrative Aide VI HRMO*
4. **ATTEND** the scheduled written examination/skills /trade test.	4. **CONDUCT** a written examination/ skills/trade test.	None	1 day	*Psychometrician TAO Administrative Officer HRMO*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. **ATTEND** the FSB/HRMPSB panel interview (for permanent non-teaching personnel), teaching demonstration (for teaching personnel), and interview with the HRMO, immediate supervisor, and VP/VC concerned (for JO/COS non-teaching personnel)	5. **CONDUCT** FSB/HRMPSB panel interview (for permanent non-teaching personnel), teaching demonstration (for teaching personnel), and interview with the HRMO, immediate supervisor, and VP/VC concerned (for JO/COS non-teaching personnel)	None	1 day	*HRMPSB (for permanent non-teaching employees)* *FSB (for permanent, temporary, and COS teaching personnel)* *Immediate Supervisor/ HRMO/VP/VC Concerned (for JO/COS non-teaching personnel)*
	5.1. **CONSOLIDATE** results of written examination, skills/trade test, and panel interview (for non-teaching), teaching demonstration (for teaching), and interview (for non-teaching JO/COS)	None	2 days	*Administrative Officer/ Administrative Aide VI* HRMO
	5.2. **CONDUCT** final deliberation on the results of the process	None	1 day	*FSB/HRMPSB/ VPAF/VCAF/HRMO*
	5.3. **PREPARE** transmittal of the evaluation results and address to the University President/Chancellors	None	2 days	*Administrative Officer/ Administrative Aide VI* HRMO
	5.4. **SIGN** transmittal of the evaluation results addressed to the University President/ Chancellors	None	1 day	*FSB/HRMPSB/ VPAF/VCAF/HRMO*

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	5.5. **SUBMIT** to the Office of the University President/ Office of the Chancellor the transmittal of HRMPSB/FSB evaluation results	None	1 day	*Administrative Officer/ Administrative Aide VI* HRMO
	5.6. **SELECT** the qualified candidate for appointment to the position	None	1 day	*University President* Batangas State University or *Chancellor* Campus concerned
	5.7 **ENDORSE** to HRMO the transmittal of the selected candidate for the position.	None	1 day	*Administrative Aide VI Office of the University President/Chancellor*
	5.8 **PRESENT** to the University Administration and Finance Committee (UAFC) as part of HR matters for endorsement to the Board of Regents	None	1 day (Every 3rd Wednesday of the month)	*VCAF/ Assistant Director/Head* HRMO

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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
6. **GET** notification through the given contact information of being appointed to permanent teaching and/or non-teaching positions SG17 and below, or for being hired/rehired as JO and COS (teaching and non-teaching personnel).	6. **INFORM** the applicant to be appointed to permanent teaching and/or non-teaching positions SG17 and below, and those who will be hired as JO and COS (teaching and non-teaching personnel).	None	1 day	*Administrative Officer/ Administrative Aide VI* HRMO
END OF TRANSACTION				
TOTAL: For appointment of permanent personnel SG17 and below, Job Order/Contract of Service Workers.		**None**	**45 days**	
TOTAL NUMBER OF CLIENT STEPS			**6**	
TOTAL NUMBER OF AGENCY ACTIONS			**6**	
	2.1. **SUBMIT** to the Office of the Board Secretary the request for approval of appointment to positions SG18 and above and for confirmation of appointment to positions SG17 and below, hiring/rehiring of JO/COS personnel, for inclusion to the agenda of the BoR	None	3 days	*Administrative Officer/ Administrative Aide VI* HRMO

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. **SUBMIT** to the Board of Regents for approval of appointment to positions SG18 and above and for confirmation of appointment to positions SG17 and below, and hiring/rehiring of JO/COS personnel at a given deadline.	None	5 days (before regular meeting)	*Board Secretary I* Office of the Board Secretary
	2.3. **APPROVE** the appointment of personnel to positions SG18 and above and **CONFIRM** the appointment of personnel SG17 and below, and hiring/rehiring of JO/COS personnel.	None	1 day (Schedule depends to the BoR)	*Board of Regents* BatStateU
3. **GET** notification through the given contact information of being appointed to permanent teaching and non-teaching positions SG18 and above.	3.1. **INFORM** the applicant to be appointed to positions SG18 and above.	None	1 day	*Administrative Officer/ Administrative Aide VI* HRMO
4. **REPORT** to HRMO for onboarding.	4. **CONDUCT** onboarding.	None	5 days	*Assistant Director/Head AO/ADAVI* HRMO
END OF TRANSACTION				
TOTAL: For appointment of personnel SG18 and above.			**60 days**	
TOTAL NUMBER OF CLIENT STEPS		**4**		
TOTAL NUMBER OF AGENCY ACTIONS		**4**		

HUMAN RESOURCE MANAGEMENT OFFICE

External-Internal Service No. 2: Issuance of Certificate of Employment, Certificate of Service, and Service Record

This prescribes the procedure in the issuance of Certificate of Employment, Certificate of Service, and Service Record. The Certificate of Employment & Service Record is issued to both employed and formerly employed faculty members and employees, while the Certificate of Service is issued to Job Order/Contract of Service personnel. A Certificate of Employment/Certificate of Service contains position, office, duration of employment, salary, and purpose, while a Service Record contains detailed information of the appointment and the purpose.

Office or Division:	Human Resource Management Office (HRMO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen & G2G—Government to Government			
Who May Avail	Faculty, Employees and Separated Faculty and Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Slip		HRMO		
Clearance for separated employees, job order, and contract of service workers		HRMO		
Conditional Requirement: In case the concerned personnel cannot personally process:				
Signed authorization letter stating the processes to be undertaken by the representative		Authorized Representative		
Photocopy of employee ID (1 copy) and any valid ID of the representative (1 copy), with three (3) signatures		Concerned Personnel and Authorized Representative		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. **ACCOMPLISH** the request slip, and **SUBMIT** to the HRMO together with the clearance if necessary	1. **RECEIVE AND CHECK** the request slip and clearance, if applicable	None	1 minute	*Administrative Aide VI* HRMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1. **VERIFY** the employee records, **PREPARE** the requested document, and **ENDORSE** to signatories	None	30 minutes	*Administrative Aide VI* HRMO
	1.2. **COUNTERSIGN** under the name of the signatories	None	5 minutes	*Assistant Director/Head* HRMO
	1.3. **SIGN** the requested document	None	4 hours	*Vice President/Vice Chancellor for Administration and Finance (VPAF/VCAF)* OVPAF/OVCAF *Director* Administration Services
	1.4. **ENDORSE** to HRMO the signed document	None	1 minute	*Administrative Aide VI* OVPAF/OVCAF/Admin Services
	1.5. **NOTIFY** the client of the availability of documents for pick-up through Human Resource Management System/Email/ Phone call	None	2 minutes	*Administrative Aide VI* HRMO
2. **RECEIVE** the requested document and **SIGN** in the logbook	2. **RELEASE** the requested document	None	1 minute	*Administrative Aide VI* HRMO
END OF TRANSACTION				
TOTAL:		**None**	**4 hours and 40 minutes**	
TOTAL NUMBER OF CLIENT STEPS				**2**
TOTAL NUMBER OF AGENCY ACTIONS				**2**

HUMAN RESOURCE MANAGEMENT OFFICE

External-Internal Service No. 3: Issuance of Certificate of Performance Rating and No Pending Case

This prescribes the procedure for the issuance of Certificate of Performance Rating and Certificate of No Pending Case. The Certificate of Performance Rating certifies the final assessment of performance of the employee during employment, while the Certificate of No Pending Case certifies that there are no pending criminal/administrative case/s filed against such employees upon verification with the University's official record/database.

Office or Division:	Human Resource Management Office (HRMO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen & G2G—Government to Government
Who May Avail	Faculty, Employees, and Separated Faculty and Employees
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
HR Requisition Slip (BatStateU-FO-HRD-10)	http://dione.batstate-u.edu.ph/employee/HRMO
CSC Form No. 7 Revised 2018 (Modified) Clearance for separated employees JO/COS Clearance Form (BatStateU-FO-HRD-06)	HRMO
Conditional Requirement: In case the concerned personnel cannot personally process:	
Signed authorization letter stating the processes to be undertaken by the representative (1 original)	Concerned Personnel
Photocopy of employee ID (1 copy) and any valid ID of the representative (1 copy), with three (3) signatures	Concerned Personnel and Representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **ACCOMPLISH** the request slip, and **SUBMIT** to the HRMO together with the clearance if necessary	1. **RECEIVE AND CHECK** the request slip and clearance if applicable	None	2 minutes	*Administrative Aide VI* HRMO
	1.1. **VERIFY** the employee records, **PREPARE** the requested document, and **ENDORSE** to signatories	None	30 minutes	*Administrative Aide VI* HRMO
	1.2. **COUNTERSIGN** under the name of the signatories	None	5 minutes	*Assistant Director/Head* HRMO
	1.3. **SIGN** the requested document	None	4 hours	*Director* Administration Services
	1.4. **NOTIFY** the client of the availability of documents for pick-up through Human Resource Management System/Email/Phone call	None	2 minutes	*Administrative Aide VI* HRMO
	1.5. **VERIFY** the employee records, **PREPARE** the requested document, and **ENDORSE** to signatories	None	30 minutes	*Administrative Aide VI* HRMO
2. **RECEIVE** the requested document and **SIGN** in the logbook	2. **RELEASE** the requested document	None	1 minute	*Administrative Aide VI* HRMO
END OF TRANSACTION				
TOTAL:		**None**	**4 hours and 40 minutes**	
TOTAL NUMBER OF CLIENT STEPS				**2**
TOTAL NUMBER OF AGENCY ACTIONS				**2**

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EXTERNAL AFFAIRS OFFICE
External-Internal Services

EXTERNAL AFFAIRS OFFICE

External-Internal Service No. 1: Assistance in Benchmarking Activities and Campus Visits

This service facilitates benchmarking activities and campus visits by external organizations, universities, and stakeholders who wish to learn about the programs, facilities, and best practices of Batangas State University.

Office or Division:	External Affairs Office (EAO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business			
Who May Avail	External Stakeholders			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Letter addressed or endorsed to the President or Chancellor through email frontdesk@g.batstate-u.edu.ph		Unit/Sponsor		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. **SUBMIT** a request letter indicating the following: a. List of participants b. Objectives/ Specific areas of interest c. Proposed activities d. Schedule	1. **RECEIVE** and **ASSESS** the submitted request letter for endorsement to the Vice President/Vice Chancellor for Development and External Affairs (VPDEA/VCDEA)	None	5 minutes	*Staff* Office of the University President *Staff* Office of the Chancellor (OC)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2. **SEEK** the endorsement of the VPDEA/VCDEA to the EAO	None	5 minutes	*Program Development Staff/Technical Staff/Director/Assistant Director/ EAO* *VPDEA/Chancellor OVPDEA/OC*
None	3. **CHECK** the availability of the schedule of the concerned office/s	None	5 minutes	*Program Development Staff/Technical Staff/Director/Assistant Director/ EAO*
None	4. **ENDORSE** the approved request letter to the concerned office/s with details of the participants and intended itinerary	None	2 hours	*Program Development Staff/Technical Staff/Director/Assistant Director/ EAO* *VPDEA/ Chancellor OVPDEA/OC*
5. **PROCEED** to the approved date of visit/benchmarking activity	5. **ASSIST** the external stakeholders throughout the whole duration of the visit/ benchmarking activity	None	1 day	*Program Development Staff/Technical Staff/Director/Assistant Director/ EAO*
END OF TRANSACTION				
TOTAL		**None**	**1 day, 2 hours, 15 minutes**	
TOTAL NUMBER OF CLIENT STEPS			**2**	
TOTAL NUMBER OF AGENCY ACTIONS			**5**	

EXTERNAL AFFAIRS OFFICE

External-Internal Service No. 2: Assistance in the Establishment of Local Partnerships

This service facilitates the establishment and strengthening of partnerships with local organizations, government agencies, industries, and institutions to support Batangas State University's programs, projects, and initiatives in education, research, extension, and innovation.

Office or Division:	External Affairs Office (EAO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2G – Government to Business G2C – Government to Citizen			
Who May Avail	External Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter addressed or endorsed to President or Chancellor through email frontdesk@g.batstate-u.edu.ph		Office of the University President (OUP)		
Partnership and/or Linkage Proposal		External Affairs		
Draft Memorandum of Understanding		External Affairs/Partner Institution		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **SUBMIT** a formal request letter or proposal	1. **RECEIVE** and **ASSESS** the submitted request letter for endorsement to the Vice President/Vice Chancellor for Development and External Affairs (VPDEA/VCDEA)	None	5 minutes	*Staff* OUP

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2. **SEEK** the endorsement of the VPDEA/VCDEA to EAO	None	5 minutes	*Program Development Staff/ Technical Staff/ Director/ Assistant Director* EAO *VPDEA/Chancellor* OVPDEA/OC
3. **ATTEND** the exploratory meeting	3. **SCHEDULE** and **CONDUCT** an exploratory meeting to discuss the proposed partnership, including its objectives and terms	None	1 hour	*Program Development Staff/ Technical Staff/ Director/ Assistant Director/* EAO Concerned Office/College
4. **SUBMIT** the revised documents	4. **REQUEST** for additional information or revised documents based on the discussion during the meeting	None	1 day	*Program Development Staff/ Technical Staff/ Director/ Assistant Director* EAO
None	5. **PREPARE** and **SEEK** the approval of documents and **SUBMIT** the approved documents to the office concerned	None	1 day	*Program Development Staff/ Technical Staff/ Director/ Assistant Director* EAO

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. **PROCEED** to the signing of partnership	6. **FACILITATE** the signing of the MOU, MOA or other formal documentation	None	1 day	*Program Development Staff/ Technical Staff/ Director/ Assistant Director* EAO
END OF TRANSACTION				
TOTAL		None	**5 days, 2 hours, and 10 minutes**	
TOTAL NUMBER OF CLIENT STEPS			**4**	
TOTAL NUMBER OF AGENCY ACTIONS			**6**	

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EXTERNAL AFFAIRS OFFICE

External-Internal Service No. 3: Assistance to the Establishment of International Partnerships

This service facilitates the establishment and strengthening of partnerships with international Higher Education Institutions, international organizations, and international industries to support Batangas State University's internationalization programs, projects, and initiatives in education, research, extension, and innovation.

Office or Division:	External Affairs Office (EAO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2B – Government to Business			
Who May Avail	External Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Partnership and/or Linkage Proposal		External Affairs		
Request Letter addressed or endorsed to President through email frontdesk@g.batstate-u.edu.ph		Office of the University President (OUP)		
Draft Memorandum of Understanding/Agreement (MoU/MoA)		External Affairs/Partner Institution		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **PROVIDE** letter of intent for partnership	1. **RECEIVE** a letter of intent for partnership from an international universities/ institution	None	1 minute	*Program Development Staff/Director* EAO
None	2. **REVIEW** the background of the international universities/ institutions	None	1 hour	*Program Development Staff/Director* EAO

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. **ATTEND** the exploratory meeting	3. **SCHEDULE** and **CONDUCT** an exploratory meeting to discuss the proposed partnership, including its objectives and terms	None	1 hour	*Program Development Staff/Director/ EAO* Concerned Office/College
4. **SUBMIT** revised documents	4. **REQUEST** for additional information or revised documents based on the discussion during the meeting	None	1 day	*Program Development Staff/Director/ EAO*
None	5. **CREATE** the draft MoU/MoA considering the terms of partnership as agreed by both parties	None	1 day	*Program Development Staff/Director/ EAO*
6. **CHECK** and **REVIEW** the draft MoU/MoA	6. **PREPARE** and **REQUEST** for the approval of documents and **SUBMIT** the approved documents to the office concerned	None	1 day	*Program Development Staff/Director/ EAO*
7. **PROCEED** to the signing of partnership	7. **FACILITATE** the signing of the MoU, MoA or other formal documentation	None	1 day	*Program Development Staff/Director/ EAO* Concerned Office/College
END OF TRANSACTION				
TOTAL		**None**	**4 days, 2 hours, and 1 minute**	
TOTAL NUMBER OF CLIENT STEPS				**5**
TOTAL NUMBER OF AGENCY ACTIONS				**7**

EXTERNAL AFFAIRS OFFICE

External-Internal Service No. 4: Assistance to Internal Offices for Foreign Travel

This service facilitates requests for the approval of foreign travel of concerned office, official and students. It ensures compliance with guidelines, evaluates documents, and submit the Evaluation Form for the Necessity of Foreign for State Universities and Colleges to the Commission on Higher Education (CHED) International Affairs Service (IAS).

Office or Division:	External Affairs Office (EAO)	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government	
Who May Avail	Internal and External Stakeholders	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Requirements for the Approval of Request for Foreign Travel		EAO
1. Request Letter		Requesting Official/Office
2. Executive Brief of the Request		Office of the Secretary of the University and of the Board of Regents (BoR) (OUBS)
3. Letter of Invitation/Call/Announcement/Acceptance		University to be visited/Sponsoring Agency
4. IAS Clearance/Evaluation		CHED IAS
5. Tentative Program/Agenda (Schedule of Travel/Schedule of Presentation)		University to be visited/Sponsoring Agency
6. Profile of the University to be Visited/Profile of the Event/ Profile of the Sponsoring Agency		University to be visited/Sponsoring Agency
7. Significance of Travel		Requesting Official/Office
8. Detailed Itinerary of Travel		Requesting Official/Office
9. Detailed Estimated Expenses		Requesting Official/Office
10. Re-Entry Action Plan (REAP)		Requesting Official/Office
11. Presentation about the Competition/Abstract of Paper		Requesting Official/Office
12. Certificate of Availability of Funds (CAF)		Accounting Office

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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
13. Personnel Training and Development Committee endorsement (if necessary)	ISO
14. Memorandum of the OIC of the office during the Travel (if needed)	Requesting Official/Office
15. Quotation from three (3) airlines	Requesting Official/Office
16. Other agreement/s (if there is any)	EAO
17. Endorsement from CHED Regional Office (for students)	CHED Regional Office
18. Parent's Consent	ISO
19. Medical Certificate	University Wellness Center
20. Insurance with Medical Coverage	Resource Generation Office (RGO)/Auxiliary Service

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **PREPARE** and **PROCESS** the signing of the necessary travel documents	1. **ASSIST** the requesting office in identifying required documents, as well as information about visa related information and ensuring accuracy and completeness	None	1 Day	*Administrative Staff/Head* EAO
2. **SUBMIT** the necessary travel documents to EAO and **WAIT** for the CHED IAS Evaluation	2.1. **REVIEW** and **CHECK** the submitted documents for compliance with guidelines 2.2. **ENDORSE** the necessary travel documents to Vice President concerned/ President 2.3. **SUBMIT** CHED IAS Form for evaluation of the legitimacy of the travel	None	15 Days	*Administrative Staff/Head* EAO *Program Development Staff/Director* EAO

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. **WAIT** for the endorsement of the travel documents to the OUBS	3. **ENDORSE** the necessary travel documents to OUBS	None	5 Minutes	*Program Development Staff/Director* EAO
4. **PRESENT** the request for travel to the University Administrative and Finance Council (UAFC) meeting	4. **ASSIST** the presentation of request for travel to the UAFC meeting	None	1 Hour	*Program Development Staff/Director* EAO
5. **PREPARE** and **REVISE** the necessary documents as per the UAFC if necessary before travel documents to the BoR for approval	5. **ASSIST** the preparation and revision of the necessary documents as per the UAFC if necessary before submitting the travel documents to the BoR for approval	None	1 Day	*Program Development Staff/Director* EAO
6. **WAIT** for the release of the Authority to Travel and Secretary Certificate issued by the Office of the University President (OUP) and OUBS	6. **ENDORSE** the Authority to Travel and BoR Resolution or Secretary Certificate issued by the OUP and OUBS	None	1 Day	*Program Development Staff/Director* EAO
7. **ATTEND** the pre-departure orientation	7. **ORGANIZE** a pre-departure orientation session emphasizing cultural norms, etiquette, and the dos and don'ts specific to the destination country	None	1 Day	*Administrative Staff/Head* EAO *Program Development Staff/Director* EAO
END OF TRANSACTION				
TOTAL		**None**	**19 days, 1 hour, and 5 minutes**	
TOTAL NUMBER OF CLIENT STEPS				**7**
TOTAL NUMBER OF AGENCY ACTIONS				**7**

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EXTERNAL AFFAIRS OFFICE

External-Internal Service No. 5: Assistance in the Conduct of Job Fair

This service facilitates companies, organizations, and agencies in conducting a Job Fair at the Batangas State University. It provides an opportunity for students, alumni, and the community to access employment opportunities through a coordinated and organized event.

Office or Division:	External Affairs Office (EAO)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government G2B – Government to Businesses			
Who May Avail	Business Entity/Partner Industry			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Letter addressed or endorsed to the President of Chancellor through email frontdesk@g.batstate-u.edu.ph		Entity		
Job Fair Clearance Form signed by the Local Government Unit's (LGU's) Public Employment Services Office (PESO)		PESO Batangas City/ Nasugbu/ Malvar/ Lipa		
Certificate of No Pending Case (valid for 6 month)		Job Placement Office (JPO) of Constituent Campuses		
List of Job Vacancies		JPO of Constituent Campuses		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. **SUBMIT** a letter of intent or the JPO Form together with the list of requirements	1. **RECEIVE** and **ASSESS** the validity of the submitted documents	None	5 minutes	*Staff* Office of the University President
2. None	2. **SEEK** the endorsement of the Vice President/Vice Chancellor for Development and External Affairs (VPDEA/VCDEA) and final	None	5 minutes	*Technical Staff/Director/ Assistant Director/* EAO *VPDEA/Chancellor* OVPDEA/OC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	approval of the Chancellor/ University President			
3. **WAIT** for the feedback	3. **SUBMIT** the validated documents to the Department of Labor and Employment (DOLE) Batangas for Job Fair Clearance	None	15 days	*Technical Staff/Director/Assistant Director/* EAO
4. None	4. **SEND** the approved Job Fair Clearance to the Constituent Campus	None	5 minutes	*Technical Staff/Director/Assistant Director/* EAO
END OF TRANSACTION				
TOTAL		**None**	**15 days and 15 minutes**	
TOTAL NUMBER OF CLIENT STEPS			**2**	
TOTAL NUMBER OF AGENCY ACTIONS			**4**	

EXTENSION SERVICES OFFICE
External-Internal Services

EXTENSION SERVICES OFFICE

External-Internal Service No. 1: Request for Extension and Training Services

This prescribes the procedure in processing requests for the conduct of extension services by the Batangas State University (BatStateU) Extension Service Office (ESO), subject to agreed terms and conditions, upon request of industries, businesses, and agencies such as Local Government Units, Government Agencies, Non-Government Organizations, or People's Organizations.

Office or Division:	Extension Service Office (ESO)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client G2B – Government to Business G2G – Government to Government			
Who May Avail	Industries, businesses, and agencies such as Local Government Units, Government Agencies, Non-Government Organizations or People's Organizations requesting extension services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter indicating the type of extension services requested, to be addressed to the President (for Central Administration) or Chancellor (for Constituent Campus)		Requesting Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **SEND** a request letter detailing the specific needs and objectives of the desired extension service via email frontdesk@g.batstate-u.edu.ph	1. **RECEIVE** and **LOG** the request Note: If the request is disapproved, the staff of the receiving office will inform the requesting agency.	None	2 days *(acknowledgment of receipt)*	*Staff* Office of the University President (OUP) and Office of the Chancellor (OC)

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1. **SCHEDULE** a coordination meeting with the requesting agency	None	2 days *(acknowledgment of receipt)*	*Vice Chancellor for Research, Development, and Extension Services (VCRDES) (for Constituent Campus)* Office of the Vice Chancellor for Research, Development, and Extension Services (OVCRDES) or *Vice President for Research, Development, and Extension Services (VPRDES) (for Central Administration)* Office of the Vice President for Research, Development, and Extension Services (OVPRDES); *Staff* ESO; *College Extension Coordinator* Concerned College; *Representative* Requesting Agency

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. **ATTEND** the coordination meeting	2. **DETERMINE** the training need, type of training, number of participants, venue, schedule, and cost	None	4 hours	*VCRDES/VPRDES* OVCRDES/OVPRDES; *Director (for Central Administration) or Head (for Constituent Campus)* ESO; *College Extension Coordinator* Concerned College; *Staff* Requesting Agency
3. **PARTICIPATE** in the needs assessment	3. **CONDUCT** a needs assessment and **COLLABORATE** with relevant experts to develop a comprehensive extension proposal	None	10 days *(from receipt of complete information)*	*College Extension Coordinator, Faculty Extensionists* Concerned College/Faculty
None	4. **PREPARE** a detailed extension proposal with a detailed budget (BatStateU-FO-ESO-01) *Proposal Content: Includes project rationale, objectives, methodology, timeline, budget, and monitoring and evaluation plan*	None	5 days *(budget approval is based on the Budget Office timeline)*	*Project Proponents* Concerned College or Office

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.1. **REVIEW** and **ENDORSE** the extension proposal	None	1 day	*Director/Head* ESO
	4.2. **REVIEW** and **APPROVE** the extension proposal	None	1 day	*Concerned Vice Presidents (for Central Administration)* Concerned Office of the Vice President or *Concerned Vice Chancellors (for Constituent Campuses)* Concerned Office of the Vice Chancellor; *University President* Batangas State University or *Chancellor* Campus concerned
5. **DRAFT** and **FORWARD** a Memorandum of Understanding (MOU)/ Memorandum of Agreement (MOA), along with the required attachments, for review and approval	5. **RECEIVE** and **FORWARD** the MOU/MOA, along with the required attachments, for review and approval	None	5 days *(MOU/MOA drafting and submission for review within 5 days after budget approval)*	*Staff* Requesting Agency, *Director/Head* ESO *Project Proponents* Concerned College or Office *Staff* Legal Affairs Office

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.1. **FORWARD** the reviewed and approved MOU/MOA to the requesting agency	None	1 day	*Director/Head* ESO; *Project Proponents* Concerned College or Office
6. **ATTEND** the MOU/MOA ceremonial signing	6. **FACILITATE** the MOU/MOA ceremonial signing	None	4 hours	*Representative* Requesting Agency; *University President* Batangas State University or *Chancellor* Campus concerned *VPRDES/VCRDES* OVPRDES/OVCRDES; *Director/Head* ESO
7. **PARTICIPATE**/ **FACILITATE** the training or extension services in collaboration with BatStateU	7. **IMPLEMENT** the requested training or extension services based on the agreed-upon plan and timeline Note: **SUBMIT** an evaluation report after the conduct of the extension services	None	1 day *Note: Implementation as per the approved project timeline outlined in the proposal and MOU/MOA.*	*Project Proponents* Concerned College of Office; Requesting Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8. **PARTICIPATE** in the Monitoring and Evaluation activities	8. **CONDUCT** regular monitoring and evaluation of the extension projects or activities to ensure their effectiveness and impact *Note: Collection and analysis of data, preparation of progress reports, and conduct of post-evaluation surveys.*	None	1 day *Note: Monitoring and evaluation activities are conducted throughout the project implementation and after the project completion.*	*Project Proponents* Concerned College of Office; *Director/Head* ESO
END OF TRANSACTION				
TOTAL		**None**	**28 days**	
TOTAL NUMBER OF CLIENT STEPS			**7**	
TOTAL NUMBER OF AGENCY ACTIONS			**8**	

HEALTH SERVICES OFFICE
External-Internal Services

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HEALTH SERVICES OFFICE

External-Internal Service No. 1: Dental Consultation/Treatment/Management

This prescribes the procedure for Dental Consultation/Treatment/Management, which is available for students, faculty members, personnel and external stakeholders.

Office or Division:	Health Services Office (HSO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who May Avail	Students, Employees, and External Stakeholders (including but not limited to parents and partner agencies)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **SIGN** in the Transaction Logbook	1. **REFER** to the dentist.	None	1 minute	*Dental Assistant* HSO
2. **UNDERGO** Dental Consultation/Treatment/ Management	2. **RETRIEVE** Record System Assessment	None	5 minutes	*Dentist* HSO
	2.1. **RENDER** consultation/ treatment	None	45 minutes *Consultation – 15 minutes* *Tooth Extraction - 45 minutes* *Restoration - 30 minutes* *Oral Prophylaxis - 30 minutes*	*Dentist* HSO

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END OF TRANSACTION			
TOTAL	None	51 minutes	
TOTAL NUMBER OF CLIENT STEPS		2	
TOTAL NUMBER OF AGENCY ACTIONS		2	

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HEALTH SERVICES OFFICE

External-Internal Service No. 2: Issuance of Dental Certificate

This prescribes the procedure for the issuance of Dental Certificate to students, employees, and external stakeholders who have availed of dental services.

Office or Division:	Health Services Office (HSO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who May Avail	Students, Employees, and External Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **SIGN** in the Transaction Logbook in the office	1. **REFER** to the dentist	None	1 minute	*Dentist /Dental Assistant/Medical Assistant / Nurse* HSO
2. **UNDERGO** Dental Examination	2. **RETRIEVE** Record System Assessment	None	5 minutes	*Dentist* HSO
	2.2 **EXAMINE** the client	None	5 minutes	*Dentist* HSO
3. **ISSUE** Dental Certificate	3. **ISSUE** the medical certificate	None	5 minutes	*Dentist/Dental Assistant/Nurse* HSO
	3.1. **LOG** in the Dental Certificate Logbook	None	1 minutes	*Dentist /Dental Assistant/ Medical Assistant/ Nurse* HSO
END OF TRANSACTION				
TOTAL		None	17 minutes	
TOTAL NUMBER OF CLIENT STEPS			3	
TOTAL NUMBER OF AGENCY ACTIONS			3	

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HEALTH SERVICES OFFICE

External-Internal Service No. 3: Issuance of Medical Certificate

This prescribes the procedure for the issuance of certificate to students, faculty, employees, and external stakeholders who have availed of medical services.

Office or Division:	Health Services Office (HSO)	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
	G2C – Government to Citizen	
Who May Avail	Students, employees, and external Stakeholders	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
I. ON-THE-JOB TRAINING		
Chest X-ray result (taken within the last 6 months)		Hospital or DOH-assisted Laboratory
1x1 ID picture (1 piece) taken within the last six (6) months		Client
II. PRE-EMPLOYMENT		
For Permanent Employment Applicants:		
1 original & 1 photocopy of the results of the following:		Hospital or DOH-assisted Laboratory
Chest X-ray result [taken within the last (6) months]		Hospital or DOH-assisted Laboratory
Urinalysis [taken within the last one (1) week]		Hospital or DOH-assisted Laboratory
Complete Blood Count [taken within the last one (1) month]		Hospital or DOH-assisted Laboratory
Blood type		Hospital or DOH-assisted Laboratory
Drug Test [taken within the last one (1) year]		Hospital or DOH-assisted Laboratory
Neuropsychiatric Evaluation, if necessary		Hospital or DOH-assisted Laboratory
For Part-time and Job Order Employment Applicants:		
Chest X-ray result (taken within the last 6 months)		Hospital or DOH-assisted Laboratory
Neuropsychiatric Evaluation, if necessary		HRMO
CSC Form No. 211 (2 original) *for Permanent*		HRMO

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Medical Examination and Evaluation Form (1 original) *for Part-time and Job Order*	HRMO
1x1 ID picture (1 piece) taken within the last six (6) months	Client
III. SPORTS ACTIVITY	
For city meet, district, regional, and national competitions:	
1 original of the following:	
Chest X-ray result (valid within 2 months at the time of examination)	Hospital or DOH-assisted Laboratory
Urinalysis (valid within a month at the time of examination)	Hospital or DOH-assisted Laboratory
Complete Blood Count (valid within a month at the time of examination)	Hospital or DOH-assisted Laboratory
IV. LOCAL OFF CAMPUS ACTIVITY	
None	None
Conditional Requirement: *If further management and evaluation from a specialist are needed, a medical certificate from the specialist shall be submitted upon referral by the Physician.*	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **SIGN** in the Transaction Logbook, **SUBMIT** the required documents, and **ACCOMPLISH** the Medical Form	1. **RECEIVE** and **REVIEW** the documents and check for completeness	None	10 minutes	*Administrative Aide Medical Assistant/ Nurse* HSO
2. **UNDERGO** medical examination/evaluation	2. **PERFORM** history taking, physical examination	None	30 minutes	*Nurse* HSO
	2.1. **EXAMINE** the client and **ISSUE** a medical certificate	None	1 hour	*Physician* HSO
3. **LOG** on the Medical Certificate Logbook	3. **RELEASE** the medical certificate	None	5 minutes	*Administrative Aide Medical Assistant / Nurse* HSO
END OF TRANSACTION				

TOTAL	None	1 hour and 45 minutes	
TOTAL NUMBER OF CLIENT STEPS		**3**	
TOTAL NUMBER OF AGENCY ACTIONS		**3**	

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HEALTH SERVICES OFFICE

External-Internal Service No. 4: Medical Consultation

This prescribes the procedure for Medical Consultation, which is available for students, faculty members, personnel and external stakeholders.

Office or Division:	Health Services Office (HSO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who May Avail	Students, employees, and external stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **SIGN** in the Transaction Logbook	1. **RETRIEVE** health record.	None	5 minutes	*Administrative Aide Medical Assistant/Nurse* HSO
2. **UNDERGO** medical consultation	2. **PERFORM** assessment and history taking; and **REFER** to the physician	None	15 minutes	*Nurse / Physician* HSO
	2.1. **EXAMINE/EVALUATE, TREAT**, and **MANAGE**	None	1 hour	*Physician* HSO
END OF TRANSACTION				
TOTAL		**None**	**1 hour and 20 minutes**	
TOTAL NUMBER OF CLIENT STEPS			**2**	
TOTAL NUMBER OF AGENCY ACTIONS			**2**	

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LIBRARY
External-Internal Services

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LIBRARY

External-Internal Service No. 1: Library Reference Service (Patron Queries)

This prescribes the procedure for providing assistance to library users for their information and research needs.

Office or Division:	Library Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
	G2G – Government to Government
Who May Avail	Students, Faculty Members, Employees, Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Onsite Reference Service (Face to Face): For Student: One (1) Valid ID / QR Code: (Student ID / Registration Form, Referral Letter)	Automatically available for currently enrolled students, employed staff and Non-BatStateU researchers.
For Employee: One (1) Valid ID / QR Code: (Employee ID or any government-issued ID, such as: (1) Philippine Passport; (2) Unified Multipurpose ID (UMID) Card; (3) Driver's License; (4) Professional Regulation Commission (PRC) ID; (5) Voter's ID; (6) Senior Citizen ID; (7) Person with Disability (PWD) ID; (8) PhilHealth ID)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
On-site				
1. **LOG IN**				
1.1. Automated Attendance Monitoring System: **LOG IN** in the Attendance Monitoring for library users by typing the SR code/ employee number, tapping the ID, or scanning the QR code	1.1. **MONITOR** the Attendance Monitoring System	None	20 seconds	*Librarian/ Library Support Staff* Library
1.2. Manual: **LOG IN** using the Log Sheet for library users	1.2. **CHECK** the log sheet	None	1 minute	*Librarian/ Library Support Staff* Library
2. **PROCEED** to the Information Desk and **INFORM** the staff assigned on the inquiry	2. **ANSWER** the inquiry of the on-site client	None	5 minutes	*Librarian/ Library Support Staff* Library
END OF TRANSACTION				
TOTAL (automated system)		**None**	**5 minutes and 20 seconds**	
TOTAL (non-automated system)			**6 minutes**	
TOTAL NUMBER OF CLIENT STEPS				**2**
TOTAL NUMBER OF AGENCY ACTIONS				**2**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Digital/Virtual Reference Service *Online Messaging Application and/or Official E-mail Account*				
1. **VISIT** the Library Website at https://library.batstate-u.edu.ph/#/main/home and **SELECT** an option to send online inquiry	1. **MONITOR** incoming query	None	1 minute	*Librarian/ Library Support Staff* Library
2. For online messaging application, **GO** to "BatStateU Libraries on Facebook". **SELECT** the desired campus library, and **CLICK** "Message" to start a chat For E-mail inquiry, **TYPE** and **SEND** your inquiry to the official email address of the campus library	2. **RESPOND** to client's query within the day	None	4 minutes	*Librarian/ Library Support Staff* Library
END OF TRANSACTION				
TOTAL		**None**	**5 minutes**	
TOTAL NUMBER OF CLIENT STEPS				**2**
TOTAL NUMBER OF AGENCY ACTIONS				**2**

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LIBRARY

External-Internal Service No. 2: Accommodation of Non-BatStateU Researcher

This prescribes the procedure in providing assistance to non-Batangas State University (non-BatStateU) library users seeking information and research needs. The service is available during Fridays and Saturdays, subject to seat availability.

Office or Division:	Library Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
	G2G – Government to Government
Who May Avail	Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) Valid ID such as: Student ID / Registration Form / Employee ID or any government-issued ID: (1) Philippine Passport; (2) Unified Multipurpose ID (UMID) Card; (3) Driver's License; (4) Professional Regulation Commission (PRC) ID; (5) Voter's ID; (6) Senior Citizen ID; (7) Person with Disability (PWD) ID; (8) PhilHealth ID	Available from the respective institution/agency.
One (1) Referral Letter	Endorsed by the Head Librarian or an authorized representative from the institution/agency

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online Scheduling				
1. **VISIT** the BatStateU Library website, **GO** to "About", and **SELECT** "Information for Outside Researchers". **CHOOSE** the campus library to visit and **COMPLETE** the online reservation form. **ATTACH** the referral letter to the online scheduling form upon submission. *Non-BatStateU researchers will not be accommodated during holidays, and class /work suspension, and subject to availability of seats.*	1. **MONITOR** the request; **EVALUATE** the validity of the attached file; and **VERIFY** completeness of the supplied data. **CHECK** the availability of the target schedule of visit. *If the requested visit date is not available, the requestor will be notified and will be provided with other available schedules.*	None	5 minutes	*Librarian / Library Support Staff* Library
2. **CHECK** the email account provided in the form for updates on request status, schedule confirmation, or notifications	2. **MONITOR** the response / any other concern. *Concerns shall be addressed a day before the scheduled visit*	None	1 minute	*Librarian / Library Support Staff* Library
3. On the schedule of the visit, **PRESENT** a valid ID at the Library Circulation/ Information Desk	3. **ACCOMMODATE** the researcher	None	1 minute	*Librarian / Library Support Staff* Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. **SIGN** in the logbook.	4. **ASSIST** the researcher to accomplish the logbook and **ENDORSE** to the concerned staff/section	None	2 minutes	*Librarian / Library Support Staff* Library
END OF TRANSACTION				
TOTAL		**None**	**8 minutes**	
TOTAL NUMBER OF CLIENT STEPS			**4**	
TOTAL NUMBER OF AGENCY ACTIONS			**4**	

LIBRARY

External-Internal Service No. 3: Borrowing and Returning of Printed Books

This prescribes the procedure for borrowing and returning printed library resources (books, theses, dissertations, periodicals) through the Circulation/Information Desk. All printed library resources are accessible for in-library use, while Books are also allowed for home use, subject to the borrowing policies. Borrowing for home use of library resources is available to active Batangas State University (BatStateU) researchers. Returning borrowed books beyond the due date will incur an overdue fine of Php10 per item for each day of delay. To avoid overdue fines, library users are encouraged to notify the library to renew/extend the use of borrowed book(s).
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Office or Division:	Library Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government
Who May Avail	Students, Faculty and Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
BORROWING	
For Students: Valid BatStateU ID/ Registration Form	Automatically available for currently enrolled students and employed staff
For Employees, Faculty Members, Public: Valid BatStateU ID or any valid or One (1) Valid ID / QR Code such as: (1) Philippine Passport; (2) Unified Multipurpose ID (UMID) Card; (3) Driver's License; (4) Professional Regulation Commission (PRC) ID; (5) Voter's ID; (6) Senior Citizen ID; (7) Person with Disability (PWD) ID; (8) PhilHealth ID	Available from the respective institution/agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Borrowing (Through the Circulation/Information Desk)				
1. **CHECK** for the availability of library materials				
1.1. Automated System: **SEARCH** for the desired title(s) on the WebOPAC. *The WebOPAC provides bibliographic details as well as the call number, shelf location, and library where the item is located.*	1.1. **ASSIST** client in using the Online Public Access Catalog (OPAC) *In the event of internet or power interruption, personnel at the Circulation/Information Desk will assist the client in searching available library resources.*	None	2 minutes	*Librarian / Library Support Staff* Library
1.2. Manual: **SEARCH** for the desired title(s) in the hard / soft copy records of library materials	1.2. **ASSIST** client in searching for the title(s)	None	5 minutes	*Librarian / Library Support Staff* Library
2. **IDENTIFY** available materials. **COPY** the book details and **PROCEED** to its shelf location *For home use, proceed to the Circulation/ Information Desk. For in-library use, proceed directly to the available reading space in the library.*	2. **ASSIST** client in locating the material(s)	None	5 minutes	*Librarian / Library Support Staff* Library

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Borrowing for Home Use				
3.1. Automated System				
3.1.1. **PRESENT** ID and the library resource at the Circulation/ Information Desk to check-out the item(s)	3.1.1. **VERIFY** the ID, **ENTER** the employee /student number, and **SCAN** the barcode of the book/s. **PRINT** the book receipt	None	1 minute	*Librarian / Library Support Staff* Library
3.1.2. **RECEIVE** a copy of the transaction receipt	3.1.2. **DISCUSS** the borrowing guidelines with the client	None	1 minute	*Librarian / Library Support Staff* Library
3.1.3. Upon agreement with the borrowing guidelines and limitations, **SIGN** the 'conforme' section.	3.1.3. **RECEIVE** and **FILE** the signed loan receipt/s. *If invalid, clients may be unable to access services or borrowing privileges.*	None	1 minute	*Librarian / Library Support Staff* Library
3.2. Manual				
3.2.1. **PRESENT** a valid ID and **SIGN** at the Log sheet (on borrowed books/ periodicals, theses / dissertations) or on the book card. *The number of items that can be loaned-out is subject to the borrowing policies. The use of a log sheet or book card varies across campus libraries.*	3.2.1. **VERIFY** the validity of the ID	None	1 minute	*Librarian / Library Support Staff* Library
	3.2.2. **ASSIST** the client in accomplishing the logbook	None	1 minute	*Librarian / Library Support Staff* Library
END OF TRANSACTION				

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TOTAL (automated system)	**None**	**10 minutes**	
TOTAL (non-automated system)		**12 minutes**	
TOTAL NUMBER OF CLIENT STEPS		**3**	
TOTAL NUMBER OF AGENCY ACTIONS		**3**	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Borrowing (Through the Self-Checkout Kiosk)				
1. **CHECK** the availability of library materials, either from the OPAC or from the hard/soft copy of records of library materials	1. **ASSIST** client in using the Online Public Access Catalog (OPAC) or the hard/soft copy of records of library materials	None	2 minutes	*Librarian / Library Support Staff* Library
2. **IDENTIFY** available materials. **COPY** the book details and **PROCEED** to its shelf location	None	None	None	None
3. Once the BOOK(S) is located, **PROCEED** to the Self-Checkout Kiosk (self-service). **SCAN** the BatStateU ID on the kiosk, **PLACE** the book(s) on the designated slot, and **FOLLOW** the on-screen instructions *The kiosk is not available when there is a power interruption or Internet connection is not available.*	None *PROVIDE assistance on the use of the kiosk or the actual transaction if there are errors encountered*	None	None	None
4. **ENSURE** that the transaction is completed and **GET** the transaction receipt	None	None	None	*Librarian / Library Support Staff* Library
END OF TRANSACTION				
TOTAL		**None**	**2 minutes**	
TOTAL NUMBER OF CLIENT STEPS			**4**	
TOTAL NUMBER OF AGENCY ACTIONS			**1**	

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Returning (Through the Circulation/Information Desk)				
1. Returning After using the library books, **RETURN** them to the Circulation/Information Desk				
1.1. Automated System:				
1.1.1. **PRESENT** the borrowed materials at the Circulation/Information Desk to check-in the item on the system's records	1.1.1. **SCAN** the barcode of the borrowed materials to check-in the item on the system's records If the borrowed book is overdue, **PRINT** the Overdue Fines Slip	Overdue fine: Php 10/day / book	1 minute	*Librarian / Library Support Staff* Library
1.2. Manual Transaction				
1.2.1. **PRESENT** the borrowed materials	1.1.2. In returning, on the Borrowing Log Sheet / Book Card, **WRITE** the date of the return If overdue, **ASSESS** the book fine and **ISSUE** a payment slip form	Overdue fine: Php 10/day / book	2 minutes	*Librarian / Library Support Staff* Library
END OF TRANSACTION				
TOTAL (automated)		**Fine: Php 10/day / book**	**1 minute**	
TOTAL (manual)			**2 minutes**	
TOTAL NUMBER OF CLIENT STEPS				**1**
TOTAL NUMBER OF AGENCY ACTIONS				**1**

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Returning (Through the Book Return Kiosk)				
1. Returning 1.1. **PROCEED** to the Book Return Kiosk and TAP the screen to prompt the transaction. 1.2. **PLACE** the book(s) in the slot one at a time 1.3. Once the transaction is completed, **PRINT** the receipt 1.3.1. When errors are encountered in using the kiosk, **PROCEED** to the Circulation/Information Desk for assistance The Book Return Kiosk is usually located outside the Library to facilitate book-returning transactions outside the Library and beyond the service hours.	None	None	None	None
END OF TRANSACTION				
TOTAL		None	None	
TOTAL NUMBER OF CLIENT STEPS			1	
TOTAL NUMBER OF AGENCY ACTIONS			0	

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Payment of Overdue Fines				
1. **RETURN** the borrowed book(s) to the library	1. **FOLLOW** the book returning procedures 1.1. If the borrowed book(s) are not returned by the due date, an overdue fine will be imposed. The fine is Php10.00 per book per overdue day. *The computation of overdue excludes holidays, cancellation of classes/work, and on the days that the library is closed.*	Overdue fine: Php10.00 / day / book	1 minute	*Librarian / Library Support Staff* Library
2. **SECURE** the Overdue Fines Slip from the Circulation/ Information Desk	2. **ISSUE** the Overdue Fines Slip	None	1 minute	*Librarian / Library Support Staff* Library
3. **PROCEED** to the Cashier's Office to pay the overdue fine. **GET** the official receipt and **PRESENT** it back at the Circulation/Information Desk	3. **CLEAR** the overdue fine liability on the library user's account on the library system	None	3 minutes	*College Librarian I Administrative Aide VI* Library
END OF TRANSACTION				
TOTAL		**Overdue fine: Php10.00 / day / book**	**5 minutes**	
TOTAL NUMBER OF CLIENT STEPS			**3**	
TOTAL NUMBER OF AGENCY ACTIONS			**3**	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Book Renewal (On-site)				
1. **PROCEED** to the Circulation/Information Desk of your library, **INFORM** the personnel in-charge on the intention to renew/extend the borrowing days of the book(s) and **PRESENT** the borrowed book(s). **PROVIDE** the student's SR code or employee number	1. **VERIFY** client's eligibility for renewal and **UPDATE** records 1.1. If eligible, **PROCESS** the renewal and **ASSIGN** a new due date If not, **ADVISE** the client to return the overdue book/s and pay the overdue fines	None	1 minute	*Librarian / Library Support Staff* Library
2. **RECEIVE** the new transaction receipt/s	2. **DISCUSS** the renewal guidelines with the client. *Each book may only be renewed twice per borrower.* *Overdue books are not eligible for renewal*	None	2 minutes	*Librarian / Library Support Staff* Library
3. Upon agreement with the renewal guidelines and limitations, **SIGN** the 'conforme' section	3. **RECEIVE** and **FILE** the signed loan receipt/s	None	1 minute	*Librarian / Library Support Staff* Library
END OF TRANSACTION				
TOTAL		**None**	**4 minutes**	
TOTAL NUMBER OF CLIENT STEPS				**3**
TOTAL NUMBER OF AGENCY ACTIONS				**3**

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Book Renewal (through email)				
1. **SEND** an email renewal request containing the following information: (1) full name, (2) SR code / employee number, (3) book title/s and barcode/s	1. **REVIEW** the renewal request; **PROVIDE** information on the renewal guidelines; and **CONFIRM** the renewal *Each book may only be renewed twice per borrower.* *Overdue books are not eligible for renewal*	None	1 minute	*Librarian / Library Support Staff* Library
2. **ACKNOWLEDGE** receipt via email.	2. **MONITOR** the acknowledgement receipt/s	None	1 minute	*Librarian / Library Support Staff* Library
END OF TRANSACTION				
TOTAL		**None**	**2 minutes**	
TOTAL NUMBER OF CLIENT STEPS			**2**	
TOTAL NUMBER OF AGENCY ACTIONS			**2**	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Book Renewal (Through My Library Online Account Through the OPAC)				
1. **VISIT** the library website (https://library.batstate-u.edu.ph/#/main/home). On the right panel are the links to the campus library's OPAC.	None	None	None	None
2. **LOG** into the MY LIBRARY ONLINE ACCOUNT through the OPAC. **CLICK** on "My Info" to view the check-out books. **SELECT** the book for renewal and **CONFIRM** the new due date. *VISIT the Library for assistance if renewal is unsuccessful or the limit has been reached.*	None	None	None	None
END OF TRANSACTION				
TOTAL		**None**	**None**	
TOTAL NUMBER OF CLIENT STEPS			**2**	
TOTAL NUMBER OF AGENCY ACTIONS			**0**	

LIBRARY

External-Internal Service No. 4: Request for Document Delivery

This prescribes the procedure in providing online access to all digitized research materials and chapter(s) of print books. The service is provided through the online request form. Requests sent through e-mail and online messaging applications are also accommodated. All requests are delivered to the active Batangas State University (BatStateU) email address of the requestor.

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail	Students, Faculty and Employee			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
BatStateU e-mail account		Automatically available for currently enrolled students and employed staff.		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Document Delivery (Through the Online Request Form)				
1. To check the availability of materials, **VISIT** the BatStateU Library website at https://library.batstate-u.edu.ph/#/main/home and **ACCESS** the Online Public Access Catalog (OPAC) of the respective campus library	1. **MONITOR** the request. **ENSURE** that all information provided in the Google Form is complete and that the requested materials are available	None	2 minutes	*Librarian / Library Support Staff* Library
2. **NOTE DOWN** the call number, author, title/specific chapter/page	None	None		*Librarian / Library Support Staff* Library

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. To access scanning services for your campus, **NAVIGATE** to the 'Services' tab, **SELECT** 'Scanning Services,' and **CHOOSE** the appropriate scanning request form for your campus. **COMPLETE** the needed information on the Google Form and **SEND** the request.	3.1. **ACKNOWLEDGE** the request. **CHECK** from the library system if the requestor is an active student/faculty member/ employee of BatStateU 3.1.1. If not, **SEND** a notice through e-mail that the request is not possible 3.2. **CHECK** if the requested material(s) have digitized copy, if available, **SEND** or **SHARE** the copy to the BatStateU e-mail of the requestor 3.2.1. If none, **LOCATE** and **PULL OUT** the materials from the shelves 3.2.2. **SCAN** the requested chapter(s) 3.2.3. **SEND** or **SHARE** the copy to the BatStateU verified e-mail of the requestor	None	Printed Thesis/ Dissertation: 20 minutes Electronic Thesis & Dissertation (ETD): 8 minutes Books: 20 minutes	*Librarian / Library Support Staff* Library

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. **CHECK** the email account (verified BatStateU email account) to know the status of the request 4.1. **RECEIVE** the requested e-copy	None *The requestor will be notified for invalid request(s) such as:* *(1) Requestor is not an active BatStateU researcher;* *(2) Materials are from other campus(es);* *(3) Materials are not available;* *(4) Request made by the same person for the same title of his/her previous request;* *(5) Incomplete entries provided on the form.*	None	1 minute	None
END OF TRANSACTION				
TOTAL (Printed Thesis/Dissertation)		**None**	**25 minutes**	
TOTAL (Electronic Thesis & Dissertation)			**17 minutes**	
TOTAL (Books)			**25 minutes**	
TOTAL NUMBER OF CLIENT STEPS				**4**
TOTAL NUMBER OF AGENCY ACTIONS				**2**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Document Delivery (Request Through E-Mail or Online Messaging Application)				
1. To check the availability of materials, **VISIT** the BatStateU Library website at https://library.batstate-u.edu.ph/#/main/home and **ACCESS** the Online Public Access Catalog (OPAC) of the respective campus library	1. **MONITOR** the request. **ENSURE** that all information provided in the Google Form is complete and that the requested materials are available	None	2 minutes	*Librarian / Library Support Staff* Library
2. **NOTE DOWN** the call number, author, title/specific chapter/page	None	None	None	None
3. **CHECK** the official e-mail address or messaging application of the campus library from the library website https://library.batstate-u.edu.ph. **SEND** the request details to the e-mail or messaging application	3.1. **ACKNOWLEDGE** the request. **CHECK** from the library system if the requestor is an active student/faculty member/employee of BatStateU *If not, a notice will be replied or sent through e-mail that the request is not possible.*	None	Printed Thesis/ Dissertation: 20 minutes Electronic Thesis & Dissertation (ETD): 8 minutes Books: 20 minutes	*Librarian / Library Support Staff* Library

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2. **CHECK** if the requested material(s) have digitized copy. If available, **SEND** or **SHARE** the copy to the BatStateU e-mail of the requestor 3.2.1. If none, **LOCATE** and **PULL OUT** the materials from the shelves 3.2.2. **SCAN** the requested chapter(s) 3.2.3. **SEND** or **SHARE** the copy to the BatStateU verified e-mail of the requestor			

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. **CHECK** the email account (verified BatStateU email account) to know the status of the request 4.1. **RECEIVE** the requested e-copy	None *The requestor will be notified for invalid request(s) such as:* *(1) Requestor is not an active BatStateU researcher;* *(2) Materials are from other campus(es);* *(3) Materials are not available;* *(4) Request made by the same person for the same title of his/her previous request;* *(5) Incomplete entries provided on the form*	None	1 minute	None
END OF TRANSACTION				
TOTAL (Printed Thesis / Dissertation)		**None**	**25 minutes**	
TOTAL (Electronic Thesis & Dissertation)			**17 minutes**	
TOTAL (Books)			**25 minutes**	
TOTAL NUMBER OF CLIENT STEPS			**4**	
TOTAL NUMBER OF AGENCY ACTIONS			**2**	

LIBRARY

External-Internal Service No. 5: Request for Issuance of Referral Letter

This prescribes the procedure in the issuance of library referral letters to clients who wish to conduct their research in the libraries of other universities and institutions.

Office or Division:	Library Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who May Avail	Students, Faculty Members, and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Student: Valid Batangas State University (BatStateU) ID/ Registration Form	Automatically available for currently enrolled students and employed staff
For Employee/ Faculty Member: Valid BatStateU ID or any government-issued ID, such as (1) Philippine Passport; (2) Unified Multipurpose ID (UMID) Card; (3) Driver's License; (4) Professional Regulations Commission (PRC) ID; (5) Voter's ID; (6) Senior Citizen ID; (7) Person with Disability (PWD) ID; (8) PhilHealth ID)	

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **FILE** a request by completing the referral letter request slip (BatStateU-FO-LIB-07) available at the Information /Circulation Desk at least two (days) before the target visit	1.1. **REVIEW** the completeness of the provided details from the request slip 1.2. **PREPARE** the referral letter, indicating the needed information (name of students, institution and date to conduct the study) 1.3. **ISSUE/SEND** the Referral Letter (BatStateU-FO-LIB-04) signed by the Head Librarian	None	13 minutes	*Librarian / Library Support Staff* Library
2. **RECEIVE** the referral letter in print (face to face) or as an electronic copy (via email)	2. **INSTRUCT** the client to sign in the library's receiving copy or **ACKNOWLEDGE** receipt via email	None	2 minutes	*Librarian / Library Support Staff* Library
END OF TRANSACTION				
TOTAL		**None**	**15 minutes**	
TOTAL NUMBER OF CLIENT STEPS				**2**
TOTAL NUMBER OF AGENCY ACTIONS				**2**

LIBRARY

External-Internal Service No. 6: Issuance of Certification for Thesis/Dissertation Submission

This prescribes the procedure in the issuance of Certification for Thesis and Dissertation Submission to clients for submitting the hardbound and electronic copy in the library, as a prime requirement for graduation, and for any other official usage clients may need.

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Hardbound Copy of Thesis/Dissertation with Originally Signed Approval Sheet		Available for students who have completed the thesis/research courses		
One (1) Electronic copy of 10-page Executive Summary				
One (1) Electronic copy of Full Manuscript with signed Approval Sheet				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **LOG IN** to the BatStateU Library website: https://library.batstate-u.edu.ph/#/main/home using your student or employee credentials, and **COMPLETE** the appropriate request form for your campus *The electronic copies of requirements are attached on the online form.*	1. **MONITOR** the request	None	3 minutes	*Librarian/Library Support Staff* Library

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. **SUBMIT** the hardbound copy of thesis / dissertation	2.1. **REVIEW** the completeness of the provided details in the Google Form 2.2. **REVIEW/CHECK** the submitted softcopy of thesis / dissertation in terms of format, signatories on Approval Sheet, and completeness of the Executive Summary and Full Manuscript 2.3. **CHECK** if the requirements have been complied. If not, **INSTRUCT** the researchers to complete the requirements 2.4. **RECEIVE** the hardcopy of the theses/dissertations and check the approval sheet if duly and originally signed by the concerned signatories	None	10 minutes	*Librarian/Library Support Staff* Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.5. **ENCODE** the certification indicating the needed information as to name of students, college, program, title of research and the date of submission 2.6. For the hardcopy, **ISSUE** the Certification for Thesis / Dissertation Submission (BatStateU-CE-11) signed by the Head Librarian. For the electronic copy, **SHARE** the Google Drive link of the uploaded Certificate			
3. **RECEIVE** the certification as a hard copy or via a Google Drive link sent by email	3. **INSTRUCT** the client to sign in the library's receiving copy, if the certification was received in hard copy	None	1 minute	*Librarian/Library Support Staff* Library
4. For the issued hard copy certification, **SIGN** the Logbook for Submission of Theses/ Dissertations (BatStateU-LB-LIB-01), or the receiving copy. For the electronic Certificate shared in Google Drive, **ACKNOWLEDGE** receipt via email	4. **ASSIST** the client in accomplishing the logbook and **MONITOR** the acknowledgement receipt/s	None	1 minute	*Librarian/Library Support Staff* Library
END OF TRANSACTION				

TOTAL	None	15 minutes	
TOTAL NUMBER OF CLIENT STEPS			4
TOTAL NUMBER OF AGENCY ACTIONS			4

LIBRARY

External-Internal Service No. 7: Request for e-Library/Cyberspace Service

This prescribes the procedure in the use of computer units in the e-library with internet access for academic purposes, such as completing assignments and projects, and conducting research using scholarly websites, electronic resources, and databases.

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail	Students, Faculty Members, and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Batangas State University (BatStateU) ID (Student ID / Employee ID / Registration Form)		Automatically available for currently enrolled/employed		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **PROCEED** to the Cyberspace Information Desk and **ASK** the Computer Operator for the available computer unit	1. **ASSIGN** computer unit to clients 1.1. **MAKE SURE** the user has an available e-Library account 1.2. **REGISTER** in the e-Library system those Clients without an account	None	2 minutes	*Librarian/Library Support Staff* Library
2. **GO** to the assigned computer unit and **LOG IN** your e-Library account	2. **ASSIST** the client in using the computer	None	2 minutes	*Librarian/Library Support Staff* Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. **ACCESS** the computer stations	3. **MONITOR** the e-Library user *The e-Library system will automatically start and end the session.*	None	60 minutes	*Librarian/Library Support Staff* Library
END OF TRANSACTION				
TOTAL		**None**	**64 minutes**	
TOTAL NUMBER OF CLIENT STEPS			**3**	
TOTAL NUMBER OF AGENCY ACTIONS			**3**	

LIBRARY

External-Internal Service No. 8: Request for Library Signing of Clearance

This prescribes the procedure in the signing of clearance from the library to certify that the user has fulfilled all obligations, including overdue fines, unreturned materials, and payment or replacement of lost items.

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail	Students, Faculty Members, and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Valid Employee ID		Automatically available for currently employed		
One (1) Clearance Form		Human Resource Management Office (HRMO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **PROCEED** to the Information / Circulation Desk and **PRESENT** the clearance form *If cleared, wait for the signed clearance form.* *If not, settle the liabilities.*	1.1 **CHECK** the employees' records on the Online Clearance System or on the library system 1.1.1. If cleared, **SIGN** the clearance form 1.1.2. If there are liabilities, **INFORM** the client that the liabilities/ obligations must be settled first	None	3 minutes	*Head Librarian* *College Librarian I* *Administrative Aide VI* Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. **ISSUE** the signed clearance form			
2. **RECEIVE** the signed clearance form	2. **INSTRUCT** the client to sign in the library's receiving copy	None	1 minute	*Librarian / Library Support Staff* Library
3. **SIGN IN** the Logbook for Clearance (BatStateU-LB-LIB-02)	3. **ASSIST** the client in accomplishing the logbook	None	1 minute	*Librarian / Library Support Staff* Library
END OF TRANSACTION				
TOTAL		**None**	**5 minutes**	
TOTAL NUMBER OF CLIENT STEPS			**3**	
TOTAL NUMBER OF AGENCY ACTIONS			**3**	

PUBLIC RELATIONS OFFICE
External-Internal Services

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PUBLIC RELATIONS OFFICE

External-Internal Service No. 1: Request for Documentation of Major University Events and Activities

This prescribes the procedure in facilitating requests to document significant university events and activities. It ensures compliance with guidelines, evaluates requests, and coordinates permissions for capturing significant university milestones through various media.

Office or Division:	Public Relations Office (PRO)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who May Avail	Internal and External Stakeholders			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Accomplished BatStateU-FO-PR-01 (1 Original)		Internal stakeholders may download the ISO Form through the Employee Portal.		
		External stakeholders may request a copy of the ISO Form by emailing the PRO at publicrelations@g.batstate-u.edu.ph.		
Invitation/program or equivalent document (1 Photocopy)		Unit/Sponsor		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. **SUBMIT** an accomplished request for documentation form (BatStateU-FO-PR-01) with the attached invitation/program of the event	1. **RECEIVE** the accomplished request for documentation form (BatStateU-FO-PR-01) with the attached invitation/ program of the event from the concerned office/college/ campus	None	2 minutes	*Director Information Officer I* PRO

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. **SEEK** the approval of the request for documentation form	2. **ASSESS** and **SEEK** the PR Director's recommending approval and the University President's final approval. If not approved, the person responsible will edit and seek approval again	None	2 days	*Director Information Officer I* PRO
3. **PREPARE** materials to be used for documentation (if applicable)	3. **PREPARE** the materials needed for documentation such as camera, tripod, laptop, recorded, pen and notepad	None	2 hours	*Information Officer I* PRO
4. **PERFORM** documentation procedures (if applicable)	4. **PERFORM** the documentation procedures during an event/activity	None	1 day	*Information Officer I Information Officer II* PRO
5. **PREPARE** the news (if applicable)	5. **PREPARE** and **SUBMIT** the news and photos to the PR Director/ University President	None	4 hours	*Information Officer II Graphic Artist* PRO
None	6. **SEEK** the approval of the University President. If not approved, **EDIT** and **SEEK** approval again.	None	5 hours	*Director* PRO
None	7. **POST** the news and photos on the University website and social media accounts	None	1 hour	*Information Officer II* PRO
END OF TRANSACTION				

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TOTAL	None	3 days, 12 hours, and 2 minutes	
TOTAL NUMBER OF CLIENT STEPS		5	
TOTAL NUMBER OF AGENCY ACTIONS		7	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients may send their commendation/appreciation, query, request for assistance, or suggestion to the Committee on Anti-Red Tape – Central Administration (CART-CA) through the following: • Via the Batangas State University (BatStateU) **ARTA Help Desk** at https://batstateu.edu.ph/helpdesk/report-an-arta-concern/; • Via **phone**: (+63 43) 425-7158 loc. 1993 • Via **email**: cart@g.batstate-u.edu.ph • Via **physical mail** addressed to the Chairperson, Committee on Anti-Red Tape – Central Administration, Jose Rizal Building, Batangas State University – Pablo Borbon, Rizal Avenue Extension, Batangas City • Via **walk-in transaction**: Public Assistance and Complaints Desk (PACD), Ground Floor, Jose Rizal Building, BatStateU – Pablo Borbon Campus, Rizal Avenue Extension, Batangas City Alternatively, clients may transact directly with the Constituent Campus CARTs via email, landline, and walk-in *(please see contact information)*.
How feedback are processed	**Analysis**: • The CART Secretariat captures important information from the feedback. • The CART Secretariat determines the appropriate office to which the concern will be endorsed. **Endorsement**: • The CART Secretariat endorses the concern (via email) to the office concerned • The office concerned is required to take action on the concern within 24 hours upon the endorsement. • The office concerned must communicate its actions taken or, if the concern cannot be resolved within 24 hours, the actions to be taken and the corresponding timeline. **Evaluation**: • The CART Secretariat checks with the client to see if their concern has been addressed and if there are additional matters that need to be addressed. • If needed, the CART-Secretariat re-endorses the concern and/or endorses the client's additional concerns until the client's issues have been addressed.

	FEEDBACK AND COMPLAINTS MECHANISM
How to file complaint	Clients may file their complaint through the websites, email, social media accounts, and hotline numbers of the following government agencies: • 8888 Citizen's Complaint Hotline; • Civil Service Commission's Contact Center ng Bayan (CSC-CCB); • Anti-Red Tape Authority (ARTA) Alternatively, clients may direct their complaint to the CART-CA or to the Constituent Campus CART via the ARTA Help Desk, phone, email, physical mail, and walk-in transaction *(please see contact information)*.
How complaints are processed	**Analysis**: • The CART Secretariat captures important information from the complaint • The CART Secretariat determines the appropriate office to which the complaint will be endorsed. **Endorsement**: • The CART Chairperson endorses the complaint (through a formal letter) to the office concerned • The office concerned is required to transmit a response to CART within 24 hours upon the endorsement. The response must indicate the actions taken or, if the concern cannot be resolved within 72 hours, the actions to be taken and the corresponding timeline. **Evaluation and Approval**: • The CART Chairperson (for Central Administration) or CART Focal Person (for Campuses) evaluates the response and, if warranting revisions, returns the same to the office concerned. • When the response satisfies the evaluation of the CART Chairperson/Focal Person, it will be endorsed for the approval of the University President (for complaints coursed through external channels and/or received by CART-CA) or the Campus Chancellor (for complaints received by Constituent Campus CART). **Transmittal**: CART transmits the approved response to the complainant (if known) and the originating agency (if applicable) via email or via the 8888 Agency Portal (whichever is applicable).

FEEDBACK AND COMPLAINTS MECHANISM	
Contact Information:	**8888 Citizen's Complaint Hotline:** • Website: https://8888.gov.ph/file-complaint • Hotline and Short Messaging System: 8888 **CSC-CCB:** • Website: https://www.contactcenterngbayan.gov.ph/ • Email: email@contactcenterngbayan.gov.ph • Social media: https://www.facebook.com/civilservicegovph • Hotline: 8932-0111 • Short Messaging System: 0908-8816565 **Anti-Red Tape Authority (ARTA):** • Website: https://arta.gov.ph/fileacomplaint/ • Email: complaints@arta.gov.ph • Social media: https://www.facebook.com/artagovph/ • Walk-in/Physical mail: 4th Floor, NFA Building, NFA Compound, Vasra, Diliman, Quezon City 1128

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FEEDBACK AND COMPLAINTS MECHANISM	
Contact Information:	**BatStateU CART Central Administration:** • ARTA Help Desk: https://batstateu.edu.ph/helpdesk/report-an-arta-concern/ • Email: cart@g.batstate-u.edu.ph • Landline: (043) 425-7158 loc. 1993 • Location: Ground Floor, Jose Rizal Building, BatStateU – Pablo Borbon Campus, Batangas City **BatStateU Pablo Borbon CART**: • Email: cart.pb@g.batstate-u.edu.ph • Landline: (+63 43) 406-8800 / (+63 43) 779 – 8400 loc. 1218 • Location: 2nd Floor, CITE Building, Office of the Chancellor, Batangas State University – Pablo Borbon, Rizal Avenue Extension, Batangas City **BatStateU Alangilan CART**: • Email: artahelpdesk.alangilan@g.batstate-u.edu.ph • Landline: (043) 425-0139 loc. 2105 • Location: Ground Floor, Student Services Center Building, BatStateU – Alangilan Campus, Golden Country Homes, Brgy. Alangilan, Batangas City **BatStateU Lipa CART**: • Email: cart.lipa@g.batstate-u.edu.ph • Landline: (043) 980-0385; 980-0387; 980-0392 to 94 loc. 3111 / 3113 • Location: School Entrance, BatStateU – Lipa Campus, A. Tanco Drive, Brgy. Marawoy, Lipa City, Batangas **BatStateU JPLPC Malvar CART**: • Email: artahelpdesk.malvar@g.batstate-u.edu.ph • Landline: (043) 778-2170 loc. 9100 • Location: 2nd Floor, CECS Building, BatStateU – JPLPC Malvar Campus, Poblacion, Malvar, Batangas **BatStateU ARASOF Nasugbu CART**: • Email: cart.nasugbu@g.batstate-u.edu.ph • Landline: (043) 416-0350 loc. 401 • Location: Façade near Gate 1, BatStateU – Nasugbu Campus, R. Martinez St., Bucana, Nasugbu, Batangas

CLIENT FEEDBACK FORM

Privacy Notice: *Through this form, the following personal information will be collected: full name, email address, phone number, and address. This personal data will be used solely for documentation. It will only be used for evaluating impact assessment and will not be shared with any outside parties, but may be shared with the concerned office, if any, unless you requested to be anonymous. (Lahat ng makakalap na impormasyon ay gagamitin lamang sa dokumentasyon at pagpoproseso. Maaari naming ibigay ang inyong detalye sa opisinang pinatutungkulan, maliban kung nais ninyong maging anonymous.)*

CONSENT OF THE DATA SUBJECT

Yes ☐ No ☐	I hereby provide my explicit consent and authorize Batangas State University – The National Engineering University to collect, process, and store the personal information provided in this form for the sole purpose of organizing, conducting, and managing the data privacy webinar. I understand that this information will be handled in strict accordance with the provisions of the Data Privacy Act of 2012 and will be used only for the purpose of this specific activity.

CONTACT INFORMATION (optional)

Anonymous:	☐ Yes	☐ No
Full name:		
Email address:		
Phone number:		

FEEDBACK DETAILS

Campus:	☐ Central Administration ☐ Pablo Borbon ☐ Alangilan ☐ Lipa ☐ JPLPC – Malvar ☐ ARASOF – Nasugbu	☐ Lemery ☐ San Juan ☐ Rosario ☐ Balayan ☐ Mabini ☐ Lobo
Office:		
Nature of Concern:	☐ Compliment	☐ Complaint
	☐ Suggestion	☐ Request for assistance/query
Date of incident:		
Summary details:		

For inquiries, you may contact the Committee on Anti-Red Tape – Central Administration via
cart@g.batstate-u.edu.ph | +(63 43) 779-8400

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LIST OF OFFICES

BATANGAS STATE UNIVERSITY CENTRAL ADMINISTRATION		
Office	**Address**	**Contact Information**
Committee on Anti-Red Tape – Central	Ground Floor, Jose Rizal Building, Batangas State University – Pablo Borbon, Rizal Avenue Extension, Batangas City	cart@g.batstate-u.edu.ph (+63 43) 980-0385 loc. 1993
Scholarship Office	3rd Floor, Jose Rizal Building, Batangas State University – Pablo Borbon, Rizal Avenue Extension, Batangas City	scholarship.centraloffice@g.batstate-u.edu.ph (+63 43) 980-0385 loc. 1144
Testing and Admission Office	3rd Floor, Jose Rizal Building, Batangas State University – Pablo Borbon, Rizal Avenue Extension, Batangas City	tao.central@g.batstate-u.edu.ph (+63 43) 980-0385 loc. 1148
Cashiering Office	Ground Floor, Jose Rizal Building, Batangas State University – Pablo Borbon, Rizal Avenue Extension, Batangas City	cashier.central@g.batstate-u.edu.ph (+63 43) 980-0385 loc. 1215
External Affairs Office	3rd Floor, Jose Rizal Building, Batangas State University – Pablo Borbon, Rizal Avenue Extension, Batangas City	externalaffairs.central@g.batstate-u.edu.ph (+63 43) 980-0385 loc. 1143
Extension Services Office	2nd Floor, Jose Rizal Building, Batangas State University – Pablo Borbon, Rizal Avenue Extension, Batangas City	eso@g.batstate-u.edu.ph (+63 43) 980-0385 loc. 1131

LIST OF OFFICES

Office	Address	Contact Information
Health Services	Ground Floor, University Wellness Building, Batangas State University – Pablo Borbon, Rizal Avenue Extension, Batangas City	healthservices.central@g.batstate-u.edu.ph (+63 43) 980-0385 loc. 1997
Information and Communications Technology Services	3rd Floor, Jose Rizal Building, Batangas State University – Pablo Borbon, Rizal Avenue Extension, Batangas City	ict.central@g.batstate-u.edu.ph (+63 43) 980-0385 loc. 1835
Human Resource Management Office	2nd Floor, Jose Rizal Building, Batangas State University – Pablo Borbon, Rizal Avenue Extension, Batangas City	hrmo.central@g.batstate-u.edu.ph (+63 43) 980-0385 loc. 1104
Public Relations Office	4th Floor, Jose Rizal Building, Batangas State University – Pablo Borbon, Rizal Avenue Extension, Batangas City	publicrelations@g.batstate-u.edu.ph (+63 43) 980-0385 loc. 1989

BATANGAS STATE UNIVERSITY CENTRAL ADMINISTRATION

LIST OF OFFICES

BATANGAS STATE UNIVERSITY PABLO BORBON		
Office	**Address**	**Contact Information**
Committee on Anti-Red Tape – Pablo Borbon	2nd Floor, CITE Building, Office of the Chancellor, Batangas State University – Pablo Borbon, Rizal Avenue Extension, Batangas City	cart.pb@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779 – 8400 loc. 1218
Registration Services Office	First Floor, Jose Rizal Building, Office of the Registration Services, Batangas State University – Pablo Borbon, Rizal Avenue Extension, Batangas City	registrar.pb@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779 – 8400 loc. 1933/1149
Scholarship Office	Ground Floor, Jose Rizal Building,Scholarship Office, Batangas State University – Pablo Borbon, Rizal Avenue Extension, Batangas City	scholarship.pb@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779-8400 local 1834
Testing and Admission Office	Ground Floor, Jose Rizal Building,Testing and Admission Office, Batangas State University – Pablo Borbon, Rizal Avenue Extension, Batangas City	tao.pb@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779-8400 local 1848
Cashiering Office	Ground Floor, Jose Rizal Building,Cashiering Office, Batangas State University – Pablo Borbon, Rizal Avenue Extension, Batangas City	cashier.pb@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779-8400 local 1985
External Affairs Office	2nd Floor, CITE Building, Batangas State University – Pablo Borbon, Rizal Avenue Extension, Batangas City	externalaffairs.pb@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779 – 8400 loc. 1170/1943
Extension Services Office	Ground Floor Kaunlaran Hub, CITE Building Batangas State University – Pablo Borbon, Rizal Avenue Extension, Batangas City	extension.pb@g,batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779 – 8400 loc.1931

LIST OF OFFICES

BATANGAS STATE UNIVERSITY PABLO BORBON		
Office	Address	Contact Information
Health Services	Ground Floor and Second Floor, Wellness Center Building, Batangas State University – Pablo Borbon, Rizal Avenue Extension, Batangas City	healthservices.pb@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779 – 8400 loc. 1996/1998/1999
Information and Communications Technology (ICT) Services	3rd Floor, CITE Building, Batangas State University – Pablo Borbon, Rizal Avenue Extension, Batangas City	ict.pb@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779 – 8400 loc. 1135
Library	STEAM Library Building, Batangas State University – Pablo Borbon, Rizal Avenue Extension, Batangas City	library.pb@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779-8400 loc. 1150/1850
Office of Student Discipline	2nd Floor Wellness Building, Batangas State University-Pablo Borbon, Rizal Avenue Extension, Batangas City	osd.pb@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779 – 8400 loc. 1934
Student Organizations	3rd floor Wellness Building, Batangas State University – Pablo Borbon, Rizal Avenue Extension, Batangas City	studentorganization.pb@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779 – 8400 loc. 1165
Office of Guidance and Counselling	Ground Floor, Jose Rizal Building, Office of the Guidance and Counseling Services, Batangas State University – Pablo Borbon, Rizal Avenue Extension, Batangas City	ogc.pb@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779 – 8400 loc. 1834
Human Resource Management Office	Mezzanine, Higher Education Building I, Batangas State University – Pablo Borbon, Rizal Avenue Extension, Batangas City	hrmo.pb@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779-8400 loc.1804 / 1805

LIST OF OFFICES

BATANGAS STATE UNIVERSITY LEMERY CAMPUS		
Office	**Address**	**Contact Information**
Committee on Anti-Red Tape – Lemery	1st Floor, Technology Building, Batangas State University - Lemery, Rajah Matanda St., Brgy. Bagong Sikat, Lemery, Batangas	lemery@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779-8400 local 5101
Registration Services Office	1st Floor, Technology Building, Batangas State University - Lemery, Rajah Matanda St., Brgy. Bagong Sikat, Lemery, Batangas	registrar.lemery@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779-8400 local 5102
Scholarship Office	1st Floor, Technology Building, Batangas State University - Lemery, Rajah Matanda St., Brgy. Bagong Sikat, Lemery, Batangas	lemery@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779-8400 local 5102
Testing and Admission Office	1st Floor, Technology Building, Batangas State University - Lemery, Rajah Matanda St., Brgy. Bagong Sikat, Lemery, Batangas	lemery@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779-8400 local 5102
Cashiering Office	1st Floor, Technology Building, Batangas State University - Lemery, Rajah Matanda St., Brgy. Bagong Sikat, Lemery, Batangas	cashier.lemery@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779-8400 local 5102
External Affairs Office	1st Floor, Technology Building, Batangas State University - Lemery, Rajah Matanda St., Brgy. Bagong Sikat, Lemery, Batangas	dea.lemery@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779-8400 local 5101
Extension Services Office	1st Floor, Technology Building, Batangas State University - Lemery, Rajah Matanda St., Brgy. Bagong Sikat, Lemery, Batangas	extension.lemery@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779-8400 local 5101

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Office	Address	Contact Information
BATANGAS STATE UNIVERSITY LEMERY CAMPUS		
Health Services	1st Floor, Academic Building, Batangas State University - Lemery, Rajah Matanda St., Brgy. Bagong Sikat, Lemery, Batangas	health.lemery@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779-8400 local 5105
Information and Communications Technology (ICT) Services	1st Floor, Technology Building, Batangas State University - Lemery, Rajah Matanda St., Brgy. Bagong Sikat, Lemery, Batangas	ict.lemery@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779-8400 local 5101
Library	2nd Floor, Technology Building, Batangas State University - Lemery, Rajah Matanda St., Brgy. Bagong Sikat, Lemery, Batangas	library.lemery@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779-8400 local 5101
Office of Student Discipline	1st Floor, Technology Building, Batangas State University - Lemery, Rajah Matanda St., Brgy. Bagong Sikat, Lemery, Batangas	lemery@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779-8400 local 5102
Student Organizations	1st Floor, Academic Building, Batangas State University - Lemery, Rajah Matanda St., Brgy. Bagong Sikat, Lemery, Batangas	soa.lemery@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779-8400 local 5105
Office of Guidance and Counselling	4th Floor, Technology Building, Batangas State University - Lemery, Rajah Matanda St., Brgy. Bagong Sikat, Lemery, Batangas	ogc.lemery@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779-8400 local 5101
Human Resource Management Office	N/A	N/A

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BATANGAS STATE UNIVERSITY SAN JUAN CAMPUS		
Office	**Address**	**Contact Information**
Committee on Anti-Red Tape – San Juan	1st Floor, T.M. Kalaw Building, Batangas State University - San Juan, Brgy. Talahiban 2.0, San Juan, Batangas	academicaffairs.sanjuan@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779 – 8400 loc. 1993
Registration Services Office	1st Floor, T.M. Kalaw Building, Batangas State University - San Juan, Brgy. Talahiban 2.0, San Juan, Batangas	registrar.sanjuan@g.batstate-u.edu.ph (+63 43) 406-8800/ (+63 43) 779-8400 loc. 4104
Scholarship Office	1st Floor, P. Paterno Building, Batangas State University - San Juan, Brgy. Talahiban 2.0, San Juan, Batangas	scholarship.sanjuan@g.batstate-u.edu.ph (+63 43) 406-8800/ (+63 43) 779-8400 loc. 4104
Testing and Admission Office	1st Floor, T.M. Kalaw Building, Batangas State University - San Juan, Brgy. Talahiban 2.0, San Juan, Batangas	academicaffairs.sanjuan@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779 – 8400 loc. 1993
Cashiering Office	1st Floor, T.M. Kalaw Building, Batangas State University - San Juan, Brgy. Talahiban 2.0, San Juan, Batangas	cashier.sanjuan@g.batstate-u.edu.ph (+63 43) 406-8800/ (+63 43) 779-8400 loc. 4104
External Affairs Office	1st Floor, P. Paterno Building, Batangas State University - San Juan, Brgy. Talahiban 2.0, San Juan, Batangas	dea.sanjuan@g.batstate-u.edu.ph (+63 43) 406-8800/ (+63 43) 779-8400 loc. 4106
Resource Generation Office	Canteen Building, Batangas State University - San Juan, Brgy. Talahiban 2.0, San Juan, Batangas	rgo.sanjuan@g.batstate-u.edu.ph (+63 43) 406-8800/ (+63 43) 779-8400 loc. 4104
Extension Services Office	1st Floor, P. Paterno Building, Batangas State University - San Juan, Brgy. Talahiban 2.0, San Juan, Batangas	extension.sanjuan@g.batstate-u.edu.ph (+63 43) 406-8800/ (+63 43) 779-8400 loc. 4104

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Office	Address	Contact Information
BATANGAS STATE UNIVERSITY SAN JUAN CAMPUS		
Office	**Address**	**Contact Information**
Health Services	1st Floor, P. Paterno Building, Batangas State University - San Juan, Brgy. Talahiban 2.0, San Juan, Batangas	healthservices.sanjuan@g.batstate-u.edu.ph (+63 43) 406-8800/ (+63 43) 779-8400 loc. 4101
Information and Communications Technology (ICT) Services	1st Floor, P. Paterno Building, Batangas State University - San Juan, Brgy. Talahiban 2.0, San Juan, Batangas	ict.sanjuan@g.batstate-u.edu.ph (+63 43) 406-8800/ (+63 43) 779-8400 loc. 4104
Library	2nd Floor, T.M. Kalaw Building, Batangas State University - San Juan, Brgy. Talahiban 2.0, San Juan, Batangas	library.sanjuan@g.batstate-u.edu.ph (+63 43) 406-8800/ (+63 43) 779-8400 loc. 4103
Office of Student Discipline	1st Floor, P. Paterno Building, Batangas State University - San Juan, Brgy. Talahiban 2.0, San Juan, Batangas	academicaffairs.sanjuan@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779 – 8400 loc. 1993
Student Organizations	3rd Floor, P. Paterno Building, Batangas State University - San Juan, Brgy. Talahiban 2.0, San Juan, Batangas	academicaffairs.sanjuan@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779 – 8400 loc. 1993
Office of Guidance and Counselling	3rd Floor, P. Paterno Building, Batangas State University - San Juan, Brgy. Talahiban 2.0, San Juan, Batangas	ogc.sanjuan@g.batstate-u.edu.ph (+63 43) 406-8800/ (+63 43) 779-8400 loc. 4104
Human Resource Management Office	N/A	N/A

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BATANGAS STATE UNIVERSITY ROSARIO CAMPUS		
Office	**Address**	**Contact Information**
Committee on Anti-Red Tape – Rosario	Guard House, Front Gate, Batangas State University TNEU Jose B. Zuño-Rosario Campus, Namunga, Rosario Batangas	rosario.campus@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779-8400 loc. 4200
Registration Services Office	1st Floor, Pedro R. Inandan Hall Building, Batangas State University TNEU Jose B. Zuño-Rosario Campus, Namunga, Rosario Batangas	registrar.rosario@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779-8400 loc. 4205
Scholarship Office	Student Services Building, Batangas State University TNEU Jose B. Zuño-Rosario Campus, Namunga, Rosario Batangas	(+63 43) 406-8800 / (+63 43) 779-8400 loc. 4203
Testing and Admission Office	Student Services Building, Batangas State University TNEU Jose B. Zuño-Rosario Campus, Namunga, Rosario Batangas	tao.rosario@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779-8400 loc. 4203
Cashiering Office	1st Floor,Pedro R. Inandan Hall Building, Batangas State University TNEU Jose B. Zuño-Rosario Campus, Namunga, Rosario Batangas	cashiering.rosario@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779-8400 loc. 4201
External Affairs Office	2nd Floor, Pedro R. Inandan Hall Building, Batangas State University TNEU Jose B. Zuño-Rosario Campus, Namunga, Rosario Batangas	dea.rosario@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779-8400 loc. 4206

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Office	Address	Contact Information
BATANGAS STATE UNIVERSITY ROSARIO CAMPUS		
Extension Services Office	2nd Floor, Pedro R. Inandan Hall Building, Batangas State University TNEU Jose B. Zuño-Rosario Campus, Namunga, Rosario Batangas	reso.rosario@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779-8400 loc. 4214
Health Services	Student Services Building, Batangas State University TNEU Jose B. Zuño-Rosario Campus, Namunga, Rosario Batangas	healthservices.rosario@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779-8400 loc. 4210
Information and Communications Technology (ICT) Services	2nd Floor, Pedro R. Inandan Hall Building, Batangas State University TNEU Jose B. Zuño-Rosario Campus, Namunga, Rosario Batangas	ict.rosario@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779-8400 loc. 4206
Library	1st Floor,Pedro R. Inandan Hall Building, Batangas State University TNEU Jose B. Zuño-Rosario Campus, Namunga, Rosario Batangas	library.rosario@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779-8400 loc. 4209
Office of Student Discipline	1st Floor, Pedro R. Inandan Hall Building, Batangas State University TNEU Jose B. Zuño-Rosario Campus, Namunga, Rosario Batangas	osd.rosario@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779-8400 loc. 4201
Student Organizations	Student Services Building, Batangas State University TNEU Jose B. Zuño-Rosario Campus, Namunga, Rosario Batangas	studentorganization.rosario@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779-8400 loc. 4203

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BATANGAS STATE UNIVERSITY ROSARIO CAMPUS		
Office	**Address**	**Contact Information**
Office of Guidance and Counselling	Student Services Building, Batangas State University TNEU Jose B. Zuño-Rosario Campus, Namunga, Rosario Batangas	ogc.rosario@g.batstate-u.edu.ph (+63 43) 406-8800 / (+63 43) 779-8400 loc. 4204
Human Resource Management Office	N/A	N/A

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BATANGAS STATE UNIVERSITY ALANGILAN		
Office	**Address**	**Contact Information**
Committee on Anti-Red Tape – Alangilan	3rd Floor, Student Services Center Building, Batangas State University Alangilan	artahelpdesk.alangilan@g.batstate-u.edu.ph (+63 43) 425-0139 loc. 2105
Registration Services Office	2nd Floor, Student Services Center Building, Batangas State University Alangilan	registrar.alangilan@g.batstate-u.edu.ph (+63 43) 425-0139 loc 2149
Scholarship Office	2nd Floor, Albert Einstein Building, Batangas State University Alangilan	sfao.alangilan@g.batstate-u.edu.ph (+63 43) 425-0139 loc 2154
Testing and Admission Office	2nd Floor, Student Services Center Building, Batangas State University Alangilan	tao.alangilan@g.batstate-u.edu.ph (+63 43) 425-0139 loc 2148
Cashiering Office	Ground Floor, Student Services Center Building, Batangas State University Alangilan	cashier.alangilan@g.batstate-u.edu.ph (+63 43) 425-0139 loc 2215
External Affairs Office	Ground Floor, Sparta Gymnasium, Batangas State University Alangilan	externalaffairs.alangilan@g.batstate-u.edu.ph (+63 43) 425-0139 loc 2158
Extension Services Office	2nd Floor, College of Engineering Technology Building, Batangas State University Alangilan	cit.alangilan@g.batstate-u.edu.ph (+63 43) 425-0139 loc 2103
Health Services	Ground Floor, Sparta Gymnasium, Batangas State University Alangilan	healthservices.alangilan@g.batstate-u.edu.ph (+63 43) 425-0139 loc 2140
Information and Communications Technology (ICT) Services	2nd Floor, Sparta Gymnasium, Batangas State University Alangilan	ict.alangilan@g.batstate-u.edu.ph (+63 43) 425-0139 loc 2835

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	BATANGAS STATE UNIVERSITY ALANGILAN	
Office	**Address**	**Contact Information**
Library	2nd Floor, Albert Einstein Building, Batangas State University Alangilan	library.alangilan@g.batstate-u.edu.ph (+63 43) 425-0139 loc 2150
Office of Student Discipline	2nd Floor, Sparta Gymnasium, Batangas State University Alangilan	osd.alangilan@g.batstate-u.edu.ph (+63 43) 425-0139 loc 2147
Student Organizations	Ground Floor, Sparta Gymnasium, Batangas State University Alangilan	studentorganization.alangilan@g.batstate-u.edu.ph (+63 43) 425-0139 loc 2847
Office of Guidance and Counselling	2nd Floor, Sparta Gymnasium, Batangas State University Alangilan	ogc.alangilan@g.batstate-u.edu.ph (+63 43) 425-0139 loc 2248
Human Resource Management Office	3rd Floor, Student Services Center Building, Batangas State University Alangilan	hrmo.alangilan@g.batstate-u.edu.ph (+63 43) 425-0139 loc. 2105

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	BATANGAS STATE UNIVERSITY MABINI CAMPUS	
Office	**Address**	**Contact Information**
Committee on Anti-Red Tape – Mabini	3rd floor Student Services Center Building, Batangas State University Alangilan	artahelpdesk.alangilan@g.batstate-u.edu.ph (+63 43) 425-0139 loc. 2105
Registration Services Office	Ground Floor, Josefina L. Yu Hall Building (Faculty Room), Batangas State University TNEU - Mabini	registrar.mabini@g.batstate-u.edu.ph (+63 43) 425-0143 loc. 8103
Scholarship Office	Ground Floor, Josefina L. Yu Hall Building (Faculty Room), Batangas State University TNEU - Mabini	(currently no email) (+63 43) 425-0143 loc. 8103
Testing and Admission Office	Ground Floor, Josefina L. Yu Hall (Faculty Room), Batangas State University TNEU - Mabini	(currently no email) (+63 43) 425-0143 loc. 8103
External Affairs Office	Ground Floor, Josefina L. Yu Hall Building (Faculty Room), Batangas State University TNEU - Mabini	dea.mabini@g.batstate-u.edu.ph (+63 43) 425-0143 loc. 8103
Extension Services Office	Ground Floor, Josefina L. Yu Hall Building (Faculty Room), Batangas State University TNEU - Mabini	reso.mabini@g.batstate-u.edu.ph (+63 43) 425-0143 loc. 8103
Health Services	Infirmary Building, Batangas State University TNEU - Mabini	healthservices.mabini@g.batstate-u.edu.ph (+63 43) 425-0143 loc. 8104
Library	Ground Floor, Josefina L. Yu Hall Building, Batangas State University TNEU - Mabini	library.mabini@g.batstate-u.edu.ph (+63 43) 425-0143 loc. 8103

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BATANGAS STATE UNIVERSITY MABINI CAMPUS		
Office	**Address**	**Contact Information**
Office of Student Discipline	Ground Floor, Josefina L. Yu Hall Building (Faculty Room), Batangas State University TNEU - Mabini	(currently no email) (+63 43) 425-0143 loc. 8103
Student Organizations	Room 103, DPWH Building 1, Batangas State University TNEU - Mabini	cicssc.mabini@g.batstate-u.edu.ph ssc.mabini@g.batstate-u.edu.ph (+63 43) 425-0143 loc. 8103
Office of Guidance and Counselling	Ground Floor, Josefina L. Yu Hall Building (Faculty Room), Batangas State University TNEU - Mabini	(currently no email) (+63 43) 425-0143 loc. 8103

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BATANGAS STATE UNIVERSITY LOBO CAMPUS		
Office	**Address**	**Contact Information**
Committee on Anti-Red Tape – Lobo	1st Floor, *Tectona philippinensis* Building, Batangas State University – Lobo, Masaguitsit, Lobo, Batangas	ocd.campus@g.batstate-u.edu.ph (+63 43) 980-0385 loc. 7101
Registration Services Office	Ground Floor, *Tectona philippinensis* Building, Batangas State University – Lobo, Masaguitsit, Lobo, Batangas	registrar.lobo@g.batstate-u.edu.ph (+63 43) 980-0385 loc. 7103
Scholarship Office	Ground Floor, *Tectona philippinensis* Building, Batangas State University – Lobo, Masaguitsit, Lobo, Batangas	sfao.lobo@g.batstate-u.edu.ph (+63 43) 980-0385 loc. 7101
Testing and Admission Office	Ground Floor, *Tectona philippinensis* Building, Batangas State University – Lobo, Masaguitsit, Lobo, Batangas	tao.lobo@g.batstate-u.edu.ph (+63 43) 980-0385 loc. 7103
External Affairs Office	Ground Floor, *Tectona philippinensis* Building, Batangas State University – Lobo, Masaguitsit, Lobo, Batangas	dea.lobo@g.batstate-u.edu.ph (+63 43) 980-0385 loc. 7101
Extension Services Office	Ground Floor, *Tectona philippinensis* Building, Batangas State University – Lobo, Masaguitsit, Lobo, Batangas	reso.lobo@g.batstate-u.edu.ph (+63 43) 980-0385 loc. 7101
Health Services	Infirmary Building, Batangas State University – Lobo, Masaguitsit, Lobo, Batangas	healthservices.lobo@g.batstate-u.edu.ph (+63 43) 980-0385 loc. 7103
Information and Communications Technology (ICT) Services	Ground Floor, *Tectona philippinensis* Building, Batangas State University – Lobo, Masaguitsit, Lobo, Batangas	ict.lobo@g.batstate-u.edu.ph (+63 43) 980-0385 loc. 7101

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BATANGAS STATE UNIVERSITY LOBO CAMPUS		
Office	**Address**	**Contact Information**
Library	3rd Floor, *Tectona philippinensis* Building, Batangas State University – Lobo, Masaguitsit, Lobo, Batangas	library.lobo@g.batstate-u.edu.ph (+63 43) 980-0385 loc. 7104
Office of Student Discipline	Ground Floor, *Tectona philippinensis* Building, Batangas State University – Lobo, Masaguitsit, Lobo, Batangas	osd.lobo@g.batstate-u.edu.ph (+63 43) 980-0385 loc. 7103
Office of Guidance and Counselling	Ground Floor, *Tectona philippinensis* Building, Batangas State University – Lobo, Masaguitsit, Lobo, Batangas	ogc.lobo@g.batstate-u.edu.ph (+63 43) 980-0385 loc. 7103

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Office	Address	Contact Information
BATANGAS STATE UNIVERSITY BALAYAN CAMPUS		
Office	Address	Contact Information
Committee on Anti-Red Tape – Balayan Campus	3rd floor Student Services Center Building, Batangas State University Alangilan	artahelpdesk.alangilan@g.batstate-u.edu.ph (+63 43) 425-0139 loc. 2105
Registration Services Office	Ground Floor, RGR Building Batangas State University Balayan Campus	registrar.balayan@g.batstate-u.edu.ph (+63 43) 425-0139 loc 6102
Scholarship Office	Ground Floor, RGR Building Batangas State University Balayan Campus	sfao.balayan@g.batstate-u.edu.ph (+63 43) 425-0139 loc 6103
Testing and Admission Office	Ground Floor, RGR Building Batangas State University Balayan Campus	tao.balayan@g.batstate-u.edu.ph (+63 43) 425-0139 loc 6110
Cashiering Office	Ground Floor, RGR Building Batangas State University Balayan Campus	cashier.balayan@g.batstate-u.edu.ph (+63 43) 425-0139 loc 6103
Health Services	Ground Floor, RGR Building Batangas State University Balayan Campus	health.balayan@g.batstate-u.edu.ph (+63 43) 425-0139 loc 6102/6110
Information and Communications Technology (ICT) Services	Ground Floor, EEB Building Batangas State University Balayan Campus	ict.balayan@g.batstate-u.edu.ph (+63 43) 425-0139 loc 6106
Library	2nd Floor, EEB Building Batangas State University Balayan Campus	library.balayan@g.batstate-u.edu.ph (+63 43) 425-0139 loc 6109
Office of Student Discipline	Ground Floor, RGR Building Batangas State University Balayan Campus	discipline.balayan@g.batstate-u.edu.ph (+63 43) 425-0139 loc 6110

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BATANGAS STATE UNIVERSITY BALAYAN CAMPUS		
Office	**Address**	**Contact Information**
Student Organizations	2nd Floor, RGR Building Batangas State University Balayan Campus	sscbalayan@g.batstate-u.edu.ph (+63 43) 425-0139 loc 6102
Office of Guidance and Counselling	2nd Floor, EEB Building Batangas State University Balayan Campus	ogc.balayan@g.batstate-u.edu.ph (+63 43) 425-0139 loc 6109

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BATANGAS STATE UNIVERSITY LIPA		
Office	**Address**	**Contact Information**
Committee on Anti-Red Tape – Lipa	2nd Floor, Teresa Solis Building, Batangas State University -TNEU Lipa Campus, A. Tanco Drive, Marawoy, Lipa City, Batangas	cart.lipa@g.batstate-u.edu.ph (+63 43) 779-8400 loc. 3111
Registration Services Office	1st Floor, Teresa Solis Building, Batangas State University -TNEU Lipa Campus, A. Tanco Drive, Marawoy, Lipa City, Batangas	registrar.lipa@g.batstate-u.edu.ph (+63 43) 779-8400 to 06 loc. 3133/3103
Scholarship Office	1st Floor, Teresa Solis Building, Batangas State University -TNEU Lipa Campus, A. Tanco Drive, Marawoy, Lipa City, Batangas	sfao.lipa@g.batstate-u.edu.ph (+63 43) 779-8400 loc. 3104
Testing and Admission Office	1st Floor, Teresa Solis Building, Batangas State University -TNEU Lipa Campus, A. Tanco Drive, Marawoy, Lipa City, Batangas	tao.lipa@g.batstate-u.edu.ph (+63 43) 779-8400 loc. 3104
Cashiering Office (Cash Management Office)	1st Floor, Teresa Solis Building, Batangas State University -TNEU Lipa Campus, A. Tanco Drive, Marawoy, Lipa City, Batangas	cashier.lipa@g.batstate-u.edu.ph (+63 43) 779-8400 loc. 3102 / 3135
External Affairs Office	2nd Floor, Teresa Solis Building, Batangas State University -TNEU Lipa Campus, A. Tanco Drive, Marawoy, Lipa City, Batangas	externalaffairs.lipa@g.batstate-u.edu.ph (+63 43) 779-8400 loc. 3116
Extension Services Office	3rd, Room 303, Teresa Solis Building, Batangas State University -TNEU Lipa Campus, A. Tanco Drive, Marawoy, Lipa City, Batangas	extension.lipa@g.batstate-u.edu.ph (+63 43) 779-8400 loc. 3119

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BATANGAS STATE UNIVERSITY LIPA		
Office	**Address**	**Contact Information**
Health Services	2nd Floor, Andres Bonifacio Building, Batangas State University -TNEU Lipa Campus, A. Tanco Drive, Marawoy, Lipa City, Batangas	healthservices.lipa@g.batstate-u.edu.ph (+63 43) 779-8400 loc. 3109
Information and Communications Technology (ICT) Services	4th Floor, Teresa Solis Building, Batangas State University -Lipa, A. Tanco Drive, Marawoy, Lipa City, Batangas	ict.lipa@g.batstate-u.edu.ph (+63 43) 779-8400 loc. 3116
Library Services	5th Floor, Andres Bonifacio Building, Batangas State University -TNEU Lipa Campus, A. Tanco Drive, Marawoy, Lipa City, Batangas	library.lipa@g.batstate-u.edu.ph (+63 43) 779-8400 loc.3110
Office of Student Discipline	3rd Floor, Gregorio Zara Building, Batangas State University -TNEU Lipa Campus, A. Tanco Drive, Marawoy, Lipa City, Batangas	osd.lipa@g.batstate-u.edu.ph (+63 43) 779-8400 loc. 3125
Student Organizations	2nd Floor, Valerio Malabanan Building, Batangas State University -TNEU Lipa Campus, A. Tanco Drive, Marawoy, Lipa City, Batangas	studentorganization.lipa@g.batstate-u.edu.ph (+63 43) 779-8400 loc. 3106
Office of Guidance and Counselling	4th Floor, Andres Bonifacio Building, Batangas State University -TNEU Lipa Campus, A. Tanco Drive, Marawoy, Lipa City, Batangas	ogc.lipa@g.batstate-u.edu.ph (+63 43) 779-8400 loc.3123

BATANGAS STATE UNIVERSITY LIPA		
Office	**Address**	**Contact Information**
Human Resource Management Office	3rd Floor, Teresa Solis Building, Batangas State University -TNEU Lipa Campus, A. Tanco Drive, Marawoy, Lipa City, Batangas	hrmo.lipa@g.batstate-u.edu.ph / recruitment.lipa@g.batstate-u.edu.ph / compensation.lipa@g.batstate-u.edu.ph / training.lipa@g.batstate-u.edu.ph / performancemgt.lipa@g.batstate-u.edu.ph (+63 43) 779-8400 loc. 3112 0917-130-0276

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	BATANGAS STATE UNIVERSITY JOSE P. LAUREL POLYTECHNIC COLLEGE – MALVAR	
Office	**Address**	**Contact Information**
Committee on Anti-Red Tape	2nd Floor CECS Building, Batangas State University – JPLPC Malvar Campus, Poblacion Malvar, Batangas	artahelpdesk.malvar@g.batstate-u.edu.ph 778-2170 loc. 9100
Registration Services Office	1st Floor, Student Center II Building, Batangas State University – JPLPC Malvar Campus, Poblacion Malvar, Batangas	registrar.malvar@g.batstate-u.edu.ph 778-2170 loc. 9208
Scholarship Office	1st Floor CECS Building, Batangas State University – JPLPC Malvar Campus, Poblacion Malvar, Batangas	sfao.malvar@g.batstate-u.edu.ph 778-2170 loc. 9202
Testing and Admission Office	1st Floor CECS Building, Batangas State University – JPLPC Malvar Campus, Poblacion Malvar, Batangas	tao.malvar@g.batstate-u.edu.ph 778-2170 loc. 9210
Cashiering Office	1st Floor, Student Center II Building, Batangas State University – JPLPC Malvar Campus, Poblacion Malvar, Batangas	cashier.malvar@g.batstate-u.edu.ph 778-2170 loc. 9308
External Affairs Office	2nd Floor, Student Center II Building, Batangas State University – JPLPC Malvar Campus, Poblacion Malvar, Batangas	externalaffairs.malvar@g.batstate-u.edu.ph 778-2170 loc. 9214
Extension Services Office	4th Floor, CABEIHM Building, Batangas State University – JPLPC Malvar Campus, Poblacion Malvar, Batangas	extension.malvar@g.batstate-u.edu.ph 778-2170 loc. 9402

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Office	**Address**	**Contact Information**
Health Services	1st Floor, Student Center II Building, Batangas State University – JPLPC Malvar Campus, Poblacion Malvar, Batangas	healthservices.malvar@g.batstate-u.edu.ph 778-2170 loc. 9217
Information and Communications Technology (ICT) Services	3rd Floor CECS Building, Batangas State University – JPLPC Malvar Campus, Poblacion Malvar, Batangas	ict.malvar@g.batstate-u.edu.ph 778-2170 loc. 9502
Library	5th Floor CET Building, Batangas State University – JPLPC Malvar Campus, Poblacion Malvar, Batangas	library.malvar@g.batstate-u.edu.ph 778-2170 loc. 9209
Office of Student Discipline	4th Floor, CABEIHM Building, Batangas State University – JPLPC Malvar Campus, Poblacion Malvar, Batangas	osd.malvar@g.batstate-u.edu.ph 778-2170 loc. 9212
Student Organizations	4th Floor, CABEIHM Building, Batangas State University – JPLPC Malvar Campus, Poblacion Malvar, Batangas	studentorganization.malvar@g.batstate-u.edu.ph 778-2170 loc. 9212
Office of Guidance and Counselling	2nd Floor, Student Center II Building, Batangas State University – JPLPC Malvar Campus, Poblacion Malvar, Batangas	ogc.malvar@g.batstate-u.edu.ph 778-2170 loc. 9213
Human Resource Management Office	2nd Floor, Student Center II Building, Batangas State University – JPLPC Malvar Campus, Poblacion Malvar, Batangas	hrmo.malvar@g.batstate-u.edu.ph 778-2170 loc. 9302

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BATANGAS STATE UNIVERSITY APOLINARIO R. APACIBLE SCHOOL OF FISHERIES – NASUGBU		
Office	**Address**	**Contact Information**
Committee on Anti-Red Tape – Batangas State University ARASOF-Nasugbu Campus	1st Floor, Apacible Museum, Batangas State University ARASOF-Nasugbu, R. Martinez St., Brgy. Bucana, Nasugbu, Batangas	cart.nasugbu@g.batstate-u.edu.ph (+63) 919 079 0667 (+63 43) 416 0350 loc. 101
Registration Services Office	1st Floor, Apacible Museum, Batangas State University ARASOF-Nasugbu, R. Martinez St., Brgy. Bucana, Nasugbu, Batangas	registrar.nasugbu@g.batstate-u.edu.ph (+ 63) 919 079 0672 (+63 43) 416 0350 loc. 214, 234
Scholarship and Financial Assistance Office	1st Floor, Ermita Building, Batangas State University ARASOF-Nasugbu, R. Martinez St., Brgy. Bucana, Nasugbu, Batangas	sfao.nasugbu@g.batstate-u.edu.ph (+63) 919 079 0671 (+63 43) 416 0350 loc. 226
Testing and Admission Office	1st Floor, Apacible Museum, Batangas State University ARASOF- Nasugbu, R. Martinez St., Brgy. Bucana, Nasugbu, Batangas	tao.nasugbu@g.batstate-u.edu.ph (+63) 0919 079 0670 (+63 43) 416 0350 loc. 216
Cashiering Office	1st Floor, Ermita Building, Batangas State University ARASOF-Nasugbu, R. Martinez St., Brgy. Bucana, Nasugbu, Batangas	cashier.nasugbu@g.batstate-u.edu.ph (+63) 919 079 0675 (+63 43) 416 0350 loc. 416
External Affairs Office	2nd Floor, Ermita Building, Batangas State University ARASOF-Nasugbu, R. Martinez St., Brgy. Bucana, Nasugbu, Batangas	externalaffairs.nasugbu@g.batstate-u.edu.ph (+63) 919 079 0668 (+63 43) 416 0350 loc. 504
Extension Services Office	Hatchery Building, Batangas State University ARASOF-Nasugbu, R. Martinez St., Brgy. Bucana, Nasugbu, Batangas	extension.nasugbu@g.batstate-u.edu.ph (+63 43) 416 0350 loc. 303
Health Services	Infirmary Building, Batangas State University ARASOF-Nasugbu, R. Martinez St., Brgy. Bucana, Nasugbu, Batangas	healthservices.nasugbu@g.batstate-u.edu.ph (+63) 919 079 0674 (+63 43) 416 0350 loc. 215

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BATANGAS STATE UNIVERSITY APOLINARIO R. APACIBLE SCHOOL OF FISHERIES – NASUGBU		
Office	**Address**	**Contact Information**
Information and Communications Technology (ICT) Services	2nd Floor, San Juan Building, Batangas State University ARASOF-Nasugbu, R. Martinez St., Brgy. Bucana, Nasugbu, Batangas	ict.nasugbu@g.batstate-u.edu.ph (+63 43) 416 0350 loc. 502, 507
Library Services	1st Floor, Lobo Building, Batangas State University ARASOF-Nasugbu, R. Martinez St., Brgy. Bucana, Nasugbu, Batangas	library.nasugbu@g.batstate-u.edu.ph (+63 43) 416 0350 loc. 221
Office of Student Discipline	1st Floor, Ermita Building, Batangas State University ARASOF-Nasugbu, R. Martinez St., Brgy. Bucana, Nasugbu, Batangas	osd.nasugbu@g.batstate-u.edu.ph (+63 43) 416 0350 loc. 220
Student Organizations	Parent-Teacher Association Building, Batangas State University ARASOF-Nasugbu, R. Martinez St., Brgy. Bucana, Nasugbu, Batangas	studentorganization.nasugbu@g.batstate-u.edu.ph (+63 43) 416 0350 loc. 218
Office of Guidance and Counselling	1st Floor, Apacible Museum, Batangas State University ARASOF-Nasugbu, R. Martinez St., Brgy. Bucana, Nasugbu, Batangas	ogc.nasugbu@g.batstate-u.edu.ph (+63 43) 416 0350 loc. 219
Human Resource Management Office	2nd Floor, Back of Alfonso Joson Gymnasium, Batangas State University ARASOF-Nasugbu, R. Martinez St., Brgy. Bucana, Nasugbu, Batangas	hrmo.nasugbu@g.batstate-u.edu.ph (+63) 919 079 0673 (+63 43) 416 0350 loc. 402

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