



CAVITE STATE UNIVERSITY

CITIZEN'S CHARTER

(2020 Edition)



I. Mandate:

Section 2 of Republic Act No. 8468 “An Act Converting the Don Severino Agricultural College in the Municipality of Indang, Province of Cavite into a State University, to be Known as the Cavite State University” states that,

“The University shall primarily provide advance instruction and professional training in agriculture, science and technology, education and other related fields, undertake research and extension services, and provide progressive leadership in these areas.”

II. Vision:

The premier university in historic Cavite recognized for excellence in the development of globally competitive and morally upright individuals.

III. Mission:

Cavite State University shall provide excellent, equitable and relevant educational opportunities in the arts, sciences and technology through quality instruction and responsive research and development activities. It shall produce professional, skilled and morally upright individuals for global competitiveness.

IV. Service Pledge:

We **C**ommit to the highest standards of education, **v**alue our stakeholders, **S**trive for continual improvement of our products and services, and **U**phold the University’s tenets of Truth, Excellence, and **S**ervice to produce globally competitive and morally upright individuals.



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Cavite State University Main Campus
Office of the University President
External and Internal Services



1. Follow up of Document Submitted for Approval

This procedure aims to provide guidelines in conducting follow up of documents submitted for approval from the Office of the University President.

Office or Division:	Office of University President
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reference Number		Records Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the reference number provided by the Records Office	1. Check the reference number from the logbook on the computer	None	2 minutes	OP Staff
2. End-user /origin/Records Office to receive the document by indicating in the logbook his/her	2. Release the document and have them sign on the logbook	None	2 minutes	OP Staff



name, signature and date received				
	TOTAL:		4 minutes	



2. Submission of Documents for Approval of the President

This procedure aims to ensure that completed staff work (CSW) is properly observed prior to the approval of the University President)

Office or Division:	Office of University President
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reference Number		Records Office		
Appropriate / related attachments to support the request or report		Concerned issuing agency(ies)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user/Origin submits the document for approval	1. Acknowledge receipt of the document	None	1 minute	OP Staff
	2. Review the document as to content and attachments	None	2 minutes	OP Staff



2. End-user/Origin receives the document to comply with all the needed attachments	1. If found incomplete, return to the end-user/origin	None	1 minute	<i>OP Staff</i>
	2. If document is clear and complete, encode the details to the computer for recording and easy tracking	None	2 minutes	<i>OP Staff</i>
	3. Forward to the PMCO Director for evaluation	None	1 minute	<i>OP Staff</i>
	4. Evaluation of document	None	5 minutes	<i>PMCO Director</i>
	5. Recommends the document for approval	None	1 minutes	<i>PMCO Director</i>
	6. Forward the document to the President	None	1 minute	<i>OP Staff</i>
	7. Approval of the document	None	1 day	<i>University President</i>
	8. Once approved / disapproved, scan the document and encode the comments on the logbook for proper documentation	None	5 minutes	<i>OP Staff</i>



3. End-user /origin/Records Office to receive the document by indicating in the logbook his/her name, signature and date received	1. Release to the end- user/origin/Records Office and have them sign in the logbook	None	5 minutes	OP Staff
	TOTAL:		1 day and 24 minutes	



Cavite State University Main Campus
Office of the Board Secretary
External and Internal Services



1. Request and Release of Documents

This procedure aims to ensure that proper protocol and authorization in releasing of official documents of the CvSU Board of Regents are strictly observed and implemented.

Office or Division:	Office of the Board Secretary
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		From the requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Requesting party will fill-up the Request Form	1. Locate the requested document	None	3 minutes	OBS Staff
	2. Forward to the BS V for evaluation	None	1 Minute	OBS Staff
	3. Reviews the document if it can be released immediately or if it requires approval from the University President for release	None	3 minutes	BS V



	4. Releases the document(s) immediately	None	1 minute	<i>OBS Staff</i>
	TOTAL:		8 minutes	



2. Request and Release of Documents				
This procedure aims to ensure that proper protocol and authorization in releasing of official documents of the CvSU Board of Regents are strictly observed and implemented				
Office or Division:	Office of the Board Secretary			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		From the requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party will fill-out the Request Form	1. Indicate the schedule of release of the document(s) being requested	None	1 Minute	<i>OBS Staff</i>
	2. Locate the requested document	none	5 Minutes	<i>OBS Staff</i>
	3. Forward to the BS V for evaluation	None	1 Minute	<i>OBS Staff</i>
	4. Endorse the request to the Office of the University President for	None	5 minutes	<i>OBS Staff</i>



	clearance/signature or endorsement to the BOR Chair and members			
	5. Forward the document to the Chair and members of the Board of Regents to seek approval of release	None	1 days	<i>BS V</i>
	6. Approval of the request	None	3 day	<i>Board of Regents</i>
	7. Receive the approved request	None	3 minutes	<i>BS V / OBS Staff</i>
	8. Release the requested document(s)	None	1 minute	<i>OBS Staff</i>
4. Requesting party receives the document/documents and signs OBS logbook	1. Release the document/documents to the requesting party	None	1 minute	<i>OBS Staff</i>
TOTAL:			4 days, 17 minutes	



Cavite State University Main Campus
External and Business Affairs
External and Internal Services



1. Purchase of Nursery seedlings/ planting materials of Fruits and Vegetables

The Office of Business Affairs facilitates the sale of nursery seedlings/ planting materials of Fruits and Vegetables

Office or Division: Office of Business Affairs

Classification: Simple

Type of Transaction: G2C-Government to Citizen

Who may avail: All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of payment		University Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire available planting materials on sale	1. Post available planting materials on sale on the University Bulletin board	None	5 minutes	<i>CPU In-charge</i>
2. Inquire if stock is still available	1. Check inventory of stocks	None	10 minutes	<i>CPU In-charge</i>
3. Request for order of payment	1. Issue order of payment	None	5 minutes	<i>OBA Office</i>
4. Payment	1. Receive payment	Cost of stocks	10 minutes	University Cashier
5. Present proof of payment	1. Receive copy of proof of payment for encoding and filing	None	5 minutes	<i>CPU In-charge</i>



6. Receive stocks and gate pass	1. Issue stocks and gate pass. Update posting of available stocks	None	15 minutes	<i>CPU In-charge</i>
	TOTAL:		50 minutes	



2. Tenant Occupancy at University Entrepreneurial Center

The Office of Business Affairs facilitates the accommodation of business owners who have shown interest in renting space at the University Entrepreneurial Center also known as University Mall.

Office or Division:	Office of Business Affairs
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Business owners and operators

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Applicants Letter of Intent		Personally written by applicant		
Application form		Office of UEC		
Business Permit		Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Submission of Letter of Intent	1. Receive Letter of Intent for endorsement to the Office of the Director of Business Affair	None	2 minutes	<i>UEC Staff</i>
6. Fill up Application	1. Receive Application Form	None	2 minutes	<i>UEC In-charge</i>
2. Wait for result of evaluation	1. Evaluate based on	None	1 day	<i>OBA Director</i>



	availability of area requested, not exceeding on allowable number of same product, product sampling			
2. Submission of required documents	1. Receive required documents	None	1 minute	<i>UEC In-charge</i>
3. Determination of Rental rates	1. Actual measurement of the area	None	10 minutes	<i>UEC In-charge</i>
4. Start of operation				<i>UEC In-charge</i>
	TOTAL:		1 day and 25 minutes	



3. Occupancy for Student Housing Dormitory				
The Office of Business Affairs facilitates and accommodates students to the University dormitories.				
Office or Division:	Office of Business Affairs			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen (students)			
Who may avail:	All students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Occupant: Photocopy of Good Moral, ID picture (1x1) 2pcs, Parent's consent		Good Moral from their former school. ID picture to be provided by the student. Consent from parents/ guardian		
Old Occupant: Dorm Clearance (previous semester), Proof of payment of dorm fee current semester		Dorm Clearance at SHU In-charge, proof of payment at university cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for vacancy	1. Inform and show available room/space	None	15 minutes	SHU In-charge
2. Fill up Admission Form	1. Receive Admission Form	None	5 minutes	SHU In-charge
3. Request for order of payment	1. Issue order of payment	None	5 minutes	OBA Office
4. Payment	1. Receive payment	50% of dorm fee	10 minutes	University Cashier



5. Present proof of payment	1. Receive copy of proof of payment for encoding and filing	None	5 minutes	<i>SHU In-charge</i>
6. Occupying room	1. Assist student in the assigned room/ bed	None	15 minutes	<i>SHU In-charge</i>
5. Attend mass orientation	1. Conduct orientation regarding dorm rules and regulations	None	30 minutes	SHU In-charge
	TOTAL:		1 hour, 25 minutes	



Cavite State University Main Campus
Public Affairs and Communication Office
External and Internal Services



1. Scheduling of Visit to the University

The Public Affairs and Communications Office facilitates the accommodation of guests for official purposes like exploratory meetings and benchmarking.

Office or Division: Public Affairs and Communications Office

Classification: Complex

Type of Transaction: G2C – Government to Citizen
G2B – Government to Business
G2G – Government to Government

Who may avail: All visitors/Organizations/Institutions

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

Letter of Request to be sent to OP

Personally written by Visitors

Additional Details about the Visit (Agenda, Specific Offices to Visit, Names of Visitors)

Personally written by Visitors

CLIENT STEPS

AGENCY ACTION

FEES TO BE PAID

PROCESSING TIME

PERSON RESPONSIBLE

7. Submits letter of request to Office of University President (OP)

1. Checks and receives letter of request including additional details of the visit;
1.1 Sends an acknowledgement of the receipt of letter

None

5 minutes

OP/PACO Staff

8. Coordinates with PACO regarding final schedule of visit

1. Communicates with the concerned offices in relation to the purpose of visit

None

4 working days/processing

PACO Staff



9. Coordinates with the office during the visit	1. Accommodates the guests and facilitates visit on the day scheduled	None	1 day (depending on the number of days of visit)	<i>PACO Staff/Other offices concerned</i>
	TOTAL:		5 days, 5 minutes	



2. Publication of Information on Various Platforms

The Public Affairs and Communications Office facilitates the publication of materials for information dissemination through various platforms like the website, social media page, newsletter, bulletin boards, LED wall, etc.

Office or Division: Public Affairs and Communications Office

Classification: Complex

Type of Transaction: G2G - Government to Government

Who may avail: All offices of Cavite State University

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

Letter of request addressed to PACO

Personally written by Client

Material to be posted and the type of platform to be used (website, social media, newsletter, bulletin boards, LED wall, etc.)

Personally written by Client

CLIENT STEPS

AGENCY ACTION

FEES TO BE PAID

PROCESSING TIME

PERSON RESPONSIBLE

3. Sends a letter of request for publication of a material including the material to be published and the preferred platform

1. Receives the request letter and the material to be published
- 1.1 Sends an acknowledgement of the receipt of letter

None

5 minutes

PACO Staff



4. Coordinates with PACO regarding the final version of material to be published	1. Checks, edits, finalizes the material in terms of layout, grammar, etc. as approved by client	None	4 working days/processing	<i>PACO Staff</i>
5. Sends feedbacks on the materials to be published	1. Publishes material on the platform agreed upon by the client	None	1 hour	<i>PACO Staff/Other offices concerned (Webmaster for Website, University Computer Center for LED wall)</i>
	TOTAL:		4 days, 1 hour and 5 minutes	



3. Request for Documentation/Access of Documentation of Various Activities

The Public Affairs and Communications Office facilitates the documentation of various activities in the University like conferences, visits, official meetings, new protocols, and others as requested by the offices concerned. It also releases copies of documentation to certain offices as requested and refers client to other offices if requested documentation of an activity was not handled by PACO.

Office or Division: Public Affairs and Communications Office

Classification: Complex

Type of Transaction: G2G - Government to Government

Who may avail: All offices of Cavite State University

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request addressed to PACO		Personally written by Client		
Details on the activity to be documented/Details of documentation being requested for access		Personally written by Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends a letter of request for documentation of a specific activity/ request to access documentation of a certain activity	1. Receives the request letter and sends an acknowledgement of the receipt of letter 1.1 Schedules staff for documentation purposes of activity (for request for documentation) 1.2 Reviews available	None	1 working day/processing	PACO Staff



	<p>documented materials like photos/videos being requested (for request for access)</p> <p>1.3 Refers to concerned units if requested materials are not available in the office</p>			
2. Facilitates documentation during activity (for request for documentation)	1. Documents the activity being specified (for request for documentation)	None	*1 to 4 working days	<i>PACO Staff/Other offices concerned</i>
3. Facilitates copying of documented materials to a certain medium like flash drive, CD, external drive, etc.) (for request for access)	2. Copies/sends copy of documented materials (for request for access)	None	**1 hour	<i>PACO Staff/Other offices concerned</i>
	TOTAL:		5 days, 1 hour	



Cavite State University Main Campus
Gender and Development Resource Center
External and Internal Services



1. Consultation Services				
Provide consultancy services for internal (faculty members, employees, and students) and external (adopted communities, partner agencies, and etc.) clients.				
Office or Division:	Gender and Development Resource Center (GAD-RC)			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government and G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Log Book / Attendance Sheet		GAD-RC		
Stakeholder Feedback Form (1 copy)		GAD-RC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client sets appointment to the GAD-RC.	1. The GAD-RC Director/Staff assesses the needs of the client and schedule consultancy services with the Director and/or GAD-RC Unit Heads (Instruction and Curriculum, Research and Development, Training and Extension Services, and Counselling Services).	None	30 Minutes	GAD-RC Director/Staff
	2. The GAD-RC Staff informs the client of the scheduled appointment.	None	15 minutes	GAD-RC Staff



	3. The GAD-RC Director and/or concerned GAD-RC Unit Head conduct consultation services.	None	1 Day*	<i>GAD-RC Director and/or concerned GAD-RC Unit Head</i>
	TOTAL:		1 day, 45 minutes	

*depending on the needed consultancy services of the client



2. Request for Conduct of GAD Activities and Funding for External Clients

This procedure aims to provide financial assistance in conducting GAD activities for external clients (adopted communities, partner agencies, and etc.).

Office or Division: Gender and Development Resource Center (GAD-RC)

Classification: Simple

Type of Transaction: G2G-Government to Government and G2C-Government to Citizen

Who may avail: All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter addressed to the University President (1 copy)		Personally written by the clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits the request letter to the Office the President (OP) for approval.	1. The University President approves the request letter.	None	1 day	<i>University President</i>
	2. The OP staff forwards the approved request letter to the GAD-RC for implementation/assistance.	None	5 minutes	<i>OP Staff</i>



2. The client submits a copy of the accomplishment report to the GAD-RC.	3. The GAD-RC staff consolidates and evaluates the completeness of the reports.	None	30 minutes	<i>GAD-RC Staff</i>
	TOTAL:		1 day, 35 minutes	



3. Request for Resource Person to Conduct the GAD Activities for External Clients

This procedure aims to provide technical assistance in conducting GAD activities for external clients (adopted communities, partner agencies, and etc.).

Office or Division:	Gender and Development Resource Center (GAD-RC)			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government and G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter addressed to the University President (1 copy)		Personally written by the clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits the request letter to the Office of the President (OP).	1. The University President approves the request letter.	None	1 day	University President
	2. The OP Staff forwards the approved request letter to the GAD-RC for identification and invitation of resource person.	None	5 minutes	OP Staff



	3. The GAD-RC Director/Staff identifies and invites the resource person.	None	4 days	<i>GAD-RC Director/Staff</i>
	4. The GAD-RC Staff informs the client on the invited resource person.	None	30 minutes	<i>GAD-RC Staff</i>
	TOTAL:		5 days,35 minutes	



4. Request for Conduct of GAD Activities and Funding for Internal Clients

This procedure aims to provide financial assistance in conducting GAD activities for internal clients (faculty members, employees, and students).

Office or Division:	Gender and Development Resource Center (GAD-RC)			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government and G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Detailed activity proposal addressed to the University President including budgetary estimate and tentative program of activities (3 copies)		Personally written by the clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits activity proposal/request letter to the GAD-RC.	1. The GAD-RC Director reviews the activity proposal/request letter. If the activity proposal/request letter is acceptable, the Director recommends the activity proposal/request letter to the	None	1 hour	GAD-RC Director



	University President for approval, but if not acceptable, the Director returns the proposal to the client for consideration of the comments and suggestion.			
2. The client submits copy of the accomplishment report to the GAD-RC.	1. The GAD-RC staff consolidates and evaluates the completeness of the reports.	None	30 minutes	<i>GAD-RC Staff</i>
	TOTAL:		1 hour, 30 Minutes	



5. Request for Resource Person to Conduct the GAD Activities for Internal Clients

This procedure aims to provide technical assistance in conducting GAD activities for internal clients (faculty members, employees, and students).

Office or Division:	Gender and Development Resource Center (GAD-RC)			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government and G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter addressed to the Director (1 copy)		Personally written by the clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits the request letter to the GAD-RC.	1. The GAD-RC Director approves the request letter and returns it to the client.	None	30 minutes	<i>GAD-RC Director</i>
	2. The GAD-RC Director/Staff identifies and invites the resource person.	None	4 days	<i>GAD-RC Director/Staff</i>
	3. The GAD-RC Staff informs the client on the invited resource	None	1 day	<i>GAD-RC Staff</i>



	person.			
2. The client submits a copy of the accomplishment report to the GAD-RC.	4. The GAD-RC Staff Consolidates and evaluates the completeness of the reports.	None	30 minutes	<i>GAD-RC Staff</i>
	TOTAL:		4 days, 1 hour	



Cavite State University Main Campus
International and Local Collaboration and Linkages Office (ILCLO)
External and Internal Services



1. Evaluation of Foreign Travels

The International and Local Collaboration Office (ILCLO) manages the Evaluation of Foreign Travel/s of the University officials/administrators, faculty members, researchers, employees and/or staff.

Office or Division:	International and Local Collaboration and Linkages Office (ILCLO)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	University officials/administrators, faculty members, researchers, employees and/or staff.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request approved by the Office of the University President	Written by the requesting or concerned personnel
Letter of Invitation	Sponsoring Agency/Organization and/or Organizers
Proposed Program of Activities	Sponsoring Agency/Organization and/or Organizers
Itinerary of Travel (IoT)	IoT is a standard government-issued form (Government Accounting Manual Form) that can be downloaded or requested from any government office to be filled-up and/or accomplished by the requesting or concerned personnel
Breakdown of Expenses	Written by the requesting or concerned personnel
Certificate of Availability of Funds	Accounting Office



Copy of paper/s to be presented and proof indicating that the paper/s will be published in journal/s that is/are indexed by Elsevier/Scopus/ASEAN Citation Index (ACI)		Concerned personnel and the Sponsoring Agency/Organization and/or Organizers		
Statement of Benefits that will be gained by the University		Written by the requesting or concerned personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Re-entry Plan		ILCLO / CHED (to be filled-up and/or accomplished by the requesting or concerned personnel)		
Profile of the Organizer		Sponsoring Agency/Organization and/or Organizers		
Background information of the International Conference/ Meeting		Sponsoring Agency/Organization and/or Organizers		
Evaluation Form for the Necessity of Foreign Travel (CHED – IAS Form No. 15)		ILCLO /CHED (to be filled-up and/or accomplished by the Director for ILCLO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the Office of the University President (OUP)	1. Receive/Acknowledge/ Approve the letter of request	None	3 working days	<i>Concerned Personnel / OUP</i>



2. Submit ALL the required documents/ attachments to ILCLO	2. Receive/Acknowledge/Review the required documents/attachments submitted. 3. Evaluate the required documents/attachments using the prescribed	None	3 working days 2 working day/s (after the submission of ALL the requirements)	ILCLO ILCLO
	Evaluation Form for the Necessity of Foreign Travel (CHED IAS Form No. 15) 4. Submit the accomplished Evaluation Form together with the required attachments to the Office of the University President and/or, <i>when necessary</i> , to the Commission on Higher Education International Affairs Staff (CHED IAS) Office	None	3 working days <i>(15 working days if it is necessary to submit the papers to CHED-IAS)</i> 2 working day/s	ILCLO and OUP CHED-IAS ILCLO



	5. Endorse the documents to the Office of the Board Secretary (OBS) for the approval of the Board of Regents (BOR)			
	TOTAL:		13 days	



Cavite State University Main Campus
Internal Audit
External and Internal Services



1. Auditing of Disbursement Claims (Payment to Suppliers/ Creditors for Supplies, Materials and Equipment)

This procedure covers Disbursement for Payment to Suppliers, Creditors, and claims for Special Projects.

Office or Division:	Internal Audit
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Business Entity
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Obligation Request Status / Budget Utilization Request Status	Accounting Office
Disbursement Voucher	Accounting Office
Purchase Request	Supply Office
Line Item Budget (for Special Projects)	Funding Agency
PhilGEPS posting (above P50,000)	Supply Office
Quotation / Canvass (at least suppliers)	Supply Office
Abstract of Canvass	Supply Office
BAC Resolution	Supply Office
Purchase Order	Supply Office
Original copy of Billing / Sales Invoice	Supplier



Program / Invitation (if to be used for specific activity/program)		Claimant		
Inspection and Acceptance Report (IAR)		Supply Office		
Inventory Custodian Slip (ICS) / Property Acknowledgement Receipt (PAR), if applicable		Supply Office		
Warranty Certificate, if applicable		Supplier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Documents	1.Stamps the document "Received"	None	1 minute	<i>IA Receiving Clerk</i>
	2.Recording / Encoding of documents		2 minutes	<i>IA Receiving Clerk</i>
	3.Audit of Documents		30 minutes	<i>Internal Auditor</i>
	4.Releasing/Encoding of Documents		2 minutes	<i>IA Receiving Clerk</i>
	TOTAL:		35 minutes	



2.Auditing of Cash Advance for Operational Expenses				
This procedure covers all cash advances of employees and bonded officials for operational expenses				
Office or Division:	Internal Audit			
Classification:	Complex			
Type of Transaction:	G2B - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Obligation Request Status / Budget Utilization Request Status		Accounting Office		
Disbursement Voucher		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Documents	1.Stamps the document “Received”	None	1 minute	IA Receiving Clerk
	2.Recording / Encoding of documents		2 minutes	IA Receiving Clerk
	3.Audit of Documents		30 minutes	Internal Auditor
			2 minutes	IA Receiving



	4.Releasing/Encoding of Documents			Clerk
	TOTAL:		35 minutes	



3.Auditing of Cash Advance for Travelling Expenses

This procedure covers all cash advances of employees and bonded officials for operation and travelling expenses.

Office or Division:	Internal Audit
Classification:	Complex
Type of Transaction:	G2B - Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Obligation Request Status / Budget Utilization Request Status	Accounting Office
Disbursement Voucher	Accounting Office
Payroll, if applicable	Accounting Office
Approved Authority to go	Claimant
Approved Itinerary of Travel	Claimant
Approved Letter of Request (if to attend seminar/trainings etc.)	Claimant
Invitation / Program (if to attend seminar / trainings etc.)	Facilitating Agency
Line Item Budget (for Special Projects)	Funding Agency
Special Order / Designation (for Special Projects)	Office of the University President
Canvass of Accommodate Rate	Hotels, Dormitory Facilities



Flight Itinerary and Airfare, if applicable		Airlines Ticketing Officer / Travel Agency		
Obligation Request Status / Budget Utilization Request Status		Accounting Office		
Disbursement Voucher		Accounting Office		
Payroll, if applicable		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Documents	1.Stamps the document "Received"	None	1 minute	IA Receiving Clerk
	2.Recording / Encoding of documents		2 minutes	IA Receiving Clerk
	3.Audit of Documents		30 minutes	Internal Auditor
	4.Releasing/Encoding of Documents		2 minutes	IA Receiving Clerk
	TOTAL:		35 minutes	



4.Auditing of Disbursement Claims (Payment Due to University Personnel – Reimbursement of Travelling expense)

This procedure covers Disbursement Payment Due to University Personnel Travelling expense

Office or Division:	Internal Audit
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Obligation Request Status / Budget Utilization Request Status	Accounting Office
Disbursement Voucher	Accounting Office
Payroll, if applicable	Accounting Office
Approved Authority to go	Claimant
Approved Itinerary of Travel	Claimant
Approved Certificate of Travel Completed	Claimant
Original Copy of Certificate of Appearance	Human and Resource Development Office (HRDO)
Authenticated copy of Certificate of Attendance	Facilitating Agency



Approved Letter of Request (if to attend seminar/trainings etc.)		Claimant		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Invitation / Program (if to attend seminar / trainings etc.)		Facilitating Agency		
Travel Report (if attended a seminar / training etc.)		Claimant		
Purchase Request (for fuel)		Supply Office		
Original Copy of Official Receipts		Supplier		
Accomplished Trip Ticket (for fuel)		Physical Plant Services (PPS)		
Inspection and Acceptance Report (IAR)		Supply Office		
Line Item Budget (for Special Projects)		Funding Agency		
Special Order / Designation (for Special Projects)		Office of the University President		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents	1.Stamps the document “Received”	None	1 minute	IA Receiving Clerk
	2.Recording / Encoding of documents		2 minutes	IA Receiving Clerk
	3.Audit of Documents		30 minutes	Internal Auditor
			2 minutes	IA Receiving



	4.Releasing/Encoding of Documents			Clerk
	TOTAL:		35 minutes	



5. Auditing of Disbursement Claims (Payment Due to University Personnel- Reimbursement of Supplies and Materials)

This procedure covers Disbursement Payment Due to University Personnel – Supplies and Materials

Office or Division:	Internal Audit
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Obligation Request Status / Budget Utilization Request Status	Accounting Office
Disbursement Voucher	Accounting Office
Purchase Request	Supply Office
Line Item Budget (for Special Projects)	Funding Agency
Special Order / Designation (for Special Projects)	Office of the University President
Purchase / Work Order	Supply Office
Quotation/Canvass (at least 3 suppliers)	Supply Office
Abstract of Canvass	Supply Office
Approved Letter of Request to conduct the activity with	Claimant



budget estimate, if applicable				
Program / Invitation (if to be used for specific activity/program)		Claimant		
Inspection and Acceptance Report (IAR)		Supply Office		
Inventory Custodian Slip (ICS), if applicable		Supply Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Documents	1.Stamps the document "Received"	None	1 minute	<i>IA Receiving Clerk</i>
	2.Recording / Encoding of documents		2 minutes	<i>IA Receiving Clerk</i>
	3.Audit of Documents		30 minutes	<i>Internal Auditor</i>
	4.Releasing/Encoding of Documents		2 minutes	<i>IA Receiving Clerk</i>
	TOTAL:		35 minutes	



6. Auditing of Disbursement Claims (Salaries, Wages, Payrolls and Other Benefits)				
This procedure covers Disbursement for Salaries and Wages and other benefits				
Office or Division:	Internal Audit			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Obligation Request Status / Budget Utilization Request Status		Accounting Office		
Disbursement Voucher		Accounting Office		
Payroll		Accounting Office		
Approved / Signed Daily Time Record (DTR)		Employee/Claimant		
Accomplishment Report		Employee/Claimant		
Approved Appointment (for first payment)		HRDO		
Authority to Pay (for first payment)		Human and Resource Development Office (HRDO)		
Financial Plan (for NSTP Facilitator)		Office of the Student Affairs (OSAS)		
Schedule and Attendance Sheet (for RLE salaries)		College of Nursing (CON)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING TIME	PERSON



		PAID		RESPONSIBLE
10. Submit the documents	1.Stamps the document "Received"	None	1 minute	<i>IA Receiving Clerk</i>
	2.Recording/ Encoding of Documents		2 minutes	
	3.Audit of Documents		1 hour	<i>Internal Auditor</i>
	4.Releasing/Encoding of Documents		2 minutes	<i>IA Receiving Clerk</i>
	TOTAL:		1 hour and 5 minutes	



7.Auditing of Liquidation Report for Operational Expenses	
This procedure covers all liquidation report of employees and bonded officials for operational expenses	
Office or Division:	Internal Audit
Classification:	Complex
Type of Transaction:	G2B - Government to Government
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Obligation Request Status / Budget Utilization Request Status	Accounting Office
Disbursement Voucher	Accounting Office
Purchase Request	Supply Office
Line Item Budget (for Special Projects)	Funding Agency
Special Order / Designation (for Special Projects)	Office of the University President
Purchase / Work Order	Supply Office
Quotation/Canvass (at least 3 suppliers)	Supply Office
Abstract of Canvass	Supply Office
Approved Letter of Request to conduct the activity with budget estimate, if applicable	Claimant
Program / Invitation (if to be used for specific activity/program)	Claimant



Inspection and Acceptance Report (IAR)		Supply Office		
Inventory Custodian Slip (ICS), if applicable		Supply Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Documents	1.Stamps the document "Received"	None	1 minute	IA Receiving Clerk
	2.Recording / Encoding of documents		2 minutes	IA Receiving Clerk
	3.Audit of Documents		30 minutes	Internal Auditor
	4.Releasing/Encoding of Documents		2 minutes	IA Receiving Clerk
	TOTAL:		35 minutes	



8.Auditing of Liquidation Report for Travelling Expenses

This procedure covers all liquidation report of employees and bonded officials for travelling expenses

Office or Division:	Internal Audit
Classification:	Complex
Type of Transaction:	G2B - Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Obligation Request Status / Budget Utilization Request Status	Accounting Office
Disbursement Voucher	Accounting Office
Payroll, if applicable	Accounting Office
Approved Authority to go	Claimant
Approved Itinerary of Travel	Claimant
Approved Certificate of Travel Completed	Claimant
Original Copy of Certificate of Appearance	Human and Resource Development Office (HRDO)
Authenticated copy of Certificate of Attendance	Facilitating Agency
Approved Letter of Request (if to attend seminar/trainings etc.)	Claimant



Invitation / Program (if to attend seminar / trainings etc.)		Facilitating Agency		
Travel Report (if attended a seminar / training etc.)		Claimant		
Purchase Request (for fuel)		Supply Office		
Original Copy of Official Receipts		Supplier		
Accomplished Trip Ticket (for fuel)		Physical Plant Services (PPS)		
Inspection and Acceptance Report (IAR)		Supply Office		
Original Copy of Boarding Pass (if with airfare)		Airlines		
Line Item Budget (for Special Projects)		Funding Agency		
Special Order / Designation (for Special Projects)		Office of the University President		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Documents	1.Stamps the document "Received"	None	1 minute	<i>IA Receiving Clerk</i>
	2.Recording / Encoding of documents		2 minutes	<i>IA Receiving Clerk</i>
	3.Audit of Documents		30 minutes	<i>Internal Auditor</i>
	4.Releasing/Encoding of		2 minutes	<i>IA Receiving Clerk</i>



	Documents			
	TOTAL:		35 minutes	



Cavite State University Main Campus
Office of the Vice-President for Administrative and Support Services
External and Internal Services



Cavite State University Main Campus
Office of the Director for Administration
External and Internal Services



Cavite State University Main Campus

Records Office

External and Internal Services



1. Authentication of Documents

To ensure the authenticity and validity of all original copies of documents presented for authentication

Office or Division:	Records Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Internal and External Clients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Authentic and valid documents, and reproduced copies (plus 1 set of reproduced copies for Records Office file)		Internal and External Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents authentic and valid original copies of documents together with reproduced copies	1. Checks for the authenticity and validity of the original copies of documents presented for authentication		1 minute per page	<i>Records Office Staff</i>
	2. Scrutinizes the photocopies of documents and compares to the original copy to detect differences in ink, signatures, alterations or additions, and if the whole page of document is captured in photocopying		3 minutes	<i>Records Office Staff</i>



2. Fills up the authentication request form	1. Receives the documents requested for authentication		2 minutes	<i>Records Office Staff</i>
	2. Issues order of payment		1 minute	<i>Records Office Staff</i>
3. Pays to the Cashier Office	1. Authenticates the documents	Php 5.00 per page	3 minutes	<i>Records Office Staff</i>
	1.1 Records the authenticated documents and retains a copy for Records Office file			<i>Records Office Staff</i>
4. Claims the authenticated documents together with the original copies	1. Releases the authenticated documents together with the original copies		2 minutes	<i>Records Office Staff</i>
	1.1 Records the amount paid for authentication and the Official Receipt Number			<i>Records Office Staff</i>
	TOTAL:	Php 5.00	12 minutes	



2. Management of Communication and Documents				
To ensure the effective management of communication and documents				
Office or Division:	Records Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Internal and External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Three (3) sets of Communication/Letter with Attachments (if necessary)		Sender		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits 3 sets of communication/letter with attachments (if necessary)	1. Receives 3 sets of communication/letter	None	1 minute	Records Office Staff
	2. Places yellow sticker on the upper right corner of the original copy, and stamps "Received" on the 2 reproduced copies (1 for the sender and 1 for the Records Office file)		1 minute	Records Office Staff
	3. Assigns "Reference Number A", the date received, and have it countersigned		1 minute	Records Office Staff
	4. Records the important details of the communication/letter		1 minute	Records Office Staff
				Records Office



	5. Forwards the communication/letter to the next concerned unit		5 minutes	<i>Staff</i>
	6. Receives the communication once approved/ disapproved by the concerned authority		1 minute	<i>Records Office Staff</i>
	7. Stamps "Released" and assigns a "Reference Number O".		1 minute	<i>Records Office Staff</i>
	8. Photocopies the released communication/ letter and files together with the attachments taken from file A of the same communication for digitization		1 minute	<i>Records Office Staff</i>
	9. Encodes and scans the document/letter		1 minute	<i>Records Office Staff</i>
2. Receives the Approved/ Disapproved Communication/ Letter	1. Releases the Approved/ Disapproved		1 minute	<i>Records Office Staff</i>
	TOTAL:		14 Minutes	



3. Recording of Financial Documents

To ensure the effective recording of financial documents for easy tracking and fast retrieval

Office or Division: Records Office

Classification: Simple

Type of Transaction: G2C-Government to Citizen

Who may avail: Internal and External Clients

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

Documents with complete signatures and attachments Claimant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits financial documents	1. Receives the financial documents and initially checks for the complete signature and attachments	None	1 minute	<i>Records Office Staff</i>
	2. If found incomplete, returns the financial documents to the claimant		1 minute	<i>Records Office Staff</i>
	3. If found complete, stamps the documents with "Received" and assigns a reference number and countersigns the document		1 minute	<i>Records Office Staff</i>
	4. Encodes the details in the computer for recording		1 minute	<i>Records Office Staff</i>



	and easy tracking		1 minute	<i>Records Office Staff</i>
	5. Attaches a color-coded routing assigned for a particular financial transaction		5 minutes	<i>Records Office Staff</i>
	6. Forwards the financial documents to the next concerned Unit			
	TOTAL:		10 minutes	



Cavite State University Main Campus
Supply Office
External and Internal Services



1. Procurement of Goods through Public Bidding

The Bids and Awards Committee (BAC) facilitates the procurement of goods through public bidding and ensures that it is in accordance with the Implementing Rules and Regulation of Republic Act 9184.

Office or Division:	Bids and Awards Committee
Classification:	Simple
Type of Transaction:	G2C-Government to Citizens/G2G-Government to Government
Who may avail:	All Contractors/End-User

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Purchase Request	End-User
Invitation to Bid (ITB)	BAC Secretariat
Bid Documents	BAC Secretariat
Bid Form	BAC Secretariat
Abstract of Bids as Read	BAC Secretariat
BAC Attendance Sheet	BAC Secretariat
Checklist of Eligibility Requirements	BAC Secretariat
Contract / Purchase Order	BAC Secretariat



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit PR	1. Receive PR. Verify if in accordance with the approved APP, approved and accompanied with appropriate supporting documents. Prepare schedule of bidding.	None	2 days	<i>BAC Secretariat</i>
	2.Conduct pre-procurement conference	None	1 day	<i>BAC/ BAC Secretariat/ End-User/TWG</i>
	3. Advise the bidder to pay for the documents to the Cashier's Office before the issuance of the bidding documents	None	7 days	<i>BAC Chairman/BAC Secretariat</i>
4. Bidders inquire about the project and signify intent to buy bidding documents	2. Advise the bidder to pay for the documents to the Cashier's Office before the issuance of the bidding documents	Depending on the Project's ABC	before the deadline of submission of bids	<i>BAC Secretariat</i>



3. Bidders submit proof of payment	3. BAC Secretariat issues bidding documents	Depending on the Projects ABC	5 minutes	<i>BAC Secretariat</i>
4. Bidders attend pre-bid conference	1. Conduct of Pre-Bid Conference to discuss, clarify and explain, among other things the eligibility requirements and financial components of the contract including questions and clarifications raised by the prospective bidders	None	7 days	<i>BAC/ BAC Secretariat/ TWG / End-User/ Observer</i>
	2. Prepare and post supplemental bid bulletin regarding the amendments in any provision of the bidding document/changes agreed during the pre-bid conference	None	1 day (within 7 days before the opening of bids)	<i>BAC/ BAC Secretariat</i>
5. Bidders submit bidding documents	1. Receive and open bids from bidders	None	1 day (12 days after pre-bid conference)	<i>BAC/ BAC Secretariat/ TWG / End-User/ Observer</i>
	2. Bid Evaluation	None	7 days	<i>BAC / TWG</i>



	3. Post Qualification to determine whether the bidder concerned complied with and is responsive to all the requirements and conditions as specified in the bidding documents	None	7 days	<i>BAC / TWG</i>
	4. BAC through the BAC Secretariat prepares BAC resolution and recommendation of award	None	1 day	<i>BAC / BAC Secretariat</i>
	5. HOPE approves Recommendation of Award and issues Notice of Award (NOA) to winning bidder	None	*1 day	<i>HOPE/ BAC/ BAC Secretariat</i>
6. Winning bidder accepts Notice of Award	1. BAC Secretariat posts the Notice of Award to the PhilGEPS and agency website and any conspicuous and advise the winning bidder to post the required Performance Security within 10 days from receipt of NOA	None	3 days of posting of NOA	<i>BAC / BAC Secretariat</i>
	2. BAC through the BAC Secretariat prepares Contract	None	7 days	<i>BAC / BAC Secretariat</i>



	3.HOPE approves the contract	None	*7 days	HOPE/BAC
7.Winning bidder signs the contract and Notice to Proceed	1.HOPE enters into contract with the winning bidder and issues Notice to Proceed (NTP)	None	7 days	HOPE/BAC
	2.HOPE through the BAC Secretariat posts the Contract and NTP to the PhilGEPS website	None	Within 15 days from the issuance of NTP	
	TOTAL:		Subject to RA 9184	

*maximum 15 days

*maximum 30 days



2. Receipt and Acceptance of Delivered Goods

The Supply and Property Office facilitates the receipt and acceptance of supplies, materials and equipment delivered by winning bidder/supplier.

Office or Division:	Supply and Property Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All suppliers

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CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sales Invoice		Supplier		
Delivery Receipt		Supplier		
Inspection and Acceptance Report (IAR)		Supply and Property Office		
Purchase Order (PO)		Supply and Property Office		
Disbursement Voucher (DV)		Supply and Property Office		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Supplier delivers goods	1. Receive the delivered goods	None	5 minutes	<i>Supply Staff</i>



2. Receives duplicate copy of sales invoice and delivery receipt	1. Prepare Inspection and Acceptance Report	None	2 minutes	<i>Supply Staff</i>
	2. Forward copy of IAR, DR and PO to the university inspector	None	20 minutes	<i>Supply Staff</i>
	3. Inspect the delivered goods	None	Within 24 hours after delivery	<i>Supply Staff</i>
	4. Prepare disbursement voucher and attach other supporting documents for processing of payment.	None	10 minutes	<i>Supply Staff</i>
	TOTAL:		37 minutes	



3. Issuance of Clearance from Property Accountability

The Supply and Property Office facilitates the issuance of clearance to retiring, resigning and faculty members/employees who are going on study leave.

Office or Division:	Supply and Property Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	All employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. . Employee submits clearance form	1. Verify the presence of signatures of Dean/Director concerned and the initial of the Property Custodian in the Clearance Form	None	1 minutes	<i>Property Staff</i>



	2. Verify if the faculty member/employee has property accountability	None	2 minutes	<i>Property Staff</i>
	3. Secure approval of the authorized official	None	1 minutes	<i>Property Staff</i>
2. In case of property accountability	2. Advise client to transfer property accountability to other employee or faculty member. If the item is missing, advise to pay to the cashier the amount of the missing property.	None	2 minutes	<i>Property Staff/Unit Head</i>
3. Submit OR as proof of paid accountability	3. Process clearance. Initial on clearance.	None	2 minutes	<i>Property Staff</i>



4. In case payment cannot be paid immediately	4. Advise to submit promisory note received by HRDO and Accounting Office	None	2 minutes	<i>Property Staff/Unit Head</i>
5. Submit copy of promisory note	1. Process clearance. Initial on clearance.	None	2 minutes	<i>Property Staff</i>
	2. Approve clearance	None	1 minute	<i>Property Officer</i>
	TOTAL:		13 minutes	



4.Processing of Request for Supplies, Material and Equipment

The Supply and Property Office facilitates processing of request for supplies, materials and equipment needed by the end-user for their day to day operations.

Office or Division:	Supply and Property Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All end-users (employees)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition and Issue Slip (RIS)		Supply and Property Office		
Property Acknowledgement Receipt (PAR)		Property Acknowledgement Receipt (PAR)		
Inventory Custodian Slip (ICS)		Supply and Property Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user submits fully filled-up RIS form	1. Verify inclusion in the approved PPMP/APP. Review the completeness of information in the RIS. Verify the availability of stocks	None	10 minutes	<i>Supply Staff</i>



	2. Process request for signing of approving authority	None	2 minutes	<i>Supply Staff</i>
	3. If the item is PPE or semi-expendable property, prepare PAR or ICS. Then, prepare the item for release.	None	5 minutes	<i>Supply Staff</i>
2. Sign PAR/ICS and submit to Supply Office	1. Facilitate signing of PAR/ICS to the SPO	None	2 minutes	<i>Supply Staff</i>
	2. Release item/s to the end-user	None	3 minutes	<i>Supply Staff</i>
	TOTAL:		22 minutes	



Cavite State University Main Campus
Human Resource Development Office
External and Internal Services



Human Resource Development Office
Recruitment, Selection and Placement (RSP) Section
External and Internal Services



1. Acceptance of Applications for Academic and Non-Academic Positions

This procedure aims to ensure that receiving of application of University personnel are made in accordance with CvSU Guidelines, CSC Revised Omnibus Rules on Appointment and Other Human Resource Actions (ORA-OHRA) and DBM Circulars

Office or Division:	Recruitment, Selection and Placement (RSP) Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All qualified applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter address to HR Director		applicant		
Personal Data Sheet		www.csc.gov.ph or CSC website		
Photocopy of certificate of eligibility/rating/license		Civil Service Commission		
Photocopy of Transcript of Records		School Registrar		
Latest Performance Rating if applicable		Employer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. The client submits application letter and credentials	1. The HR staff checks and records the documents submitted to the Application Monitoring Database	None	3 minutes	<i>RSP/HR Staff</i>
	2. The HR Staff conducts initial screening of documents based on the Qualification Standards for vacant positions	None	5 minutes	<i>RSP/HR Staff</i>
	3. The HR staff advises that the client will be notified of the status of application through email or text message	None	1 minute	<i>RSP/HR Staff</i>
TOTAL:			9 minutes	



2. Processing of appointment of Job Order Academic personnel in branch campus				
This procedure aims to ensure that processing of appointments of University personnel are made in accordance with CvSU Guidelines, CSC Revised Omnibus Rules on Appointment and Other Human Resource Actions (ORA-OHRA) and DBM Circulars				
Office or Division:	Recruitment, Selection and Placement (RSP) Unit			
Clasification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All qualified applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Data Sheet (CS Form No. 212)		www.csc.gov.ph or CSC website		
Personal Description Form (DBM-CSC Form No. 10)		www.csc.gov.ph or CSC website		
Medical Certificate (CS Form No. 211)		University Infirmary		
TOR, Diploma, eligibility, PSA Birth Certificate and NBI Clearance				
Community Tax Certificate		Barangay/Municipal/City Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Branch Campus through their clerk or liaison officer or any authorized representative submits requirements for appointment of Job Order academic personnel	1. The HR staff receives the signed Contract of Service from branch campuses, attaches the Contract of Service/Job Order Routing	None	3 minutes	RSP/HR Staff



	Form and forwards to the RSP Head for signature.			
	2. The RSP head checks and initializes to certify for the accuracy and completeness of the Contract of Service and forwards it to the HR Director	None	5 minutes	<i>RSP Head</i>
	3. The HR Director signs and endorses the contract of service to the concerned signatories for approval.	None	3 minutes	<i>HR Director</i>
	4. The HR staff forwards the approved Contract of Service to the Legal Services unit for notarization.	None	5 minutes	<i>RSP/HR Staff</i>



	5. The HR staff receives and files the notarized Contract of Service and furnishes the accounting office a copy as supporting document for processing of payroll.	None	3 minutes	<i>RSP/HR Staff</i>
	TOTAL:		19 minutes	



3. Processing of appointment of Job Order academic personnel in the main campus

This procedure aims to ensure that processing of appointments of University personnel are made in accordance with CvSU Guidelines, CSC Revised Omnibus Rules on Appointment and Other Human Resource Actions (ORA-OHRA) and DBM Circulars

Office or Division:	Recruitment, Selection and Placement (RSP) Unit		
Clasification:	Simple		
Type of Transaction:	G2C-Government to Citizen		
Who may avail:	All qualified applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Personal Data Sheet (CS Form No. 212)		www.csc.gov.ph or CSC website	
Personal Description Form (DBM-CSC Form No. 10)		www.csc.gov.ph or CSC website	
Medical Certificate (CS Form No. 211)		University Infirmary	
TOR, Diploma, eligibility, PSA Birth Certificate and NBI Clearance			
Community Tax Certificate		Barangay/Municipal/City Registrar's Office	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The College through their clerk or liaison officer or any authorized representative submits requirements for appointment of Job Order academic personnel	1. The HR staff receives requirements of University personnel from the concerned college	None	3 minutes	<i>RSP/HR Staff</i>
	2. The HR staff reviews and evaluates submitted documents against checklist of requirements with regard to their completeness and authenticity.	None	10 minutes	<i>RSP/HR Staff</i>
	3. The HR staff prepares the Contract of Service	None	25 minutes	<i>RSP/HR Staff</i>
	4. The RSP head checks for the accuracy and completeness of the Contract of Service and endorses it to the	None	5 minutes	<i>RSP Head</i>



	concerned college for signature of the employee and dean.			
	5. The HR staff receives the signed Contract of Service from the colleges, attaches the Contract of Service/Job Order Routing Form and forwards to the RSP Head for signature.	None	2 minute	<i>RSP/HR Staff</i>
	6. The RSP Head checks and affixes his signature to certify that the documents are in complete and accurate before forwarding to the HR Director.	None	5 minutes	<i>RSP Head</i>



	7. The HR Director signs the documents to certify that these are found in order and endorses the Contract of Service to the concerned signatories for approval.	None	3minute	<i>HR Director/HR Staff</i>
	8. The HR staff forwards the approved Contract of Service to the Legal Services unit for notarization.	None	5 minutes	<i>RSP/HR Staff</i>
	9. he HR staff receives and files the notarized Contract of Service and furnishes the accounting office a copy as supporting document for processing of payroll.	None	2 minutes	<i>RSP/HR Staff</i>
	TOTAL:		60 minutes	



4. Processing of appointment of Job Order non-academic personnel in the branch campus				
This procedure aims to ensure that processing of appointments of University personnel are made in accordance with CvSU Guidelines, CSC Revised Omnibus Rules on Appointment and Other Human Resource Actions (ORA-OHRA) and DBM Circulars				
Office or Division:	Recruitment, Selection and Placement (RSP) Unit			
Clasification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Branch Campuses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Data Sheet (CS Form No. 212)		www.csc.gov.ph or CSC website		
Personal Description Form (DBM-CSC Form No. 10)		www.csc.gov.ph or CSC website		
Medical Certificate (CS Form No. 211)		University Infirmary		
TOR, Diploma, eligibility, PSA Birth Certificate and NBI Clearance				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Branch Campus through their clerk or liaison officer or any authorized representative submits requirements for appointment of Job Order non-	1. The HR staff receives requirements of University personnel from the concerned branch campus	None	3 minutes	RSP/HR Staff



academic personnel	2. The HR staff reviews and evaluates submitted documents against checklist of requirements with regard to their completeness and authenticity.	None	5 minutes	<i>RSP/HR Staff</i>
	3. The HR staff prepares Job Order Contract	None	15 minutes	<i>RSP/HR Staff</i>
	4. The RSP head checks for the accuracy and completeness of the Job Order Contract and endorses it to the concerned campus for signature of the employee and campus administrator.	None	5 minutes	<i>RSP Head</i>
	5. The HR staff receives the signed Job Order Contract from the branch campus, attaches the Contract of Service/Job Order Routing	None	3 minute	<i>HR Staff</i>



	Form and forwards to the RSP head for verification.			
	6. The RSP Head checks for the authenticity of signatures and initializes to certify that the documents are in order and endorses it to the HR Director for signature.	None	5 minutes	<i>RSP Head</i>
	7. The HR Director signs and endorses the Job Order Contract to the concerned signatories for approval.	None	3 minute	<i>HR Director</i>
	8. The HR staff receives and files the approved Job Order Contract and furnishes the accounting office a copy as supporting document for	None	10 minutes	<i>RSP/HR Staff</i>



	processing of payroll.			
	TOTAL:		49 minutes	



5. Processing of appointment of Job Order non-academic personnel in the main campus

This procedure aims to ensure that processing of appointments of University personnel are made in accordance with CvSU Guidelines, CSC Revised Omnibus Rules on Appointment and Other Human Resource Actions (ORA-OHRA) and DBM Circulars

Office or Division:	Recruitment, Selection and Placement (RSP) Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	College/Unit in the main campus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Data Sheet (CS Form No. 212)		www.csc.gov.ph or CSC website		
Personal Description Form (DBM-CSC Form No. 10)		www.csc.gov.ph or CSC website		
Medical Certificate (CS Form No. 211)		University Infirmary		
TOR, Diploma, eligibility, PSA Birth Certificate and NBI Clearance				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The College/Unit through their clerk or liaison officer or any authorized representative submits requirements for appointment of Job Order non-academic personnel	1. The HR staff receives requirements of University personnel from the concerned college	None	3 minutes	RSP/HR Staff



	2. The HR staff reviews and evaluates submitted documents against checklist of requirements with regard to their completeness and authenticity.	None	10 minutes	<i>RSP/HR Staff</i>
	3. The HR staff prepares Job Order Contract and attaches the required documents	None	25 minutes	<i>RSP/HR Staff</i>
	4. The RSP Head checks for the accuracy and completeness of the Job Order Contract before endorsing it to the concerned college or unit for signature of the employee and dean/director.	None	5 minutes	<i>RSP Head</i>



	5. The HR staff receives the signed Job Order Contract from the colleges, attaches the Contract of Service/Job Order Routing Form and forwards to the RSP Head.	None	2 minute	<i>HR Staff</i>
	6. The RSP head affixes his signature to the documents to certify that they are accurate and complete before endorsing to the HR Director.	None	5 minutes	<i>RSP Head</i>
	7. The HR Director signs the documents to certify that they are found in order and endorses the Job Order Contract to the concerned signatories for approval.	None	3 minute	<i>HR Director</i>



	8. The HR staff receives and files the approved Job Order Contract and furnishes the accounting office a copy as supporting document for processing of payroll.	None	5 minutes	<i>RSP/HR Staff</i>
	TOTAL:		48 minutes	



Human Resource Development Office
Records Management Section
External and Internal Services



1. Processing and Issuance of HR Records to Active University Employees

The processing and issuance of HR records procedures aim to provide personnel employment records to active University employees for personal and professional transaction purposes.

Office or Division:	Records Management Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Active University Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Record Request Form (HRDO-QF-05)		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client fills-out the Record Request Form and submits to the HR staff.	1. The staff receives and reviews the duly accomplished form for the completeness of entries.	None	3 Minutes	HR Staff
	2. The staff checks and verifies from file the requested record as to the correctness and accuracy.	None	10 Minutes	HR Staff



	3. The staff encodes and prints the requested record and forwards to HR Director for signature.	None	10 Minutes	<i>HR Staff</i>
	4. The Director signs the documents.	None	1 Minute	<i>HR Staff</i>
2. The client receives the requested employment record.	2. The staff releases the requested record to the faculty member or employee.	None	1 Minute	<i>HR Staff</i>
	TOTAL:		25 Minutes	



2. Processing and Issuance of HR Records thru E-mail to Active University Employees

The processing and issuance of HR records thru E-mail procedures aim to provide personnel employment records to active University employees for personal and professional transaction purposes.

Office or Division:	Records Management Section
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All Active University Faculty Members and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Record Request Form (HRDO-QF-05)		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client e-mails the duly accomplished Record Request Form to the specified e-mail address of the HR staff.	1. The staff checks the e-mails for record requests and reviews the duly accomplished form for the completeness of entries.	None	5 Minutes	HR Staff
	2. The staff checks and verifies from file the requested record as to the correctness and accuracy.	None	10 Minutes	HR Staff



	3. The staff encodes and prints the requested record and forwards to HR Director for signature.	None	10 Minutes	<i>HR Staff</i>
	4. The Director signs the documents.	None	1 Minute	<i>HR Staff</i>
	5. The staff scans the signed document	None	1 Minute	<i>HR Staff</i>
2. The client receives the requested employment record.	1. The staff releases the requested record thru e-mail to the faculty member or employee.	None	1 Minute	<i>HR Staff</i>
	TOTAL:		28 Minutes	



3. Processing and Issuance of HR Records to Separated University Employees

The processing and issuance of HR records to separated University employees' procedures aim to provide personnel employment records for personal and professional transaction purposes.

Office or Division:	Records Management Section
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All former faculty members and employees who are separated from the University thru resignation and retirement

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Record Request Form (HRDO-QF-05)		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client fills-out the Record Request Form and submits to the HR staff.	1. The staff receives and reviews the duly accomplished form for the completeness of entries.	None	3 Minutes	HR Staff
	2. The staff checks and verifies from file (kept in the records storage room) the requested record as to the	None	1 Day	HR Staff



	correctness and accuracy, and ensures that the requesting client is Cleared from Financial and Property obligations.			
	3. The staff encodes and prints the requested record and forwards to HR Director for signature.	None	10 Minutes	<i>HR Staff</i>
	4. The Director signs the documents.	None	1 Minute	<i>HR Staff</i>
2. The client receives the requested employment record.	1. The staff releases the requested record to the faculty member or employee.	None	1 Minute	<i>HR Staff</i>
	TOTAL:		1 Day, 15 Minutes	



4. Processing and Issuance of HR Records thru E-mail to Separated University Employees

The processing and issuance of HR records thru E-mail to separated University employees' procedures aim to provide personnel employment records for personal and professional transaction purposes.

Office or Division:	Human Resource Development Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All former faculty members and employees who are separated from the University thru resignation and retirement

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Record Request Form (HRDO-QF-05)		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client e-mails the duly accomplished Record Request Form to the specified e-mail address of the HR staff.	1. The staff checks the e-mails for record requests and reviews the duly accomplished form for the completeness of entries.	None	5 minutes	HR Staff



	2. The staff checks and verifies from file (kept in the records storage room) the requested record as to the correctness and accuracy, and ensures that the requesting client is Cleared from Financial and Property obligations.	None	1 day	<i>HR Staff</i>
	3. The staff encodes and prints the requested record and forwards to HR Director for signature.	None	10 minutes	<i>HR Staff</i>
	4. The Director signs the documents.	None	1 minute	<i>HR Staff</i>
	5. The staff scans the signed document	None	1 minute	<i>HR Staff</i>
2. The client receives the requested employment record.	1. The staff releases the requested record thru e-mail to the faculty member or employee.	None	1 minute	<i>HR Staff</i>
	TOTAL:		1 Day, 15 Minutes	



Human Resource Development Office
Rewards and Recognition (R and R) Section
External and Internal Services



1. Processing of documents for terminal leave benefit claims

The procedure on processing of documents for terminal leave benefit claims covers the computation of the money value of accumulated leave credits of University employees who are separated from the service either thru resignation and retirement. It is given in consideration to the highest salary received.

Office or Division:	Rewards and Recognition (R & R) Unit
Classification:	Complex
Type of Transaction:	G2C-Government to Citizen G2G-Government to Government
Who may avail:	All former employees who were separated from the University due to resignation, transfer or retirement.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PSA Marriage Contract for married women	Philippine Statistics Authority
University Clearance	Concerned employee
GSIS Clearance	GSIS
Prosecutor's Clearance	Provincial Prosecutor's Office
Statement of Assets, Liabilities and Net Worth (SALN)	Concerned employee
Schedule of Disallowances	Accounting Office
Authorization to deduct all financial obligations to the agency	Accounting Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The concerned employee notify the HRDO of the effectivity separation by submitting the approved letter of resignation/ transfer/ retirement	1. HR staff receives approved letter of separation and encode to Human Resource Information System	None	2 minutes	<i>Incoming and Outgoing staff/HR sta</i>
	2. The HR staff issues checklist of requirements and forms to the concerned employees and explain the process of claims.	None	5 minutes	<i>R and R staff for main and for satellite campuses</i>
	3. The HR staff computes and summarizes the leave credits of the concerned employee a day after the separation effectivity	None	5 hours	<i>R and R staff for main and for satellite campuses</i>
	4. The HR staff submits the Summarized leave credits to the Commission on Audit for verification	None	5 days	<i>COA staff</i>



	<p>4.1 The HR staff secures employment documents as other attachment for the claims:</p> <ul style="list-style-type: none"> a) Service Record b) Certification of LWOP c) Updated NOSA d) Approved Application for Leave (Form 6) 	None		Record Section staff of HRDO
	<p>4.2 The HR staff receives the verified certificate of leave credits from COA and prepares the new Certification to be signed by the HR director and COA auditor</p>	None		<ul style="list-style-type: none"> • R and R staff for main and for satellite campuses • HR Director • COA Auditor
	<p>4.3 The Hr staff notifies the separated employee to submit other requirements based on checklist immediately after the attestation of the certification of leave credits</p>	None		R and R staff for main and for satellite campuses



2. The separated employee submits the documentary requirements	1. The HR staff receives and encodes to the HRIS the document submitted for monitoring and records purposes	None	2 minutes	<i>Incoming and Outgoing staff/HR staff</i>
	2. The HR staff reviews the documents as to the completion of documents	None	2 minutes	<i>R and R staff for main and for satellite campuses</i>
	3. The HR staff computes the corresponding amount of the earned leave for terminal benefits	None	2 minutes	<i>R and R staff for main and for satellite campuses</i>
	4. The staff submits the computation to the the HR Director for signature and certified by the Accountant	None	5 minutes	<ul style="list-style-type: none"> • <i>HR Director</i> • <i>University Accountant</i>
	5. The HR staff prepares Disbursement Voucher (DV) and Obligation Request (ORS)	None	3 minutes	<i>R and R staff for main and for satellite campuses</i>



	6. HR Director will affix initial on DV and ORS	None	2 minutes	<i>HR Director</i>
	7. The HR staff scan all documents pertaining to TLB for record purposes	None	3 minutes	<i>R and R staff for main and for satellite campuses</i>
	8. The HR staff Submits DV and ORS to the Records Office for financial processing of Terminal leave benefits.	None	2 minutes	<i>R and R staff for main and for satellite campuses</i>
	TOTAL:		5 days, 5 hours, 28 minutes	

*** Processing of documents for terminal leave benefit claims is qualified for a multi-stage processing**



2. Salary preparation of part-time faculty members and job order employees

The procedure on salary preparation of part-time faculty members and job order employees for the Main and satellite campuses covers the summary of total number of hours or days to be paid based on actual service rendered. This will serve as basis of the Accounting office for payroll preparation.

Office or Division:	Rewards and Recognition (R & R) Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All part-time faculty and job order employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplishment Report		Job Order employees		
Signed Daily Time Record		Part-time faculty and job Order employees / college		
Authority to Pay (for first salary only)		Recruitment, Selection and Placement unit of Human Resource Development Office		
Clearance Certification (for last salary)		Recruitment, Selection and Placement unit of Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING TIME	PERSON



		PAID		RESPONSIBLE
1. The part-time faculty and job order employees through clerks and liaisons submits DTR to the Rewards and Recognition unit of HRDO every 16 th of the month and 1 st of the succeeding month.	1. The HR staff receives the submitted DTR and accomplishment reports from the client	None	2 minutes	<i>Incoming and Outgoing staff/HR staff</i>
	2.1 The HR staff encodes the document to the Human Resource Information System (HRIS) for records and monitoring purposes.			
	3. The HR staff: Checks per DTR if services rendered is in accordance with the approved official schedule and contact hours. Check accomplishment report as to the completeness	None	1 minute per dtr 1 minute per accomplishment report	<i>R and R staff for main and for satellite campuses</i>



	4. The staff prepares summary of the hours to be paid per COS and job order employees and attaches the required supporting documents for endorsement to R and R head	None	5 hours	<i>R and R staff for main and for satellite campuses</i>
	5. The R and R Reviews and affix initials on the summary as to correctness and accuracy	None	10 minutes per unit	<i>R and R unit head</i>
	6. The HR director signs the document for information	None	3 minutes	<i>HR Director</i>
	7. The HR staff Submits the signed documents to the Accounting Office for payroll preparation	None	1 minute	<i>R and R staff for main and for satellite campuses</i>
	TOTAL:		5 hours and 18 minutes	



Cavite State University Main Campus
Financial Management Services Office
External and Internal Services



Financial Management Services Office
Accounting Office
External and Internal Services



1. Disbursement				
This procedure aims to ensure the proper administration of financial management system in the University.				
Office or Division:	Accounting and Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher (DV)		Office concerned		
Obligation Request and Status (ORS) / Budget utilization Request and Status (BURS)		Office concerned		
Other attachments (depending on the nature of transaction)		Office concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits audited disbursement vouchers (DVs) from the Office of the Director for Administration (ODA), Office of the Vice-President for Administration and Support Services (OVPASS) or Office of the President.	1. The receiving clerk assigns corresponding control number and encodes to the computer database for proper monitoring.	None	2 Minutes	<i>Accounting Staff</i>
	2. The receiving clerk forwards the DVs to the assigned Accounting Staff for the preparation of Journal Entry.	None	20 Minutes	<i>Accounting Staff</i>



	3. The Accounting staff forwards the processed DVs to the Head of Accounting Unit for approval.	None	1 Minute	<i>Accounting Staff</i>
	4. The Head of the Accounting Unit returns the approved DVs to the assigned Accounting Staff for the provision of Check Number or Advice to Debit Account (ADA) number.	None	10 Minutes	<i>Accounting Unit Head</i>
2. The client forwards the approved DVs to the Cashier's Office for check/ADA and advice preparation.	5. The Cashier's staff prepares the check/ADA and advice and forwards to the University Cashier for approval.	None	20 Minutes	<i>Cashier's Staff</i>
	6. The Head of the Cashier's Office verifies the completeness of the signatures on the DV, reviews the amount on the check or ADA and advice against the DV and signs the documents.	None	10 Minutes	<i>University Cashier</i>



	7. The cashier staff secures the approval of the check or ADA and advice by the University's Authorized Official and releases the checks to specified payees.	None	30 Minutes	Cashier Staff / University's Authorized Officials
	TOTAL:		1 Hour, 33 Minutes	



2. Signing of Student Clearance				
This procedure aims to ensure that all students' accounts are periodically settled and assures the students that they are cleared of their account liability.				
Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Clearance Form		College Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student gives the clearance form for signature.	1. The Accounting staff receives the Student Clearance Form from the student.	None	1 Minute	<i>Accounting Staff</i>
	2. The Accounting staff accesses the Student Account Assessment System and logs the corresponding Student Number.	None	2 Minutes	<i>Accounting Staff</i>
	3. The Accounting staff advises the student if the Student's account appears to have a balance; if none, signs the Student Clearance Form or University Clearance.	None	2 Minutes	<i>Accounting Staff</i>
	TOTAL:		5 Minutes	



3. Student Refund				
This procedure aims to ensure that allowable refunds are provided to students within the specified refund period.				
Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Refund Form		Accounting Office		
Other requirements depending on the nature of refund		Student concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student receives the Application for Refund form together with the list of requirements.	1. The Accounting staff provides the students with Application for Refund form and list of requirements.	None	2 Minutes	<i>Accounting Staff</i>
2. The student submits the duly accomplished form together with the requirements.	2. The Accounting staff verifies the completeness of the requirements and stamps received the Application for Refund Forms.	None	10 Minutes	<i>Accounting Staff</i>
	3. The Accounting staff prepares the payroll for refund after the cut-off date on the allowable period.	None	2 Days	<i>Accounting Staff</i>



	4. The Accounting staff transfers the payroll to the Records Office for recording purposes and putting of reference number.	None	10 minutes	<i>Accounting Staff</i>
	TOTAL:		2 Days, 22 Minutes	



4. Preparation of Remittances				
This procedure aims to provide proper and timely remittances to National Government Agencies (NGAs).				
Office or Division:	Accounting Office			
Classification:	Complex			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Oversight Government Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. The Accounting staff prepares remittance list from payroll.	None	3 Days	<i>Accounting staff</i>
	2. The Accounting staff prepares Vouchers and BURS with remittance list attached.	None	30 Minutes	<i>Accounting staff</i>
	3. The Accounting staff releases the prepared vouchers and remittance list to Internal Audit.	None	10 Minutes	<i>Accounting Staff</i>



	4. The Accounting staff consolidates the remittance of Main Campus and Branch Campuses.	None	1 Day	<i>Accounting Staff</i>
	5. The Accounting staff collects all checks and remits to different NGAs before the designated due dates.	None	3 Days	<i>Accounting Staff</i>
	TOTAL:		7 Days, 40 Minutes	



5. Special Projects Monitoring				
This procedure aims to monitor and manage the granted allocation from the National Government Agencies (NGAs) to the University intended for Research, Development and Extension purposes.				
Office or Division:	Accounting Office			
Classification:	Complex			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Granting National Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum of Agreement (MOA)/ Memorandum of Understanding (MOU)		Project leader		
Line Item Budget		Project Leader		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Project Leader furnishes the Accounting Office with the duly signed Memorandum of Agreement or Memorandum of Understanding together with the Approved Line Item Budget.	1. The Accounting staff receives the documents.	None	10 Minutes	<i>Accounting Staff</i>
	2. The Accounting staff or Project Leader verifies the fund received from the Cashier's Office.	None	30 Minutes	<i>Accounting Staff or Project Leader</i>
	3. The Accounting staff or Project Leader requests an Order of Payment for the issuance of Official Receipt.	None	10 Minutes	<i>Accounting Staff or Project Leader</i>



	4. The Accounting staff records the Official Receipt Number, date and amount to the corresponding Subsidiary Ledger of the Special Project. The recording of the received amount will be based on the submitted approved Line item budget	None	30 Minutes	<i>Accounting Staff</i>
	5. The Accounting staff receives the Budget Utilization Request and Status (BURS) duly signed by the head of the requesting unit.	None	5 Minutes	<i>Accounting Staff</i>
	6. The Accounting staff verifies the availability of funds based on the line item budget, records and signs the BURS.	None	10 Minutes	<i>Accounting Staff</i>
	7. The Accounting staff forwards the processed documents to the Internal Audit Office or the Supply Office.	None	10 Minutes	<i>Accounting Staff</i>
	TOTAL:		1 Hour, 45 Minutes	



6. Preparation of Payroll for Salaries and Wages				
This procedure aims to provide proper administration on the preparation of general payrolls of the University.				
Office or Division:	Accounting Office			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification/Authority to Pay		Human Resource Development Office (HRDO)		
Daily Time Record (DTR)		Concerned employees/officials		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The HRDO staff forwards the certification /authority to pay for newly hired /renewed regular, contractual/casual and Job-Order employees every start of the contract period with complete details.	1. The payroll staff creates/updates database for payroll.	None	1 Day	<i>Payroll Staff</i>
2. The HRDO staff transmits DTR starting from the 1st working day after the cut-off (15th and/or end of every month)	2. The payroll staff updates the Database for the inter-agency payables or the mandatory premium contributions of every employee within 2-3 days.	None	3 Days	<i>Payroll Staff</i>
	3. The payroll staff processes and prints the payroll.	None	3 Days	<i>Payroll Staff</i>
	4. The payroll staff prepares and prints disbursement vouchers together with the corresponding and	None	1 Hour	<i>Payroll Staff</i>



	OBRs/BURS.			
	5. The payroll staff forwards the prepared DVs, ORS/BURS, payrolls to the Records Office for recording and for tracer purposes.	None	10 Minutes	<i>Payroll Staff</i>
	TOTAL:		7 Days, 1 Hour, 10 Minutes	



7. Recording and Monitoring of Disallowances/Charges				
This procedure aims to ensure the proper recording and monitoring of disallowances/ charges in the University.				
Office or Division:	Accounting Office			
Classification:	Simple/Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Remittance List		Accounting Office		
Official Receipt		Cashier's Office		
Notice of Disallowance/Charge		Commission on Audit (COA)		
Notice of Finality of Decision		COA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. COA furnishes the Accounting Office the Notice of Disallowance/Notice of Charge.	1. The Accounting staff receives the Notice of Disallowance (ND)/ Charge (NC) issued by COA.	None	1 minute	<i>Accounting Staff</i>
	2. The Accounting staff records the Notice of Disallowances and encodes to the computer database for proper monitoring.	None	5 minutes	<i>Accounting Staff</i>
	3. The Agency Head thru the Accounting Unit Head files an appeal regarding disallowances, within the prescribed period.	None	(Within 180 days)	<i>Agency Head thru the Accounting Unit Head</i>



	4. When the disallowance becomes final and executory, the Accounting staff receives the copy or Notice of Finality of Decision (NFD).	None	1 minute	<i>Accounting Staff</i>
	5. If the person liable paid directly the disallowance, the assigned staff receives and encodes the official receipt in the individual ledger concerned. Order of payment must have been secured just before paying directly to the Cashier's Office.	None	30 minutes	<i>Accounting Staff</i>
	6. If the persons liable refuse or fail to settle disallowances after the decision has become final and executory, the Accounting staff receives the COA Order of Execution (COE).	None	1 minute	<i>Accounting Staff</i>
	7. The Accounting staff releases a copy of COE to the payroll in-charge for deduction.	None	1 minute	<i>Accounting Staff</i>
	8. The Accounting staff receives the Official receipts of remittance from the payroll in-charge and a copy remittance list made out of payroll	None	1 minute	<i>Accounting Staff</i>



	deduction.			
	9. The Accounting staff records or encodes to the individual ledgers or computer database the paid disallowances for proper monitoring evidenced by official receipt received.	None	3 Days	<i>Accounting Staff</i>
	10. The Accounting staff submits to COA an authentication copy of the OR.	None	30 minutes	<i>Accounting Staff</i>
	11. The Accounting staff receives Notice of Settlement of Suspensions and disallowances (NSSD) from COA.	None	1 minute	<i>Accounting Staff</i>
	TOTAL:		Subject to COA and Accounting Rules and Regulations	



Financial Management Services Office

Cashier's Office

External and Internal Services



1. Cash Disbursement / Check Disbursement				
Payment obligation to employees/individuals/creditors for goods purchase or services rendered				
Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		Claimant		
Authorization letter/Special Power of Attorney		Person being represented		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the disbursing officer on nature of claim and present valid ID/authorization.	1. Verify the name of the claimant on the list checks for release. Let the client sign on the payroll or voucher(if not available, inform the client) 2. Verify the signature of the clients on the payroll/voucher. Counter sign on the side portion of the disbursement officer.	None	5 minutes	<i>Cashier's Staff</i>
2. Receive the cash from the disbursing officer and count it before leaving the counter.	3. Stamped paid the payroll/voucher then file.	None	2 minutes	<i>Cashier's Staff</i>



2.1 Receive check from the disbursing officer and verify the completeness and correctness of the entries				
	TOTAL:		7 minutes	



2. Collection of Fees				
This is the process of collecting fees, charges and other assessments from departments, bureaus, offices and other agencies in the exercise of their functions.				
Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request slip		University Registrar		
Registration Form		Student		
Assessment Form		Concerned College		
Order of Payment		Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client presents completely filled-out request slip, registration forms, etc.	1. The Cashier's staff evaluates registration form and other requirements as to completeness and accuracy.	None	1 minute	<i>Cashier's Staff</i>
2. The client pays the corresponding amount of a certain transaction.	2. The Cashier's staff issues Official Receipt.	Depends on request/ transaction	1 minute	<i>Cashier's Staff</i>
3. The client pays tuition and miscellaneous fees.	3. The Cashier's staff issues Official Receipt.	Cash/ Installment	2 minutes	<i>Cashier's Staff</i>
4. The client pays other Fees: • Authentication of	4. The Cashier's staff issues Official Receipt.			<i>Cashier's Staff</i>



TOR/Diploma		Php. 15.00	2 minutes	
• Authentication and Verification (CAV)		Php. 35.00	2 minutes	
• Completion		Php 10.00/unit	1 minute	
• Official Transcript of Record		Php 50.00/page	2 minutes	
Certificates		Php 100.00/page with scanned picture	2 minutes	
1. Good moral				
2. Grades		Php 15.00	2 minutes	
• Honorable Dismissal		Php 15.00	2 minutes	
• Testing/ Application Fee		Php 20.00	2 minutes	
• Adding/Changing of Subjects		Php 150.00	2 minutes	
• Graduation Fee		Php 10.00	2 minutes	



<ul style="list-style-type: none"> • Thesis Adviser Fee and Technical Fee • English Critic Fee 		Php 400.00	2 minutes	
		Php 2,300.00	2 minutes	
		Php 20.00/page		
5. Collection from Income Generating Projects	5. The Cashier's staff issues Official Receipt.	Cash/Installment	3 minutes	Cashier's Staff
	TOTAL:		30 minutes	



3. Collection and Deposits for Branch Campuses				
This aims to ensure the accurate collections and deposits of all remittances from branch campuses				
Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Cashier/Collecting Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Weekly Report of Collection		Concerned Campus		
Duplicate Copy of Official Receipt (OR)		Concerned Campus		
Cash/Check		Concerned Campus		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits completely the required documents for checking and verification	1. Receive the required documents	None	2 minutes	Cashier's Staff
	2. Validates the correctness of the remittance against the submitted duplicate copy of OR.		30 minutes	Cashier's Staff
	3. Prepare deposit slip (DS) and deposits the collections every pick-up schedule with servicing bank.		10 minutes	Cashier's Staff
	4. Validate the submitted RCD and CRRec for completeness			Cashier's Head
2. Submits the 3 copies of Report of Collection and Deposit (RCD) and Cash Receipts Record) (CRRec)	1. Validate the submitted RCD and CRRec for completeness	None	30 minutes	Cashier's Staff
TOTAL:			1 hour, 12 minutes	



Financial Management Services Office
Budget Office
External and Internal Services



1. Budget Execution				
This process covers the utilization of budget for the University.				
Office or Division:	BUDGET OFFICE			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Requesting Units, Colleges and Campuses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Obligation Request and Status (ORS) / Budget Utilization Request and Status (BURS) with signature on Box A		Government Accounting Manual (GAM) forms		
Approved Purchase Request (PR) or payroll and Disbursement Voucher (DV)		Government Accounting Manual (GAM) forms		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits the ORS/BURS with supporting documents duly signed by the Vice-Presidents (VPs) of the requesting units.	1. The Budget staff receives the Obligation Request and Status (ORS)/Budget Utilization Request and Status (BURS) and its supporting documents (SDs), duly signed by the Head of the Requesting Unit.	None	1 minute	Budget Staff



	2. The Budget staff verifies the availability of funds, completeness of the SDs and processes the documents strictly following the procedures set forth in Government Accounting Manual Volume I, Chapter 3 – Budget Execution, Monitoring and Reporting.	None	2 minutes	<i>Budget Staff</i>
	3. The Budget staff forwards the processed documents to the Head of the Budget Unit for approval.	None	3 minutes	<i>Budget staff</i>
	4. The Budget Officer returns the approved documents to the Budget staff for recording and forwarding to the Internal Audit Office or Supply Office.	None	1 minute	<i>Budget Officer</i>
	TOTAL:		7 Minutes	



Cavite State University Main Campus
Physical Plant Services
External and Internal Services



1. Responding to Job Request for Auxiliary Services				
Physical Plant Services Unit provide inspection, repair and maintenance services in the areas of water, energy, building, communication, transportation, waste management, ground maintenance and other auxiliary services.				
Office or Division:	Physical Plant Services (PPS)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	CvSU University System Faculty, Staff, Students, Concessionaires, and Infrastructure Contractors with on-going projects in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PPLS-QF-02 (Job Request Form)		PPS Office and downloadable in the University website		
PPLS-QF-06 (Stakeholder's Feedback Form)		PPS Office and downloadable in the University website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled up Job Request Form	1. Check and receive the filled up form	none	5 minutes	PPS Staff
2. Coordinate with PPS on the approved job request	1. The PPS Director will approve the job request. 1.1 The Foreman will assign, brief and give instruction on the skilled personnel to perform the job	none	5 minutes	PPS Director, Foreman and PPS Skilled Personnel(s)



	<p>request</p> <p>1.2 Necessary tools, materials and PPE are readied before start of work</p> <p>1.3 Assigned personnel will coordinate with the requesting party</p>			
3. Monitor the status of the job performed by the assigned personnel	<p>1. Assigned personnel will proceed with the work to be done.</p> <p>1.1 If there are available materials to be used, the job can be completed.</p> <p>1.2 In case when the needed materials are not available, procurement procedure for the needed material is initiated first and work is re-scheduled for some other date.</p> <p>1.3 In case of major repair that needs detailed</p>	none	*1 day	PPS Skilled Personnel(s)



	estimate and program of works are done when necessary.			
4. Job Completion	<p>1. After completion, the requesting party is informed that the task was done.</p> <p>1.1 Certificate of completion and feedback evaluation form will be signed and evaluated by the requesting party.</p> <p>1.2 Accomplished forms will be returned to PPS for recording and filing purposes</p>	none	5 minutes	PPS Skilled Personnel(s)
	TOTAL:		1 day and 15 minutes	

*Depending on the availability of materials and expected duration of repair



2. University Vehicle Use and Dispatch				
Physical Plant Services Unit provide university vehicle for official business trips.				
Office or Division:	Physical Plant Services (PPS)			
Clasification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	CvSU University System Faculty, Staff, Students and Visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PPLS-QF-01 (Trip Ticket/Vehicle Dispatch Form)		Downloadable in the university website		
Authority to Go		All Units		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved Trip Ticket/Vehicle Dispatch Form together with the approved Authority to Go to PPS	1. Receive the necessary approved forms 1.1 Check the signatures of approving officials on the two forms	None	3 minutes	PPS Staff



2. Approved Forms will be submitted to the Dispatcher	<p>1. The Dispatcher will assign the specific vehicle and driver to be dispatch</p> <p>1.1 The Dispatcher approved the trip with corresponding Trip Ticket No. as reference</p>	None	5 minutes	Dispatcher
3. Approved Trip Validation	<p>1. The PPS Staff will inform the head of party or other passenger(s) on the dispatched vehicle and contact number of the assigned driver.</p> <p>1.1 Copy of the dispatched Trip Ticket will be forwarded on the assigned driver</p>	None	5 minutes	PPS Staff



4. Post Travel Report	1. The Accomplished Trip Ticket Form will be signed by the passenger. 1.1 The Dispatcher will sign the post travel report for reimbursement purposes	None	5 minutes	Assigned Driver
	TOTAL:		18 minutes	



Cavite State University Main Campus
University Civil Security Services
External and Internal Services



1. Procedure on Investigation				
This procedure aims to conduct proper investigation on the reported unforeseen circumstances within the University				
Office or Division:	Office of the University Civil Security			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Incident Report		Office of the University Civil Security		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client informs the Security Office about the incident	1. The security guard on duty receives the report verbally and interviews the informant.	None	30 minutes	Guard on duty
	2. The guard determines the persons involved in the incident. If student, the guard reports it to the Office of Student Affairs. For cases involving outsiders, the guard, reports it to the local PNP and the barangay concerned.	None	1 hour	Guard on duty
	3. The Guard conducts thorough investigation of the incident	none	1 day	Guard on duty



	4. The guard makes an incident report for submission to OSAS for cases involving students and HRDO for cases involving employees	None	2 hours	<i>Guard on duty</i>
	TOTAL:		1 day , 3 hours, 30 minutes	



Cavite State University Main Campus
University Health Service Unit
External and Internal Services



1. Annual Physical, Dental, and Laboratory Examination of University Officials, Faculty Members and Employees				
The University Health Services provides and facilitates the Annual Physical, Dental, and Laboratory Examination of University Officials, Faculty Members and Employees.				
Office or Division:	University Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	University Officials, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Information Sheet or Identification Form, Medical Form, Request Form, Laboratory Result Form, X-Ray/ Diagnostic Result Form, Dental Record Form,		University Health Services Unit		
Medical Certificate Form		Medical Specialist		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client determines / checks the schedule of laboratory and X-ray examination.	1. The nurse confirms the schedule for laboratory and X-ray examination. 1.1 Issues Personal Information Sheet (Identification form)	None	1 minute	Health/front desk personnel or Nurse on Duty (NOD



2. The client fills-out Personal Information Sheet.	<p>2. The nurse encodes Personal Information to :</p> <ul style="list-style-type: none"> a. Medical - Dental Form b. Laboratory and X-ray Examination Request Form <p>2.1. The nurse takes a picture of the personnel.</p> <p>2.2. The nurse checks and records vital signs which includes:</p> <ul style="list-style-type: none"> a. Blood Pressure(BP) b. Temperature c. Heart and pulse rate d. Weight and height e. Body Mass Index <p>2.3. The nurse issues request form and claim stub.</p>	None	5 minutes	<i>Nurse on duty</i>
3. The client proceeds to Laboratory Section for laboratory examination.	<p>3. The medical technologist secures a copy of laboratory request form and do laboratory examination which includes:</p> <ul style="list-style-type: none"> a. Complete Blood Count b. Blood Typing c. Urinalysis d. Hepatitis B Screening 	None	5 minutes	<i>Medical Technologist (MedTech)</i>
4. The client proceeds to the Radiologic Section for X-ray	4. The x-ray technologist secures a copy of X-ray examination request form and do	None	5 minutes	<i>X-ray Technologist (X-rayTech)</i>



examination.	X-ray examination			
5. The client presents claim stub to Front desk personnel / Nurse on Duty (NOD)	5. The nurse secures a copy of claim stub > Issue Medical - Dental Form (duplicate copies) 5.1. The nurse releases laboratory and X-ray examination results	None	1 minute	<i>Health/front desk personnel or Nurse on Duty (NOD)</i>
6. The client proceeds to the Dental Section for dental examination.	6. The dentist performs Dental examination and signs the Medical - Dental Form	None	5 minutes	<i>Dentist</i>
7. The client proceeds to Medical Section for physical examination	7. The Physician performs physical examination and signs the Medical - Dental form for fit and unfit to work	None	5 minutes	<i>Physician</i>
8. The client receives copy of one (1) Medical - Dental Form with attached laboratory and X-ray examination results	8. The nurse receives copy of one (1) Medical - Dental Form with attached Laboratory and X-ray examination results for encoding and safekeeping	None	1 minute	<i>Nurse on duty</i>
	TOTAL:		28 minutes	



2. Consultation and Treatment of Patient				
The University Health Services provides and attends medical Consultation and Treatment of University Clients.				
Office or Division:	University Health Services Unit			
Clasification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students and University Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Consultation Form Medical Certificate Form Prescription Form, Request Form X-Ray/ Diagnostic Result Form Monitoring Sheet Referral Form		University Health Services Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client comes to clinic for consultation	1. The nurse confirms personal information from identification card 1.1. Accomplishes consultation form	None	1 minute	<i>Health/front desk personnel or Nurse on Duty (NOD)</i>
2. The client submits to the assessment of vital signs	2. The nurse checks and records vital signs a. Blood Pressure(BP) b. Temperature c. Heart and pulse rate d. Respiratory rate	None	5 minutes	<i>Nurse on Duty (NOD)</i>



	<p>e. Weight and height</p> <p>2.1. The nurse pulls-out medical or dental card/record</p> <p>2.2. The nurse refers and accompanies patient to physician or dentist depending on the case</p>			
3. The clients submits to the consultation process	<p>3. The physician or dentist performs the following :</p> <ul style="list-style-type: none"> a. Verify chief complaint and solicit medical history b. Examine and assess the patient c. Record the observation and findings d. Give treatment, prescribe medication, and give advice (e.g. history of allergy to medicine, dose, and time) <p>3.1. The physician or dentis refers back patient to Nurse on Duty (NOD)</p>	None	1 hour	<i>Physician or Dentist</i>
4. The client presents prescription and submits the medical or dental card to NOD	<p>4. The nurse receives the prescription form</p> <p>4.1. The nurse dispenses available prescribed medication (initial dose only)</p>	None	1 minute	<i>Nurse on Duty (NOD)</i>



	4.2. The nurse advises the patient on proper use and intake of medicines			
5. The client signs the logbook	5. The nurse logs the name of patient, name and quantity of dispensed medicines, and have it signed by the patient	None	1 minute	<i>Nurse on Duty (NOD)</i>
6. Patient is treated, referred, transferred, and discharged	6. The nurse encodes the accomplished consultation form, medical or dental record, and file for safekeeping	None	1 minute	<i>Personnel front desk or Nurse on Duty (NOD)</i>
	TOTAL:		1 hour, 9 minutes	



3. Physical, Dental, and Laboratory Examination of Applicant Employee and Faculty for Pre-employment

The University Health Services Unit provides and facilitates Physical, Dental, and Laboratory Examination of Applicant Employee and Faculty for Pre-employment

Office or Division:	University Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	Applicant Employees and Faculty

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Endorsement Form CSC Medical Certificate Form		HRDO		
Medical Certificate Form		Medical Specialist		
Personal Information Sheet Medical Form Request Form Laboratory Result Form X-Ray/ Diagnostic Form Dental Record Form		University Health Services Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client presents Medical Endorsement Form	1. The nurse secures copy of Medical Endorsement Form 1.1 The nurse advises the client to pay to the cashier the medical fees. 1.2 The nurse issues Personal Information Sheet (Identification form)	₱1,300.00 for Contractual, Permanent, and Temporary ₱600.00 for TCP ₱440.00 for Job Order	1 minute	Health/front desk personnel or Nurse on Duty (NOD)



<p>2. The client fills-out Personal Information Sheet</p>	<p>2. The nurse encodes personal information to :</p> <ul style="list-style-type: none"> a. Medical - dental Form b. Laboratory and X-ray Examination Request Form c. Civil Service Commission (CSC) Medical Certificate Form <p>2.1. The nurse takes a picture of the applicant</p> <p>2.2. The nurse gives instruction of procedures and advise for referral request of drug test & neuropsychiatric examination</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Nurse on duty</i></p>
<p>3. The client presents official receipt for payment of Physical, Dental, Laboratory and X-ray Examination</p>	<p>3. The nurse confirms the schedule for laboratory and X-ray examination</p> <p>3.1. The nurse secures a copy of official receipt</p> <p>3.2. The nurse checks and record the following vital signs:</p> <ul style="list-style-type: none"> a. Blood Pressure(BP) b. Temperature c. Heart and pulse rate d. Weight and height e. Body Mass Index 	<p>None</p>	<p>5 minutes</p>	<p><i>Nurse on duty</i></p>



	3.3. The nurse issues request form			
4. The client proceeds to Laboratory Section for Laboratory Examination	4. The medical technologists secures copy of Laboratory Request Form and do laboratory examination which includes: <ul style="list-style-type: none"> a. Complete Blood Count f. Blood Chemistry g. Urinalysis h. Hepatitis B Screening 	None	5 minutes	<i>Medical Tehnologist</i>
5. The client proceeds to Radiologic Section for X-ray Examination	5. The X-ray technologist secures copy of X-ray Examination Request Form and do X-ray examination	None	5 minutes	<i>X-Ray Tehnologist</i>
6. The client presents Claim Stub and results of drug test and neuropsychiatric examination	6. The nurse secures copy of drug test and neuropsychiatric examination results 6.1. The nurse Issues a duplicate copy of Medical-Dental Form and triplicate copy of CSC Medical Certificate Form 6.2. The nurse release sresults of laboratory and X-ray examination	None	1 minute	<i>Nurse on duty</i>
7.The client proceeds to	7. The dentists performs dental	None	7 minutes	<i>Dentist</i>



Dental Section for Dental examination	examination and sign the Medical - Dental form			
8. The client proceeds to Medical Section for Physical examination	8. The dentists receives copy of one (1) Medical - Dental Form and CSC Medical Certificate Form with attached Laboratory and X-ray examination result, Drug Test and Neuropsychiatric examination results for encoding and safekeeping	None	1 minute	<i>Nurse on duty</i>
	TOTAL:	₱1,300.00 for Contractual, Permanent, and Temporary ₱600.00 for TCP ₱440.00 for Job Order	27 minutes	



1. Physical, Dental, and Laboratory Examination of Students				
The University Health Services Unit provides and facilitates Physical, Dental, and Laboratory Examination of Students.				
Office or Division:	University Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Student Admission		Office of the Student Affairs and services (OSAS)		
Request for Medical Clearance		University Registrar Office		
Medical Certificate Form		Medical Specialist		
Personal Information Sheet or Identification Form, Medical Form, Request Form, Laboratory Result Form, X-Ray/ Diagnostic Form, Dental Record Form		University Health Services Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client presents the Notice of Student Admission (NOA) for new and transferee students and Request for Medical Clearance for returnee students.	1. The nurse receives the copy of NOA (for new and transferees student) or Request for Medical Clearance (for returnees student). 1.1. The nurse issues Request Form for Laboratories and diagnostic procedures.	None	1 minute	Front desk personnel or Nurse on Duty(NOD)



2. The client undergoes laboratory and diagnostic procedure	2. The nurse issues charge slip for payment of laboratory and diagnostic procedure (if the laboratory and diagnostic procedure is to be done at CvSU laboratory services).	None	1 minute	<i>Front desk personnel or Nurse on Duty(NOD)</i>
3. The Client proceeds to the Cashier's Office to settle payment for laboratory and diagnostic procedure.	3. The nurse secures copy of official receipt of payment for laboratory and diagnostic procedure. 3.1. The nurse advises the student to proceed to laboratory and diagnostic section for the necessary procedures	₱700.00 (if the laboratory and diagnostic procedure is done at CvSU laboratory services)	1 minute	<i>Front desk personnel or Nurse on Duty(NOD)</i>
4. The client undergoes Physical and Dental Examination.	4. The nurse secures a photocopy of the laboratory and diagnostic procedures results. 4.1. The nurse issues personal information sheets.	None	1 minute	<i>Front desk personnel or Nurse on Duty(NOD)</i>
5. The client fills-out Personal Information Sheet.	5. The nurse encodes the data to the Student Health Record Form, takes picture and prints the form. 5.1. The nurse checks and records the vital sign which include:	None	5 minutes	<i>Nurse on Duty</i>



	<p>a. Blood Pressure(BP) b. Temperature c. Heart and pulse rate d. Weight and height e. Body Mass Index</p> <p>5.2. The nurse issues the Student Health Record form with attached copy of laboratory and diagnostic procedures results and Medical Clearance form.</p> <p>5.3. The nurse instructs student to proceed to Dental department for dental examination.</p>			
6. The Client proceeds to the Dental section for dental examination.	<p>6. The Dentist performs dental examination and records dental and medical history, observations/ findings, treatment and advises on the dental record form.</p> <p>6.1. The dentist signs Medical Clearance form and instructs the student to proceed to University Physician for physical examination.</p>	None	7 minutes	<i>Dentist</i>
7. The client proceeds to Medical section for physical examination.	7. The physician performs physical examination and records medical history, observations/ findings, treatment and advises on student health record	None	7 minutes	<i>Physician</i>



	7.1. If clear or fit for schooling, the physician signs and issues medical clearance form for enrolment and advise to proceed to front desk personnel or nurse on duty.			
8. The client proceeds to the front desk personnel or nurse on duty.	8.The nurse secures a copy of Student Health Record with attached laboratory and diagnostic procedure results and issues signed Medical Clearance Form to student.	None	1 minute	<i>Front desk personnel or Nurse on Duty(NOD)</i>
9. The client receives the Medical Clearance Form and proceed to University Registrar for registration.	9. The nurse on duty encodes, records and files the record for safekeeping.	None	1 minute	<i>Nurse on duty</i>
	TOTAL:	Php 700.00	25 minutes	



Cavite State University Main Campus
Office of the Vice-President for Research and Extension
External and Internal Services



Cavite State University Main Campus

Research Center

External and Internal Services



1. Implementation of CvSU-Funded Research Programs or Projects				
The Research Center implements the approved research programs.				
Office or Division:	University Research Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Faculty and Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed contract		Research Center and OP		
Signed SO		Research Center and OP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs contract of approved research project	1. Receives the signed contract;	None	5 minutes for the review	<i>M and E staff</i>
	2. Reviews the correctness of signed contract 2.1 Facilitates the notarization of contracts		2 hours for notarization (depends on the availability of the lawyer)	
2. Signs SO (Special Order)	1. Receives signed SO	None	5 minutes	<i>M and E staff</i>
	2. Facilitates the release of funds thru voucher preparation	None	10 minutes for voucher preparation	<i>M and E staff</i>



3. Attends pre-implementation meeting	1. Conducts pre-implementation meeting, or 1.1 Research Center sends letter on reminders regarding the conduct of researches and financial concerns in lieu of conduct of pre implementation meeting		5 hours for pre-implementation meeting	<i>RC and M and E Staff</i>
4. Conduct research	1. Monitors the conduct of research a. send letter/reminders to submit progress reports b. on site visitation	None	5 hours per quarter	<i>M and E stafff</i>
5. Submits progress reports	1. Receives the progress reports; 1.1 Files the progress reports/input in the database 2. Facilitates the release of remaining funds	None	20 minutes (depending on the nature of report) 10 minutes for voucher preparation	<i>M and E stafff</i>
6. Submits terminal report	1. Receives the terminal report 1.1 Send letter acknowledging the receipt of terminal report	None	10 minutes	<i>M and E stafff</i>
TOTAL :			*1 day, 5 hours	

* Depending on the nature of approved researches



2. Monitoring and Evaluation of Externally Funded Research Programs or Projects

The University Research Center provides a system for the implementation, monitoring and evaluation of research programs or projects funded by agencies other than CvSU.

Office or Division:	University Research Center
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Faculty and Researchers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Schedule of meeting	Personally for processing by the researcher
Duly signed MOA and Contract	From the researcher
Quarterly progress report, annual report, terminal reports and others	From the researcher
Three (3) copies of the terminal report	From the researcher

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Schedules a pre-implementation meeting with the funding agency	1. Records the schedule of meeting 1.1 Coordinates the meeting to all concerned units	None	20 minutes	<i>M and E staff</i>
2 Submits a copy of the duly signed memorandum of agreement and/or	1. Provides acknowledgement receipt of submission 1.1 Endorses the submitted documents to the M & E	None	15 minutes	<i>Research Office staff/ M & E staff</i>



contract detailing the title of the project, duration, budget and terms of reference.	Division			
3 Furnishes the Monitoring and Evaluation (M&E) Division of the Research Center copies of the reports (quarterly progress report, annual report, terminal reports and others) submitted to the external funding agencies.	1. The M & E Division provides Acknowledgment Receipt for such submissions. 2. The M & E Division requires the researcher to present their outputs during the Annual In-House Review	None	5 minutes for the acknowledgement receipt 3 days to notify the presenter of the schedule of presentation and other details	<i>Research Office staff and M & E staff</i>
4 Presents outputs of the Research during the Annual In-House Review.	1. Provides certificate of presentation and other possible awards	None	1 hour on the scheduled day of the presentation of outputs	<i>Research Office staff and M & E staff Annual In-House Review Working Committee</i>



<p>3. Researcher with completed or terminated research program or project submits three (3) copies of the terminal report within one month upon completion or termination</p>	<p>1. Receives copies of terminal reports</p> <p>1.1 Endorses to the Extension Services and/or Knowledge Management Center the terminal report for evaluation of the technology generated whether for publication, transfer or intellectual property right application.</p> <p>1.2 Informs the researcher of the results of evaluation.</p>	<p>None</p>	<p>22 days</p>	<p><i>Research Office staff and M & E staff</i></p>
	<p>TOTAL:</p>		<p>*25 days, 1 hour and 40 minutes</p>	

***The length of time involved in monitoring depends on the nature of researches and projects.**



3.Application and Approval of Research Proposal for Funding				
The Research Center accepts applications for proposals for funding under the CvSU Research Grant (CRG) or Faculty and Students Research Capability Enhancement (FSRCEP) Scheme.				
Office or Division:		University Research Center		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Faculty and Researchers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proposal		From the Researcher		
HGDG form		GAD Unit		
ERB form		ERB office		
Acknowledgement Receipt		Research Center		
SO		OP		
Contract		OP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits copies of proposals (preferably online due to new normal)	1. Receives the proposal 1.1 Issues acknowledgment receipt	None	15 minutes	Research Office staff/ M and E staff
	2. Reviews the proposals as to format, completeness of documents submitted, duplication of studies, etc. 2.1 Informs the proponents of the results of evaluation.		5 days	



2. Resubmit proposals with corrections	1. Endorses the proposals to ERB or RCRU (Responsible Conduct of Research Unit)	None	30 minutes	Research Office staff/ M and E staff
	2. Reviews proposals as to ethical issues		1 hour	
3. Presents proposals	1. Notifies the proponents of presentation of proposals	None	10 minutes	Research Office staff/ M and E staff
	2. Experts evaluate the proposals		4 hours	
	3. Send results of evaluation (comments and suggestions)		10 minutes	
4. Revises the proposal/submits the revised proposal	1. Accepts the revised proposal	None	5 minutes	Research Office staff/ M and E staff R and E Council OP staff
	2. Reviews if the revision of proposal is in accordance with the comments and suggestions		2 hours	
	3. Endorses the proposals to the R and E Council		5 minutes	
	4. R and E council reviews the proposals		22 days	
	4.1 R and E council			



	<p>endorses the proposals to the OP</p> <p>4.2 OP approves the proposals</p>			
5. Receives notifications of the approval of proposals/or receives copies of approved letter of recommendation	<p>1. Facilitates the preparation of contract</p> <p>2. Facilitates the preparation of SO</p> <p>2.1 The President signs the contract and SO</p>	None	<p>5 days</p> <p>5 days</p>	<p><i>Research Office staff/ M and E staff</i></p> <p><i>OP staff</i></p>
6. Receives research funds	1. Facilitates the processing of project funds.	None	5 days	<p><i>Research Office staff/ M and E staff</i></p> <p><i>Cashier and Budget office staff</i></p>
	TOTAL:		43 days, 15 minutes.	



4. Monitoring and Evaluation of Internally Funded Research Programs or Projects

To ensure smooth implementation of research programs, the Research Center monitors the research activities and progress of the proponents/ researchers.

Office or Division:	University Research Center
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Faculty and Researchers

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Progress reports		Researcher		
Terminal reports		Researcher		
Papers for In- house review		Researcher		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits progress reports	1. Reminds the researcher to submit reports	None	15 minutes	<i>M and E staff</i>
	1.1 Accepts progress reports			
	1.2 Sends acknowledgment to reports received		2 hours for on-site visitation	
	2. Conducts on site visitation			
2. Presents research results during the Annual Agency In-house Review	2. Provides certificate of presentation and other possible awards	None	1 hour on the scheduled day of the presentation of outputs	<i>Research Office staff and M & E staff Annual In-House Review Working Committee</i>



3. Submits three (3) copies of the terminal report within one month upon completion or termination of research projects	<p>1. Receives copies of terminal reports</p> <p>1.1 Endorses to the Extension Services and/or Knowledge Management Center the terminal report for evaluation of the technology generated whether for publication, transfer or intellectual property right application.</p> <p>1.2 Informs the researcher of the results of evaluation.</p>	None	44 days	Research Office staff and M & E staff
	TOTAL:		*22 days, 3 hours, 15 minutes	

***The length of time involved in monitoring depends on the nature of researches and projects.**



5. Use of Research Laboratory Facilities

The Research Center shares its facilities to stakeholders particularly the faculty and students who want to avail of such in connection with their research activities. This is primarily to reach out as many clientele as possible.

Office or Division:	University Research Center
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Faculty, Researchers, Students and other clients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request		From the requesting party		
Filled up request form		Request form from the RC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request to use the laboratory facilities (for non CvSU staff and students)	1. Accepts the letter of request 2. The Research Director signs the letter of request subject to availability of resources. 3. Endorses the letter to the OVPRE 4. OVPRE endorses the letter to OP 5. OP approves the request	None	1 hour	<i>Laboratory staff OVPRE and OP staff</i>



2. Fill out request form and submit to the RC.	1. Checks the request form if filled out completely. 1.1 Laboratory Head signs the request form 1.2 RC director approves the request	None	15 minutes	Laboratory staff
3. Communicates the details of research activity or laboratory use	1. Orients clients on laboratory policies 1.1 Assist in the use of laboratory facilities	None	20 minutes for orientation Time spent in assistance depends on the nature of use of facility	Laboratory staff
4. Informs the RC the termination of laboratory experiment and pay fees if applicable	1. Checks the facilities if in order 1.1 Issues bill	Php 500 for non CvSU student None for CvSU student or faculty	30 minutes	Laboratory staff/Cashier staff
	TOTAL:	Php 500	*2 hours and 5 minutes	

*Depending on the activity to be done



Cavite State University Main Campus
National Coffee Research, Development and Extension Center (NCRDEC)
External and Internal Services



1. Processing of Request for Training and Technical Services				
Receiving of request for training and technical services				
Office or Division:	Extension Services Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter addressed to the University President		Client		
NCRD-QF-04 (Client Request Form)		National Coffee Research, Development and Extension Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter via email	1.1. Notifies the client upon receiving the email	None	1 minute	Extension Services Division Head
	1.2. Forwards the letter to the Office of the University President	None	2 minutes	Extension Services Division Head



	1.3. Sends notification letter to the client upon approval of the request via email	None	2 days	<i>Extension Services Division Head</i>
2. Requests and fills-out Client Request Form (for walk-in clients)	2.1. Reviews the accomplished Client Request Form	None	1 minute	<i>Extension Services Division Head</i>
	2.2. Prepares and sends endorsement letter of the client request to the Office of the University President	None	2 minutes	<i>Extension Services Division Head</i>
	2.3. Sends notification letter to the client upon approval of the request via email	None	2 days	<i>Extension Services Division Head</i>
	TOTAL:		4 days and 5 minutes	



2. Processing of Request for the Use of NCRDEC Research Facilities and Equipment

Receiving of request for the use of NCRDEC research facilities and equipment

Office or Division: Research and Development Division

Classification: Simple

Type of Transaction: G2C- Government to Citizen

Who may avail: Researchers, faculty, students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter addressed to the Director		Client		
Approved research proposal/ plan		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter to the office or via email	1.1. Notifies the client upon receiving the email/ letter	None	1 minute	Office staff
	1.2. Determines the availability of the requested facility/ equipment	None	10 minutes	Office staff
	1.3. Sends notification letter to the client upon approval of the request via email	None	2 minutes	Office staff



	1.4. Request client to submit approved research proposal/ plan for using the facility/equipment for recording purposes	None	2 minutes	<i>Research and Development Division Head/ Office staff</i>
2. Submits approved research proposal/ plan	2.1. Accepts and records the submitted research proposal/ plan	None	1 minute	<i>Research and Development Division Head/ Knowledge Management Officer</i>
	2.2. Assists the clients to the facility	None	2 minutes	<i>Facility In-Charge</i>
	TOTAL:		18 minutes	



3. Processing of Request for Coffee-Related Information				
Receiving of request for coffee-related information				
Office or Division:	Knowledge Management Unit			
Clasification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NCRD-QF-07 (Coffee Information Request Form)		National Coffee Research, Development and Extension Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests and fills-out Coffee Information Request Form	1.1. Reviews the accomplished Coffee Information Request Form	None	1 minute	Knowledge Management Officer
	1.2. Secures the approval of Division Heads and the Director	None	2 minutes	Knowledge Management Officer



	1.3. Gives the requested information in either hard or soft copy together with a copy of approved Coffee Information Request Form	None	5 minutes	<i>Knowledge Management Officer</i>
	TOTAL:		8 minutes	



4. Processing of Request for Acquisition of Coffee Propagules				
Receiving of request for acquisition of coffee propagules				
Office or Division:	Coffee Field Genebank			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NCRD-QF-05 (Coffee Propagule Request Form)		National Coffee Research, Development and Extension Center		
NCRD-QF-06 (Client Disclosure Agreement Form)		National Coffee Research, Development and Extension Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests and fills-out Coffee Propagule Request Form	1.1. Reviews the accomplished Coffee Propagule Request Form	None	1 minute	Genebank Manager
	1.2. Secures the approval of Research Division Head, Special Projects Division Head and the Director	None	2 minutes	Genebank Manager



	1.3. Accomplishes and signs the Client Disclosure Agreement Form	None	2 minutes	<i>Genebank Manager</i>
	1.4. Secures signatures of the client and the Director on the Client Disclosure Agreement Form	None	1 minute	<i>Genebank Manager</i>
	1.5. Gives copies of approved/signed Coffee Propagule Request Form and the Client Disclosure Agreement Form to the client	None	1 minute	<i>Genebank Manager</i>
	1.6. Assists the client in acquiring the requested coffee propagules	None	2 minutes	<i>Genebank Manager/ Field Personnel</i>
	TOTAL:		9 minutes	



5. Selling of Coffee Seeds, Seedlings, Vermicompost and Other Crops (for Government Institutions)

Receiving of request for purchase of coffee seeds, seedlings, vermicompost and other crops

Office or Division:	Special Projects Division
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	Government Institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NCRD-QF-13 (Sales Invoice)	National Coffee Research, Development and Extension Center
NCRD-QF-14 (Billing Statement)	National Coffee Research, Development and Extension Center
Order of Payment	Accounting Office
Official Receipt	Cashier's Office
NCRD-QF-24 (Gate Pass)	National Coffee Research, Development and Extension Center



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contacts the staff in-charge and arranges the purchase of the needed product(s)	1.1. Determines the availability of the needed product(s) to the Head of the Special Projects Division	None	5 minutes	Office staff
	1.2. Prepares the needed product(s) to be purchased	None	5 minutes	Special Projects Division Head/ Field Personnel
2. Prepares financial documents for payment of the product(s) when available	2.1. Prepares/issues Billing statement	None	2 minutes	Office staff
	2.2. Forwards the Billing statement to the procuring institution thru email	None	2 minutes	Office staff
3. Pays the product(s)	3.1. Prepares/issues Sales Invoice	Cash/ Check (depends on the cost of procured product(s))	2 minutes	Office staff
	3.2. Forwards the Sales Invoice to the Accounting Office for issuance of order of payment	None	5 minutes	Office staff
	3.3. Remits payment to the Cashier's Office together with the order of payment for	Cash/ Check (depends on the cost of procured	2 minutes	Office staff



	the Official Receipt	product(s)		
	3.4. Issues Official Receipt to the client	None	2 minutes	Office staff
4. Obtains the purchased product(s)	4.1. Prepares Gate Pass/ permit to carry	None	2 minutes	Office staff
	4.2. Releases purchased products together with the Gate Pass	None	2 minutes	Special Projects Division Head/ Field Personnel
5. Makes reservation when product(s) is/are not yet available	5.1. Lists the reservation	None	5 minutes	Office staff
	5.2. Informs the Special Projects Head about the reservation	None	2 minutes	Office staff
	TOTAL:		36 minutes	



6. Selling of Coffee Seeds, Seedlings, Vermicompost and Other Crops (for Private Institutions/ Individuals)				
Receiving of request for purchase of coffee seeds, seedlings, vermicompost and other crops				
Office or Division:	Special Projects Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Private institutions/ individuals			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
NCRD-QF-13 (Sales Invoice)			National Coffee Research, Development and Extension Center	
Order of Payment			Accounting Office	
Official Receipt			Cashier's Office	
NCRD-QF-24 (Gate Pass)			National Coffee Research, Development and Extension Center	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contacts the staff in-charge and arranges the purchase of the needed	1.1. Determines the availability of the needed product(s) to the Head of the	None	5 minutes	<i>Office staff</i>



product(s)	Special Projects Division			
	1.2. Prepares the needed product(s) to be purchased	None	5 minutes	<i>Special Projects Division Head/ Field Personnel</i>
2. Pays the product(s) when available	2.1. Prepares/issues Sales Invoice	Cash (depends on the cost of procured product(s))	2 minutes	<i>Office staff</i>
	2.2. Forwards the Sales Invoice to the Accounting Office for issuance of order of payment	None	5 minutes	<i>Office staff</i>
	2.3. Remits payment to the Cashier's Office together with the order of payment for the Official Receipt	Cash (depends on the cost of procured product(s))	2 minutes	<i>Office staff</i>
	2.4. Issues Official Receipt to the client	None	2 minutes	<i>Office staff</i>
3. Obtains the purchased product(s)	3.1. Prepares Gate Pass/ permit to carry	None	2 minutes	<i>Office staff</i>
	3.2. Releases purchased products together with the Gate Pass	None	2 minutes	<i>Special Projects Division Head/ Field Personnel</i>



4. Makes reservation when product(s) is/are not yet available	4.1. Lists the reservation	None	5 minutes	Office staff
	4.2. Informs the Special Projects Head about the reservation	None	2 minutes	Office staff
	TOTAL:		32 minutes	



Cavite State University Main Campus

Extension Services

External and Internal Services



1. Request for Technical and Livelihood Trainings				
The Extension Services accommodates request of individuals, organizations and institutions for technical and livelihood trainings.				
Office or Division:	Extension Services			
Classification:	Complex			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All Clients/Organizations/Institutions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Request to be sent to the Office of the University President			Personally written by All Clients/Organizations/Institutions	
Additional Details about the Training (Type of Training, Participants, Number of Participants, Venue)			Personally written by the Clients/Organizations/Institutions	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
11. The client submits letter of request to Office of the University President (OP).	1. The OP/Extension Services Staff checks and receives letter of request including additional details of the training; and sends an acknowledgement of the receipt of letter.	None	2 Days	OP/Extension Services Staff



12. The client coordinates with Extension Services regarding final schedule of training.	2. The Extension Services staff communicates with the concerned offices and experts.	None	3 Days	<i>Extension Services Staff</i>
13. The client coordinates with the Extension Services Staff during the training.	3. The Extension Services Staff/Other offices concerned and experts facilitate the training on the scheduled date.	None	1 Day*	<i>Extension Services Staff/Other offices concerned and experts</i>
4. The client coordinates the documentation during the training.	4. The Extension Services Staff/Other offices concerned document the training.	None	1 Day*	<i>Extension Services Staff/Other offices concerned</i>
5. The client facilitates the evaluation of the training.	5. The Extension Services staff evaluates the training.	None	1 Day*	<i>Extension Services Staff</i>
	TOTAL:		8 Days	

*depending on the number of days of training



2. Request for Technical Service or Assistance				
The Extension Services facilitates the provision of technical service or assistance as requested by individuals, organizations and institutions.				
Office or Division:	Extension Services			
Classification:	Highly technical			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All Clients/Organizations/Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request to be sent to the Office of the University President		Personally written by All Clients/Organizations/Institutions		
Additional Details about the Technical Service or Assistance (Type of Technical Service or Assistance; Area, Location, and Commodities [for farms], Type and Location of Business [for business/enterprise] and others)		Personally written by the Clients/Organizations/Institutions		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits letter of request to the Office of the University President (OP).	1. The OP/Extension Services Staff checks and receives letter of request including additional details of the technical service or assistance; and sends an acknowledgement of the receipt of letter.	None	2 Days	OP/Extension Services Staff



2. The client coordinates with Extension Services regarding the final schedule of technical service or assistance.	2. The Extension Services staff communicates with the concerned offices and experts.	None	3 Days	<i>Extension Services Staff</i>
3. The client coordinates with the Extension Services Staff during the actual technical service or assistance.	3. The Extension Services Staff/Other offices concerned and experts facilitate the technical service or assistance on the scheduled date.	None	1 Day*	<i>Extension Services Staff/Other offices concerned and experts</i>
4. The client facilitates the documentation during the technical service or assistance.	4. The Extension Services Staff/Other offices concerned document the technical service or assistance.	None	1 Day*	<i>Extension Services Staff/Other offices concerned</i>
5. The client coordinates with the Extension Services Staff.	5. The Extension Services Staff/Other offices concerned and experts meets with experts and offices concerned regarding the need of the client/organization/ Institution.	None	1 Day	<i>Extension Services Staff/Other offices concerned and experts</i>
6. The client coordinates with other agencies for	6. The Extension Services Staff/Other offices concerned and experts links	None	21 Days	<i>Extension Services Staff/Other</i>



equipment (if necessary).	with the concerned agencies for possible source of equipment.			<i>offices concerned and experts</i>
	TOTAL:		29 Days	

*depending on the number of days of technical service or assistance



Cavite State University Main Campus
Knowledge Management Center
External and Internal Services



1. Copyright Application				
Providing copyright certificate to authors of original work				
Office or Division:	Innovations and Technology Support Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All faculty, staff and students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 4 copies of Copyright Application Form [T.N.L. NO. 24- (3rd Revision)]		Online (web.nlp.gov.ph) or ITSO		
2. 4 copies of Affidavit of Copyright Waiver/Ownership		ITSO		
3. 2 copies of material to be copyrighted		Applicant		
4. Technical description of the design, if the work applied for registration is an original ornamental design		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
14. Applicants submits all the required documents for copyright application	1. Checks for completeness, receives all the required documents	None	5 minutes	ITSO Technical Staff
	2. Issue acknowledgement receipt	None	5 minutes	ITSO Technical Staff
	3. Validates the registration form	None	5 minutes	ITSO Manager
	4. Secures notarization of documents	PhP 200.00	1 hour	ITSO Technical Staff
	5. Files the copyright application to the National Library of the Philippines (NLP)	PhP 230.00	1 day	ITSO Manager and Technical Staff



	6. Advises the author to return on a specified date to claim the Certificate of Copyright Registration issued by the NLP	None	2 minutes	<i>ITSO Manager / Technical Staff</i>
15. Claims the Certificate of Copyright Registration	1. Releases the Certificate of Copyright Registration and have it signed as received by the client.	None	5 minutes	<i>ITSO Technical Staff</i>
	TOTAL:	PhP 430.00	1 day and 1 hour and 22 minutes	



2. Journal Publication				
Publication of research outputs in the Cavite State University Research Journal or in the Philippine Coffee Journal				
Office or Division:	Publication and Communications Division			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Faculty, Staff and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Research manuscripts with cover sheet (KNMC-QF-08)		Knowledge Management Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits research manuscript to the Publication and Communication Division of the Knowledge Management Center (or through researchjournal@cvsu.edu.ph)	1. Receives, records and issues acknowledgement receipt of the manuscript	None	10 minutes	<i>Editorial Assistant, Editor-in-Chief</i>
	2. Sends the paper to the Associate Editor for initial screening and editing	None	10 minutes	<i>Editor-in-Chief, Editorial Assistant</i>
	3. Evaluates the manuscripts based on the criteria in the Review Form and returns the result to the Editor-in-Chief	None	1 day	<i>Editorial Assistant</i>
	4. Sends the result of evaluation to the author	None	1 hour	<i>Editor-in-Chief, Editorial Assistant</i>
2. Revises the manuscript and returns to the Editor-in-Chief	1. Receives, records and issues acknowledgement receipt of the manuscript	None	2 days*	<i>Editor-in-Chief, Editorial Assistant</i>
	2. Reviews the revised manuscript and sends to the external reviewers	None	1 day	<i>Editor-in-Chief, Editorial Assistant</i>



	3. Evaluates the manuscripts, fills out the review form and sends to the Editor-in-Chief	PhP 2000.00 *	7 days	<i>External Reviewer</i>
	4. Informs the author of the results of evaluation and requests to revise the paper if recommended for publication	None	2 days*	<i>Editor-in-Chief, Editorial Assistant</i>
3. Revises the manuscript and returns to the Editor-in-Chief	1. Receives, records and issues acknowledgement receipt of the manuscript	None	10 minutes	<i>Editorial Assistant, Editor-in-Chief</i>
	2. Returns the manuscript to the external reviewer to determine if the corrections/suggestions are met.	None	10 minutes	<i>Editor-in-Chief, Editorial Assistant</i>
	3. Checks the revised manuscript and sends back to the Editor-in-Chief	None	7 days	<i>External Reviewer</i>
	4. Final editing of the manuscript	None	2 hours	<i>Associate Editor/Editor-in-Chief</i>
	5. Sends the author Certificate of Acceptance of his/her paper for publication	None	5 minutes	<i>Editor-in-Chief, Editorial Assistant</i>
	6. Drafts the layout of the journal (if the required number of publishable manuscripts are met)	None	5 days	<i>Layout Artist/Editorial Assistant</i>



	Proofreads the laid-out papers	None	2 days	Associate Editor, Editor-in-Chief, PCD Head, KMC Director
	Revises the layout when needed	None	1 day	Layout Artist/Editorial Assistant
	Requests the publication of the journal following the protocol on procurement.	None	1 day	Editor-in-Chief, PCD Head, KMC Director
	TOTAL:	PhP 2000.00	29 days and 3 hours and 45 minutes	

** per evaluator per paper*

*** depends on the comments and suggestions*



3. Newsletter Publication

Publication of research and extension news articles from the different units of the University in *REconnections* or UGNAYAN newsletters

Office or Division: Publication and Communications Division

Classification: Complex

Type of Transaction: G2C-Government to Citizen

Who may avail: Faculty, Staff and Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. News/feature articles		Faculty, staff or student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits news articles to the Publication and Communications Division of the Knowledge Management Center (or through REnewsletter @cvsu.edu.ph)	1. Receives, records and issues acknowledgement receipt of the article	None	10 minutes	<i>Editorial Assistant</i>
	2. Reads and edits the article	None	2 days	<i>Associate Editor and Editor-in-Chief</i>
	3. Revises the edited article	None	1 day	<i>Editorial Assistant</i>
	4. Drafts the layout of the newsletter for the particular issue (if enough articles are met)	None	1 day	<i>Layout Artist</i>
	5. Reviews the draft newsletter	None	1 day	<i>Editor-in-Chief and PCD Head</i>
	6. Approves the newsletter for reproduction and	None	1 day	<i>KMC Director</i>



	distribution			
	7. Prints and distributes, or sends copy through email, the newsletter to the colleges, campuses and other units of the University and to other clients	None	3 days	<i>Editorial Assistant, KMC Staff</i>
	TOTAL:		9 days and 10 minutes	



4. Patent/Utility Model Application				
Providing assistance to faculty, staff and students in the preparation and processing of patent/utility model (UM) applications.				
Office or Division:	Innovations and Technology Support Office			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Faculty, Staff and Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. 1 copy Disclosure Form			ITSO Office	
2. 1 copy Patent Search Form			ITSO Office	
3. 2 copies of Application Form			ITSO Office or online (www.ipophil.gov.ph)	
4. 2 copies of the technical description and drawings of the invention			Applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant fills-up, signs and submits disclosure form	1. Receives and assess disclosures form	None	10 minutes	<i>ITSO Technical Staff and ITSO Manager</i>
2. Applicants secures Patent Search Form and starts searching for prior arts	1. Provides the Patent Search Form and assists in the conduct of patent search/prior art search Provides the Application Form	None	5 days	<i>ITSO Technical Staff</i>



3. Applicants draft the patent claims and drawings	1. Assists in drafting the claims and drawings	None	10 days	<i>ITSO Technical Staff</i>
4. Applicants fills-up and the Patent/UM Application Form	1. Receives the filled- up Patent/UM Application Form and issues acknowledgement receipt	None	5 minutes	<i>ITSO Technical staff</i>
	2. Files the patent/UM application at Intellectual Property Office of the Philippines (IPOPHL)	PhP 1,820.00	30 minutes* / 1 day**	<i>ITSO Manager/Technical Staff</i>
	3. Advises the applicants to return on a specified date to claim the Statement of Account and Certificate of Patent/UM Application issued by IPOPHL	None	2 minutes	<i>ITSO Manager / Technical Staff</i>
5. Claims the Statement of Account and Certificate of Patent/UM Application	1. Releases the Statement of Account and Certificate of Patent/UM Application and have them signed as received by the client.	None	5 minutes	<i>ITSO Technical Staff</i>



	TOTAL*:	Php 1,820.00	15 days and 52 minutes	
	TOTAL**:		16 days and 22 minutes	

* Online

* Manual



5. Publication Support And Incentives				
Providing support and incentives to faculty and staff who has publications in reputable/peer-reviewed journals				
Office or Division:	Publication and Communications Division			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Regular/Contractual Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form (KNMC-QF-02)		Knowledge Management Center		
2. Supporting documents for incentive (e.g. printed copy of the journal where the paper is published; copy of table of contents bearing the title of the article and name of the author(s); copy of the article published; certificate/letter of acceptance; and proof that a peer-review process took place)		Applicant		
3. Supporting documents for publication support (e.g. certificate/letter of acceptance; proof that a peer-review process took place; statement of account or proof of payment)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant fills-up, signs and submits application form and other requirements	1. Checks and receives the application form and other requirements	None	10 minutes	KMC Staff
	2. Issues acknowledgement receipt	None	2 minutes	KMC Staff



	3. Evaluates the documents for qualification	None	5 days	<i>PCD Head and Evaluation Committee</i>
	4. Notifies the researchers/ applicants of the result of evaluation whether it passed the screening or needs additional supporting documents or failed to qualify for the incentives/support	None	30 min	<i>PCD Head</i>
2. Submits additional supporting documents, if needed	1. Receives the document and issues acknowledgment receipt	None	5 minutes	<i>KMC Staff/PCD Head</i>
	2. Endorses the application and result of evaluation to the University President, through the KMC Director and Vice President for Research and Extension, for final approval	None	30 minutes	<i>PCD Head, KMC Director</i>



	3. Facilitates the processing of the monetary incentives for those approved applications (preparation and forwarding of voucher and other documents to the administration units)	none	1 hour	<i>KMC Staff, PCD Head, KMC Director</i>
	4. Notifies the researchers/applicants of the status of the monetary incentives.	none	2 minutes	<i>KMC Staff, PCD Head</i>
	TOTAL:		5 days and 2 hours and 17 minutes	



6. Trademark Application

Providing assistance to faculty, staff and students in the preparation and processing of trademark applications

Office or Division: Innovations and Technology Support Office

Classification: Complex

Type of Transaction: G2C-Government to Citizen

Who may avail: Faculty, Staff and Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form		ITSO Office or online (www.ipophil.gov.ph)		
2. Disclaimer				
3. Drawing				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant fills-up, signs and submits application form and other requirements	1. Receives and assess application form and other requirements	None	10 minutes	<i>ITSO Technical Staff and ITSO Manager</i>
	2. Signs the application form	None	2 minutes	<i>ITSO Manager</i>
	3. Files the trademark application	Depends on the assessment of IPOPHIL staff	1 day manual filing	<i>ITSO Manager/technical staff</i>



	4. Advises the applicants to return on a specified date to claim the Statement of Account and Certificate of Trademark Application issued by IPOPHL	None	2 minutes	<i>ITSO Manager / Technical Staff</i>
2. Claims the Statement of Account and Certificate of Trademark Application	1. Releases the Statement of Account and Certificate of Trademark Application and have them signed as received by the client.	None	5 minutes	<i>ITSO Technical Staff</i>
	TOTAL:	Depends on the assessment of IPOPHIL staff	1 day and 19 minutes	



Cavite State University Main Campus
Office of the Vice-President for Planning and Development
External and Internal Services



Cavite State University Main Campus
Institutional Development Office (IDO)
External and Internal Services



1. Application for AACUP Program Survey Visit				
The Institutional Development Office is responsible in submitting the list of programs to be submitted for AACUP Survey Visit. The external visit is scheduled one year in advance.				
Office or Division:	Institutional Development Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Campus Administrators, College Deans, Heads, Quality Assurance Units			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Intent addressed to the Director, IDO			Privately written and sent to the IDO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Letter of Intent	1. Checks and records the documents submitted to the IDO Monitoring Database	None	2 minutes	<i>IDO Staff</i>
	2. Checks the validity period of the Program Accreditation Status	None	3 minutes	
	3. Advises that the client will be notified of the status of	None	1 Minutes	



	application through email or text message			
	TOTAL:		6 minutes	



2. Conducting Self-Survey Visit of Programs

The Institutional Development Office is responsible in facilitating the conduct of self-survey visit of programs that are scheduled to undergo external survey visit by AACCCUP.

Office or Division:	Institutional Development Office
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	Campus Administrators, College Deans, Heads, Quality Assurance Units, Internal Accreditors, Faculty Area Coordinators

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Electronic copy for Application for Self-Survey Visit		IDO		
Electronic copies of accreditation documents		Concerned Unit		
Electronic copies of Accreditation Instrument		IDO		
Copy of Program Performance Profile		Concerned Unit		
Copy of Compliance Report to Previous Survey Visit		Concerned Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits filled up Application Form for Self-Survey Visit of Programs (online)	1. Reviews the duly accomplished electronic form for completeness of entries	None	3 minutes	IDO Staff



	2.Coordinates with the Internal	None	10 minutes	
	Accreditors on the schedule of Self-survey visit of program (s)			
	3. Confirms with the client the schedule of Self Survey Visit of program(s).	None	5 minutes	IDO Staff
	4 Provides the link for uploading of documents in the CvSU Virtual Accreditation Room	None	3 minutes	
2. Uploads accreditation documents in the CvSU Virtual Accreditation Room	1. Reviews the uploaded accreditation documents as to completeness and appropriateness of packaging	None	1 hour	
	2.Informs the client whether the uploaded documents are complete and the packaging is appropriate hence is ready	None	10 minutes	IDO Staff



	for evaluation	None	5 minutes	
	3.Sends the link to the Internal Accreditors for the evaluation of documents	None	5 minutes	
	4.Provides the Internal Accreditors with the evaluation instrument			
	5. Monitors the conduct of self--survey visit of program(s)	None	7 days	IDO Staff
3. Hosts the online meeting with the Internal Accreditor to determine the areas needing improvement and recommendations	1. Coordinates with the Internal	None	5 minutes	IDO Staff
	2. Facilitates the online meeting with the Internal Accreditors to discuss the areas needing improvement and recommendations	None	1 hour	
	3. Provides the client the	None	5 minutes	



	copy of ratings and summary of findings and recommendations.			
	TOTAL:		7 days, 2 hours and 51 minutes	



3. Processing and Issuance of Copies of Accreditation Certificate

The Institutional Development Office is the repository of the original copies of accreditation certificates. Interested units may request copies of accreditation certificates for official purposes like SUC Levelling, RQAT Visit and application for next higher level accreditation.

Office or Division:	Institutional Development Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Campus Administrators, College Deans, Heads, Quality Assurance Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled up IDO Request Form 2		IDO Website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for a copy of a accreditation by filling up Request Form (online)	1.Reviews the duly accomplished digital form for completeness of entries	None	3 minutes	<i>IDO Staff</i>
	2.Checks and verifies from file the requested record as to the correctness and accuracy	None	5 minutes	
		None	10 minutes	



	3.Prepare a electronic copy of the requested certificate and forwards to IDO Director for authentication	None	1 minute	
	4.Affix electronic signature of the electronic copy of the certificate			
	5. Releases the requested record to the client via email	None	10 minutes	<i>IDO Staff</i>
	TOTAL:		29 minutes	



4. Processing and Issuance of Copies of Accreditation Documents (e.g. Copy of Ratings and Summary of Findings and Recommendations)

The Institutional Development Office is the repository of the original copies of Ratings and Summary of Findings and Recommendations. Interested units may request copies of accreditation documents for official purposes like application for next higher level accreditation or revisit of programs.

Office or Division:	Institutional Development Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Campus Administrators, College Deans, Heads, Quality Assurance Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled up IDO Request Form 2		IDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests and fills-out Request Form (online)	1. Reviews the duly accomplished electronic form for completeness of entries	None	3 minutes	IDO Staff
		None	10 minutes	
	2. Checks and verifies from file the requested documents as to the	None	10 minutes	



	correctness and accuracy 3. Prepare an electronic copy of the requested documents and forwards to IDO Director for authentication 4 Affix electronic signature of the electronic copy of the certificate	None	1 minute	
	5.Releases the requested record to the client via email	None	10 minutes	<i>IDO Staff</i>
	TOTAL:		34 minutes	



Cavite State University Main Campus
Office of the Vice-President for Academic Affairs
External and Internal Services



Cavite State University Main Campus
Office of the Student Affairs and Services
External and Internal Services



1. Application/Renewal Procedure for Scholarship				
To assist all scholarship applicants who will apply/ renew for scholarship/ financial assistance service				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who are qualified to apply or renew for scholarship/ financial assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Scholarship		OSAS and CvSU website (downloadable at www.cvsu.edu.ph)		
Photocopy of certification of grades in the previous semester		Concerned College Registrar		
Photocopy of the registration form in the current semester		Concerned College Registrar		
1 pc. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant/scholar submits the required documents	1. Receives and evaluates the required documents	None	5 minutes	Scholarship Coordinator



2. Applicant scholar gets Certification of Scholarship	2. Issues of Certificate of Scholarship	None	5 minutes	Scholarship Coordinator
3. Scholar signs the logbook under the column "Receive by"	3. Have the logbook signed under the column "Received by"	None	5 minutes	Scholarship Coordinator
4. New and old scholars submit Certification of Scholarship to the Registrar's Office and Cashier Office for the reassessment of fees	4. Receives the Certification of Scholarship	None		Registrar's Office Cashier's Office
	TOTAL:		15 minutes	

*Qualified for a multi-stage processing



2. Procedure in Securing Certification

To assist bonafide students and graduates who would want to secure certificate of good moral.

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All bonafide students and graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished University Clearance		Applicant's concerned college		
Official Receipt for Certification of Good Moral Character		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The applicant/scholar will pay for the Certification of Good Moral Character at the Cashier's Office.	1. Receives payment and issue an official receipt	Php15.00	2 minutes	Cashier
2. Applicant/Scholar presents the required documents to the Office of Student Affairs	2. Receives and checks the required documents	None	5 minutes	MIS Officer/OSAS Staff



3. Applicant fills out the request for good moral certificate sheet	4. Prepares and releases the Certificate of Good Moral Character	None	5 minutes	MIS Officer/OSAS Staff
4. Applicant signs the request for good moral certificate sheet	4. Signs the request for good moral certificate sheet under the column "released by"	None	5 minutes	MIS Officer/OSAS Staff
	TOTAL:	Php 15.00	15 minutes	

*Qualified for a multi-stage processing



3. Admission Procedure for First Year Students

This procedure aims to define the system on how to assist all applicants who will submit requirements and ensure that they will be guided in seeking admission to the University in their desired program.

Office or Division: Office of Student Affairs and Services

Classification: Simple

Type of Transaction: G2C – Government to Citizen

Who may avail: All incoming first year students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		OSAS and CvSU website (downloadable at www.cvsu.edu.ph)		
Photocopy of G-12 report card		Senior High School		
Photocopy of good moral certificate		Senior High School		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Applicant submits the required documents	1. Receives the required documents	None	5 minutes	Admission Officer
2. Applicant receives admission examination permit	2. Schedules the date of examination	None	2 minutes	Admission Officer
3. Applicant takes the admission examination as scheduled	3. Administers Admission Examination	None	60 minutes	Guidance Counselor or Psychometrician



4. Applicant gets Notice of Admission Note: For applicants seeking admission to the College of Nursing (CON), BSHM and BSTM, the applicant is required to undergo interview:	4. Releases Notice of Admission and logs the NOA number and name of student and signs the logbook under the column "Released by".	None	10 minutes	Guidance Counselor or Psychometrician
a. Gets interview form	4.1 Releases interview form	None	2 minutes	Guidance Counselor
b. Applicant undergoes interview at College of Nursing (CON) or HEVTED, College of Education (CED)	4.2 The concerned college will do the Interview	None	60 minutes	CON or CED
c. Applicant returns to OSAS and submits accomplished interview form	4.3 Receives the accomplished interview form	None	1 minutes	Admission Officer
5. Applicant presents the Notice of Admission (NOA) to the University Health Services unit for medical examination	5. The University Health Services unit receives the NOA	None	2 minutes	University Health Services unit
	TOTAL:		2 hours, 22 minutes	

*Qualified for a multi-stage processing



4. Admission Procedure for Foreign Students

This procedure aims to define the system on how to assist foreign applicants who will submit requirements and ensure that they will be guided in seeking admission to the University in their desired program.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Foreign Students who desire to study in the University

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		OSAS and CvSU website (downloadable at www.cvsu.edu.ph)		
Photo copy Report Card or transcript of records		Applicant's previous school		
Photo copy of transfer credentials		Applicant's previous school		
Photo copy of student visa (passport)		Applicant's country		
Photo copy of Police Clearance from their country of origin		Applicant's country		
Photo copy of authenticated affidavit of financial support		Applicant		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
Official receipt for testing fee		Cashier's office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The applicant will pay for the testing fee to the Cashier's Office.	1. Receives payment and issue an official receipt	Php 500.00	2 minutes	Cashier



2. Applicant submits the required documents	2. Receives the required documents	None	5 minutes	<i>Admission Officer</i>
3. Applicant receives examination permit	3. Schedules the date of examination	None	2 minutes	<i>Admission Officer</i>
4. Applicant takes the admission examination as scheduled	4. Administers Admission Examination	None	60 minutes	<i>Guidance Counselor or Psychometrician</i>
5. Applicant gets Notice of Admission Note: For applicants seeking admission to the College of Nursing (CON), BSHRM and BSTM, the applicant is required to undergo interview: a. Gets interview form b. Applicant undergoes interview at College of Nursing (CON) or HEVTED, College of Education (CED)	5 Releases Notice of Admission and logs the NOA number and name of student and signs the logbook under the column "Released by" 5.1 Releases interview form 5.2 The concerned college will do the Interview	None None	10 minutes 1 minutes 60 minutes	<i>Guidance Counselor or Psychometrician</i> <i>Guidance Counselor</i> CON or CED



c. Applicant returns to OSAS and submits accomplishment interview form	5.3 Receives the accomplished interview form	None	1 minute	Admission Officer
5. Applicant presents the Notice of Admission (NOA) to the University Health Services unit for medical examination	5. The University Health Services unit receives the NOA	None	2 minutes	University Health Services unit
	TOTAL:	Php 500.00	2 hours, 22 minutes	

*Qualified for a multi-stage processing



5. Admission Procedure for Transferees from CvSU Campus

This procedure aims to define the system on how to assist all applicants who will submit requirements and ensure that they will be guided in seeking admission to the University in their desired program.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All students who preferred to transfer to the University

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		OSAS and CvSU website (downloadable at www.cvsu.edu.ph)		
Photocopy of transfer credentials		Applicant's previous school		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant presents credentials for initial evaluation	1. Evaluates and computes the GPA	None	10minutes	Admission Officer
1.1 Applicant gets Notice of Interview Form and Proceed to concerned college for their evaluation	1.1 Issues interview form	None	5minutes	Admission Officer
1.2 Applicant undergoes interview with respective college	1.2 The concerned college will do the Interview	None	60minutes	College Registrar



1.3 Applicant returns to OSAS and submit the accomplished interview form	1.3 Receives the accomplished interview form	None	2 minutes	<i>Admission Officer</i>
2. If qualified from the evaluation of the College, the applicant submits the following documents to OSAS: a. Photocopy of Certificate of Grades b. Photocopy of Certificate of Good Moral c. Photocopy of Honorable Dismissal d. 2 copies of 1x1 ID Picture e. Short Folder	2. Receives and files the documents	None	5minutes	<i>Admission Officer</i>
3. Applicant gets the Notice of Admission	4. Releases Notice of Admission and logs the NOA number and name of student and signs the logbook under the column "Released by"	None	5minutes	<i>Guidance Counselor or Psychometrician</i>



4. Applicant presents the NOA to the Dean of OSAS together with all the complete requirements for interview	4. Interviews and affixes signature	None	30minutes	Dean, OSAS
5. Applicant presents the Notice of Admission (NOA) to the University Health Services unit for medical examination	5. The University Health Services unit receives the NOA	None	2 minutes	University Health Services unit
	TOTAL:		2 hours	

*Qualified for a multi-stage processing



6. Procedure on Admission for Second Courser

This procedure aims to define the system on how to assist all applicants who will submit requirements and ensure that they will be guided in seeking admission to the University in their desired program.

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who are already a graduate of a Bachelor's degree and wanted to pursue another program			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		OSAS and CvSU website (downloadable at www.cvsu.edu.ph)		
Photocopy of transfer credentials		Applicant's previous school		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant presents credentials for initial evaluation	1. Evaluates and computes the GPA	None	10minutes	<i>Admission Officer</i>



1.1 Applicant gets Notice for Evaluation form and Proceed to concerned college for their evaluation	1.1 Issues interview form	None	5minutes	<i>Admission Officer</i>
1.2 Applicant undergoes interview with respective college	1.2 The concerned college will do the Interview	None	60minutes	<i>College Registrar</i>
1.3 Applicant returns to OSAS and submit the accomplished Notice for Evaluation form	1.3 Receives the accomplished interview form	None	2 minutes	<i>Admission Officer</i>
2. If qualified from the evaluation of the College, the applicant will pay for the testing fee at the Cashier's office (for paying students only)	1. Receives payment and issue an official receipt	Php 150.00	2 minutes	<i>Cashier</i>
3. Applicant submits the required documents	4. Receives the required documents	None	5 minutes	<i>Admission Officer</i>
3. Applicant receives examination permit	Schedules the date of examination	None	2 minutes	<i>Admission Officer</i>
4. Applicant takes the admission examination as scheduled	Administers Admission Examination	None	60 minutes	<i>Guidance Counselor or Psychometrician</i>



5. Applicant gets the Notice of Admission	Releases Notice of Admission and logs the NOA number and name of student and signs the logbook under the column "Released by"	None	5minutes	Guidance Counselor or Psychometrician
6. Applicant presents the Notice of Admission (NOA) to the University Health Services unit for medical examination	6. The University Health Services unit receives the NOA	None	2 minutes	University Health Services unit
TOTAL:		Php 150.00	2 hours, 33 minutes	

**paying students- refers to applicants who already obtained a Bachelor's degree and wanted to pursue another degree.*

*Qualified for a multi-stage processing



7. Procedure on Admission for Teacher Certificate Program				
To assist all applicants who will submit requirements and ensure that they will be guided as they pursue Teacher Certificate Program in the University.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who are already a graduate of a Bachelor's degree and wanted to earn units in Education			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		OSAS and CvSU website (downloadable at www.cvsu.edu.ph)		
Evaluation sheet duly signed by the Dean of the College of Education		Office of the Dean, College of Education		
1 pc. 1x1 picture with white background		Applicant		
1 short brown envelope		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant submits the required documents	2. Receives the required documents	None	5minutes	Admission Officer



3. Applicant gets the Notice of Admission	2. Releases Notice of Admission and logs the NOA number and name of student and signs the logbook under the column "Released by"	None	5minutes	Guidance Counselor or Psychometrician
3. Applicant presents the Notice of Admission (NOA) to the University Health Services unit for medical examination	3. The University Health Services unit receives the NOA	None	2 minutes	University Health Services unit
TOTAL:			15 minutes	

*Qualified for a multi-stage processing



8. Admission Procedure for Transferees from Other School

This procedure aims to define the system on how to assist all applicants who will submit requirements and ensure that they will be guided in seeking admission to the University in their desired program.

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who preferred to transfer to the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		OSAS and CvSU website (downloadable at www.cvsu.edu.ph)		
Photocopy of transfer credentials		Applicant's previous school		
Photocopy of NBI clearance or Police clearance		National Bureau of Investigation or Police station		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Applicant presents credentials for initial evaluation	1. Evaluates and computes the GPA	None	10minutes	<i>Admission Officer</i>
1.1 Applicant gets Notice for Evaluation form and Proceed to concerned college for their evaluation	1.1 Issues interview form	None	5minutes	<i>Admission Officer</i>



1.2 Applicant undergoes interview with respective college	1.2 The concerned college will do the Interview	None	60 minutes	College Registrar
1.3 Applicant returns to OSAS and submit the accomplished Notice for Evaluation form	1.3 Receives the accomplished interview form	None	2 minutes	Admission Officer
2. If qualified from the evaluation of the College, the applicant submits the following documents to OSAS: a. Photocopy of Certificate of Grades b. Photocopy of Certificate of Good Moral c. Photocopy of Honorable Dismissal d. Photocopy of NBI Clearance or Police Clearance e. 2 copies of 1x1 ID Picture f. Short Folder	2. Receives and files the documents	None	5 minutes	Admission Officer
3. Applicant receives examination permit	3. Issues Examination Permit	None	2 minutes	Admission Officer
4. Applicant takes the admission examination as	4. Administers admission examination	None	60 minutes	Guidance Counselor or



scheduled				<i>Psychometrician</i>
5. Applicant gets the Notice of Admission	5. Releases Notice of Admission and logs the NOA number and name of student and signs the logbook under the column "Released by"	None	10 minutes	<i>Guidance Counselor or Psychometrician</i>
6. Applicant presents the NOA to the Dean of OSAS together with all the complete requirements for interview	6. Interviews and affixes signature	None	10 minutes	<i>Dean, OSAS</i>
5. Applicant presents the Notice of Admission (NOA) to the University Health Services unit for medical examination	5. The University Health Services unit receives the NOA	None	2 minutes	University Health Services unit
	TOTAL:		2 hours, 48 minutes	

*Qualified for a multi-stage processing



Cavite State University Main Campus

University Registrar

External and Internal Services

1. Issuance of School Credentials/Documents

This service aims to facilitate the issuance of school credentials and other documents to CvSU graduates to be used for employment, evaluation or further studies. This service is also provided for students who wish to transfer to other school.

Office or Division: University Registrar



Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Graduates and continuing students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UREG-QF-01 (Certificate of Admission)		Office of the University Registrar		
UREG-QF-02 (Personal Information Sheet)		Office of the University Registrar		
UREG-QF-03 (Registration Form)		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student requests for University Clearance Form (first request) or Request Slip (for subsequent request) and fill-out the form.	1. Receives the accomplished University Clearance or Request Slip 1.1 Issues order of payment to the client	None	2 minutes	<i>Registrar Staff</i>
2. Pays the necessary fee for the requested documents at the Cashier's Office	2. Checks the Official receipt 2.1 Issues the claim stub to the client	Php50.00/page for TOR Php15.00/page for Certification	2 minutes	<i>Registrar Staff</i>
3. Receives the claim stub bearing the date of release of the requested documents	3. Evaluates the students' records and prepares the requested documents	None	4 days	<i>Registrar Staff</i>



4. Claims the document on the specified date of release	4. Checks the claim stub and release the requested documents to the client	None	2 minutes	
	TOTAL:	Php 65.00	4 days, 6 minutes	



2. Registration of New Students				
This service aims to facilitate registration processes of new students that ensures safekeeping of student records and accurate enrolment to a particular program.				
Office or Division:	University Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All new students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UREG-QF-01 (Certificate of Admission)		Office of the University Registrar		
UREG-QF-02 (Personal Information Sheet)		Office of the University Registrar		
UREG-QF-03 (Registration Form)		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits all the required original documents for enrolment.	1. Checks, receives all the required original documents and issues Certificate of Admission	None	4 minutes	Registrar staff
2. Receives Certificate of Admission and fills-out Personal Information Sheet	2. Encodes Personal Information and assign Student Number	None	6 minutes	Registrar Staff
3. Receives and signs the issued Registration Form and have it validated	3. Validates the registration form and gets one copy	None	2 minutes	Registrar Staff
	TOTAL:		12 minutes	



Cavite State University Main Campus
University Library
External and Internal Services



1. Use of Library Facilities, Services and Resources				
Providing library services through the use of library facilities, services and resources				
Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students, Faculty Members, Employees and Alumnus and Library Patrons from Other Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid CvSU Student, Staff, or Alumni IDs		Office of University Registrar, HRDO, or Alumni Office		
2. Latest Registration Form		Office of University Registrar		
3. Referral Letter (Library Patrons from Other Institutions)		From the Librarian of their Institution (for students), from the Dean (for the faculty members) or the Head of Unit (for employees)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. CvSU student, faculty member, employee and alumni present their valid CvSU ID and latest registration form.	1. Write in the logbook and leaves unnecessary things in the baggage area of the section where they will avail the services.	None	1 minute	<i>Assigned Clerk</i>
2. Proceeds to the OPAC station for the title/author and call number needed for research.	2. Library patrons may seek assistance in using the OPAC Stations.	None	1 minute	<i>Assigned Clerk</i>



3. <u>Visitor</u> presents referral letter to use the library facilities and resources	3. Receives a letter of referral.	None	1 minute	<i>Assigned Clerk</i>
	4. Logs in the visitors' logbook and leaves unnecessary things in the baggage area of the section where they will avail the services.	None	2 minutes	<i>Assigned Clerk</i>
	5. Submits the referral letter to the librarian in-charge at the desk and sign in the record book for the library fee.	Php 30.00	1 minute	<i>Assigned Clerk</i>
4. Visitors may proceed to the OPAC station for the title/author and call number needed for research.	6. Visitors may seek assistance in using the OPAC Stations.	None	1 minute	<i>Assigned Clerk</i>
TOTAL:		Php 30.00	7 minutes	



2. Borrowing and Returning of Books and Other Library Materials

Process of borrowing and returning of books and library materials.

Office or Division:	Library
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Students, Faculty Members and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For new students: 1. Library sticker attached to registration form or student identification card		Office of the University Registrar		
For old registrants: 1. Student identification card		Office of the University Registrar		
For Faculty Members and Employees 1. CvSU identification card		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students, faculty members and employees present books to be borrowed.	<u>Borrowing of library materials:</u> 1. Checks out the books to be borrowed by scanning the barcodes of these and prints slips for the borrowed books. Stamps due date on the date due slip. Files book cards of the books borrowed.	None	1 minute	<i>Assigned Clerk</i>



	<u>Returning of library materials:</u> 2. Checks in the books borrowed by scanning their barcodes. Inserts the book cards and shelves these books.	None	2 minutes	<i>Assigned Clerk</i>
	TOTAL:		3 minutes	



3. Library Account for New Registrants

Issuance of Library Account Sticker for New Registrants

Office or Division:	Library
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Students, Faculty Members and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students: 1. Latest Registration Form 2. Valid CvSU ID		Office of the University Registrar		
For faculty members and employees: 1. CvSU identification card		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. New students, faculty members and employees inquire about issuance of Library Account Sticker.	1. Provides the students, faculty members and employees with slips to be filled up.	None	1 minute	<i>Assigned Guard/Clerk</i>
	2. Students/faculty members/ employees encode their data.	None	2 minutes per client	<i>Assigned Clerk and Client</i>
	3. Takes picture of the client with webcam, stamps validity of the library account, counter signs Registration Form of	None	2 minutes per client	<i>Assigned clerk</i>



	students 4. A Library Account Sticker will be issued to students, faculty members and employees to be put on display to their CvSU ID.	None	1 minute	<i>Assigned Clerk and Client</i>
	TOTAL:		6 minutes	



4. Replacement of Lost Library Account Sticker

Providing new library account sticker for students, faculty members, and employees.

Office or Division:	Library
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Students, Faculty Members and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Affidavit of Loss		Any Attorney's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students, faculty members and employees presents affidavit of loss.	1. Receives affidavit of loss.	None	1 minute	<i>Assigned Clerk</i>
	2. Checks the database of registered clients and updates data if necessary.	None	2 minutes per client	<i>Assigned Clerk</i>
	3. Releases new library account sticker to client.	None	2 minutes	<i>Assigned Clerk</i>
	TOTAL:		5 minutes	



5. Validation of Library Account for Old Registrants

Verifying library patrons' records in the database, validation of their library account and issuance for stickers for old registrants

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students: 1. Latest Registration Form 2. Valid CvSU ID		Office of the University Registrar		
For faculty members and employees: 1. CvSU identification card		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students, instructors, and employees request for validation of their library account.	1. Checks registration form for the current semester together with their valid CvSU ID.	None	1 minute	Assigned Clerk



2. Students present their latest registration form and CvSU ID while faculty members and employees present their ID.	2. Verifies the encoded data of the client and updates the record if necessary. Countersigns and stamps validity date on their Registration Form.	None	1 minute	<i>Assigned Clerk</i>
	3. A Library Account Sticker will be issued to students, faculty members and employees to be put on display to their CvSU ID.	None	1 minute	<i>Assigned Clerk</i>
	TOTAL:		3 minutes	



Cavite State University Main Campus

Hostel Tropicana

External and Internal Services



1. Foodservice Operation

This procedure covers Hostel Tropicana food services which caters to various events and banquet functions such as meeting, seminars, trainings, and conferences conducted within University premises.

Office or Division:	Hostel Tropicana
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	University Officials, Personnel, University Guest and other Government and Non-Government Agencies

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request		Requesting Party		
Banquet Event Order Form		Hostel Tropicana		
Billing Statement		Hostel Tropicana		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up foodservice reservation form	1. Verify reservation/banquet event function details prior to the event	None	1 minute	Client Hostel Personnel



2. Present Approved Purchase request form	2. Validate presented purchase request form	None	3 minutes	University Chef
	3. Confirm orders base from the presented purchase request		10minutes	University Chef
3. Conduct banquet event/ functions	3. Prepare and serve ordered food on the stated date and time	Depending on the incurred amount indicated on the billing statement issued	1 day	Hostel Banquet event staff
4. Received Billing Statement	4. Issue billing statement signed by the University Chef and Hostel Manager	None	10 minutes	<i>Hostel Authorized Personnel</i>
5. Pays the necessary fee	5. Collect necessary payment 6. Issue official receipt from the University cashiers office	Depending on the incurred amount indicated on the billing statement issued	10 minutes	<i>University Cashier/Collecting officer</i>
TOTAL:			1 day, 34 minutes	



2. Lodging/Billeting Services

This procedure covers Hostel Tropicana board and lodging services to University guests, and other individuals needing accommodation within the University premises

Office or Division:	Hostel Tropicana
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Employees, Students, Parent/Guardian, Graduates and other University guests and Government and Non-Government Agencies

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Guest registration form		Hostel Tropicana front desk officer		
Billing statement		Hostel Tropicana front desk officer		
Banquet Event Order		Hostel Tropicana		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out guest reservation form upon arrival	1. Verifies registration details indicated 2. Logs in the visitors logbook and check personal belongings for security purposes	None	1 minute	<i>front desk officer/receptionist</i>



2. Checks in	4. Designates guestroom	None	1 minute	<i>Front desk officer</i>
	5. Accompanies guest to the assigned guestroom		1 minute	<i>Bellman/ housekeeper</i>
3. Checks out	3. Checks the vacated rooms		1 minute	<i>Bellman/ housekeeper</i>
	4. Issue billing statement		1 minute	<i>Front desk officer</i>
4. Pays the necessary fee	5. Collects necessary fees and issue official receipt from the University cashiers office	Depending on the incurred amount indicated on the billing statement issued	3 minutes	<i>University Cashier/Collecting Officer</i>
TOTAL:			8 minutes	



Cavite State University Main Campus
University Computer Center
External and Internal Services



1. Use of Central Computer Laboratory

(for the conduct of remedial laboratory classes, special trainings or seminars)

The University Computer Center facilitates the use of the Central Computer Laboratory for the conduct of computer laboratory subjects and special trainings or seminars.

Office or Division:	CEIT - University Computer Center (UCC)
Classification:	Simple
Type of Transaction:	G2C, G2B, G2G
Who may avail:	Faculty members/Students/Organizations/Institutions

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request to be sent to UCC office or CEIT Dean's office		Personally written by Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits a request letter or accomplished Computer Laboratory Borrower's Slip Form to the CEIT Dean or the CCL Section Head respectively, at least a day prior to use	1. The CCL Section Head checks the schedule for the availability of the Central Computer Laboratories; 2. The CCL section head signs and submits the computer laboratory borrower's form to the UCC manager for review and to the CEIT Dean for approval; 3. The CCL section head	None	15 minutes	CCL Section Head



	<p>informs the requesting client about the status of request.</p> <p>4. The computer laboratory assistant collects all the approved Computer Laboratory Room Borrower's Slip Forms and informs the clients on the status of their requests;</p> <p>5.The computer laboratory assistant opens the laboratory on the scheduled period of utilization.</p>			
<p>2. The client fills up the CCL Student Log Sheet Form inside the computer laboratory for the use of computer/s and logs out in the CCL Student Log Sheet Form. When necessary, the client places necessary "remarks" in the form after the</p>	<p>2.The computer laboratory assistant reviews the remarks column in the CCL Student Log Sheet Form and closes the computer laboratory room.</p>	None	5 minutes	Laboratory room assistant



period of use.				
	TOTAL:		20 minutes	



2. Use of Central Computer Laboratory (for scheduled utilization)				
The University Computer Center facilitates the use of the Central Computer Laboratory for the conduct of computer laboratory subjects and special trainings or seminars.				
Office or Division:	CEIT - University Computer Center (UCC)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Faculty members/Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Request to be sent to UCC office			Personally written by the requesting college	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Different college registrars submit their computer laboratory requirements to the CCL section head.	1. The CCL section head checks for the availability of the required computer laboratory room and include the schedule on the Computer Laboratory Room Utilization Form; 2. The CCL section head informs the requesting college registrar about the availability of the computer laboratory room.	None	15 minutes	CCL Section Head



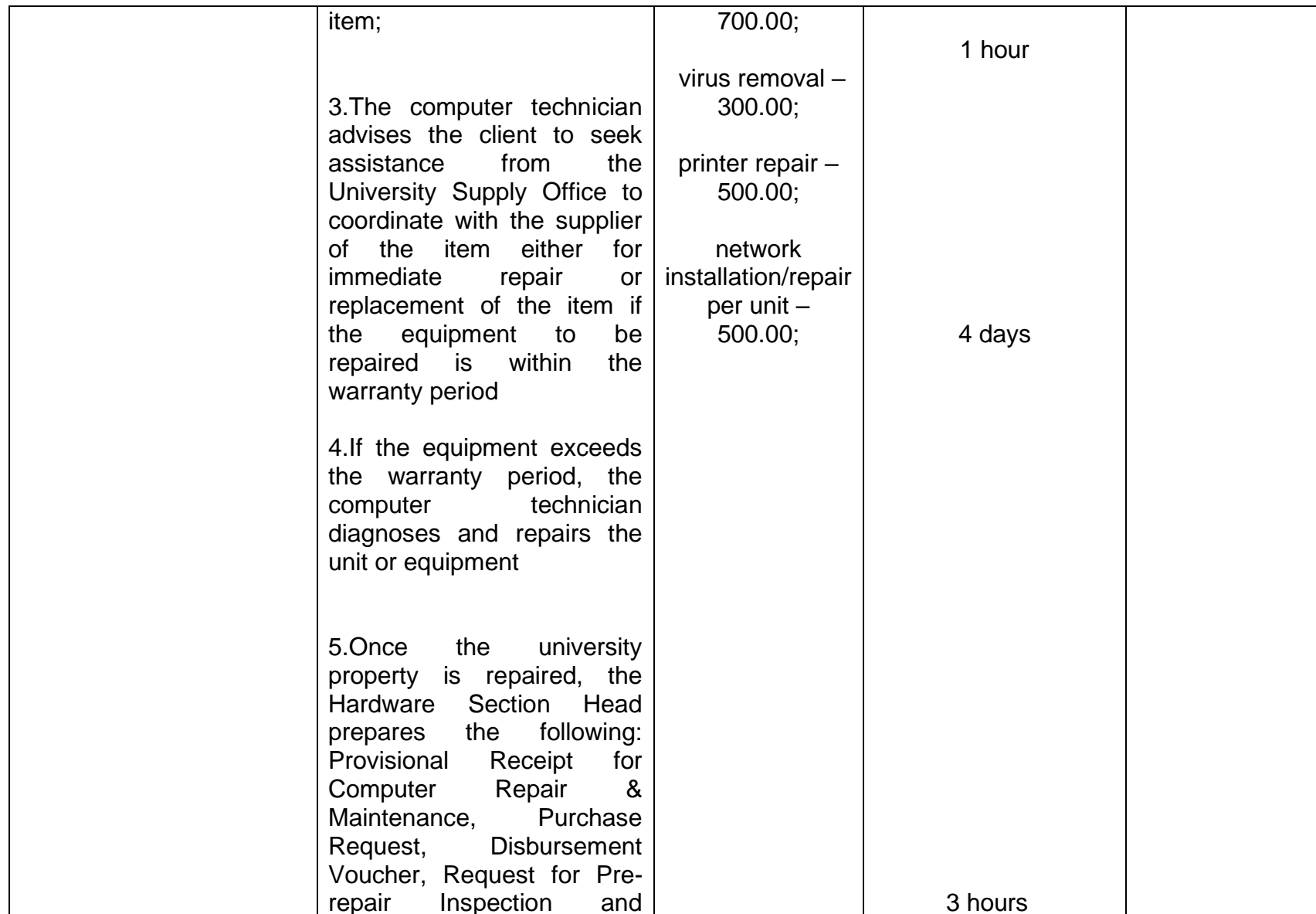
	<p>3. The CCL Section Head prints and submits the final Computer Laboratory Room Utilization for review of the CEIT Registrar, recommending approval of the UCC Manager and approval of the CEIT Dean.</p> <p>4. The Computer Laboratory Assistant posts the approved Computer Laboratory Room Utilization in all computer laboratory rooms.</p>			
<p>2. Coordinates with the computer laboratory assistant on the beginning of the semester on the use of the laboratory room.</p>	<p>1. The computer laboratory assistant verifies the faculty user on the accomplished Computer Laboratory Room Utilization Form.</p> <p>2. The Computer Laboratory Assistants are responsible for the opening of all the computer laboratories based on the schedule of utilization.</p>	None	5 minutes	Laboratory room assistant



<p>3. The faculty and the student users of the assigned computer laboratory fill up the CCL Student Log Sheet Form inside the laboratory every beginning of laboratory classes for monitoring purposes.</p> <p>4. The Faculty user should log out in the CCL Student Log Sheet Form and whenever necessary places a remark or observation in the "Remarks" column in the form after using the laboratory.</p>	<p>3. The Computer Laboratory Assistant reviews the remarks made by the faculty in the CCL Student Log Sheet Form and closes the laboratory room.</p>	<p>None</p>	<p>5 minutes</p>	<p>Laboratory room assistant</p>
	<p>TOTAL:</p>		<p>25 minutes</p>	



3. Network Repair and Maintenance including other ICT Services (Repair Services)				
The University Computer Center facilitates the repair and maintenance of the University Local Area Network including other ICT services.				
Office or Division:	CEIT - University Computer Center (UCC)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business			
Who may avail:	Faculty members/Students/Organizations/Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request to be sent to CEIT Dean's office or computer technician		Personally written by Visitors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Client submits request letter or submits the accomplished service request form and Claim Stub for repair services as well as the item to be repaired to the computer technician.	1.The UCC Hardware Section Head schedules the conduct of the requested repair services; 2. The computer technician receives and inspects the unit or equipment and fills-up the Request for Pre-Repair Inspection and the item description in the Claim Stub. The latter is released to the client to be used when claiming the repaired	Desktop hardware repair – 500.00; Laptop hardware repair – 1500.00; OS installation – 500.00; other apps installation – 300.00; data recovery –	5 minutes 2 hours	<i>Supply Staff</i>





	<p>Obligation Request and Status for fund transfer of the cost of repair from the client's office (requesting party) to UCC Income Generating Fund (UCC IGP) prior to the release of the item;</p> <p>6. For personal unit, the computer technician issues the Provisional Receipt for ICT Repair & Maintenance to the client. The client will get an order of payment slip from the accounting office, pays at the cashier's office and submits the OR to UCC for the release of repaired unit and subsequent recording;</p>		1 day	
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	7. Equipment, tools devices and other spare parts will be listed on the Property Return Slip and will be submitted to the Supply Office. The items to be returned will be classified as unserviceable, no longer needed, reassignment or as the case maybe.			
	TOTAL:		5 days, 6 hours and 5 minutes	



4. Network Repair and Maintenance including other ICT Services (Repair and Maintenance of Network Infrastructure)

The University Computer Center facilitates the repair and maintenance of the University Local Area Network including other ICT services.

Office or Division:	CEIT - University Computer Center (UCC)
Classification:	Intermediate
Type of Transaction:	G2G
Who may avail:	Faculty members/Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request to be sent to CEIT Dean's office or computer technician		Personally written by Visitors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Client submits request letter or submits the accomplished request form for repair services to the CEIT Dean or computer technician, respectively.	1.The computer technician submits all requests and accomplished forms to the UCC Hardware Section Head;	none	5 minutes	
	2. The UCC Hardware Section Head schedules the conduct of the requested repair services.		15 minutes	



	<p>3. The computer technician inspects the network device or the network segment to verify the cause of network problem.</p> <p>4. The computer technician repairs common network problems such as unplugged cable or defective cable, network configurations, and disabled network adapter.</p> <p>5. The computer technician advises the client to procure the needed network device if the cause of the problem is a broken/damaged network device. Once procured, the computer technician installs the device to be connected to the network.</p> <p>6. In the event that the</p>		<p>1 day</p> <p>1 day</p> <p>1 day</p>	<p><i>Computer Technician, Hardware Section Head, UCC Manager</i></p>
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	network device is a “switch” unit, the UCC Manager configures the device and afterwards, the computer technician installs the unit.		1 day	
	TOTAL:		4 days and 20 minutes	



5. Network Repair and Maintenance including other ICT Services (Technical Services)				
The University Computer Center facilitates the repair and maintenance of the University Local Area Network including other ICT services.				
Office or Division:	CEIT - University Computer Center (UCC)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	Faculty members/Students/Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request to be sent to CEIT Dean's office or computer technician		Personally written by Visitors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 The Client submits a request letter or submits the accomplished service request form to the computer technician.	1. The UCC Hardware Section Head schedules the conduct of the requested technical services. Key offices of the University like the Office of the President, Office of the Vice Presidents, Cashier's Office and Registrar's Office will be given top priority;	None	1 day; 5 minutes	Computer Technician, Hardware Section Head
	2. The computer technician inspects the site and			



	proceeds with the needed technical services			
	TOTAL:		1 day and 5 minutes	



Cavite State University Main Campus
College of Education
External and Internal Services



1. Registration of New Students

This procedure aims to provide certificate of admission with student number and registration forms to new students.

Office or Division:	Office of Laboratory Science High School
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All old students and qualifiers for Grade 7 and 11 Entrance Examination with confirmed slots

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UREG-QF-01 (Certificate of Admission)		Office of Laboratory Science High School		
UREG-QF-02 (Personal Information Sheet)		Office of Laboratory Science High School		
UREG-QF-03 (Registration Form)		Office of Laboratory Science High School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out Personal Information Sheet via Google form through the link _____	1. Receives and saves the student's Personal Information	None	5 minutes	<i>LSHS Staff</i>



<p>2. Submits all the required scanned documents for enrolment via email to ced_lshs@cvsu.edu.ph</p> <p><u>-Please use this format as "Subject"</u> <u>Surname FirstName Middle/initial Grade</u></p> <p><u>-Only pre-registration through this email will be processed.</u></p>	<p>2. Checks, receives, and saves all the required scanned documents</p> <p>2.1 Sends a letter of confirmation of admission and the student's official assessment of fees.</p>	None	1 day	LSHS Staff
<p>3. Pays the school fees in any LANDBANK branch within Cavite or NCR area thru LANDBANK account using Oncoll Payment Slip with the following details:</p> <ul style="list-style-type: none"> • Merchant/ Agency Deposit Account Number- 1502 2220 03 • Reference Number 1 - Name of Student • Reference Number 2 - -Student ID Number (for old students) -New (for new students) • Merchant/Agency Name 	3. Waits for the Deposit slip	Based on Assessment	1 day	LSHS Staff



-CAVSU Oncol • Amount - _____				
4. Sends a copy of validated deposit slip to : cashiersoffice@cvsu.edu.ph ced_lshs@cvsu.edu.ph <i>Please use this format as "Subject"</i> <i>LSHS_Surname_FirstName_MiddleInitial_Grade)</i>	4. Receives and verifies the authenticity of the document	None	1 day	<i>University Cashier</i> <i>LSHS Staff</i>
5. Waits for a e-copy of Official Receipt (OR)	5. Sends Official Receipt (OR) to student as email reply	None	1 day	<i>University Cashier</i>
6. Forwards the OR copy to the ced_lshs@cvsu.edu.ph 7. Places in the LSHS drop box (located at Gate 1) the hard copy of credentials enclosed in brown envelope.	6. Receives the OR 6.1 Sends email of confirmation of enrolment	None	1 day	<i>LSHS Staff</i>



	6.2 Issues Student ID number (for new students)			
	TOTAL:		5 Days, 5 Minutes	



2. Rental of the CvSU Multi-Purpose Quadrangle
(Non-University Related Activities)

The Office of the Dean facilitates the rental of the CvSU Multi-Purpose Quadrangle for the non-university related activities sponsored by individuals/agencies outside of the university.

Office or Division:	Office of the Dean
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government
Who may avail:	Individuals/agencies outside of the University

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved letter of request from the College Dean		Personally secured by the client from the Office of the Dean		
Order of Payment		Personally secured by the client from the Accounting Office		
Proof of Payment		Personally secured by the client from the University Cashier’s Office		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Checks the availability of the Quadrangle for scheduling	1. Checks the schedule of the Quadrangle on the record	None	1 minute	Staff of the Office of the Dean
2. Secures approval of the College Dean	2. Checks the relevance and importance of the activity	None	1 day	College Dean
3. Presents the approved letter of request to the Accounting Office	3. Prepares the order of payment 3.1 Releases of the order of payment	None	3 minutes	Staff of the Accounting Office



4. Presents the order of payment to the Cashier's Office	4. Receives the payment 4.1 Releases the proof of payment	P 2,000.00	10 minutes	Staff of the Cashier's Office
5. Presents the photocopy of the proof of payment to the Office of the Dean	5. Finalizes the schedule for the use of the quadrangle	None	2 minutes	Staff of the Office of the Dean
6. Receives the guidelines on responsible use of the quadrangle	6. Explains the guidelines	None	3 minutes	Staff of the Office of the Dean
7. Receives the permit to use the quadrangle	8. Releases the permit	None	1 minute	Staff of the Office of the Dean
	TOTAL:	P 2,000.00	1 day, 20 minutes	



3. TCP (Teacher Certification Program) Evaluation and Admission				
Office or Division:	College of Education/Teacher Education Department (TED)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All 4-year graduates of different programs who wants to have units of Education			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transcript of Records		CEd Clerk and or Faculty of TED		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits TOR to the College of Education	1. Receives the requirement for evaluation. 1. 1 Informs the applicant of the result of evaluation.	None	15 minutes	CEd Clerk and/or Faculty of TED
2. Secures copy of Recommendation that the applicant is accepted to the Program.	2. Issues Recommendation	None	1 minute	CEd Clerk and/or Faculty of TED
3. Submits to Office of the Student Affairs and Services (OSAS) the Recommendation for the Copy od Notice of Admission.				
	TOTAL:		16 minutes	



4. Deployment of OJT students for BSHRM, BSHM, DHRM and BSTM

OJT was redesigned to Online or Virtual On-the-Job Training to facilitate the completion of the course remotely. It is an online internship/ practicum where students will gain experiences from linkage establishments through distance learning. The working hours will be reduced and will be made flexible to students for a stress free training.

Office or Division:	College of Education/Home Economics Vocational and Technical Education Department
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All BSHM/BSHRM/DHRM and BSTM students enrolled in OJT subjects

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registration form		College Registrar		
2. Curriculum Checklist		Registration Adviser		
3. Resume		Student		
4. Written Consent		Parents/ Legal Guardian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Attends mandatory Pre-OJT Orientation	1. Explains the concept, objectives, mechanics, and requirements of the OJT program; 1.1. Provides tips on grooming, customer relations, work values and online etiquette; 1.2. Briefs students about the qualifications, compensation levels, and post- ECQ outlook in the various sectors of the industry; 1.3. Orients the students about the nature of work that awaits them in the establishment.	None	3 Hours	<i>OJT Coordinators and OJT advisers</i>
2. Submits all required documents to OJT advisers	2. Reviews all documented papers for validity and credibility	None	1 Day	<i>OJT Adviser</i>
3. Attends the virtual OJT in the comforts of their home	3. Facilitates virtual training arrangements 3.1. Prepares students for the “new normal” conduct of transactions in the industry	None	3 Hours*	<i>OJT Adviser</i>
4. Attends the virtual OJT conducted by alumni of the University	4. Contacts alumni working in the industry and sets schedule for a training regarding industry practices	None	3 Hours	<i>OJT Adviser and Alumni working in the industry</i>



5. Attends webinars and other online tourism and hospitality resources for supplemental learning	4. Provides links for webinars; 4.1. Suggests online resources 4.2. Conducts post-webinars discussion hours	None	3 Hours	<i>OJT Adviser</i>
6. Submits all required activities like info graphics and video demonstration for the assessment of learning	5. Evaluates performance of students through submitted activities	None	3 Hours*	<i>OJT Adviser</i>
	TOTAL:		2 Days, 7 Hours	

*Weekly

5. Deployment of Practice Teachers	
Office or Division:	College of Education/TED
Classification:	Simple



Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All BSE/BEE 4 th year students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificates of Grades and Checklist of Courses		College Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the copy of subjects taken in the last 3 1/2 years certified by the University Registrar	1. Evaluates subjects taken by the student	None	5 Minutes	<i>Student Teaching Supervisor</i>
2. Secures the endorsement letter approved by the Schools Division Superintendent or Principal of Private Schools.	2. Issues endorsement letter/deployment letter	None	2 Minutes	<i>Student Teaching Supervisor</i>
3. Gets the date of deployment to the cooperating school assignment	3. Issues deployment date	None	2 Minutes	<i>Student Teaching Supervisor</i>
4. Reports to the cooperating school assignment on deployment date with the Student Teaching Supervisor	4. Deploys student teacher	None	2 Hours*	<i>Student Teaching Supervisor</i>
	TOTAL:		2 Hours, 9 minutes	

* Depending on the place from CvSU



6. Issuance of School Credentials/Documents (LSHS)

This procedure aims to provide students records for completion, graduation and other purposes.

Office or Division:	Office of the Laboratory Science High School (LSHS)
Classification:	Highly Technical
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All students, graduates, and transferees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UREG-QF-17 (University Clearance)		Office of University Registrar		
Request Slip		Office of University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests copy of documents via email to ced_lshs@cvsu.edu.ph	1. Receives the email request assess payment	None	2 minutes	LSHS Staff



2. Waits for the confirmation of the request	2. Confirms request via email and send assessment of fees	None	1 day	<i>LSHS Staff</i>
3. Pays the necessary fee for the requested documents in any LANDBANK branch within Cavite or NCR area thru LANDBANK account using Oncol Payment Slip with the following details: <ul style="list-style-type: none"> • Merchant/ Agency Deposit Account Number- 1502 2220 03 • Reference Number 1 - Name of Student • Reference Number 2 - Student ID Number • Merchant/Agency Name - CAVSU Oncol • Amount_____ 	3. Waits for the Deposit Slip	Based on Assessment	1 day	<i>LSHS Staff</i>



4. Sends a copy of validated deposit slip to : cashiersoffice@cvsu.edu.ph ced_lshs@cvsu.edu.ph <i>Please use this format as "Subject" LSHS_Surname_FirstName_ MiddleInitial_Grade)</i>	4. Receives and verifies the authenticity of the document	None	1 day	LSHS Staff
5. Waits for the Official Receipt (OR)	5. Sends OR and notice of claim to the student	None	1 day	Registrar Staff
	6. Processes the requested documents	None	20 Days	LSHS Staff
6. Receives the OR and notice of claim bearing the date of release of the requested documents	7. Releases the scanned copy of official documents 7.1 Releases hard copy of requested documents following health protocols	None	1 hour	LSHS Staff
	TOTAL:		24 Days, 1 Hour, 2 Minutes	



7. Issuance of the Certificate of Good Moral Character (for College and University use only)				
The Office of the Dean together with the Office of the College Guidance Coordinator facilitates the issuance of the Certificate of Good Moral Character for the use of the College/University offices and other student organizations inside the Campus.				
Office or Division:	Office of the Dean			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of payment		Personally secured by the student from the University Cashier's Office		
Accomplished request slip		Personally filled-up by the student from the Office of the Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
16. Fills-out request slip from the Office of the Dean	1. Checks and receives accomplished request form	None	2 minutes	Staff of the Office of the Dean
2. Pays to the Cashier's Office	2. Receives the payment 2.1 Issues proof of payment	P15.00	10 minutes	Staff of the Cashier's Office
3 Checks the proof of payment	3. Checks the receipt/proof of payment form the Cashier's Office	None	1 minute	Staff of the Office of the Dean



4. Receives the claim stub bearing the date of release of the requested certificate	4. Prepares the requested certificate by the staff of the Office of the Dean 4.1 Evaluates the students' records by the Guidance Coordinator 4.2 Issues the certificate	None	1 Day	Staff of the Office of the Dean Guidance Coordinator Guidance Coordinator
5 Presents the claim stub on the date indicated therein	5. Releases the requested certificate and has it signed as received by the client	None	2 minutes	Staff of the Office of the Dean
	TOTAL:	P 15.00	1 day, 15 minutes	



8. Procedures on Borrowing of HEVTED Laboratory Tools and Equipment				
Office or Division:	College of Education/Home Economics Vocational and Technical Education Department			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Hospitality Management/Tourism Management students enrolled in laboratory subjects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Form		HEVTED Laboratory Technician Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Identifies of utensils needed for a laboratory task/activity.	1. Checks the completeness of lab tools/utensils/equipment to be used in the laboratory activity	None	15 minutes	<i>Faculty in charge</i>
2. Secures copy of requisition form from HEVTED Laboratory Technician Office	2. Issues the official requisition form used in borrowing laboratory items	None	1 minute	<i>Students and Laboratory Technician</i>
3. Fills-out laboratory requisition form	3. Verifies the items and specifications indicated and affixes signature upon confirmation	None	5 minutes	<i>Students, Faculty in charge</i>
4. Submits of requisition form to laboratory technician duly signed by	4. Prepares the requested items	None	10 minutes	<i>Laboratory Technician</i>



the teacher-in-charge of the laboratory subject.				
5. Checks and receives requested tools/utensils/equipment and deposit school identification card.	5. Checks the condition and completeness of issued item in the presence of the laboratory technician	None	5 minutes	<i>Students and Laboratory Technician</i>
6. Returns borrowed utensils and equipment based on the requisition form to the stockroom	6. Checks quantity and condition of returned tools/utensils/equipment based on the requisition form	None	5 minutes	<i>Laboratory Technician</i>
7. Claims of Identification card	7. Returns deposited identification card of the borrowing student	None	1 minutes	<i>Laboratory Technician</i>
	TOTAL:		42 minutes	



9. Procedures on Implementation of Retention Policy for Education				
Office or Division:	College of Education/TED			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Incoming 2 nd Year Education Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificates of Grades(COG)		College Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits COG to advisers	1. Academic Advisers evaluates the submitted COG if the student is qualified to take the Standard Aptitude Test for Teachers (SATT). 1.1 Academic Advisers submits a list of qualified SATT takers to the Guidance Coordinators.	None	1 Hour	<i>Academic Advisers</i>
2. Takes Standard Aptitude Test for Teachers (SATT).	2. Facilitates the Standard Aptitude Test for Teachers (SATT)	P 20.00	3 Hours	<i>Guidance Coordinator</i>
3. Waits the SATT result	3. Checks the Standard Aptitude Test for Teachers (SATT)	None	3 Days* 2 Hours **	<i>Guidance Coordinator</i>



4. Gets the Result of SATT	4. Informs the students of the next procedures	None	5 Minutes	<i>Guidance Coordinator</i>
5. Attaches the result of SATT to Pre-registration	5. Signs the Pre-Registration of the students	None	5 Minutes	<i>Academic Advisers</i>
	TOTAL:		3 Days, 4 Hours, 10 Minutes (for group takers) 6 Hours, 10 Minutes (for individual takers)	

* minimum for group takers

** for individual takers



10. Use of the CvSU Multi-Purpose Quadrangle (University-Related Activities)

The Office of the Dean facilitates the use of the CvSU Multi-Purpose Quadrangle for the university activities sponsored by the different university offices, student organizations and other agencies who ties-up with any of the offices of the university.

Office or Division:	Office of the Dean
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government
Who may avail:	Offices of the University, Student Organizations and other agencies who ties-up with any of the offices of the university

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved letter of request from the University President (University Activities)		Personally secured by the client from the office of the University President		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Checks the availability of the Quadrangle for scheduling	1. Checks the schedule of the Quadrangle on the record	None	1 minute	<i>Staff of the Office of the Dean</i>
2. Secures approval of the University President	2. Checks the relevance and importance of the activity	None	5 days	<i>Concerned Offices of the University</i>



3. Presents the approved letter of request	3. Finalizes the schedule for the use of the quadrangle	None	2 minutes	<i>Staff of the Office of the Dean</i>
4. Receives the guidelines on responsible use of the quadrangle	4. Explains the guidelines	None	3 minutes	<i>Staff of the Office of the Dean</i>
5. Receives the permit to use the quadrangle	6. Releases the permit	None	1 minute	<i>Staff of the Office of the Dean</i>
	TOTAL:		5 days, 7 minutes	



Cavite State University Main Campus
College of Criminal Justice
External and Internal Services



1. Borrowing of Laboratory Equipment and Materials				
This process aims to facilitate the Borrowing of laboratory equipment and materials.				
College:	College of Criminal Justice			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All Faculty Members and Researchers (faculty, staff and students)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower/Return Slip		Laboratory Technician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Informs the Property Custodian of the laboratory equipment and/or materials to be used.	1. Issues the borrower/return slip	none	1 minute	<i>Property Custodian</i>
2. Fills-out and submits the Slip with complete information	2. Prepares the borrowed laboratory equipment and/or materials with a checklist of parts, number of items, condition and functionality in front of the borrowing client. Note: client shall conform first before release. 2.1. Release the item(s) to the	none	2 minutes	<i>Laboratory Technician</i>



	client.			
3. Uses the laboratory equipment/materials properly.	3. Assists in setting-up and/or calibrate the laboratory equipment for use.	none	5 minutes	<i>Laboratory Technician</i>
4. Returns the laboratory equipment/materials.	4. Inspects the equipment/materials for completeness and functionality in front of the borrowing client. 4.1. Marks the borrower/return slip with necessary remarks as to the condition of the returned item(s) 4.2. Immediately submits the borrower/return slip to the Property Custodian. 4.3. Stores back the item(s) borrowed	none	10 minutes	<i>Laboratory Technician</i>



5. Signs out with the borrow/returns logbook.	5. Logs/encodes the information from the slip/checklist and make remarks. <i>Note: necessary arrangements to the borrowing client will be done in case of malfunctions, damage and/or lost items.</i>	depends on the damage (either technical or accidental) or item lost	2 minutes	<i>Property Custodian</i>
	TOTAL:		20 minutes	



2. Registration of Continuing Students				
This process aims to facilitate the registration of the continuing students in the College.				
College:	College of Criminal Justice			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All CCJ Continuing Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Student Clearance b. Certificate of Grades c. Pre-Registration Form d. Registration Form		Downloadable at cvsu.edu.ph _services_downloadble forms_Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and submits an approved student clearance	1. Issues Certificate of Grades to evaluate and determine the number of units that may be allowed to enroll by the student	None	2 minutes	<i>College Registrar</i>
2. Submits a photocopy of Certificate of Grades (COG)	2. Issues Pre-Registration form	none	1 minute	<i>College Registrar</i>



3. Fills-out the (Blank) Pre-Registration form	3. Receives and evaluates the filled pre-registration form from the student and make sure that only allowed subjects and number of units will be enrolled.	none	5 minutes	<i>Registration Adviser</i>
4. Submits Pre-Registration Form	4. Receives, verifies and encodes the pre-registration submitted by the student.	none	3 minutes	<i>College Registrar</i>
5. Releases of validated Registration Form	5. Prints and issues the registration form to the student and validate by stamping "REGISTERED" in the form (<i>schedule of release is posted per year level</i>)	none	3 minutes	<i>College Registrar</i>
6. Submits the white copy of the registration form	6. Consolidates the white copies of registration form and submit to the University Registrar for confirmation	none	1 minute	<i>a. College Registrar b. University Registrar counterpart</i>
	TOTAL:		15 minutes	



Cavite State University Main Campus
College of Sports, Physical Education and Recreation
External and Internal Services



1. Request for the Use of University Sports Facilities for Various Activities				
The College of Sports Physical Education and Recreation facilitates the approved activity requests for conference, sports activities, cultural programs and concerts for the use of the University gymnasium and other sports facilities of other government agencies, non-government organizations (NGOs) and private organizations.				
Office or Division:	CSPEAR			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
Who may avail:	Government and Non-Government Organizations (NGOs), Private, Cultural and Religious Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request to Office of the President (OP)		Personally, written by Client		
Details of the activity request for Date/Facility to be used		Personally, written by Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends a letter of request for the use of facilities with specific activity and other amenities needed	1. Receives the request letter approved by the Office of the President (OP) and acknowledges receipt of letter	Fees depend on the number of hours/days of duty	5 Days	Office of the Dean/Secretary/Reservation Officer
	2. Receives the payment which should be made 2 weeks before scheduled date		5 Minutes	Reservation Officer
	3. Schedules the staff duty in assisting the client (staff and janitorial services)		1 Day	Reservation



	4. Refers to concerned unit for the access of requesting party		2 Days	<i>Officer</i> <i>Reservation Officer/ Security Force</i>
	TOTAL:		8 days	



2. Procedural Guidelines for the Use of the University Sports Facilities				
The College of Sports, Physical Education and Recreation facilitates the use of Sports Facilities for official purposes activities of the University Students, Faculty members and employees.				
Office or Division:	Office of the Dean			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	University Students/ Faculty Members/ Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request to be sent to OVPAA/OP		Personally, written by Students/Faculty Members/Employees		
Additional Details for the use of Facilities				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request to Office of Vice President for Academic Affairs (OVPAA) and to University President (OP)	1. Checks and receives letter of request including additional details and purpose 1.1. Sends an acknowledgement of the receipt of letter	To be paid according prepared and purpose	2 days	Dean/Office Staff Reservation Officer
2. Coordinates with the office of the Dean regarding final schedule of dates, purpose and activities and facilities to be used	2. Communicates with the concerned offices in relation to the purpose of program activities	According to purpose, number of users and participants and facilities to be used	2 days	Dean/Office Staff Reservation Officer



3. Coordinates with the office during the scheduled dated activities	3. Accommodates the requesting party and facilitators activities on the scheduled dates	Request party should show request of payment	1 day*	CSPEAR Staff/Other offices concerned
	TOTAL:		5 days	

*depending on the number of days of activity



Cavite State University Main Campus
University of Sports Director Office
External and Internal Services



1. Admission Steps for Varsity Athletes				
This procedure covers receiving of applications for varsity athletes				
Office or Division:	University of Sports Director Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Information Sheet		University Sports Development Office		
Admission Form		University Sports Development Office		
2 copies of 1x1 ID picture		Student Athlete Applicant		
Certification/Credentials as an Athlete		Student Athlete Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant presents his /her credentials for initial evaluation of concern coaches for interview	1. The coaches evaluates the credentials of the student and conduct initial interview	None	15 minutes	Concerned Coaches
2. Applicant proceeds to the University Sports Director for final interview and evaluation	2. The director conducts final evaluation and interview	None	30 minutes	Director, Sports



3. Applicant receives admission form	1.The director signs and Issues admission form	None	5 minute	<i>USDO Staff</i>
	TOTAL:		50 minutes	



2. Issuance of Certification				
This procedure covers providing student-athlete the certification for scholarship and/or for other legal purposes				
Office or Division:	University of Sports Director Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Admission form		University Sports Development Office		
Request Slip		University Sports Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student-athlete filled-up his/her request slip for certification	1. The staff receives the accomplished Request Slip upon presenting his/her approved admission form 1.1 Issue certification for submission to university scholarship coordinator and other legal purposes	None	5 minutes	USDO Staff
2. The student Receives and Signs the issued admission form	2. The Sports Director validates and affixes signature for the issued certification	None	2 minutes	Director, Sports
TOTAL:			7 minutes	



Cavite State University Main Campus
College of Nursing
External and Internal Services



1. Issuance of Documents from the College Registrar

Providing students records for employment and other purposes

Office or Division: Office of College of Nursing Registrar

Classification: Complex

Type of Transaction: G2C – Government to Citizen

Who may avail: All continuing and graduated students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		Office of the College of Nursing		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student requests for Request Slip (for subsequent request) and fill-out the form.	Receives the accomplished Request Slip	None	2 minutes	College Registrar
2. Pays the necessary fee for the requested documents	To be done by Cashier's Office	Php15.00/page for Certification	2 minutes	College Registrar
3. Present the OR for recording and reference purposes	Checks the OR and advise client to wait	None	2 minutes	College Registrar



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.Wait in the designated waiting area	Evaluates the students' records and prepares the requested documents.	None	10 minutes	College Registrar
5. Wait in the designated waiting area	Release the requested documents and ask to sign in the logbook as received by the client.	None	2 minutes	College Registrar
	TOTAL:		18 minutes	



2. Borrowing of Nursing Arts and Midwifery Arts Laboratory				
Providing students clinical/laboratory area for training of competency skills				
Office or Division:	College of Nursing			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All new and old nursing and midwifery students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter from the students and Instructors noted by Coordinator/Program Chairs and Dean approval		Office of the College of Nursing		
Request Slip		Office of the College of Nursing		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Students will submit a requests letter noted by the Clinical Instructor for the usage of Nursing Arts Laboratory/Midwifery Arts Laboratory and forwarded it at the Deans Office	1. College Secretary accepts the requests letter and have it forward to Dean's Office	None	2 minutes	<i>College Secretary</i>



2. Students shall wait in the designated waiting area	2. Dean may check and review the said letter and signed it for approval and have it forwarded to College secretary .	None	2 minutes	<i>College Secretary</i>
	2.1. Once the letter is approved the College Secretary collaborates with the Laboratory Aide for the augmentation of the said schedule		2 minutes	
3. Students must fill up the log in logbook for the approved schedule	3. The Laboratory Aide accepts the copy of request letter and place the schedule date requested	None	2 minutes	<i>Laboratory Aide</i>
4. Students will inform the Instructor for the requested approved schedule	4. Laboratory Aide arrange the NAL with complete set of clinical settings requested	None	2 minutes	<i>Laboratory Aide</i>
5. Present the request letter approved by the Dean on the date indicated therein.	5. Laboratory Aide ask a copy of Class attendance from the students.	None	2 minutes	<i>Instructor</i>



6. Students will proceed to the Nursing Arts laboratory with the Clinical Instructors and have sign the Class attendance for the use of Laboratory	6. Instructors will request to Laboratory Aid the necessary equipment and medical supplies to be use in the clinical skills of the students	None	5 minutes	<i>Laboratory Aide</i>
7. Students and Instructors received the requested equipment and medical supplies.	7. Lab Aide issued Borrowers slip and provide the requested supplies and equipment's.	None	10minutes	<i>Laboratory Aide and Instructor</i>
8. Request slip will be signed by the borrowers. (Students team leader)	8. Lab Aide will accept the borrowers slip and records all items requested by the faculty and students	None	15 minutes	<i>Laboratory Aide</i>
9. After the clinical skills, the items used will be returned by the students leader to Lab Aid	9. Lab Aide receives and checks the returned items in good condition	None	10 minutes	<i>Instructor and Laboratory Aide</i>
10. Students and Instructor's will leave the Nursing Arts laboratory clean and in order.	10. Lab Aide returns the items and equipment to the storage area for safekeeping.	None	3 minutes	<i>Laboratory Aide</i>
TOTAL:			55 minutes	



3. Utilization of College of Nursing Facilities				
Providing service of nursing facilities to all nursing and midwifery students				
Office or Division:	College of Nursing			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All nursing and midwifery students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter from the students and instructors with Coordinators/Program Chairs and Dean approval		Office of the College of Nursing		
Logbook schedule to Laboratory Aid		Office of the College of Nursing		
VPAA-QF-09 Attendance sheet of students		Office of the College of Nursing		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Instructor or Student submits the letter of request to Dean's Office for schedule and approval of using the facility	1. Receives the documents and forward the request letter to Dean's Office	None	3 minutes	<i>College Secretary</i>
2. Instructor or Students shall wait in the designated waiting area	2. Dean's received and check the request letter and sign it for the approval, then notify the person in charge for the augmentation of the Nursing facility schedule 3. Person in charge will check the requested date	None	3 minutes	<i>CON Faculty and staff in charge for the use of facility</i>



	and time for proper scheduling		3 minutes	
3. Fill up the log in logbook for the approved schedule	4. Notify the students immediately if the facility is available on the aforementioned date requested.	None	3 minutes	<i>Students and staff in charge for the use of facility.</i>
	TOTAL:		12 minutes	



Cavite State University Main Campus
Office of the Graduate School and Open Learning College
External and Internal Services



1. Procedure on Online Admission of New Students

This process aims to facilitate the receiving of applications/requirements from the applicant.

Office or Division: Office of the Graduate School and Open Learning College

Classification: Simple

Type of Transaction: G2C-Government to Citizen

Who may avail: All graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Form, Recommendation forms	Office of the Graduate School and Open Learning College at tiny.cc/gsolcadmission
Recommendation Forms (2 Accomplished from the former professor and or immediate supervisor)	Applicant
Original Transcript of Records	Previous Institution
Approved permit to study (for public school teachers only)	Workplace
2 pcs 2x2 ID picture (white background)	Applicant



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Applicant submits all the requirements by putting in the drop box located at the guard house.</p> <p>1.1. Applicant may send the documents via courier delivery service addressed to Graduate School and Open Learning College</p>	<p>1. Collects, receives and checks all the requirements</p> <p>1.1. Receives and checks the requirements</p>	None	15 minutes	GS-OLC Staff
<p>2. The applicant takes admission examination as scheduled</p>	<p>2. The technical staff administers the examination.</p> <p>2.1. After consolidation of the requirements/ credentials, the office sends the documents to the concerned college for evaluation.</p>	None	<p>30 minutes</p> <p>4 Days</p>	<p>GS-OLC Staff</p> <p>Evaluation Committee from the College wherein the program is</p>



				<i>offering</i>
3. Applicant gets notice of admission thru phone call or email	3. The technical staff informs the applicant if qualified or not.	None	2 minutes	GS – OLC Staff
	TOTAL:		4 Days, 47 Minutes	



2. Online Comprehensive Examination

This process aims to provide student the mechanics for taking online Comprehensive Examination using Google Classroom

Office or Division: Office of the Graduate School and Open Learning College

Classification: Complex

Type of Transaction: G2C-Government to Citizen

Who may avail: Graduate Students completed all the Academic Requirements

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Gmail account		Student		
Google Form (http://tiny.cc/gsolc-onlinecompre)		Office of the Graduate School and Open Learning College		
Questionnaire in the Google Classroom		Office of the Graduate School and Open Learning College		
Answer Sheet		Office of the Graduate School and Open Learning College		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Student enrolls the Comprehensive Examination.	1. Facilitates enrolment. 1.1. Sets the schedule date of the examination	Comprehensive Examination Fee	15 minutes	GS-OLC Registrar
2. Eligible graduate students signs up for a Gmail account and fill up personal information on a Google form accessible using the link: http://tiny.cc/gsolc-onlinecompre	2. Provides announcement to the student through email and Facebook account	None	2 minutes	GS-OLC Technical Staff
3. Student receives invitation to access the Google Classroom by email.	3. Sends invitation to the student thru email	None	2 minutes	GS-OLC Technical Staff
4. Student accesses the announcements wherein the breakdown of subjects to be taken were posted together with the answer sheet.	4. Posts the announcement to be accessed by the student.	None	5 minutes	GS-OLC Technical Staff



5. During examination date, student accesses the posted Questionnaires in the Google Classroom as Classwork Assignments.	<p>5. Posts the Questionnaires for each assigned subject</p> <p>5.1. Imposes time limit rule in taking the examination per subject</p>	None	1 Hour	GS – OLC Technical Staff
6. Student uses the official answer sheet while taking the examination in a docs format using the student number as the file name and must be attached in the classwork assignment for submission.	<p>6. Monitors the submitted answer sheet by the examiner.</p> <p>6.1. Facilitates the checking of the uploaded answer sheets by the examiner.</p> <p>6.2. Sends the answer sheet to the concerned faculty members for evaluation.</p>	None	30 minutes	GS – OLC Technical Staff



7. Examiner receives the results after evaluation.	7. Sends the results of the evaluation thru email of the student.	None	5 minutes	GS – OLC Technical Staff
	TOTAL:		1 Hour, 59 Minutes	



3. Virtual Thesis / Dissertation Proposal / Final Oral Defense

This process aims to provide proper implementation of virtual oral defense.

Office or Division:	Office of the Graduate School and Open Learning College			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Qualified Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Passed the general comprehensive examination		Office of the Graduate School and Open Learning College		
Approved thesis/dissertation outline /final paper recommended by the advisory committee		Student		
Approved request form for oral presentation		Student		
Online platform link		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Student enrolls in Thesis Writing	1. Facilitates enrolment	Tuition fee Oral defense fee External Panel Fee	15 minutes	GSOLC Registrar
2. Requests and secures form for approval of the advisory committee and shall be submitted to the office of the Dean of the Graduate School for approval before the presentation.	2. Sends appropriate form to the student.	None	2 minutes	GS-OLC Staff
3. The student submits the copy of the final draft of the thesis/dissertation manuscript to each panel members for approval.	3. Advises the student for the protocols	None	5 minutes	GSOLC staff Panel of Examiners/Members



4. Submits the approved form for oral defense to the office through email.	4. Checks the entries if completed. 4.1. Checks the available schedule for confirmation of the scheduled defense.	None	5 minutes	GS-OLC Staff
3. Student sets the Online platform link and sends to the advisory committee and other panel members.	3. Approves and verifies the correct schedule	None	2 minutes	GS – OLC Staff
4. Student presents the prepared thesis/dissertation through teleconference	4. Facilitates the teleconference.		1 hour	Panel members, Dean of the Graduate School and Technical staff
	TOTAL:		1 Hour, 29 Minutes	



Cavite State University Bacoar Campus
Human Resource Development Office (HRDO)
External and Internal Services



1. Processing and Issuance of HR Records

Providing Employment Records

Office or Division:	Office of the Human Resource
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRDO-QF-05 (Record Request Form)		Human Resource Management Office (HRMO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests and fills-out Record Request Form (done via e-mail)	1. Reviews the duly accomplished form for completeness of entries	None	3 minutes	<i>Campus HR Coordinator</i>
	2. Forwards via e-mail the filled out form to the HRMO Main		10 minutes	<i>Campus HR Coordinator</i>
	3. Encodes and prints the requested record and forwards to HR Director for signature; forward via e-mail to the requesting branch for releasing		1 day	<i>HR Staff (Main Campus)</i>



	4. Releases e-copy of the requested record to the faculty member or employee		1 minute	<i>Campus HR Coordinator</i>
	TOTAL:		1 day and 14 minutes	



2. Acceptance of Applicants for Academic and Non-Academic Positions				
Receiving of Application for Vacant Positions				
Office or Division:	Office of the Human Resource			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All aspiring applicants (Academic and Non-Academic)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter addressed to HR Director		applicant		
Personal Data Sheet		www.csc.gov.ph or CSC website		
Photocopy of certificate of eligibility/rating/license		Civil Service Commission		
Photocopy of Transcript of Records		School Registrar		
Latest Performance Rating if applicable		Employer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit/send complete documents online: a. Application Letter b. CV/Resume c. other credentials	Checks, receives all the submitted documents	None	2 minutes	Campus HR Coordinator
	Review the documents and acknowledge receipt of application e-mail; notify via text message the potential applicants for the vacant position		2 days	Campus HR Coordinator
	Schedule initial interview and demo teaching (for academic applicants) via zoom video conferencing		30 minutes per applicant	Committee composed of Local HR, Department Chairperson concerned, Campus Faculty Association



				<i>President</i>
	<p>Schedule a final interview via zoom video conferencing for qualified applicants</p> <p>Tally the score of each applicant</p> <p>Endorsement to the University Selection Board the list of qualified applicants</p> <p>Call up the qualified applicants</p>	None	<p>30 minutes per applicant</p> <p>1 day</p> <p>5 minutes</p>	<p><i>Campus Administrator</i></p> <p><i>Campus HR Coordinator</i></p> <p><i>Campus HR Coordinator</i></p> <p><i>Campus HR Coordinator</i></p>
2. Report to the local HR office	Give some reminders and provide the qualified applicant a checklist of documents to be submitted	None	10 minutes per applicant	<i>Campus HR Coordinator</i>



3. Report to the Main Campus	Evaluation of University Selection Board and Interview	None	30 minutes per applicant	<i>Campus Administrator, HRMO Director, VPs and Faculty Association President</i>
	TOTAL:		3 days, 1 hour and 47 minutes	



3. Preparation of Appointments (Re-hired and Newly Hired Faculty and Staff)

Receiving of required documents for employment

Office or Division:	Office of the Human Resource
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All hired faculty and staff

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Data Sheet		www.csc.gov.ph or CSC website		
Position Description Form		www.csc.gov.ph or CSC website		
Certification of Assumption to Duty		www.csc.gov.ph or CSC website		
Oath of Office		www.csc.gov.ph or CSC website		
TOR, Diploma		School/University Graduated		
NBI Clearance		National Bureau of Investigation		
Birth Certificate		Philippine Statistic Authority		
Photocopy of certificate of eligibility/rating/license		Civil Service Commission		
Latest Performance Rating if applicable		Previous Employer		
Certificate of Employment		Previous Employer		
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON



		BE PAID	TIME	RESPONSIBLE
1. Submit /Present complete documents: a. NBI clearance b. PDF, PDS, TOR c. Medical Result d. Psychological Exam Result (for new employees) e. IPCR (for old employees) f. Other relevant documents	Review and check all the requirements/supporting documents; prepares contract of service and certificate of first day	None	10 minutes	<i>Campus HR coordinator</i>
2. Sign contract of service	Attach contract of service to other documents submitted and forward them to HRMO Main	None	5 minutes	<i>Campus HR Coordinator</i>
	TOTAL:		15 minutes	



Cavite State University Bacoar Campus
Office of the Student Affairs and Services Admission Unit
External and Internal Services



1. Admission Procedure for New Student

Providing students records for employment and other purposes

Office or Division:	Guidance Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All new students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSAS-QF-01 Application Form for Admission		Admission Office or download at Cavite State University - Bacoar Admission Services Facebook Page		
OSAS-QF-03 Examination Permit		Admission Office		
OSAS-QF-04 Notice for Evaluation		Admission Office		
OSAS-QF-05 Notice of Admission from OSAS		Admission Office		
Scanned Copy of Certified True Copy of Certificate of Good Moral		Former School		
Scanned Copy of Certified True Copy of Report Card		Former School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Student will e-mail the scanned copy of the following documents to the guidance staff: at bacoaradmission@gmail.com a. Scanned Copy of	Receives the accomplished application form and other required documents needed for the evaluation	None	3 minutes	Admission Officer



Accomplished application form				
b. Scanned Copy of Certified True Copy of Report Card c. Scanned Copy of Certified True Copy of Good Moral Certificate				
2. Applicant receives a confirmation message about the status of their submitted requirements	Receives the documents and replies to the applicant once the application is received	None	5 minutes	<i>Admission Officer</i>
3. Applicant receives Examination Permit	Receives the permit and will ask the applicant to submit all the requirements including the permit	None	5 minutes	<i>Admission Officer</i>
4. Applicant sends all the requirements including the permit to cvsuadmission@cvsu.edu.ph	Receives the documents and replies to the applicant that their application is already forwarded for evaluation	None	3 minutes	<i>Admission Officer</i>
5. Applicant is going to be evaluated	To be done on the different department offices	None	3 minutes	<i>Department Chairperson / Program Coordinator</i>



6. Applicants gets the result of the evaluation	Releases the results of the evaluation	None	5 minutes	<i>Admission Officer</i>
7. Applicant gets the Notice of Admission	Releases the Notice of admission, logs the NOA number, names of the applicants, and provides the link for the Notice of Evaluation	None	5 minutes	<i>Admission Officer</i>
	TOTAL:		29 minutes	



2. Admission Procedure for Transferees from Other School				
Receiving of applications for transferees				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSAS- QF-01 Application form for Admission		Admission Office or download at Cavite State University – Bacoor Admission Services Facebook Page		
Scanned Copy of Transcript of Records / Certification of Grades		Former School		
Scanned Copy of Certificate of Good Moral		Former School		
Scanned Copy of Honorable Dismissal		Former School		
Scanned Copy of NBI or Police Clearance		National Bureau of Investigation		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student will e-mail the scanned copy of the following documents to the guidance staff: at bacooradmission@gmail.com	Receives the accomplished application form and other required documents needed for the evaluation.	None	3 minutes	Admission Officer



<ul style="list-style-type: none"> a. Accomplished application form b. Scanned Copy of Transcript of Records / Certificate of Grades c. Scanned Copy of Honorable Dismissal d. Scanned Copy of Certificate of Good Moral Character e. Scanned Copy of NBI or Police Clearance f. Two (2) copies of 1x1 ID picture 				
2. Applicant receives a confirmation message about the status of their submitted requirements	Receives the documents and replies to the applicant once the application is received	None	5 minutes	<i>Admission Officer</i>
3. Applicant receives Examination Permit	Receives the permit and will ask the applicant to submit all the requirements including the permit	None	5 minutes	<i>Admission Officer</i>



4. Applicant sends all the requirements including the permit to cvsubacoor.admission@cvsu.edu.ph	Receives the documents and replies to the applicant that their application is already forwarded for evaluation	None	3 minutes	<i>Admission Officer</i>
5. Applicant is going to be evaluated	Concerned departments	None	3 minutes	<i>Department Chairperson / Program Coordinator</i>
6. Applicants gets the result of the evaluation	Releases the results of the evaluation	None	5 minutes	<i>Admission Officer</i>
7. Applicant gets the Notice of Admission	Releases the Notice of admission, logs the NOA number, names of the applicants, and provides the link for the Notice of Evaluation	None	5 minutes	<i>Admission Officer</i>
	TOTAL:		29 minutes	



Cavite State University Bacoor Campus
Campus Registrar
External and Internal Services



1. Issuance of School Credential/Documents				
Providing students records for employment and other purposes				
Office or Division:	Office of Campus Registrar			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All new and old students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Google Form		Posted on Official Facebook Page		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students are required to register and fill-out the google form posted online.	Checks and verify the accomplished google form Checking of required documents (Form 137, TOR Original copy) Checking of balances, School fees.	None	10 minutes	Registrar Staff
2. Receives the claim stub (e-copy) bearing the date of release of the requested documents.	Prepares the requested documents.	None	7 working days/processing	Registrar Staff



3. Pays the necessary fee for the requested documents	Collection of fees and issuance of receipt.	Php 20.00/ page for TOR Php15.00/page for Certification	5 minutes	<i>Cashier</i>
	TOTAL:		7 days and 15 minutes	



2. Registration of New Students				
Issuance of student number and registration forms to new students				
Office or Division:	Office of Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All new students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UREG-QF-03 (Registration Form)		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits all the required original documents for enrolment.	Checks, receives all the required original documents	None	5 minutes	<i>Registrar Staff</i>
2. Receives Notice of Admission and fill-out Personal Information Sheet	Encode Personal Information and assign Student Number	None	5 minutes	<i>Registrar Staff</i>
3.Receives and Sign the issued Registration Form and have it validated	Validates the registration form and get one copy	None	2 minutes	<i>Registrar Staff</i>
	TOTAL:		12 minutes	



3. Registration of Transferees				
Issuance of student number and registration forms to transfer students				
Office or Division:	Office of Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All new students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UREG-QF-03 (Registration Form)		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits all the required original documents for enrolment.	Checks, receives all the required original documents and evaluate the credentials and pre-registration form	None	5 minutes	<i>Registrar staff</i>
2. Receives Notice of Admission and fill-out Personal Information Sheet	Encode Personal Information, subjects to be enrolled and assign Student Number	None	10 minutes	<i>Registrar staff</i>



3. Receives and Sign the issued Registration Form and have it validated	Validates the registration form and get one copy	None	2 minutes	<i>Registrar staff</i>
	TOTAL:		17 minutes	



3. Registration of Continuing Students

Issuance of registration forms to the continuing students

Office or Division: Office of Campus Registrar

Classification: Simple

Type of Transaction: G2C – Government to Citizen

Who may avail: All new students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UREG-QF-03 (Registration Form)		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives, checks student's checklist and updates subjects' deficiencies	Encode Personal Information and subjects to be enrolled	None	10 minutes	<i>Registrar Staff</i>
2. Receives and Sign the issued Registration Form and have it validated	Validates the registration form and get one copy	None	2 minutes	<i>Registrar Staff</i>
	TOTAL:		12 minutes	



Cavite State University Bacoor Campus

Cashier's Office

External and Internal Services



1. Cash Disbursement / Check Disbursement				
Payment obligation to employees/individuals/creditors for goods purchase or services rendered				
Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Employees, Students, Parent/Guardian, Graduates and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		Claimant		
Authorization letter/Special Power of Attorney		Claimant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the Cashier/Collecting Officer on nature of claim and present valid ID/authorization	1. Verify the name of the claimant on the list checks for release. Let the client sign on the payroll or voucher(if not available, inform the client) 2. Verify the signature of the clients on the payroll/voucher. Counter sign on the side portion of the disbursement officer.	None	5 minutes	Cashier/Collecting Officer



2.1 Receive the cash from the Cashier/Collecting Officer and count it before leaving the counter.	Stamp paid the payroll/voucher then file	None	2 minutes	<i>Cashier/Collecting Officer</i>
2.2 Receive check from the Cashier/ Collecting Officer and verify the completeness of the entries				
	TOTAL:		7 minutes	



2. Collection of Fees				
Process of collecting fees, charges and other assessments from departments, bureaus, offices and other agencies in the exercise of their functions				
Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Employees, Students, Parent/Guardian, Graduates and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		Concerned unit		
Registration From		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pays the corresponding amount of a certain transaction				
<ul style="list-style-type: none"> • Authentication of TOR/Diploma 	Issues Official Receipt	Php. 15.00	2 minutes	Cashier/ Collecting Officer
<ul style="list-style-type: none"> • Authentication and Verification (CAV) 	Issues Official Receipt	Php 20.00/page	2 minutes	
<ul style="list-style-type: none"> • Official Transcript of Record 	Issues Official Receipt	Php 50.00/page with scanned picture	2 minutes	
Certificates	Issues Official Receipt	Php 15.00	2 minutes	



1.1 Good moral				
a. Grades <ul style="list-style-type: none"> Honorable Dismissal Thesis Adviser Fee and Technical Fee English Critic Fee 	Issues Official Receipt Issues Official Receipt Issues Official Receipt Issues Official Receipt	Php 15.00 Php 15.00 Php 2,300.00 Php 20.00/page	2 minutes 2 minutes 2 minutes 2 minutes	Cashier/ Collecting Officer
2. Collection from Income Generating Projects	Issues Official Receipt	Cash/Installment	3 minutes	Cashier/Collecting Officer
	TOTAL:		19 minutes	



Cavite State University Bacoar Campus
Office of the Student Affairs and Services Guidance Unit
External and Internal Services



1. Securing Certification of Good Moral Character

Providing certificate of admission with student number and registration forms to new students

Office or Division: Guidance Office

Classification: Simple

Type of Transaction: G2C – Government to Citizen

Who may avail: All new and old students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSAS-QF-41 Request Form for Certificate of Good Moral		Guidance Office		
Scanned Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student sends an e-mail at cvsuadmission@cvsu.edu.ph for the requisition of the Certificate of Good Moral Character	Checks, receives and verifies the information and the purpose of requesting provided by the client	None	3 minutes	Guidance Coordinator/ Facilitator
2. Student pays at the cashier's office	Receives and checks the scanned official receipt of payment for the certification of good moral character via e-mail	None	3 minutes	Guidance Coordinator/ Facilitator



3. Student downloads the requested e-good moral certificate	Signs the logbook under the column "released by"	None	2 minutes	<i>Guidance Coordinator/ Facilitator</i>
	TOTAL:		8 minutes	



Cavite State University Bacoor Campus
Health Services Unit
External and Internal Services



1. Physical Examination of New/Freshmen Students

Provide Physical Examination to New/Freshmen Students

Office or Division: Campus Health Services Unit

Classification: Simple

Type of Transaction: G2C – Government to Citizen

Who may avail: All new students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Admission		Guidance and Counseling Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Notice of Admission (from Guidance and Counseling Office)	Assesses what medical service/s is/are needed by the patient. Release Referral slip	None	30 seconds	<i>Nurse-on duty (NOD)</i>
2. Presents referral slip for medical examination at the diagnostic center of choice Medical Examination includes: <ul style="list-style-type: none"> • Chest X-ray • Urinalysis 	Pulls out/gives up patient form and payment slip	None	1 minute	<i>Health/front desk personnel or nurse-on duty</i>



<ul style="list-style-type: none"> • Hepatitis B Screening • Drug Test 				
3. Submits the original copy of all the results of medical examination to the campus clinic	Receives/files the medical results of the students. Release medical clearance after assessment of the lab results.	None	1 minute	<i>Nurse-on duty</i>
	TOTAL:		2 minutes and 30 seconds	



2. Medical Consultation and Treatment				
Provision of first aid and other nursing management among students, faculty and staff				
Office or Division:	Campus Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All new and old students, faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Comes to the clinic for consultation	1. Assesses what medical service/s is/are needed by the patient 2. Pulls out/fills up health consultation form/ consultation logbook	None	30 seconds/ consultation 2 minutes	<i>Nurse-on duty</i>
2. Submits oneself to the assessment of vital signs	Takes vital signs of the patient (HR, RR, BP, Temperature, weight, etc.) and records in health card/forms	None	3 minutes	<i>Nurse-on duty</i>



3. Submits oneself to consultation process	Gathers medical history and conducts physical examination or check-up	None	10 minutes	<i>Nurse-on duty</i>
	TOTAL:		15 minutes and 30 seconds	



Cavite State University Carmona Campus
Human Resource Development Office
External and Internal Services



1. Acceptance of Applications for Academic and Non-Academic Positions				
Receiving of Applications for Vacant Positions				
Office or Division:	Campus Human Resource Development Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All qualified applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application Letter addressed to the Campus Administrator			Applicant	
Personal Data Sheet			www.csc.gov.ph or CSC website	
Photocopy of certificate of eligibility/rating/license			Civil Service Commission	
Photocopy of Transcript of Records			School Registrar	
Latest Performance Rating if applicable			Employer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application letter and credentials	a. Check and encode the documents submitted	None	2 minutes	<i>Human Resource Coordinator</i>
	b. Conducts initial screening of documents based on the Qualification Standards for vacant positions	None	3 minutes	<i>Human Resource Coordinator</i>



	c. Call up potential applicants for the vacant position through email or text message for scheduled Teaching Demo and initial interview	None	1 minute	<i>Human Resource Coordinator</i>
2. Prepare for teaching demo and initial interview	2.1 Gather panel for teaching demo and initial interview	None	30 minutes	<i>Human Resource Coordinator</i>
	2.2 Tally the score of each applicant	None	2 minutes	<i>Human Resource Coordinator</i>
	2.3 Advises that the client will be notified of the status of application through email or text message	None	1 minute	<i>Human Resource Coordinator</i>
	2.4 Endorsement to the University Selection Board of the list of qualified applicants	None	1 minute	<i>Human Resource Coordinator</i>
	TOTAL:		40 minutes	



2. Hiring of Qualified Applicants for Academic and Non-Academic Positions

Processing of application for Vacant Positions

Office or Division: Campus Human Resource Development Unit

Classification: Simple

Type of Transaction: G2C-Government to Citizen

Who may avail: All qualified applicants

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved recommendation letter		University HR		
Personal Data Sheet / Position Description Form		www.csc.gov.ph or CSC website		
Photocopy of certificate of eligibility/rating/license		Civil Service Commission		
Photocopy of Transcript of Records / Diploma		School Registrar		
NBI Clearance		NBI		
PSA Birth certificate		PSA		
Latest Performance Rating if applicable		Employer		
Medical Certificate		University Health Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submits application letter and credentials	1.1 Check and validate the submitted documents	None	2 minutes	Human Resource Coordinator
	1.2 Affix signature of the Campus Administrator	None	2 minutes	Human Resource Coordinator
	1.3 Submit/Forward necessary credentials to the University Recruitment, Selection and Placement (RSP) Unit	None	3 minute	Human Resource Coordinator
	TOTAL:		7 minutes	



3. Processing and Issuance of HR Records

Providing Employment Records

Office or Division: Campus Human Resource Development Unit

Classification: Simple

Type of Transaction: G2C-Government to Citizen

Who may avail: All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRDO-QF-05 (Record Request Form)		Human Resource Development Office (HRDO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Human Resource Development Office (HRDO)	1.1 Reviews the duly accomplished form for completeness of entries	None	1 minute	Human Resource Coordinator
	1.2 Checks and verifies from file the requested record as to the correctness and accuracy;	None	10 minutes	Human Resource Coordinator
	1.3 Releases the requested record to the faculty member or employee.	None	1 minute	Human Resource Coordinator



	1.4 If requested record/document is not available in the campus, requests will be forwarded to the University HR	None	1 minutes	<i>Human Resource Coordinator</i>
	TOTAL:		13 minutes	



Cavite State University Carmona Campus
Office of Student Affairs (OSA)
External and Internal Services



1. Procedure in Securing Certification				
Providing certificates of good moral character and scholarship				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All students (old and new)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
University Clearance			University Registrar	
Official receipt of payment			Cashier's Office	
OSAS- QF- 41 (Request for Good Moral Certificate)			Office of Student Affairs and Services	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant/Scholar submits the following documents: a. Accomplished University Clearance b. Official receipt of payment for the certification of Good Moral Character from the Cashier's Office (for On-line application, send the request to carmonaregistrar@cvsu.edu.ph)	1.1 Receives and checks the submitted documents	Php15.00	2 minutes	Registrar Staff/ OSAS Staff



2. Applicant fills out the request for good moral certificate sheet	2. Prepares and releases the Certificate of Good Moral Character	None	2 minutes	OSAS Staff
3. Applicant signs the request for good moral certificate sheet	3. Signs the request for good moral certificate sheet under the column "released by"	None	2 minutes	OSAS Staff
4. For On-line applicant, wait for the confirmation e-mail for the schedule of release of Certificate of Good Moral Character	4. E-mail the confirmation of schedule of release of Certificate of Good Moral Character	None	2 minutes	Registrar Staff/ OSAS Staff
	TOTAL:		8 minutes	



2. Admission Procedure for First Year Students				
Receiving of applications for incoming first year college students				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All first year students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSAS- QF-01 (Application form for Admission)		Office of Student Affairs and Services or download at www.cvsu.edu.ph		
Photocopy of Report card (form 138) or Transcript of records (Form 137)		Former School		
Photocopy of Certificate of Good Moral Character		Former School		
2 copies of 1x1 ID picture		Student-applicant		
1 Short folder		Student-applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant submits the required documents as per checklist For on-line applicant, download and accomplish the application form; and submit the scanned or clear photo of the	1.Receives accomplished application form and other required documents	None	5 minutes	Admission Officer



required documents as per checklist				
2. Applicant receives examination permit	2. Schedules the date of examination	None	2 minutes	<i>Admission Officer</i>
3. Applicant takes the admission examination as scheduled	3. Administers admission examination	None	1 hour and 30 minutes	<i>Guidance Counselor or Psychometrician</i>
4. Applicant will be notified regarding the result of the admission examination through text, e-mail and posts from social media platforms	4. Notify the applicant regarding the result of admission examination	None	5 minutes	<i>Admission Officer</i>
5. Applicant gets Notice of Admission (NOA) Note: For applicants seeking admission to BSE and BSHM, the applicant is required to undergo interview: a. Gets interview form b. Applicant undergoes interview at DTE or	5.1 Releases Notice of Admission and logs the NOA number and name of student and signs the logbook under the column "Released by" 5.2 Releases interview form	None	10 minutes 2 minutes	<i>Guidance Counselor or Psychometrician</i> <i>Guidance Counselor</i>



DM c. Applicant returns to OSAS and submits accomplished interview form				
6. Applicant presents the Notice of Admission to the Campus Clinic	6. To be done by the Campus Health Services/ Clinic	None	5 minutes	<i>Campus Nurse</i>
	TOTAL:		1 hour, 54 minutes	

3. Admission Procedure for Transferees from Other School



Receiving of applications for transferees				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSAS- QF-01 (Application form for Admission)		Office of Student Affairs and Services or download at www.cvsu.edu.ph		
Photocopy of Certificate of Grades		Former School		
Photocopy of Certificate of Good Moral		Former School		
Photocopy of Honorable Dismissal		Former School		
Photocopy of NBI Clearance or Police		National Bureau of Investigation		
2 copies of 1x1 ID Picture		Student-applicant		
1 Short folder		Student-applicant		
OSAS- QF-01 (Application form for Admission)		Office of Student Affairs and Services or download at www.cvsu.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant presents his credentials for initial evaluation (for on-line applicant, send the credentials to carmonaosas@cvsu.edu.ph)	a. Evaluates and computes the GPA	None	10 minutes	Admission Officer
	b. To be done by the Campus Health	None	5 minutes	Admission Officer



<p>a. Applicant gets <i>Notice for Evaluation</i> form and Proceed to concerned department for their evaluation</p> <p>b. Applicant undergoes interview with respective department</p> <p>Applicant will submit the accomplished <i>Notice for Evaluation</i> form</p>	<p>Services/ Clinic</p> <p>c. Concerned Department</p>	None	60 minutes	College Registrar
<p>2. If qualified from the evaluation of the Department, the applicant submits required documents as per checklist.</p> <p>For on-line applicant, download and accomplish the application form; and submit the scanned or clear photo of the required documents as per checklist</p>	2. Receives and files the documents	None	5 minutes	Admission Officer
3. Applicant receives examination permit	3. Issues examination permit	None	2 minutes	Admission Officer
4. Applicant takes the admission examination as scheduled	4. Administers admission examination	None	90 minutes	Guidance Counselor or Psychometrician



5. Applicant will be notified regarding the result of the admission examination through text, e-mail and posts from social media platforms	5. Notify the applicant regarding the result of admission examination	None	5 minutes	<i>Admission Officer</i>
6. Applicant gets the Notice of Admission	6. Releases Notice of Admission and logs the NOA number and name of student and signs the logbook under the column "Released by"	None	10 minutes	<i>Guidance Counselor or Psychometrician</i>
7. Applicant presents the NOA to the Head of OSAS together with complete requirements for interview	7. Interviews and affixes signature	None	10 minutes	<i>Head, OSAS</i>
8. Applicant presents the Notice of Admission to the Campus Clinic.	8. To be done by the Campus Health Services/ Clinic	None	5 minutes	<i>Campus Nurse</i>
	TOTAL:		3 hours, 7 minutes	



Cavite State University Carmona Campus

Health Services

External and Internal Services



1. Physical, Dental, and Laboratory Examination of Freshmen/New Students				
Collecting Laboratory, X-ray and Drug test results of Freshman/ New Students				
Office or Division:	Campus Health Services Unit			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All new entrants, returnees and transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSAS-QF-05Notice of Admission (NOA)		Office of Student Affairs and Services		
2 pieces of 2x2 ID picture		Client		
Long brown envelope (Used for Medical records)		Client		
Clearance Stub (to be passed in the Registrar's Office)		Office of Health Services		
Laboratory Referral (depends on the course of students)		Office of Health Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Notice of Student Admission (NOA)	1.1 Issues request form (laboratory referral)	None	10 seconds	Campus Nurse
2. Presents Medical/Laboratory Results together with other pertinent documents	2.1 Secures copy of Notice of Student Admission (NOA) 2.2 Collect medical results in a long brown envelop including 2 pc of 2x2 ID picture	None	3 minutes	Campus Nurse



	2.3. Issues clearance stub to be presented at the Registrar's Office			
3. If, with (Abnormal) medical findings especially X-ray results	3.1 Advise the student the necessity to repeat X-ray procedure 3.2 Secures copy of Notice of Student Admission (NOA) 3.3 Issues student's Health Record and Clearance Form	None	4 minutes	<i>Campus Nurse</i>
	TOTAL:		7 minutes, 10 seconds	



2. Physical, Dental, and Laboratory Examination of Freshmen/New Students (Online)				
Online submission of scanned documents (Notice of Students Admission, Laboratory results, X-ray results and Drug test) of Freshmen/ New students				
Office or Division:	Campus Health Services Unit			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All new entrants, returnees and transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSAS-QF-05Notice of Admission (NOA)		Office of Student Affairs and Services		
Laboratory results including X-ray and Drug test results		Client		
Clearance Stub (to be passed in the Registrar's Office)		Office of Health Services		
Laboratory Referral (depends on the course of students)		Office of the Student Affairs and Services/ or Office of Health Services		
Claim Stub		University Health Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit scanned Notice of Student Admission (NOA) at carmonahealthservices@cv su.edu.ph	1.1 Issues request form (laboratory referral)	None	10 seconds	Campus Nurse
2. Submit scanned Medical/Laboratory Results together with other pertinent documents at carmonahealthservices@cv	2.1 Presents the Notice of Student Admission (NOA)	None	3 minutes (depending on the internet connection)	Campus Nurse



su.edu.ph	2.2 Check medical results if fit for schooling 2.3. Issues clearance stub to be submitted at the Registrar's Office. 3.			
3. If, with (Abnormal) medical findings especially X-ray results: Scanned results and receipt submitted	3.1 Advise the student the necessity to repeat X-ray procedure 3.2 Secures copy of Notice of Student Admission (NOA) 5. 3.3 Issues student's Health Record and Clearance Form	None	4 minutes (depending on the internet connection)	<i>Campus Nurse</i>
	TOTAL:		7 minutes, 10 seconds	

3. Medical Consultation and Treatment



Providing prompt assessment and treatment to clients depending on medical condition				
Office or Division:	Campus Health Services Unit			
Classification:	Simple/Complex			
Type of Transaction:	G2C-Government Simple/Complex to Citizen			
Who may avail:	All CvSU employees and students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Identification card or ID			Client	
UHSE-QF-01(Consultation Form)			Office of Health Services	
UHSE-QF-04(Prescription / Rx Form)			Office of Health Services (given by the University Physician)	
Laboratory Referral (depends on the course of students)			Office of the Student Affairs and Services/ or Office of Health Services	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Comes to clinic for consultation	1.1 Confirms personal information from identification card and accomplishes consultation form	None	30 seconds	Campus Nurse
2. Submits oneself to the assessment of vital signs	2.1 Checks and records client's vital signs and other necessary information 2.2 Retrieves medical/dental record	None	1 minute	Campus Nurse



3. If, with (Abnormal) medical findings especially X-ray results	3.1 Verifies the complaint 3.2 Examines and assesses the patient 3.3 Records the observations and findings 3.4 Refers and accompanies patient to the hospital if needed further evaluation	None	4 minutes	<i>Campus Nurse / Physician (if available)</i>
4. Submits to the consultation process (If with no findings that need assessment of hospital)	4.1 Verifies the complaint 4.2 Examines and assesses the patient 4.3 Records the observations and findings 4.4 Gives treatment, prescribes medication/if no allergy, and advice	None	3mins. onwards	<i>Campus Nurse</i>
5. Signs the logbook	5. Logs the name of patient, name and quantity of dispensed medicines, and have it signed by the patient	None	30 seconds	<i>Campus Nurse</i>
6. Requests for the following health care procedures and referrals:	Accompanies the patient Assesses the wound if it needs:	None	30 seconds	<i>Campus Nurse</i>



<p>a. Wound care</p> <p>b. Laboratory or Radiologic examination</p> <p>c. Observation and assessment</p> <p>d. Referral to Medical Specialist</p>	a.1 Cleaning and dressing	None	10 minutes	<p><i>Campus Nurse and Physician if available</i></p> <p><i>Campus Nurse</i></p>
	b.1 Secures copy of Laboratory or X-ray Examination Request Form	None	5 minutes	
	c.1 Monitors and records vital signs	None	4 hours depending on the case	
	d.1 Advises and explains the need for further evaluation	None	5 minutes	<p><i>Campus Nurse</i></p>
	d.2 Advises and explains the need for referral to a medical specialist			
	d.3 Accompanies patient to nearest hospital			
	d.4 Accomplishes the referral form and issues it to the patient			
	e.1 Prescribes initial medication/	None	4 hours depending on the case	
	TOTAL:		8 hours, 20 minutes, 30 seconds	



4. Physical, Dental, and Laboratory Examination of Old Students				
Collecting Laboratory, X-ray and Drug test results of Old students				
Office or Division:	Campus Health Services Unit			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All old students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification card or ID		Client		
Laboratory Referral (depends on the course of students)		Office of Health Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents identification card or ID	1.1 Issues request form (laboratory referral)	None	1 minute	<i>Campus Nurse</i>
2. Presents Medical/Laboratory Results together with other pertinent documents	2.1 Presents identification card or ID	None	3 minutes	<i>Campus Nurse</i>
	2.2 Collect medical results and put them in respective brown envelope			
	2.3. Issues clearance stub to be presented at the Registrar's Office			



2. If, with (Abnormal) medical findings especially X-ray results	3.1 Advise the student the necessity to repeat X-ray procedure 3.2 Secures copy of Notice of Student Admission (NOA) 3.3 Issues student's Health Record and Clearance Form	None	4 minutes	<i>Campus Nurse</i>
	TOTAL:		8 minutes	



5. Physical, Dental, and Laboratory Examination of Old Students (Online)				
Online submission of scanned documents (Identification card or ID, Laboratory results, X-ray results and Drug test) of Old students				
Office or Division:	Campus Health Services Unit			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All new entrants, returnees and transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification card or ID		Client		
Laboratory results including X-ray and Drug test results		Client		
Clearance Stub (to be passed in the Registrar's Office)		Office of Health Services		
Laboratory Referral (depends on the course of students)		Office of the Student Affairs and Services/ or Office of Health Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit scanned identification card or ID at carmonahealthservices@cvsu.edu.ph	1.1 Issues request form (laboratory referral)	None	10 seconds	Campus Nurse
2. Submit scanned Medical/Laboratory Results together with other pertinent documents at carmonahealthservices@cvsu.edu.ph	2.1 Presents the Notice of Student Admission (NOA)		3 minutes (depending on the internet connection)	Campus Nurse



3. If, with (Abnormal) medical findings especially X-ray results: Scanned results and receipt submitted	3.1 Advise the student the necessity to repeat X-ray procedure 3.2 Secures copy of Notice of Student Admission (NOA) 3.3 Issues student's Health Record and Clearance Form	None	4 minutes (depending on the internet connection)	Campus Nurse
	TOTAL:		3 hours, 7 minutes	



Cavite State University Carmona Campus
Office of the Campus Registrar
External and Internal Services



1. Issuance of School Credentials/Documents				
Providing students records for employment and other purposes				
Office or Division:	Office of the Campus Registrar			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All new and old students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UREG-QF-17 (University Clearance)		Office of the Campus Registrar		
Request Slip		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student requests for University Clearance Form (first request) or Request Slip (for subsequent request) at carmonaregistrar@cvsu.edu.ph and fill-out the form.	1. Receives the accomplished University Clearance or Request Slip	None	2 minutes	Registrar Staff
2. Pays the necessary fee for the requested documents	2. To be done by Cashier's Office	Php50.00/ page for TOR Php15.00/ page for Certification Php170.00/set for CAV	2 minutes	Registrar Staff
3. Present the OR for recording and reference purposes	3. Checks the OR and issues claim stub to the client.	None	1 minute	Registrar Staff



4. Receives the claim stub bearing the date of release of the requested documents.	4. Evaluates the students' records and prepares the requested documents.	None	4 working days/processing	<i>Registrar Staff</i>
5. Present the claim stub on the date indicated therein.	5. Release the requested documents and have it signed as received by the client.	None	2 minutes	<i>Registrar Staff</i>
	TOTAL:		4 days, 7 minutes	



2. Registration of New Students				
Providing certificate of admission with student number and registration forms to new students				
Office or Division:	Office of the Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All new students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UREG-QF-01 (Certificate of Admission)		Office of the Campus Registrar		
UREG-QF-02 (Personal Information Sheet)		Office of the Campus Registrar		
UREG-QF-03 (Registration Form)		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits all the required scanned documents for enrolment at carmonaregistrar@cvsu.edu.ph	1. Checks, receives all the required scanned documents and issue Certificate of Admission	None	2 minutes	Registrar Staff
2. Student submits all the required original documents for enrolment.	2. Checks, receives all the required original documents and issue Certificate of Admission	None	2 minutes	Registrar Staff
3. Receives Certificate of Admission and fill-out Personal Information Sheet	3. Encode Personal Information and assign Student Number	None	3 minutes	Registrar Staff



4. Submit scanned copy of Student Information Sheet at carmonaregistrar@cvsu.edu.ph	4. Checks, receives the scanned copy of Student Information Sheet	None	1 minute	<i>Registrar Staff</i>
5. Receives and Sign the issued Registration Form and have it validated	5. Validates the registration form and get one copy	None	1 minute	<i>Registrar Staff</i>
	TOTAL:		9 minutes	



Cavite State University Carmona Campus
Cashier's Office
External and Internal Services



1. Cash Disbursement / Check Disbursement				
Payment obligation to employees/individuals/creditors for goods purchase or services rendered				
Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Employees, Students, Parent/Guardian, Graduates and General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid Identification Card			Claimant	
Authorization letter/Special Power of Attorney			Claimant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the disbursing officer on nature of claim and present valid ID/authorization.	1.1 Verify the name of the claimant on the list checks for release. Let the client sign on the payroll or voucher(if not available, inform the client) 1.2 Verify the signature of the clients on the payroll/voucher. Counter sign on the side portion of the disbursement officer.	None	5 minutes	<i>Disbursing Officer</i>
2. Receive the cash from the disbursing officer and count it before leaving the counter.	2.1 Stamped paid the payroll/voucher then file.	None	2 minutes	<i>Disbursing Officer</i>



Receive check from the disbursing officer and verify the completeness of the entries				
	TOTAL:		7 minutes	



2. Collection of Fees				
Process of collecting fees, charges and other assessments from departments, bureaus, offices and other agencies in the exercise of their functions				
Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Employees, Students, Parent/Guardian, Graduates and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request slip		Concerned unit		
Registration Form		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents completely filled-out request slip certification, registration forms etc.	1. Evaluates registration form and other requirements as to completeness and accuracy	None	1 minute	Cashier/Collecting Officer
2. Pays the corresponding amount of a certain transaction.	2. Issues Official Receipt	Depends on request/transaction	1 minute	Cashier/Collecting Officer
3. Pays tuition and miscellaneous fees.	6. Issues Official Receipt	Cash/Installment	2 minutes	Cashier/Collecting Officer
4. Pays other Fees: <ul style="list-style-type: none"> • Authentication of TOR/Diploma • Authentication and 	4.1 Issues Official Receipt 4.2 Issues Official Receipt 4.3 Issues Official Receipt	Php. 15.00 Php. 35.00	2 minutes 2 minutes	Cashier/Collecting Officer



<ul style="list-style-type: none"> Verification (CAV) Completion Official Transcript of Record <p>Certificates</p> <p>3. Good moral</p> <p>4. Grades</p> <ul style="list-style-type: none"> Honorable Dismissal Testing/Application Fee Adding/Changing of Subjects Thesis Adviser Fee and Technical Fee <p>4. English Critic Fee</p>	4.4 Issues Official Receipt	Php 10.00/unit	1 minute	
	5.5 Issues Official Receipt	Php 50.00/page	2 minutes	
	5.6 Issues Official Receipt	Php 100.00/page with scanned picture	2 minutes	
	5.7 Issues Official Receipt	Php 15.00	2 minutes	
	4.8 Issues Official Receipt	Php 15.00	2 minutes	
	4.9 Issues Official Receipt	Php 20.00	2 minutes	
	4.11 Issues Official Receipt	Php 150.00	2 minutes	
	7. 4.12 Issues Official Receipt	Php 10.00	2 minutes	
		Php 2,300.00	2 minutes	
		Php 20.00/page	2 minutes	
	TOTAL:		4 days, 7 minutes	



Cavite State University Carmona Campus
Campus Library
External and Internal Services



1. Use of Library Facilities and Resources				
Providing library services through the use of library facilities and resources				
Office or Division:	Campus Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students, Faculty Members and Employees of Other Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		Campus Library		
Referral Letter		1. Campus Library 2. From the Librarian of the Institution (for students), from the Dean (for the faculty members) or the Head of Unit (for employees)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visitor presents referral letter to use the library facilities and resources	1.1 Receives letter of referral	None	1 minute	Assigned Library Clerk
	1.2 Logs in the visitors logbook and leaves unnecessary things in the baggage area near the entrance of the library	None	2 minutes	
	1.3 Submits the referral letter to the librarian in-charge at the desk and sign in the record book for library fee	Php 30.00	1 minute	



	1.4 Proceeds to the OPAC for the title/author and subject needed for research.			
	TOTAL:		4 minutes	



2. Borrower's Card for New Registrants

Issuance of Borrower's Card for New Registrants

Office or Division: Campus Library

Classification: Simple

Type of Transaction: G2C-Government to Citizen

Who may avail: Students, Faculty Members and Employees

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

For students:
3. Registration Form
1 pc. 1x1 ID picture

Campus Library

For faculty members and employees:
CvSU identification card

Office of the Campus Administrator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. New students, faculty members and employees inquire about issuance of Borrower's card.	1 Provides the students, faculty members and employees with slips to be filled up	None	1 minute	<i>Assigned Library Clerk</i>
	1.2 Students/faculty members/ employees encode their data	None	2 minutes per client	
	1.3 Collect 1x1 ID picture of			



	the client, layout library ID, validate the borrower' card, encode to system and counter signs Registration form of students	None	10 minutes per client 3 working days if demand is on peak	
	TOTAL:		3 days, 13 minutes	



3. Ask a Librarian

Open-access e-resources cites available and queries on collection availability for Faculty Member and Employees.

Office or Division:	Campus Library
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Students, Faculty Members and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PC, Laptop, Smart Phone	Campus Library Official Facebook Page <ul style="list-style-type: none"> • @cvsucarmonalibrary • Cavite State University – Carmona Library Campus Library Gmail <ul style="list-style-type: none"> • carmonalibrary@cvsu.edu.ph

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>Open-access e-resources</u> 1.1 Students, Faculty Members and Employees must log in with their facebook or email account and directly message us on given flat forms <u>Collection Availability</u> 1.2 Faculty Members and Employees will send a direct message on facebook official page or email	1.1 Post open-access resources cites/ links on the campus library official page 1.2 Check the availability of collection in the Library System.	None	Updated when additional links are available 2 Minutes	<i>Assigned Library Clerk</i>
	TOTAL:		3 minutes	



4. Ask a Librarian (on line)

Open-access e-resources cites available and queries on collection availability for Faculty Member and Employees.

Office or Division:	Campus Library
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Students, Faculty Members and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PC, Laptop, Smart Phone	Campus Library Official Facebook Page <ul style="list-style-type: none"> • @cvsucarmonalibrary • Cavite State University – Carmona Library Campus Library Gmail <ul style="list-style-type: none"> • carmonalibrary@cvsu.edu.ph

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty Members and Employees will send a direct message on Facebook official page or email the specific data needed such as, title, author, copyrighted date and house their Library Card temporarily in the care of Campus Library to limit face-to-face transaction	<u>Borrowing of books</u> 1.1 Checks out the books to be borrowed by scanning the barcodes of these and prints slips for borrowed books. Stamp due (to maximum) date. If collection is a limited copy, it will be summoned for return once needed by others. The books borrowed will be personally delivered to	None	10 Minutes	<i>Assigned Library Clerk</i>



	<p>their respective offices</p> <p><u>Returning of books:</u> Checks in the borrowed books records by scanning their barcodes. Insert the book cards, Sanitize the books and place it in quarantine table for 6-9 days before returning sanitized books in the shelves</p>	None	5 minutes (after the quarantine period)	
	TOTAL:		15 minutes	



5. Borrowing and Returning of Books				
Process of using library resources				
Office or Division:	Campus Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For new students: Library Card or Registration form for with clerk counter sign (if library card is still on process)		Campus Library (Registration form/ Campus Registrar)		
For old registrants: 1. Library Card		Campus Library		
For Faculty Members and Employees 1. Library Card or Campus ID (if library card is still on process)		Campus Library (Campus ID/ Dean's Office)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students, faculty members and employees present books to be borrowed.	<u>Borrowing of books:</u> 1.1 Checks out the books to be borrowed by scanning the barcodes of these and prints slips for the borrowed books. Stamps due date on the date due slip. Files book cards of the books borrowed.	None	1 minute	<i>Assigned Library Clerk</i>
	<u>Returning of books:</u>			



	1.2 Checks in the books borrowed by scanning their barcodes. Insert the book cards and shelves these books.	None	2 minutes	<i>Assigned Library Clerk</i>
	TOTAL:		3 minutes	



6. Replacement of Lost Library Cards				
Providing new library cards for students, faculty members and employees				
Office or Division:	Campus Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Affidavit of Loss		Attorney's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students, faculty members and employees presents affidavit of loss.	1.1 Receives affidavit of loss	None	1 minute	<i>Assigned Library Clerk</i>
	1.2 Checks the database of registered clients and updates data if necessary	None	2 minutes per client	<i>Assigned Library Clerk</i>
	1.3 Countersigns and stamps validity date on the Borrower's card. Releases new borrower's card to client upon payment	Php 20.00	2 minutes	<i>Assigned Library Clerk</i>
	TOTAL:		3 minutes	



Cavite State University Cavite City Campus
Human Resource Management Office
External and Internal Services



1. Hiring of Applicant (Academic and Non-Academic)				
The Human Resource Management Office is in charge in the selection of applicants for vacant academic and non-academic position.				
Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Qualified Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter		Personally written by the Applicant		
Credentials		Applicant		
Interview Form		HRMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits/ Presents the complete documents: -Application Letter -Credentials	1. Checks all the documents	None	3 minutes	Local HR
	2. Reviews the documents and calls up the potential applicants for the vacant position	None	10 minutes	Local HR
	3. Schedules an interview	None	30 minutes*	Campus Personnel Selection Board (Local HR, Dept. Chairpersons



				<i>and Campus Coordinator)</i>
	4. Tallies the score of all applicants	None	15 minutes	<i>Local HR</i>
	5. Endorses to the University Selection Board of the list of qualified applicants	None		<i>PSB Assistant</i>
	6. Calls up the qualified applicant	None	10 minutes	<i>Local HR</i>
2. Reports to the Local HR Office	7. Gives some reminders and provide the qualified applicant a checklist of documents to be submitted (PDS, PDF, TOR, Medical Certificate, etc.)	None	10 minutes	<i>Local HR</i>
3. Reports to the main campus	8. Evaluates and interviews the qualified applicant	None	30 minutes	<i>Campus Administrator, HRDO Director, VP, FA President</i>
	TOTAL:		1 Hour, 48 Minutes	

*per applicant



2. Preparation of Appointment (Campus)				
The HRMO facilitates the preparation of Appointment of the selected applicants				
Office or Division:	Human Resource Management Office			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Selected Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requirements/Credentials		Applicant		
Appointment Paper		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits/Presents the complete documents: - PDS - PDF - TOR/Diploma - Medical Certificate - NBI Clearance - IPCR/SET for Old Employees - Other pertinent documents - Evaluation Result	1. Reviews and checks all the requirements and supporting documents	None	10 minutes	Local HR
	2. Submits all the requirements to the HRDO for preparation of appointment	None	10 days	HRDO Staff
	3. Affixes signature at the back of the appointment paper	None	1 minute	HRDO Director



	4. Forwards to the Chairman of the PSB for the signature	None	5 minutes	<i>ODA Clerk</i>
	5. Signs the certification at the back of the appointment paper	None	1 minute	<i>PSB Chairman</i>
	6. Forwards appointment paper to the President for approval and signature	None	5 minutes	<i>University President</i>
	7. Furnishes the Local HR with a photocopy of appointment for submission to the CSC	None	1 day	<i>HRDO Staff</i>
	8. Submits the appointment to the CSC for approval	None	5 days	<i>HRDO Staff</i>
	9. Approves and signs the Appointments	None	2 minutes	<i>CSC Director</i>
	10. Officially transmits to the Local HR a copy of the CSC Approved Appointment	None	2 minutes	<i>HRDO Staff</i>
2. Receives CSC Approved Appointment	11. Records Receipt of Appointment	None	1 minute	<i>Local HR</i>
	TOTAL:		16 Days, 27 Minutes	



Cavite State University Cavite City Campus
Office of the Student Affairs and Services
External and Internal Services



1. Procedure in Securing Certification				
This process aims to assist bonafide students and graduates who would want to secure certificate of good moral				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All bonafide students and graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSAS- QF- 41 (Request for Good Moral Certificate)		Office of Student Affairs and Services (Coordinator)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant/Scholar submits the following documents: <ul style="list-style-type: none"> a. Accomplished request for credential clearance b. Official receipt of payment for the certification of Good Moral Character from the Cashier's Office 	1. Receives and checks the submitted documents	Php15.00	2 minutes	OSAS Coordinator



2. Applicant fills out the request for good moral certificate sheet	2. Prepares and releases the Certificate of Good Moral Character	None	2 minutes	OSAS Coordinator
3. Applicant signs the request for good moral certificate sheet	3. Signs the request for good moral certificate sheet under the column "released by"	None	2 minutes	OSAS Coordinator
	TOTAL:	Php15.00	6 Minutes	



2. Admission Procedure for First Year Students

This procedure aims to define the system on how to assist all applicants who will submit requirements and ensure that they will be guided in seeking admission to the Campus in their desired program.

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All new students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSAS- QF-01 (Application form for Admission)		Office of Student Affairs and Services (Admission Officer)		
OSAS- QF- 03 (Examination Permit)		Office of Student Affairs and Services (Admission Officer)		
OSAS- QF- 05 (Notice of Admission)		Office of Student Affairs and Services (Admission Officer)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant submits the following documents: 17. Photocopy of Report card (form 138) or Transcript of records (Form 137) 18. Photocopy of Certificate of Good Moral Character	1. Receives accomplished Application Form and other Required documents	None	5 minutes	<i>Admission Officer</i>



19.2 copies of 1x1 ID picture 20. Short folder				
2. Applicant receives examination permit	2. Schedules the date of examination	None	2 minutes	<i>Admission Officer</i>
3. Applicant takes the admission examination as scheduled	3. Administers Admission Examination	None	90 minutes	<i>Guidance Counselor or Psychometrician</i>
4. Applicant gets Notice of Admission	4. Releases Notice of Admission and logs the NOA number and name of student and signs the logbook under the column "Released by"	None	10 minutes	<i>Admission Officer</i>
21. Applicant undergoes interview with respective department	5. Interviews the applicant	None	60 minutes	<i>Department Chairperson/ Dept. In-charge</i>
22. Applicant gets medical referral	6. Releases medical referral	None	2 minutes	<i>Campus Nurse</i>
7. Applicant submits medical results including: Medical certificate CBC Urinalysis X-ray Dental certificate	7. Receives medical requirements	None	2 minutes	<i>Campus Nurse</i>



HBsAg Determination (for HRM)				
8. Applicant returns to OSAS and submits accomplished Admission Enrollment Monitoring Form	8. Receives the accomplished Admission Enrollment Monitoring Form	None	2 minutes	<i>Admission Officer</i>
	TOTAL:		2 Hours, 51 Minutes	



3. Admission Procedure for Transferees from Other School

This procedure aims to define the system on how to assist all applicants who will submit requirements and ensure that they will be guided in seeking admission to the Campus in their desired program.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All students who preferred to transfer to the Campus

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
OSAS- QF-04 (Notice for Evaluation)	Office of Student Affairs and Services (Admission Officer)
OSAS- QF-01 (Application form for Admission)	Office of Student Affairs and Services (Admission Officer)
OSAS- QF- 03 (Examination Permit)	Office of Student Affairs and Services (Admission Officer)
OSAS- QF- 05 (Notice of Admission)	Office of Student Affairs and Services (Admission Officer)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant presents his/her credentials for initial evaluation	1. Evaluates and computes the GPA	None	10 minutes	<i>Admission Officer</i>



2. Applicant gets Notice for Evaluation form and Proceed to concerned college for their evaluation	2. Issues interview form	None	5 minutes	<i>Admission Officer</i>
3. Applicant undergoes interview with respective college	3. Interviews the applicant	None	60 minutes	<i>Department Chairperson/ Dept. In-charge</i>
4. Applicant returns to OSAS and submit the accomplished Notice for Evaluation form	4. Receives the accomplished Notice for Evaluation form	None	2 minutes	<i>Admission Officer</i>
5. If qualified from the evaluation of the College, the applicant submits the following documents to OSAS: 1. Photocopy of Certificate of Grades 2. Photocopy of Certificate of Good Moral 3. Photocopy of Honorable Dismissal 4. Photocopy of NBI Clearance or Police Clearance	5. Receives and files the documents	None	5 minutes	<i>Admission Officer</i>



5. 2 copies of 1x1 ID Picture 6. Short Folder				
6. Applicant receives examination permit	6. Issues Examination Permit	None	2 minutes	<i>Admission Officer</i>
7. Applicant takes the admission examination as scheduled	7. Administers admission examination	None	90 minutes	<i>Guidance Counselor or Psychometrician</i>
8. Applicant gets the Notice of Admission	8. Releases Notice of Admission and logs the NOA number and name of student and signs the logbook under the column "Released by"	None	10 minutes	<i>Admission Officer</i>
9. Applicant gets medical referral	9. Releases medical referral	None	2 minutes	<i>Campus Nurse</i>



10. Applicant submits medical results including: a. Medical certificate b. CBC c. Urinalysis d. X-ray e. Dental certificate HBsAg Determination (for HRM)	10. Receives medical requirement	None	2 minutes	<i>Campus nurse</i>
	TOTAL:		3 Hours, 8 Minutes	



Cavite State University Cavite City Campus
Office of the Registrar
External and Internal Services



1. Issuance of School Credentials/Documents				
This process aims to provide students records for employment and other purposes				
Office or Division:	Office of the Registrar			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All new and old students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Google Request Form		Online		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student accomplishes the Google Request Form	1. Reviews the Google Request Forms submitted	None	2 minutes	<i>Registrar Staff</i>
	1.1. Evaluates the students' records and prepares the requested documents.	None	9 days	<i>Registrar Staff</i>
2. Receives email regarding the schedule of pick up, requirements and fees	2. Sends email regarding the schedule of pick up, requirements and fees	None	2 minutes	<i>Registrar Staff</i>
3. Submits the requirements, pays the amount and claims the requested document	3. Cashier's Office receives the payment	Php20.00/page for TOR Php15.00/page for Certification	2 minutes	<i>Cashier</i>



	4. Releases the requested documents		2 minutes	<i>Registrar Staff</i>
	TOTAL:		9 Days, 8 Minutes	



2. Registration of New Students				
This process aims to provide certificate of admission with student number and registration forms to new students.				
Office or Division:	Office of the Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All new students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UREG-QF-01 (Certificate of Admission)		Office of the Registrar		
UREG-QF-03 (Registration Form)		Office of the Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student sends via email all the required scanned copy of original documents for enrolment.	1. Checks and receives all the required scanned copy of original documents and issues Certificate of Admission	None	2 minutes	<i>Registrar/ Staff</i>
2. Receives Certificate of Admission, log in to the campus' student portal	2. Encodes the student's personal information and assigns Student Number	None	3 minutes	<i>Registrar /Staff</i>
3. Receives and Signs the issued Registration Form and have it validated	3. Validates the registration form and get one copy	None	1 minute	<i>Registrar /Staff</i>
TOTAL:			6 Minutes	



3. Registration of Continuing Students				
This service aims to facilitate registration processes of continuing students that ensures safekeeping of student records and accurate enrolment to a particular program.				
Office or Division:	Office of the Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All continuing students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UREG-QF-03 (Registration Form)		Office of the Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student accesses the campus' student portal, checks the grades from the previous semester and requests for Evaluation	1. Evaluates the previous grades and inputs the subjects to enroll	None	2 minutes	<i>Evaluator</i>
2. Checks the subjects and schedule in the portal and requests for Assessment	2. Assesses the fees of the student	None	2 minutes	<i>Registrar/Staff</i>
3. Receives and Signs the issued Registration Form and have it validated	3. Validates the registration form and get one copy	None	1 minute	<i>Registrar Staff</i>
TOTAL:			5 Minutes	



Cavite State University Cavite City Campus

Cashier's Office

External and Internal Services



1. Receipt of Payment				
The Office of Campus Cashier is assigned in collection, Records and Provision of Receipt to Students Payment Transaction				
Office or Division:	Cavite City Campus Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Alumni			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Slip			Office of Campus Registrar	
Order of Payment			Office of Campus Registrar	
Registration Form			Office of Campus Registrar	
Completion Form			Office of Campus Registrar	
Adding and Changing Form			Office of Campus Registrar	
Dropping Form			Office of Campus Registrar	
Official Receipt			Campus Cashier	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
23. Presents completely the filled out request slip, certification, registration form etc.	1. Evaluates registration forms and other requirement as to completeness and accuracy	None	2 minutes	Cashier/ Collecting Officer



24. Pay the corresponding amount 2.1 Completion	2. Issues Official Receipt	Php10.00/unit	2 minutes	Cashier/Collecting Officer
2.3 Official Transcript of Record		Php20.00/page, Php50.00/page with Scan Picture	2 minutes	Cashier/Collecting Officer
2.4 Certificates: Good Moral and Grades		Php15.00/copy, Php15.00/copy from 2 nd copy	2 minutes	Cashier/Collecting Officer
2.5 Honorable Dismissal		Php20.00/page, Php50.00/page with Scan Picture	2 minutes	Cashier/Collecting Officer



2.6 Authentication and Verification		Php15.00	2 minutes	Cashier/Collecting Officer
2.7 Authentication of TOR and Diploma		Php15.00/set	2 minutes	Cashier/Collecting Officer
2.8 Adding/ Changing of Subjects		None	2 minutes	Cashier/Collecting Officer
2.9 Dropping of Subjects		None	2 minutes	Cashier/Collecting Officer
2.10 Thesis Adviser and Technical Advisers Fee		P2,300.00	2 minutes	Cashier/Collecting Officer
25. Applicant submits email of transaction	3. Evaluates email of transaction	None	2 minutes	Guard on Duty
3.1 Payment		Depend on Transaction Request	2 minutes	Cashier/Collecting Officer
	TOTAL:	P2,510.00	24 minutes	



Cavite State University Cavite City Campus
Campus Library
External and Internal Services



1. Use of Library Facilities and Resources				
This process aims to provide library services through the use of library facilities and resources.				
Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students, Faculty Members and Employees of Other Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Library Card		Campus Library		
2. Referral Letter		1. Campus Library 2. From the Librarian of the Institution (for students), from the Dean (for the faculty members) or the Head of Unit (for employees)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
26. Visitor presents referral letter to use the library facilities and resources	1. Receives and checks the letter of referral.	None	1 minute	<i>Assigned Clerk/Librarian</i>
2. Logs in the visitor's logbook and leaves unnecessary things in the baggage area near the entrance of the library.	2. Assists the clients in logging in the visitor's logbook	None	2 minutes	<i>Assigned Clerk/Librarian</i>
3. Pays the fee if outsider	3. Collects a fee for outsider researcher.	Php 20.00	1 minute	<i>Assigned Clerk/Librarian</i>



researcher				
4. Proceeds to the OPAC for the title/author and subject needed for research.				
	TOTAL:	Php20.00	4 Minutes	



2. Borrowing and Returning of Books				
This is the process of using the library resources.				
Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For new and old students: 1. Library card.		Campus Library		
For Faculty Members and Employees 1. Campus library card		Campus Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students, faculty members and employees present books to be borrowed.	<u>Borrowing of books:</u> 1. Checks out the books to be borrowed by filling up the book card. Stamps due date on the date due slip. Files book cards of the books borrowed.	None	1 minute	<i>Assigned Clerk</i>
	<u>Returning of books:</u> 2. Checks in the books borrowed. Inserts the book cards and shelves these books.	None	2 minutes	<i>Assigned Clerk</i>
	TOTAL:		3 Minutes	



3. Library Card for New Registrants				
This process aims to facilitate the issuance of borrower's card for new registrants.				
Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students: 4. Registration Form 5. 1 pc. 1x1 ID picture		Office of the University Registrar Student		
For faculty members and employees: 1. CvSU identification card		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. New students, faculty members and employees inquire about issuance of Borrower's card.	1. Provides the students, faculty members and employees with slips to be filled-out.	None	1 minute	<i>Assigned Clerk</i>
2. Students/faculty members/ employees encode their data.	2. Assists the students/faculty members/ employees in encoding their data. 3. Counter signs the Registration form of students and validates	None	2 minutes*	<i>Assigned Clerk</i>



	the library card.	Php 20.00	2 minutes*	<i>Assigned Clerk</i>
	TOTAL:	Php20.00	5 Minutes	

*per client



4. Replacement of Lost Library Cards				
This process aims to provide new library cards for students, faculty members and employees.				
Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest Registration Form		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students present latest registration form.	1. Receives the latest registration form.	None	1 minute	<i>Assigned Clerk</i>
	2. Checks the database of registered clients and updates data if necessary.	None	2 minutes*	<i>Assigned Clerk</i>
	3. Countersigns and stamps validity date on the Library card.	Php 20.00	2 minutes	<i>Assigned Clerk</i>
	4. Releases new library card to client upon payment.			
	TOTAL:	Php20.00	5 Minutes	

*per client



5. Validation of Library Card for Old Registrants				
This process aims to facilitate the verification of the students' records in the database and validation of borrower's card for old registrants.				
Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students: 1. Latest Registration Form 2. Student identification card		Office of the University Registrar		
For faculty members and employees: 1. CvSU identification card		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students, instructors and employees request for validation of library or borrower's cards.	1. Checks registration form for current semester together with their library card. of letter	None	1 minute	<i>Assigned Clerk</i>
2. Students present their latest registration form while faculty members and employees present	2. Verifies the encoded data of the client and updates the record if necessary. Countersigns and stamps	None	1 minute	<i>Assigned Clerk</i>



their ID.	validity date on the library card. 3. Releases validated Library card.	None	1 minute	<i>Assigned Clerk</i>
	TOTAL:		3 Minutes	



Cavite State University Imus Campus
Human Resource Development Office
External and Internal Services



1. Recruitment, Selection and Placement				
Screening, interviewing, testing, recruiting of applicants in academic (with demo teaching) and non-academic personnel based on the workload requirements and availability.				
Office or Division:	Human Resources and Development Office			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Applicants with minimum standard qualifications.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRDO Form No. 1 (Applicant Interview Rating Sheet)		Campus Human Resources and Development Office		
HRDO Form No. 2 (Oral Interview Evaluation Score Sheet)		Campus Human Resources and Development Office		
HRDO Form No. 3 (Evaluation Checklist for Demo Teaching – for Academic Personnel only)		Campus Human Resources and Development Office		
HRDO Form No. 4 (Written Examination)		Campus Human Resources and Development Office		
HRDO Form No. 5 (Employment Form)		Campus Human Resources and Development Office		
CS Form No. 212, Revised 2017 (Personal Data Sheet)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application letter, curriculum vitae / resume, and pertinent credentials via email / courier or personally handed over.	Checks and reviews all documents and classifies according to qualifications.	None	1 minute	<i>Campus Human Resources and Development Coordinator</i>



2. Qualified candidate receives a call for the schedule of interview and confirms availability on the interview date.	<p>Calls up qualified candidates based on the vacant position published and posted and set schedule of interview.</p> <p>Conducts initial job interview using the HRDO Form No. 1 via telephone or online and evaluate results based on criteria and rating.</p>	None	3 minutes	<i>Campus Human Resources and Development Coordinator</i>
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<p>3. Submits other necessary requirements and attends the interview on the given date.</p>	<p>Endorses to the Campus Personnel Selection and Promotion Committee the name of qualified applicants for oral interview and demo teaching for academic personnel.</p> <p>Facilitates submitted requirements and furnishes copies of the documents to the Campus Personnel Selection and Promotion Committee.</p> <p>Coordinates demo teaching materials before the conduct of the actual interview and demonstration.</p> <p>Accomplishes HRDO Form Nos. 2 and 3.</p>	<p>None</p>	<p>30 minutes per applicant</p>	<p><i>Campus Human Resources and Development Coordinator</i></p>
<p>4. Receives notification as part of shortlisted applicants and takes the written examination</p>	<p>Sends notifications to shortlisted applicants and orients them of the University guidelines in the selection process.</p> <p>Prepares and conducts the written examination to shortlisted applicants using HRDO Form No. 4.</p>	<p>None</p>	<p>30 minutes per applicant</p>	<p><i>Campus Human Resources and Development Coordinator and Local HR Assistant</i></p>



5. Attends orientation of all qualified candidates of the nature of the job, its duties and responsibilities, the period of engagement, and requirements needed for submission.	Prepares HRDO Form No. 5 and CS Form No. 212, Revised 2017.	None	30 minutes	<i>Campus Human Resources and Development Coordinator and Local HR Assistant</i>
6. Submits employment credentials and documents listed in the checklist of requirements to the HRD Office.	Prepares submitted requirements, documents, and forms and submits to the University HRD Office.	None	5 minutes	<i>Campus Human Resources and Development Coordinator and Local HR Assistant</i>
	TOTAL:		1 hour,39 minutes	



Cavite State University Imus Campus
Student Admission Office
External and Internal Servic



1. Admission Procedure of New Students				
Providing Application Form, Examination Permit, Schedule of Exam., Examination Results and Notice of Admission (NOA) to new students				
Office or Division:	Office of Student Affairs and Services (Admission)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All new students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UREG-QF-01 (Application Form)		Admissions Office		
UREG-QF-02 (Examination Permit)		Admissions Office		
UREG-QF-03 (Schedule of Examination)		Admissions Office		
UREG-QF-04 (Result of Examination)		Admissions Office		
UREG-QF-05 (Release of Notice of Admission)		Admissions Office		
UREG-QF-06 (Get the Medical referral form and Interview)		Admissions Office/Campus Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
27. Applicants submit all the required original documents for admission. (For online applicants the campus provided online submission of requirements) a) Photocopy of	Checks, receives, and evaluate all the required original documents and Application Form. (checking thru email was done for online applicants)	None	3 minutes	Admission Officer/Guidance Coordinator



<p>Reports card (Form 138) or Transcript of Records (Form 137)</p> <p>b) Photocopy of Certificate of Good Moral Character</p> <p>c) 2 copies of 1x1 ID picture</p> <p>d) Short folder</p>				
28. Applicant receives the Examination Permit with an assigned control number, scheduled date, time and venue of examination. (For online applicants, they will receive the permit through email.)	Encodes personal information, assigns control number, scheduled date, time and venue of the examination.	None	5 minutes	<i>Admission Officer/Guidance Coordinator</i>
29. Applicant takes the Entrance Examination.	Administers Entrance Examination.	None	60 minutes	<i>Admission Officer/Guidance Coordinator/ Psychometricians</i>
30. Applicant receives the results of Examination.	Releases the results of examinations via online or posting at the campus premises	None	2 minutes	<i>Admission Officer/Guidance Coordinator</i>



31. Applicant gets Notice of Admission (NOA). (Walk-in/Online) Applicant returns to OSAS and submits accomplished interview form.	Releases the Notice of Admission and logs the NOA number and name of student and signs the logbook under the column "Released by". Releases Notice of Admission (NOA) through online for online applicants.	None	2 minutes	<i>Admission Officer/Guidance Coordinator</i>
32. Applicant presents the Notice of Admission to the Campus Nurse for the issuance of Medical Slip	Advises the applicant to proceed to the Campus Clinic to get the Medical referral and to the Dept. Head where they are assigned	None	2 minutes	<i>Campus Nurse/Dept. Chairperson or Program Coordinator/Registrar's Office</i>
	TOTAL:		1 hour, 14 minutes	



Cavite State University Imus Campus
Office of the Campus Registrar
External and Internal Services



1. Registration of New Students				
Providing online registration, student number, and registration forms to new students				
Office or Division:	Office of Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All new students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Student Profile		Link from the Office of the Campus of Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits e-copy of the Notice of Admission (NOA), Form 138 and Certification of Good Moral Character and answers online student profile through this google form: https://docs.google.com/forms/d/e/1FAIpQLSe2qwK74r80hkyf0p88SZOCUwleLmk37KOF6VMul8s5YwWwNw/view_form	Checks and receives all the required scanned documents. Encodes student profile and assigns Student number	None	10 minutes	<i>Registrar Staff</i>
2. Receives student number through email.	Emails the student their Student Number.	None	2 minutes	<i>Registrar Staff</i>



3. Student confirms their enrollment by signing up in the CVSU-Imus Student Portal. https://cvsu-imus.edu.ph/student-portal/registration	The MIS staff enrolls the subjects for the students	None	3 minutes	MIS Staff
4. Receives a copy of printed registration form from their registration adviser during in-campus schedule	Validates the registration form and secures one copy	None	1 minute	Registrar Staff
	TOTAL:		16 minutes	



2. Registration of Old Students				
Providing online registration and registration forms to old students				
Office or Division:	Office of Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All old students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UREG-QF-05 (Pre-Registration Form)		Office of the Campus Registrar		
UREG-QF-03 (Registration Form)		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration Adviser prepares the Pre-registration form of students in order to monitor the required units to enroll.	Checks the completeness of the Pre-registration Form	None	5 minutes	<i>Registration Adviser and Registrar Staff</i>
2. Student confirms enrollment by signing up to CVSU-Imus student portal. https://cvsu-imus.edu.ph/student-portal/registration	The MIS staff will enroll the subjects for the students	None	3 minutes	<i>MIS Staff</i>



3. Student receives a copy of printed registration form from their registration adviser during in-campus schedule	Validates the registration form and get one copy	None	1 minute	<i>Registrar Staff</i>
	TOTAL:		9 minutes	



Cavite State University Imus Campus

Cashier's Office

External and Internal Services



1. Receipt of Payments

Providing Official Receipts to all school documents requested.

Office or Division:	Cashier's Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Students/Parents/Other Clients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completion Form (a.)		Cashier's Office		
Official Transcript of Record (b.)				
Certificate of Good Moral Character & Grades (c.)				
Honorable Dismissal (d.)				
Authentication and Verification (CAV) (e.)				
Authentication of TOR / Diploma (f.)				
Tuition Fee for regular Students (g.)				
Tuition fee for scholars (h.)				
Adding / Changing of subjects (i.)				
Dropping of subjects (j.)				
Graduation Fee (k.)				
Thesis Adviser Fee (l.)				
Registration Form Copy (m.)				
Clearance (n.)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents completely filled-out request slip, certification, registration forms, clearance, etc.,	Evaluate registration forms and other requirement as to completeness	None	1 minute	Cashier/ Collecting Officer



	and accuracy (Request slip, order of payments, clearance and registration forms)			
2. Pays the corresponding amount for:		Depends on request/ transaction		<i>Cashier's Office</i>
a. Completion Form	Issues Official Receipt	Php 10/unit	1 minute	<i>Cashier/ Collecting Officer</i>
b. Official Transcript of Record	Issues Official Receipt	Php 20/page Php 100/page with scanned picture	2 minutes	<i>Cashier/ Collecting Officer</i>
c. Certificate of Good moral character and grades	Issues Official Receipt	Php 15/copy	2 minutes	<i>Cashier/ Collecting Officer</i>
d. Honorable Dismissal	Issues Official Receipt	Php 20.00	2 minutes	<i>Cashier/ Collecting Officer</i>
e. Authentication and Verification (CAV)	Issues Official Receipt	Php 35.00	2 minutes	<i>Cashier/ Collecting Officer</i>
f. Authentication of TOR / Diploma	Issues Official Receipt	Php 40.00/set	2 minutes	<i>Cashier/ Collecting Officer</i>



g. Tuition Fee for regular Students	Issues Official Receipt	Cash Installment 50% tuition fee 100% misc. and fiduciary fees	2 minutes	Cashier/ Collecting Officer
h. Tuition fee for scholars	Verifies name of student from the list of scholars	Based on scholarship privileges	2 minutes	Cashier
i. Adding / Changing of subjects	Issues Official Receipt		2 minutes	Cashier
j. Dropping of subjects	Issues Official Receipt		2 minutes	Cashier
k. Graduation Fee	Issues Official Receipt	TBA	2 minutes	Cashier
l. Thesis Adviser Fee	Issues Official Receipt	Php 2,300	2 minutes	Cashier
m. Registration Form Copy	Issues Official Receipt	Php 50.00	2 minutes	Cashier
n. Clearance	Issues Official Receipt	None	2 minutes	Cashier
	TOTAL:		28 minutes	



Cavite State University Tanza Campus
Human Resource Office
External and Internal Services



1. Acceptance of Applications for Academic and Non-Academic Positions

The Cavite State University – Tanza Campus Human Resource Office receives the applications for vacant positions.

Office or Division:	Human Resource Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All qualified applicants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Letter address to Campus Administrator	Personally written by the applicant
Personal Data Sheet or Resume	www.csc.gov.ph or CSC website Personally written by the applicant
Photocopy of certificate of eligibility/rating/license	Civil Service Commission
Photocopy of Transcript of Records	School Registrar
Latest Performance Rating if applicable	Employer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends application letter and resume to the CvSU-Tanza e-mail address	1. Checks and records the documents sent to the CvSU-Tanza e-mail address.	None	2 minutes	HRDO Coordinator Client
	2. Conducts initial screening of documents based on the Qualification Standards for vacant positions	None	3 minutes	HRDO Coordinator, Department Chairperson



	3. Advises that the client will be notified of the status of application through email or text message	None	1 minute	HRDO
	TOTAL:		6 minutes	



2. Processing and Issuance of HR Records				
The Cavite State University – Tanza Campus Human Resource Office facilitates the request of employment records at the Cavite State University Human Resource Development Office (CvSU HRDO).				
Office or Division:	Human Resource Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRDO-QF-05 (Record Request Form)		Human Resource Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests and fills-out Record Request Form If qualified from the evaluation of the Department, the applicant submits required documents as per checklist	1. Reviews the duly accomplished form for completeness of entries	None	3 minutes	HRDO Coordinator
	2. Send the record request form to the HRDO main office	None	Depends on the requesting faculty/employee	Requesting faculty/employee
	<ul style="list-style-type: none">Personal appearance of the requesting faculty/employee	None	2 minutes	HRDO Coordinator
	Email	None	1 minute	
	3.Advises the requesting faculty/employee to be			HRDO Coordinator



	notified of the status of request through email or text (if requested through email)			
2. Requests and fills-out Record Request Form	2. Reviews the duly accomplished form for completeness of entries	None	3 minutes	<i>HRDO Coordinator</i>
	TOTAL:		8 minutes	



Cavite State University Tanza Campus
Office of Student Affairs (OSA)
External and Internal Services



1. Procedure in Securing Certification				
The Cavite State University – Tanza Office of Student Affairs and Services receives applications for acquiring certificates of good moral character and scholarship				
Office or Division:	Office of Student Affairs			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All students (old and new)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University Clearance		Campus Registrar		
Official receipt of payment		Cashier's Office		
OSAS- QF- 41 (Request for Good Moral Certificate)		Office of Student Affairs and Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant/Scholar submits the following documents: a. Accomplished University Clearance Official receipt of payment for the certification of Good Moral Character from the Cashier's Office	1. Receives and checks the submitted documents	Php15.00	2 minutes	MIS Officer/OSAS Staff



2. Applicant fills out the request for good moral certificate sheet	2. Prepares and releases the Certificate of Good Moral Character	None	2 minutes	<i>MIS Officer/OSAS Staff</i>
3. Applicant signs the request for good moral certificate sheet	3. Signs the request for good moral certificate sheet under the column "released by"	None	2 minutes	<i>MIS Officer/OSAS Staff</i>
	TOTAL:		6 minutes	



2. Admission Procedure for First Year Student				
The Cavite State University – Tanza Campus Office of Student Affairs and Services receives applications for incoming first year college students.				
Receiving of applications for incoming first year college students				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All first year students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSAS- QF-01 (Application form for Admission)		Office of Student Affairs and Services or download at https://rb.gy/hu5gpn		
Photocopy of Grade 12 Report Card or Transcript of records (Form 137)		Former School		
Photocopy of Certificate of Good Moral Character		Former School		
2 copies of 1x1 ID picture		Student-applicant		
1 Short folder		Student-applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant submits the required documents as per checklist to Campus OSAS or through ONLINE via email at admission.cvsutanza@gmail.com	1. Receives accomplished Application Form and other Required documents	None	5 minutes	Admission Officer



2. Applicant receives examination permit with control number personally or via email	2. Schedules the date of examination	None	2 minutes	Admission Officer
3. Applicant takes the admission examination as scheduled	3. Administers Admission Examination	None	90 minutes	Guidance Counselor or Psychometrician
4. Applicant gets Notice of Admission Note: For applicants seeking admission to BSHM and BSTM, the applicant is required to undergo interview: a. Gets interview form b. Applicant undergoes interview at the Department of Management c. Applicant returns to OSAS and submits accomplishment interview form	1. Releases Notice of Admission and logs the NOA number and name of student and signs the logbook under the column "Released by" 2. Releases interview form	None	10 minutes 2 minutes	Guidance Counselor or Psychometrician Guidance Counselor
5. Applicant requests Medical Referral Form from OSAS and present to any diagnostic center/clinic for medical purposes.	To be done by any Diagnostic Center/Clinic	None	10 minutes	Any diagnostic center/clinic
TOTAL:			1 hour, 59 minutes	



3. Admission Procedure for Transferees from Other School				
The Cavite State University – Tanza Office of Student Affairs and Services receives applications for transferees.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSAS- QF-01 (Application form for Admission)		Office of Student Affairs and Services or download at https://rb.gy/hu5gpn		
Photocopy of Certificate of Grades		Former School		
Photocopy of Certificate of Good Moral		Former School		
Photocopy of Honorable Dismissal		Former School		
Photocopy of NBI Clearance or Police		National Bureau of Investigation		
2 copies of 1x1 ID Picture		Student-applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Applicant presents his/her credentials for initial evaluation to OSAS or online via email at admissions.cvsutanza@gmail.com a. Applicant gets Notice for Evaluation form and Proceed to concerned	Evaluates and computes the GPA	None	10 minutes	Admission Officer
	Issues interview form	None	5 minutes	Admission Officer



<p>Department for their evaluation</p> <p>b. Applicant undergoes interview with respective Department</p> <p>c. Applicant returns to OSAS and submit the accomplished Notice for Evaluation form</p>	Concerned College	None	60 minutes	<i>College Registrar</i>
6. If qualified from the evaluation of the Department, the applicant submits required documents as per checklist	2. Receives and files the documents	None	5 minutes	<i>Admission Officer</i>
7. Applicant receives examination permit with control number personally or via email	3. Issues Examination Permit	None	2 minutes	<i>Admission Officer</i>
8. Applicant takes the admission examination as scheduled	4. Administers admission examination	None	90 minutes	<i>Guidance Counselor or Psychometrician</i>



9. Applicant gets the Notice of Admission	5. Releases Notice of Admission and logs the NOA number and name of student and signs the logbook under the column "Released by"	None	10 minutes	<i>Guidance Counselor or Psychometrician</i>
10. Applicant presents the NOA to the Head of OSAS together with all the complete requirements for interview	6. Interviews and affixes signature	None	10 minutes	<i>Head, OSAS</i>
11. Applicant requests Medical Referral Form from OSAS and present to any diagnostic center/clinic for medical purposes.	7. To be done by any Diagnostic Center/Clinic	None	10 minutes	<i>Any diagnostic center/clinic</i>
8. Applicant presents his/her credentials for initial evaluation 8.1 Applicant gets Notice for Evaluation form and Proceed to concerned Department for their	Evaluates and computes the GPA Issues interview form	None None	10 minutes 5 minutes	<i>Admission Officer</i> <i>Admission Officer</i>



evaluation 8.2 Applicant undergoes interview with respective Department 8.3 Applicant returns to OSAS and submit the accomplished Notice for Evaluation form	Concerned College	None	60 minutes	<i>Campus Registrar</i>
	TOTAL:		3 hours and 7 minutes	



Cavite State University Tanza Campus
Office of the Campus Registrar
External and Internal Services



1. Issuance of School Credentials/Documents				
Providing students records for employment and other purposes				
Office or Division:	Office of the Campus Registrar			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All new and old students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UREG-QF-17 (University Clearance)		Office of the Campus Registrar/Online form		
Request Slip		Office of the Campus Registrar/Online form		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student requests for Campus Clearance Form (first request) or Request Slip (for subsequent request) and fill-out the form.	1. Receives the accomplished University Clearance or Request Slip	None	2 minutes	<i>Registrar Staff</i>
2. Pays the necessary fee for the requested documents	2. To be done by Cashier's Office	Php50.00/page for TOR Php15.00/page for Certification	2 minutes	<i>Registrar Staff</i>



3. Present the OR for recording and reference purposes	3. Checks the OR and issues claim stub to the client.	None	1 minutes	<i>Registrar Staff</i>
4. Receives the claim stub bearing the date of release of the requested documents.	4. Evaluates the students' records and prepares the requested documents.	None	4 days	<i>Registrar Staff</i>
5. Present the claim stub on the date indicated therein.	5. Release the requested documents and have it signed as received by the client.	None	2 minutes	<i>Registrar Staff</i>
	TOTAL:		4 days and 7 minutes	



2. Registration of New Students

Providing certificate of admission with student number and registration forms to new students

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All new students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UREG-QF-01 (Certificate of Admission)		Office of the Campus Registrar/ Online Form		
UREG-QF-02 (Personal Information Sheet)		Office of the Campus Registrar/ Online Form		
UREG-QF-03 (Registration Form)		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits all the required original documents for enrolment.	Checks, receives all the required original documents and issue Certificate of Admission	None	2 minutes	Registrar Staff
2. Receives Certificate of Admission and fill-out Personal Information Sheet	Encode Personal Information and assign Student Number	None	3 minutes	Registrar Staff
3. Receives and Sign the issued Registration Form and have it validated	Validates the registration form and get one copy	None	1 minute	Registrar Staff
TOTAL:			6 minutes	



Cavite State University Tanza Campus
Campus Cashier
External and Internal Services



1. Collection of Fees

Process of collecting fees, charges and other assessments from departments, bureaus, offices and other agencies in the exercise of their functions

Office or Division:	Cashier's Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Employees, Students, Parent/Guardian, Graduates and General Public

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request slip		Concerned unit		
Registration Form		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents completely filled-out request slip certification, registration forms etc.	1. Evaluates registration form and other requirements as to completeness and accuracy	None	1 minute	<i>Cashier/Collecting Officer</i>
2. Pays the corresponding amount of a certain transaction.	2. Issues Official Receipt	Depends on request/transaction	1 minute	<i>Cashier/Collecting Officer</i>



3. Pays tuition and miscellaneous fees.	3. Issues Official Receipt	Cash/Installment	2 minutes	Cashier/Collecting Officer
4. Pays other Fees:				
• Authentication of TOR/Diploma	1. Issues Official Receipt	Php. 15.00	2 minutes	
• Authentication and Verification (CAV)	2. Issues Official Receipt	Php. 35.00	2 minutes	
• Completion	3. Issues Official Receipt	Php 10.00/unit Php 50.00/page	1 minute 2 minutes	
• Official Transcript of Record	4. Issues Official Receipt		2 minutes	
• Certificates		Php 50.00/page with scanned picture		Cashier/Collecting Officer
5. Good moral			2 minutes	
6. Grades	5. Issues Official Receipt	Php 15.00	2 minutes	
• Honorable Dismissal	6. Issues Official Receipt	Php 15.00	2 minutes	
• Thesis Adviser Fee and Technical Fee	7. Issues Official Receipt			
• English Critic Fee	8. Issues Official Receipt	Php 15.00	2 minutes	



	9. Issues Official Receipt	Php 2,300.00 Php 20.00/page	2 minutes	
5. Collection from Income Generating Projects	5. Issues Official Receipt	Cash/Installment	3 minutes	<i>Cashier/Collecting Officer</i>
	TOTAL:		26 minutes	



Cavite State University Tanza Campus

Campus Library

External and Internal Services



1. Use of Library Facilities and Resources

The Cavite State University – Tanza Library provides services through the use of library facilities and resources.	
Office or Division:	Tanza Campus Library
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Students, Faculty Members and Employees of Satellite Campuses and Other Institutions
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid Identification Card	<p>1. Campus Registrar (students of Satellite Campuses), Office of the University Registrar (students of CvSU main), Human Resource Development Office (CvSU employees and Faculty members)</p> <p>2. Government Identification Card or Other Institution's Valid Identification Card (validated as per the Other Institution's Standards)</p>
Library Card	Tanza Campus Library (students, employees and faculty members)
Referral Letter	<p>1. Tanza Campus Library</p> <p>2. From the Librarian of the Institution (for students), from the Dean (for the faculty members) or the Head of Unit (for employees)</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visitor presents referral letter to use the library facilities and resources	1. Receives letter of referral.	None	1 minute	<i>Librarian/Assigned Clerk</i>
	2. Logs in the Visitors' Logbook then leaves the bag (carrying only the client's valuables) to the baggage area.	None	2 minutes	<i>Client</i>
	3. Submits the referral letter to the librarian in-charge at the desk and sign in the Visitor's Record Book for library fee.	Php 30.00/visit* (*Library Fee charged to outside researchers)	1 minute	<i>Librarian/Assigned Clerk</i>
	4.Proceeds to the OPAC for the title or author and subject needed for research.	None	2 minutes	<i>Client</i>
2. Applicant requests Medical Referral Form from OSAS and present to any diagnostic center/clinic for medical purposes.	To be done by any Diagnostic Center/Clinic	None	10 minutes	<i>Any diagnostic center/clinic</i>
	TOTAL:		16 minutes	



2. Borrowing and Returning of Books

The Cavite State University – Tanza Library provides new library cards for students, faculty members and employees who lost their old library cards.

Office or Division:	Tanza Campus Library
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Students, Faculty Members and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For new students: 1. Library sticker attached to registration form or student identification card		Office of the University Registrar		
For old registrants: 1. Student identification card		Office of the University Registrar		
For Faculty Members and Employees 1. CvSU identification card		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students, faculty members and employees present books to be borrowed or returned.	<u>Borrowing of books:</u> 1. Checks out the books to be borrowed by scanning the barcodes of these and prints slips for the borrowed books. Stamps due date on the date due slip. Files book cards of the books borrowed.	None	1 minute	
	<u>Returning of books within due date:</u>	None	2 minutes	



	<p>2. Checks-in the books borrowed by scanning the book's or books' barcodes. Inserts the book cards then shelves these books.</p> <p><u>Returning of books after the due date (overdue books):</u></p> <p>3. Checks-in the books borrowed by scanning the book's or books' barcodes. Collects the library fine* (accumulated library fine is computed per day - from day 1 of overdue to day of return). Inserts the book cards then shelves these books.</p> <p><i>* Including Saturdays, Sundays and holidays</i> <i>* Price is subject to change without prior notice</i></p>	<p>Student: General Circulation: Php. 5.00/day* Reserve: Php. 50.00/day*</p> <p>Faculty & Employees: General Circulation: Php. 10.00/day* Reserve: Php. 50.00/day*</p>	6 minutes	Librarian/Assigned Clerk/Library Coordinator
	TOTAL:		9 minutes	

3. Library Card for New Registrants



The Cavite State University – Tanza issues Library Card for New Registrants.				
Office or Division:	Tanza Campus Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students: 1. Registration Form 2. 1 pc. 1x1 ID picture		Office of the Campus Registrar Student		
For faculty members and employees: 1. CvSU identification card		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. New students, faculty members and employees inquire about issuance of Borrower’s card.	1.Provides the students, faculty members and employees with slips to be filled up.	None	1 minute	<i>Librarian/Assigned Clerk</i>
	1. Students/faculty members/ employees encode their data.	None	2 minutes per client	<i>Client</i>
	2.Takes picture of the client with webcam, stamps validity	None	2 minutes per client	<i>Librarian/Assigned clerk</i>



	of the borrower' card, counter signs Registration form of students			
	TOTAL:		5 minutes	



4. Replacement of Lost Library Cards

The Cavite State University – Tanza Library provides new library cards for students, faculty members and employees who lost their old library cards.

Office or Division:	Tanza Campus Library
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Students, Faculty Members and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Affidavit of Loss		Attorney's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students, faculty members and employees presents affidavit of loss.	1. Receives affidavit of loss.	None	1 minute	<i>Librarian/Assigned Clerk/Library Coordinator</i>
	2. Checks the database of registered clients and updates data if necessary.	None	2 minutes per client	
	3. Countersigns and stamps validity date on the Borrower's card. Releases new borrower's card to client upon payment.	Php 20.00	2 minutes	
	TOTAL:		5 minutes	



5. Securing A Referral Letter to Access Other Institutions

The Cavite State University – Tanza Library provides referral letters to students, faculty members and employees conducting their research to access other institution's libraries and their resources.

Receiving of applications for incoming first year college students

Office or Division:	Tanza Campus Library
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Students, Faculty Members and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For the students: 1. Student identification card (validated)		Office of the University Registrar		
For Faculty Members and Employees 1. CvSU identification card		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students, Faculty Members and Employees' request of referral letter.	1. Checks the research topic or material the client needs to access to the other institution's library. If no material is available in the Campus Library;	None	6 minutes	<i>Librarian/Assigned Clerk/Library Coordinator</i>
	2. Ask the student/faculty member/employee will log-in the Library Referral's Log book with their information: a. Full name b. Course/Section (students)	None	1 minute	<i>Client</i>



	c. Topic of Research 2.4 Institution to Visit a. Date of Visit 3. Informs the client to pick-up the referral letter after 3 (three) days from the day of request.	None	1 minute	<i>Librarian/Assigned Clerk/Library Coordinator</i>
2. Students, Faculty Members and Employees' pick-up of their referral letter.	1. Asks for the Identification CvSU Card (for students, faculty members and employees). 2. Verifies the date of request. 3. Retrieves the Referral Letter from the Referral File Folder. 4. Asks the client to verify if all the information encoded in the Referral Letter is correct. 5. Client signs in the Referral Letter Logbook, acknowledging the receipt and claim of Referral Letter.	None	1 minute 1 minute 2 minutes 2 minutes 1 minute	<i>Librarian/Assigned Clerk/Library Coordinator</i> <i>Client</i> <i>Librarian/Assigned Clerk/Library Coordinator</i> <i>Librarian/Assigned Clerk/Library Coordinator</i> <i>Client</i>
	TOTAL:		15 minutes	



6. Validation of Library Card for Old Registrants

The Cavite State University – Tanza Library verifies students' records in the database and validation of library cards for old registrants.

Office or Division:	Tanza Campus Library
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Students, Faculty Members and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students: 1. Latest Registration Form 2. Student identification card		Office of the Campus Registrar		
For faculty members and employees: 2. CvSU identification card		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students, instructors and employees request for validation of library or borrower's cards.	1. Checks registration form for current semester together with their library or borrower's card.	None	1 minute	<i>Librarian/ Assigned Clerk</i>
2. Students present their latest registration form while faculty members	2. Verifies the encoded data of the client and updates the record if necessary.	None	1 minute	



and employees present their ID.	Countersigns and stamps validity date on the borrower's card.			
	3. Releases validated Borrower's card	None	1 minute	
	TOTAL:		3 minutes	



Cavite State University Tanza Campus
Campus Health Services
External and Internal Services



1. Medical Consultation and Treatment				
Providing prompt assessment and treatment to clients depending on medical condition				
Diagnostic procedures, medical and dental assessment for incoming students				
Office or Division:	Campus Health Services			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All CvSU employees, students and nearby residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification card or ID		Client		
UHSE-QF-01(Consultation Form)		Campus Health Services		
Medical or Dental Record		Campus Health Services		
UHSE-QF-04(Prescription / Rx Form)		Campus Health Services		
UHSE-QF-05(Laboratory or X-ray Examination Request Form)		Campus Health Services		
UHSE-QF-08(Monitoring sheet)		University Health Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Comes to clinic for consultation	1. Confirms personal information from identification card and accomplishes consultation form	None	30 seconds	Nurse on Duty (NOD)



2. Submits oneself to the assessment of vital signs	1. Checks and records client's vital signs and other necessary information	None	1 minute	<i>Nurse on Duty (NOD)</i>
	2.Retrieves medical/dental record 3.Refers and accompanies patient to the physician/ dentist if needed (outsource) 4.Verifies the complaint, Assess the patient and records the observation and findings 5. Gives treatment, prescribes medication, and advice.	None	5 minutes	<i>Physician or Dentist</i>
3. Signs the logbook	3.Administers admission examination	None	30 seconds	<i>Nurse on Duty (NOD)</i>



4. Requests for the following health care procedures and referrals:	1. Accompanies the patient	None	30 seconds	<i>Nurse on duty (NOD)</i>
4.1 Wound care	2. Assesses and treats the wounds according to the extent of injury.	None	30 minutes	<i>Nurse on Duty (NOD), Physician/ Dentist</i>
4.2 Laboratory or Radiologic examination				
4.2.1 Request for a copy of results	3. Secures copy of Laboratory or X-ray Examination Request Form and examine the patient.	None	5 minutes	<i>Medical Technologist or X-ray Technologist</i>
	4. Advise the patient to return after 2 working days for the results	None	5 minutes	<i>Medical Technologist or X-ray Technologist</i>
	5. Presents to the patients a copy of result and have it signed for conforme	None	1-8 hours depending on the case	
5. Observation and confinement	6. Advises and explains the need for observation and confinement in ward			<i>Nurse on Duty</i>



	7. Accompanies patient to the ward 8. Gives initial medication, monitors and records vital signs			(NOD) and Physician
	TOTAL:		1-8 hours and 13 minutes	



2. Physical, Dental, and Laboratory Examination of Freshmen/New Students				
a. Laboratory and X-ray Examination (1 st day)				
Diagnostic procedures, medical and dental assessment for incoming students				
Office or Division:	Campus Health Services			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All new entrants, returnees and transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSAS-QF-05Notice of Admission (NOA)		Office of Student Affairs and Services		
UHSE-QF-10 (Personal Information Sheet)		Campus Health Services		
UHSE-QF-11 (Student Health Record)		Campus Health Services		
UHSE-QF-05/06(Laboratory/X-ray Examination Request Form)		Campus Health Services		
Claim Stub		University Health Services		
UHSE-QF-05(Laboratory/ X-ray Examination Request Form)		University Health Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Notice of Student Admission (NOA)	1. Confirms schedule of student 2. Secures copy of NOA 3. Issues Personal Information Sheet (Identification form)	None	10 seconds	Nurse on Duty (NOD)



3. Fills-out Personal Information Sheet	1. Encodes Personal Information and takes a picture of the student 2. Checks and records vital signs and body mass index Issues referral form indicating the laboratory, dental and physical exams	None	5 minutes	<i>Nurse on Duty (NOD)</i>
	TOTAL:		5 minutes and 10 seconds	



Cavite State University- General Trias City Campus
Human Resource Office
External and Internal Services



1. Acceptance of Applications for Academic and Non-Academic Positions

The Cavite State University – General Trias City Campus Human Resource Office receives the applications for vacant positions.

Office or Division:	Human Resource Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All qualified applicants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Letter address to Campus Administrator	Applicant
Personal Data Sheet	www.csc.gov.ph or CSC website
Photocopy of certificate of eligibility/rating/license	Civil Service Commission
Photocopy of Transcript of Records	School Registrar
Latest Performance Rating if applicable	Employer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application letter and credentials	1 Checks and records the documents submitted to the Application Monitoring Database	None	2 minutes	HR Coordinator
	2. Conducts initial screening of documents based on the Qualification Standards for vacant positions		3 minutes	
	3. Advises that the client will		1 minutes	



	be notified of the status of application through email or text message			
	TOTAL:		6 minutes	



2. Processing and Issuance of HR Records

The Cavite State University – General Trias City Campus Human Resource Office facilitates the request of employment records at the Cavite State University Human Resource Development Office (CvSU HRDO).

Office or Division:	Human Resource Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRDO-QF-05 (Record Request Form)		Human Resource Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests and fills-out Record Request Form	1. Reviews the duly accomplished form for completeness of entries	None	3 minutes	<i>HR Coordinator</i>
	2. Submit the accomplished form at Cavite State University Human Resource Development Office (CvSU HRDO).	None	3 working days/processing	<i>HRDO Staff</i>
	3. Claim the requested record at the CvSU HRDO.	None	2 minutes	<i>HR Coordinator</i>
	4. Releases the requested record to the faculty member or employee.	None	1 minute	<i>HR Coordinator</i>
TOTAL:			3 days and 6 minutes	



Cavite State University- General Trias City Campus
Office of Student Affairs (OSA)
External and Internal Services



1. Admission Procedure for First Year Student

The Cavite State University – General Trias City Office of Student Affairs and Services receives applications for incoming first year college students.

Office or Division:	Admission Office (Office of Student Affairs and Services)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All first year students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSAS- QF-01 (Application form for Admission)		Office of Student Affairs and Services or download at http://tiny.cc/8d5ksz		
Photocopy of Grade 12 Report card (Form 138) or Transcript of records (Form 137)		Former School		
Photocopy of Certificate of Good Moral Character		Former School		
2 copies of 1x1 ID picture		Student-applicant		
1 Long folder with Jacket		Student-applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
33. Applicant submits the required documents as per checklist to Campus OSAS or through ONLINE via email at cvsugeneraltrias@cvsu.edu.ph	1. Receives accomplished Application Form and other Required documents	None	5 minutes	<i>Admission Officer</i>



34. Applicant receives examination permit with control number personally or via email	2. Schedules the date of examination	None	2 minutes	<i>Admission Officer</i>
35. Applicant takes the admission examination as scheduled	3. Administers Admission Examination	None	90 minutes	<i>Guidance Counselor or Psychometrician</i>
36. Applicant gets Notice of Admission Note: For applicants seeking admission to the BSHM and BSTM, the applicant is required to undergo interview: a. gets interview form; b. applicant undergoes interview at Department of Management; and c. Applicant returns to OSAS and submits accomplishment interview form.	1. Releases Notice of Admission and logs the NOA number and name of student and signs the logbook under the column "Released by" 2. Releases interview form	None	10 minutes 10 minutes	<i>Guidance Counselor or Psychometrician</i> <i>Department Chair / Guidance Counselor</i>
37. Applicant requests Medical Referral Form from OSAS and present to any diagnostic center/clinic for medical	5. To be done by any diagnostic center/clinic	None	20 minutes	<i>Any diagnostic center/clinic</i>



purposes				
	TOTAL:		2 hours and 17 minutes	



2. Admission Procedure for Transferees from Other School

The Cavite State University – General Trias City Office of Student Affairs and Services receives applications for transferees.

Office or Division:	Admission Office (Office of Student Affairs and Services)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All transferees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSAS- QF-01 (Application form for Admission)		Office of Student Affairs and Services or download at http://tiny.cc/8d5ksz		
Photocopy of Certificate of Grades		Former School		
Photocopy of Certificate of Good Moral		Former School		
Photocopy of Honorable Dismissal		Former School		
Photocopy of NBI Clearance or Police		National Bureau of Investigation		
2 copies of 1x1 ID Picture		Student-applicant		
1 Long folder with jacket		Student-applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Applicant presents his/her credentials for initial evaluation to OSAS or online via email at cvsugeneraltrias@cvsu.edu.ph a. Applicant gets Notice for Evaluation form and Proceed to concerned Department for their	Evaluates and computes the	None	10 minutes	Admission Officer



evaluation a. Applicant undergoes interview with respective Department b. Applicant returns to OSAS and submit the accomplished Notice for Evaluation form	GPA			
	Issues interview form	None	5 minutes	<i>Admission Officer</i>
	Concerned Department	None	60 minutes	<i>Campus Registrar</i>
12. If qualified from the evaluation of the Department, the applicant submits required documents as per checklist	2. Receives and files the documents	None	5 minutes	<i>Admission Officer</i>
13. Applicant receives examination permit with control number personally or via email	3. Issues Examination Permit	None	2 minutes	<i>Admission Officer</i>



14. Applicant takes the admission examination as scheduled	4. Administers admission examination	None	90 minutes	<i>Guidance Counselor or Psychometrician</i>
15. Applicant gets the Notice of Admission	5. Releases Notice of Admission and logs the NOA number and name of student and signs the logbook under the column "Released by"	None	10 minutes	<i>Guidance Counselor or Psychometrician</i>
16. Applicant presents the NOA to the Head of OSAS together with all the complete requirements for interview	Interviews and affixes signature	None	10 minutes	<i>Head, OSAS</i>
17. Applicant requests Medical Referral Form from OSAS and present to any diagnostic center/clinic for medical purposes	7.To be done by any diagnostic center/clinic	None	20 minutes	<i>Any diagnostic center/clinic</i>
	TOTAL:		3 hours and 32 minutes	



Cavite State University- General Trias City Campus
Campus Registrar's Office
External and Internal Services



1. Issuance of School Credentials/Documents				
Providing students records for employment and other purposes				
Office or Division:	Office of the Campus Registrar			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All new and old students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UREG-QF-17 (University Clearance)		Office of the Campus Registrar/Online form		
Request Slip		Office of the Campus Registrar/Online form		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student requests for Campus Clearance Form (first request) or Request Slip (for subsequent request) and fill-out the form.	1. Receives the accomplished University Clearance or Request Slip	None	2 minutes	<i>Registrar Staff</i>
2. Pays the necessary fee for the requested documents	2. To be done by Cashier's Office	Php50.00/page for TOR Php15.00/page for Certification	2 minutes	<i>Registrar Staff</i>



3. Present the OR for recording and reference purposes Signs the logbook	3 Checks the OR and issues claim stub to the client.	None	1 minute	<i>Registrar Staff</i>
4. Receives the claim stub bearing the date of release of the requested documents.	4. Evaluates the students' records and prepares the requested documents.	None	4 working days/processing	<i>Registrar Staff</i>
1. Present the claim stub on the date indicated therein.	5. Release the requested documents and have it signed as received by the client.	None	2 minutes	<i>Registrar Staff</i>
	TOTAL:		4 days and 7minutes	



2. Registration of New Students				
Providing certificate of admission with student number and registration forms to new students				
Office or Division:	Office of the Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All new students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UREG-QF-01 (Certificate of Admission)		Office of the Campus Registrar/Online form		
UREG-QF-02 (Personal Information Sheet)		Office of the Campus Registrar/Online form		
UREG-QF-03 (Registration Form)		Office of the Campus Registrar/Online form		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits all the required original documents for enrolment.	1.Checks, receives all the required original documents and issue Certificate of Admission	None	2 minutes	<i>Registrar Staff</i>
2. Receives Certificate of Admission and fill-out Personal Information Sheet	2.Encode Personal Information and assign Student Number	None	3 minutes	<i>Registrar Staff</i>



3. Receives and Sign the issued Registration Form and have it validated	3. Validates the registration form and get one copy	None	1 minute	<i>Registrar Staff</i>
	TOTAL:		6 minutes	



Cavite State University- General Trias City Campus
Campus Cashier's Office
External and Internal Services



1. Collection of Fees

Process of collecting fees, charges and other assessments from departments, bureaus, offices and other agencies in the exercise of their functions

Office or Division:	Cashier's Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Employees, Students, Parent/Guardian, Graduates and General Public

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request slip		Concerned unit		
Registration Form		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents completely filled-out request slip certification, registration forms etc.	1. Evaluates registration form and other requirements as to completeness and accuracy	None	1 minute	<i>Cashier/Collecting Officer</i>
2. Pays the corresponding amount of a certain transaction.	2. Issues Official Receipt	Depends on request/ transaction	1 minute	<i>Cashier/Collecting Officer</i>



3. Pays tuition and miscellaneous fees.	3. Issues Official Receipt	Cash/Installment	2 minutes	Cashier/Collecting Officer
4. Pays other Fees:	1. Issues Official Receipt	Php. 15.00	2 minutes	Cashier/Collecting Officer
• Authentication of TOR/Diploma	2. Issues Official Receipt	Php. 35.00	2 minutes	
• Authentication and Verification (CAV)	3. Issues Official Receipt	Php 10.00/unit	1 minute	
• Completion	4. Issues Official Receipt	Php 50.00/page Php 50.00/page with scanned picture	2 minutes	
• Official Transcript of Record			2 minutes	
Certificates				
7. Good moral	5. Issues Official Receipt	Php 15.00	2 minutes	
8. Grades	6. Issues Official Receipt	Php 15.00	2 minutes	
• Honorable Dismissal	7. Issues Official Receipt	Php 15.00	2 minutes	
• Thesis Adviser Fee and Technical Fee	8. Issues Official Receipt	Php 2,300.00	2 minutes	



• English Critic Fee	9. Issues Official Receipt	Php 20.00/page		
5. Collection from Income Generating Projects	5. Issues Official Receipt	Cash/Installment	3 minutes	<i>Cashier/Collecting Officer</i>
	TOTAL:		22 minutes	



Cavite State University- General Trias City Campus

Campus Library

External and Internal Services



1. Use of Library Facilities and Resources

The Cavite State University – General Trias City Library provides services through the use of library facilities and resources.

Office or Division:	Gentri Campus Library
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students, Faculty Members and Employees of Satellite Campuses and Other Institutions

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		1. Campus Registrar (students of Satellite Campuses), Office of the University Registrar (students of CvSU main), Human Resource Development Office (CvSU employees and Faculty members) 2. Government Identification Card or Other Institution's Valid Identification Card (validated as per the Other Institution's Standards)		
Library Card		Gentri Campus Library (students, employees and faculty members)		
Referral Letter		1. Gentri Campus Library 2. From the Librarian of the Institution (for students), from the Dean (for the faculty members) or the Head of Unit (for employees)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visitor presents referral letter to use the library facilities and resources	1. Receives letter of referral.	None	1 minute	<i>Librarian/Assigned Clerk</i>
	2. Logs in the Visitors' Logbook then leaves the	None	2 minutes	<i>Client</i>



	<p>bag (carrying only the client's valuables) to the baggage area.</p> <p>3. Submits the referral letter to the librarian in-charge at the desk and sign in the Visitor's Record Book for library fee.</p> <p>4. Proceeds to the OPAC for the title or author and subject needed for research.</p>	<p>Php 30.00/visit* (*Library Fee charged to outside researchers)</p> <p>None</p>	<p>1 minute</p> <p>2 minutes</p>	<p><i>Librarian/Assigned Clerk</i></p> <p><i>Client</i></p>
	TOTAL:		6 minutes	



2. Borrowing and Returning of Books

The Cavite State University – General Trias City Library provides new library cards for students, faculty members and employees who lost their old library cards.

Office or Division:	Gentri Campus Library
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students, Faculty Members and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For new students: 2. Library sticker attached to registration form or student identification card		Office of the University Registrar		
For old registrants: 1. Student identification card		Office of the University Registrar		
For Faculty Members and Employees 1. CvSU identification card		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students, faculty members and employees present books to be borrowed or returned.	<u>Borrowing of books:</u> 1. Checks out the books to be borrowed by scanning the barcodes of these and prints slips for the borrowed books. Stamps due date on the date due slip. Files book cards of the books borrowed.	None	1 minute	<i>Librarian/Assigned Clerk</i>
	<u>Returning of books within due date:</u>	None	2 minutes	



	<p>2.Checks-in the books borrowed by scanning the book's or books' barcodes. Inserts the book cards then shelves these books.</p> <p><u>Returning of books after the due date (overdue books):</u></p> <p>3.Checks-in the books borrowed by scanning the book's or books' barcodes. Collects the library fine* (accumulated library fine is computed per day - from day 1 of overdue to day of return). Inserts the book cards then shelves these books.</p> <p><i>* Including Saturdays, Sundays and holidays</i> <i>* Price is subject to change without prior notice</i></p>	<p>Student: General Circulation: Php. 5.00/day* Reserve: Php. 50.00/day*</p> <p>Faculty & Employees: General Circulation: Php. 10.00/day* Reserve: Php. 50.00/day*</p>	6 minutes	
	TOTAL:		9 minutes	



3. Library Card for New Registrants

The Cavite State University – General Trias City Library issues Library Card for New Registrants.

Office or Division:	Gentri Campus Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students: 3. Registration Form 4. 1 pc. 1x1 ID picture		Office of the Campus Registrar Student		
For faculty members and employees: CvSU identification card		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. New students, faculty members and employees inquire about issuance of Borrower's card.	1. Provides the students, faculty members and employees with slips to be filled up.	None	1 minute	<i>Librarian/Assigned Clerk</i>
	2. Students/faculty members/employees encode their data.	None	2 minutes per client	<i>Client</i>
		None		



	3. Takes picture of the client with webcam, stamps validity of the borrower' card, counter signs Registration form of students		2 minutes per client	<i>Librarian/ Assigned clerk</i>
	TOTAL:		5 minutes	



4. Replacement of Lost Library Cards

The Cavite State University – General Trias City Library provides new library cards for students, faculty members and employees who lost their old library cards.

Office or Division:	Gentri Campus Library
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students, Faculty Members and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Affidavit of Loss		Attorney's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students, faculty members and employees presents affidavit of loss.	1. Receives affidavit of loss.	None	1 minute	<i>Librarian/Assigned Clerk/Library Coordinator</i>
	2. Checks the database of registered clients and updates data if necessary.	None	2 minutes per client	
	3. Countersigns and stamps validity date on the Borrower's card. Releases new borrower's card to client upon payment.	Php 20.00	2 minutes	
	TOTAL:		5 minutes	



5. Securing A Referral Letter to Access Other Institutions

The Cavite State University – General Trias City Library provides referral letters to students, faculty members and employees conducting their research to access other institution's libraries and their resources.

Office or Division:	Gentri Campus Library
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students, Faculty Members and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For the students: 1. Student identification card (validated)		Office of the University Registrar		
For faculty members and employees: CvSU identification card		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students, Faculty Members and Employees' request of referral letter.	1. Checks the research topic or material the client needs to access to the other institution's library. If no material is available in the Campus Library;	None	6 minutes	<i>Librarian/Assigned Clerk/Library Coordinator</i>
	2. Ask the student/faculty member/employee will log-in the Library Referral's Log book with their information: a. Full name b. Course/Section (students)	None	1 minute	<i>Client</i>



	c. Topic of Research d. Institution to Visit e. Date of Visit 3. Informs the client to pick-up the referral letter after 3 (three) days from the day of request.	None	1 minute	Librarian/Assigned Clerk/Library Coordinator
2. Student, Faculty Members and Employees pick-up their Referral Letter.	1. Asks for the Identification CvSU Card (for students, faculty members and employees).	None	1 minute	Librarian/Assigned Clerk/Library Coordinator
	2. Verifies the date of request.	None	1 minute	Client
	3. Retrieves the Referral Letter from the Referral File Folder.	None	2 minutes	Librarian/Assigned Clerk/Library Coordinator
	4. Asks the client to verify if all the information encoded in the Referral Letter is correct.	None	2 minutes	Librarian/Assigned Clerk/Library Coordinator
	Client signs in the Referral Letter Logbook, acknowledging the receipt and claim of Referral Letter.	None	1 minute	Client
	TOTAL:		3 minutes	



6. Validation of Library Card for Old Registrants

The Cavite State University – General Trias City Library verifies students' records in the database and validation of library cards for old registrants.

Office or Division:	Gentri Campus Library
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students, Faculty Members and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students: 3. Latest Registration Form 4. Student identification card		Office of the Campus Registrar		
For faculty members and employees: CvSU identification card		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students, instructors and employees request for validation of library or borrower's cards.	1. Checks registration form for current semester together with their library or borrower's card.	None	1 minute	<i>Librarian/Assigned Clerk</i>
2. Students present their latest registration form while faculty members and employees present their ID.	1. Verifies the encoded data of the client and updates the record if necessary. Countersigns and stamps validity date on the	None	1 minute	



	borrower's card. 2. Releases validated Borrower's card	None	1 minute	<i>Librarian/Assigned Clerk</i>
	TOTAL:		3 minutes	



Cavite State University- General Trias City Campus
Campus Health Services
External and Internal Services



1. Medical Consultation and Treatment				
Providing prompt assessment and treatment to clients depending on medical condition				
Office or Division:	Campus Health Services			
Classification:	Simple/Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All CvSU employees, students and nearby residents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Identification card or ID			Client	
UHSE-QF-01(Consultation Form)			Campus Health Services	
Medical or Dental Record			Campus Health Services	
UHSE-QF-04(Prescription / Rx Form)			Campus Health Services	
UHSE-QF-05(Laboratory or X-ray Examination Request Form)			Campus Health Services	
UHSE-QF-08(Monitoring sheet)			University Health Services	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Comes to clinic for consultation	1. Confirms personal information from identification card and accomplishes consultation form	None	30 seconds	<i>Nurse on Duty (NOD)</i>



2. Submits oneself to the assessment of vital signs	1. Checks and records client's vital signs and other necessary information	None	1 minute	<i>Nurse on Duty (NOD)</i>
	2. Retrieves medical/dental record	None	5 minutes	<i>Physician or Dentist</i>
	3. Refers and accompanies patient to the physician/ dentist if needed (outsource)			
	4. Verifies the complaint, Assess the patient and records the observation and findings			
	5. Gives treatment, prescribes medication, and advice.			
2. Signs the logbook	3. Logs the name of patient, name and quantity of dispensed medicines, and have it signed by the patient	None	30 seconds	<i>Nurse on Duty (NOD)</i>
3. Requests for the following health care procedures and referrals: 4.1 Wound care	1. Accompanies the patient	None	30 seconds	<i>Nurse on duty (NOD)</i>
	2. Assesses and treats the wounds according to the extent of injury.	None	30 minutes	<i>Nurse on Duty (NOD),</i>



4.2 Laboratory or Radiologic examination	3. Secures copy of Laboratory or X-ray Examination Request Form and examine the patient.	None	5 minutes	Physician/ Dentist
	4. Advise the patient to return after 2 working days for the results	None	5 minutes	Medical Technologist or X-ray Technologist
	5. Presents to the patients a copy of result and have it signed for conforme			Medical Technologist or X-ray Technologist
4.2.1 Request for a copy of results	6. Advises and explains the need for observation and confinement in ward	None	8 hours depending on the case	
4.3 Observation and confinement	7. Accompanies patient to the ward			Nurse on Duty (NOD) and Physician
	8. Gives initial medication, monitors and records vital signs			
	TOTAL:		8 hours and 18 minutes	

2. Physical, Dental, and Laboratory Examination of Freshmen/New Students



Diagnostic procedures, medical and dental assessment for incoming students				
Office or Division:	Campus Health Services			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All new entrants, returnees and transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSAS-QF-05 Notice of Admission (NOA)		Office of Student Affairs and Services		
UHSE-QF-10 (Personal Information Sheet)		Campus Health Services		
UHSE-QF-11 (Student Health Record)		Campus Health Services		
UHSE-QF-05/06 (Laboratory/X-ray Examination Request Form)		Campus Health Services		
Claim Stub		University Health Services		
UHSE-QF-05 (Laboratory/ X-ray Examination Request Form)		University Health Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Notice of Student Admission (NOA)	1. Confirms schedule of student 2. Secures copy of NOA 3. Issues Personal Information Sheet (Identification form)	None	10 seconds	<i>Nurse on Duty (NOD)</i>



2. Fills-out Personal Information Sheet	1.Encodes Personal Information and takes a picture of the student 2.Checks and records vital signs and body mass index 3.Issues referral form indicating the laboratory, dental and physical exams	None	5 minutes	<i>Nurse on Duty (NOD)</i>
	TOTAL:		5 minutes and 10 seconds	



Cavite State University Trece Campus
Human Resource Development Office (HRDO)
External and Internal Services



1. Acceptance of Applications for Academic and Non-Academic Positions				
Receiving of Applications for Vacant Position				
Office or Division:	Recruitment, Human Resource Coordinator and Hiring Committee			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All qualified applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter address to Campus Administrator		applicant		
Personal Data Sheet or Comprehensive Resume/Curriculum Vitae		www.csc.gov.ph or CSC website		
Photocopy of certificate of eligibility/rating/license		Civil Service Commission		
Photocopy of Transcript of Records		School Registrar		
Latest Performance Rating if applicable		Employer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application letter and credentials OR submit application letter, credentials, comprehensive resume, or Curriculum Vitae online	1 Checks and records the documents submitted to the Application Monitoring Database	None	2 minutes	Security Personnel or HR Coordinator (applicable for walk-in submission)
	2. Conducts initial screening of documents based on the Qualification Standards for vacant positions; if online download scanned documents and send it to official group chat of hiring committee		3 minutes	HR Coordinator (for online) HR Coordinator, Department Chairperson,



				and Campus Administrator
	3. Advises that the client will be notified of the status of application through email or text message	None	2 minutes	HR Coordinator
	TOTAL:		7 minutes	



2. Processing and Issuance of HR records				
Providing Employment Records				
Office or Division:	Human Resource Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRDO-QF-05 (Record Request Form)		Human Resource Development Office (HRDO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests and fills-out Record Request Form; Request and fills-out Record Request Forms online	1. Reviews the duly accomplished form for completeness of entries; download and then review the duly accomplished form.	None	2 minutes	HR Coordinator
	2. Checks and verifies from file the requested record as to the correctness and accuracy		5 minutes	
	3. Encodes and prints the requested record and forwards to Campus Administrator for signature/e-signature		10 minutes	



	<p>4. Encodes and prints letter of request with the attachments of fill-out forms of the requesting party, submit it to HRDO Main Office or send it online (applicable for documents like Service Records, Leave Credits, Contract of Service for Non-Academic Personnel, and Identification Card</p> <p>5. Signs the documents; E-signature the documents (with consent of the respective personnel)</p> <p>6. Signs the documents; E-signature the documents (with consent of the respective personnel)</p>	None	<p>5 minutes</p> <p>5 minutes</p> <p>2 minutes</p>	HR Coordinator
	TOTAL:		24 minutes	



Cavite State University Trece Campus
Office of the Campus Student Affairs and Services
External and Internal Services



1. Admission Procedure for First Year Students				
Receiving of applications for incoming first year college students				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All first year students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSAS- QF-01 (Application form for Admission)		Office of Student Affairs and Services or download at https://drive.google.com/file/d/1HEE-vQeORftFJfQs80yktlpOTSWnK3L-/view?usp=sharing		
Photocopy of Grade 12 Report card (form 138) or Transcript of records (Form 137)		Former School		
Photocopy of Certificate of Good Moral Character		Former School		
2 copies of 1x1 ID picture		Student-applicant		
1 Short folder		Student-applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant submits the required documents as per checklist to Campus OSAS or through ONLINE via email at admissiontrece martires@cvsu.edu.ph	Receives accomplished Application Form and other Required documents	None	5 minutes	Admission Officer



2. Applicant receives examination permit with control number personally or via email	Schedules the date of examination	None	2 minutes	<i>Admission Officer</i>
3. Applicant takes the admission examination as scheduled	Administers Admission Examination	None	1 hour and 30 minutes	<i>Guidance Counselor or Psychometrician</i>
4. Applicant gets Notice of Admission Note: For applicants seeking admission to BSHM, the applicant is required to undergo interview: d. Gets interview form e. Applicant undergoes interview at the Department of Management f. Applicant returns to OSAS and submits accomplishment interview form	1. Releases Notice of Admission and logs the NOA number and name of student and signs the logbook under the column "Released by" 2. Releases interview form	None	10 minutes 2 minutes	<i>Guidance Counselor or Psychometrician</i> <i>Guidance Counselor</i>



5. Applicant requests a Medical Referral Form from OSAS and present to any diagnostic center/clinic for medical purposes.	To be done by any Medical Diagnostic Center/Clinic	None	10 minutes	Any medical diagnostic center/clinic
	TOTAL:		1 hour and 59 minutes	



2. Admission Procedure for Foreign Students				
Receiving of applications for foreign applicants				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All foreign students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSAS-QF-01 (Application form for Admission)		Office of Student Affairs and Services or download at https://drive.google.com/file/d/1HEE-vQeORftFJfQs80yktlpOTSWnK3L-/view?usp=sharing		
Photo copy Report Card (Form 138) or transcript of records (Form 137) from the high school last attended		Former School		
Photo copy of transfer credentials		Former School		
Photo copy of student visa (passport)		Country of origin		
Photo copy of Police Clearance from their country of origin		Country of origin		
2 copies of 1x1 ID Picture		Foreign applicant		
Official Receipt of testing fee		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant submits the required documents as per checklist to OSAS or online via email at admissionrecemartires@cvsu.edu.ph	Receives accomplished Application Form and other Required documents	Php500.00 for the testing fee	5 minutes	Admission Office and Cashier's Office
2. Applicant receives examination permit with control number personally or via email	Schedules the date of examination	None	2 minutes	Admission Officer



3. Applicant takes the admission examination as scheduled	Administers Admission Examination	None	1 hour and 30 minutes	Guidance Counselor or Psychometrician
4. Applicant gets Notice of Admission Note: For applicants seeking admission to BSHM, the applicant is required to undergo interview: a. Gets interview form b. Applicant undergoes interview at the Department of Management c. Applicant returns to OSAS and submits accomplishment interview form	1. Releases Notice of Admission and logs the NOA number and name of student and signs the logbook under the column "Released by" 2. Releases interview form	None	10 minutes 2 minutes	Guidance Counselor or Psychometrician Guidance Counselor
5. Applicant requests a Medical Referral Form from OSAS and present to any diagnostic center/clinic for medical purposes.	To be done by any Medical Diagnostic Center/Clinic	None	10 minutes	Any medical diagnostic center/clinic
	TOTAL:		1 hour and 59 minutes	



3. Admission Procedure for Transferees from Other School				
Receiving of applications for transferees				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSAS- QF-01 (Application form for Admission)		Office of Student Affairs and Services or download at https://drive.google.com/file/d/1HEE-vQeORftFJfQs80yktlpOTSWnK3L-/view?usp=sharing		
Photocopy of Certificate of Grades		Former School		
Photocopy of Certificate of Good Moral		Former School		
Photocopy of Honorable Dismissal		Former School		
Photocopy of NBI Clearance or Police		National Bureau of Investigation		
2 copies of 1x1 ID Picture		Student-applicant		
1 Short folder		Student-applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant presents his/her credentials for initial evaluation to OSAS or online via email at admissiontrececmartires@cvsu.edu.ph c. Applicant gets Notice for Evaluation form and	Evaluates and computes the GPA	None	10 minutes	Admission Officer



proceeds to concerned Department for their evaluation				
a. Applicant undergoes interview with respective Department	Issues interview form	None	5 minutes	Admission Officer
b. Applicant returns to OSAS and submit the accomplished Notice for Evaluation form	Concerned Department		1 hour	Department Chairperson
2. If qualified from the evaluation of the Department, the applicant submits required documents as per checklist	Receives and files the documents	None	5 minutes	Admission Officer
4. Applicant takes the admission examination as scheduled	Administers admission examination	None	1 hour and 30 minutes	Guidance Counselor or Psychometrician
4. Applicant gets Notice of Admission Note: For applicants seeking admission to BSHM, the applicant is required to undergo interview:	1. Releases Notice of Admission and logs the NOA number and name of student and signs the logbook under the column "Released by"	None	10 minutes	Guidance Counselor or Psychometrician
d. Gets interview form e. Applicant undergoes interview at the	2. Releases interview form		2 minutes	Guidance Counselor



Department of Management f. Applicant returns to OSAS and submits accomplishment interview form				
4. Applicant takes the admission examination as scheduled	Administers admission examination	None	1 hour and 30 minutes	Guidance Counselor or Psychometrician
5. Applicant gets the Notice of Admission	Releases Notice of Admission and logs the NOA number and name of student and signs the logbook under the column "Released by"	None	10 minutes	Guidance Counselor or Psychometrician
6. Applicant presents the NOA to the Head of OSAS together with all the complete requirements for interview	Interviews and affixes signature	None	10 minutes	Head, OSAS
7. Applicant requests a Medical Referral Form from OSAS and present to any diagnostic center/clinic for medical purposes.	To be done by any Medical Diagnostic Center/Clinic	None	10 minutes	Any medical diagnostic center.clinis
	TOTAL:		3 hours and 12 minutes	



4. Procedure in Securing Certification				
Providing certificates of good moral character and scholarship				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students (old and new)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University Clearance		Campus Registrar		
Official receipt of payment		Cashier's Office		
OSAS- QF- 41 (Request for Good Moral Certificate)		Office of Student Affairs and Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant/Scholar submits the following documents: c. Accomplished University Clearance d. Official receipt of payment for the certification of Good Moral Character from the Cashier's Office	Receives and checks the submitted documents	Php15.00	2 minutes	MIS Officer/OSAS Staff
2. Applicant fills out the request for good moral certificate sheet	Prepares and releases the Certificate of Good Moral Character	None	2 minutes	MIS Officer/OSAS Staff



3.Applicant signs the request for good moral certificate sheet	Signs the request for good moral certificate sheet under the column "released by"	None	2 minutes	MIS Officer/OSAS Staff
	TOTAL:		6 minutes	



Cavite State University Trece Campus
Campus Registrar
External and Internal Services



1. Issuance of School Credentials/Documents				
Providing students records for employment and other purposes				
Office or Division:	Office of the Campus Registrar			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All new and old students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UREG-QF-17 (University Clearance)		Office of the Campus Registrar		
Request Slip		Office of the Campus Registrar/ Online Form		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student requests for Campus Clearance Form (first request) or Request Slip (for subsequent request) and fill-out the form.	Receives the accomplished University Clearance or Request Slip	None	2 minutes	Registrar staff
2. Pays the necessary fee for the requested documents	To be done by Cashier's Office	Php50.00/page for TOR Php15.00/page for Certification	2 minutes	Registrar staff
3. Present the OR for recording and reference purposes	Checks the OR and issues claim stub to the client.	None	1 minute	Registrar staff
4. Receives the claim stub bearing the date of release of the requested documents	Evaluates the students' records and prepares the requested documents.	None	4 working days/processing	Registrar staff



5. Present the claim stub on the date indicated therein.	Release the requested documents and have it signed as received by the client.	None	2 minutes	Registrar staff
	TOTAL:		4 days and 7 minutes	



2. Registration of New Students				
Providing certificate of admission with student number and registration forms to new students				
Office or Division:	Office of Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All new students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UREG-QF-01 (Certificate of Admission)		Office of the Campus Registrar/ Online Form		
UREG-QF-02 (Personal Information Sheet)		Office of the Campus Registrar/ Online Form		
UREG-QF-03 (Registration Form)		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits all the required original documents for enrolment.	Checks, receives all the required original documents and issue Certificate of Admission	None	2 minutes	Registrar Staff
2. Receives Certificate of Admission and fill-out Personal Information Sheet	Encode Personal Information and assign Student Number	None	3 minutes	Registrar staff
3. Receives and Sign the issued Registration Form and have it validated	Validates the registration form and get one copy	None	1 minute	Registrar staff
	TOTAL:		6 minutes	



Cavite State University Trece Campus

Cashier's Office

External and Internal Services



1. Cash Disbursement / Check Disbursement				
Payment obligation to employees/individuals/ for goods purchase or services rendered				
Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Employees, Students, Parent/Guardian, Graduates and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		Claimant		
Authorization letter/Special Power of Attorney		Claimant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the disbursing officer on nature of claim and present valid ID/authorization.	1. Verify the name of the claimant on the list checks for release. Let the client sign on the payroll or voucher (if not available, inform the client) 2. Verify the signature of the clients on the payroll/voucher. Counter sign on the side portion of the disbursement officer.	None	5 minutes	Disbursing Officer
2.1 Receive the cash from the disbursing officer and count it before leaving the counter.	Stamped paid the payroll/voucher then file.	None	2 minutes	Disbursing Officer
2.2 Receive check from the				



disbursing officer and verify the completeness of the entries				
	TOTAL:		7 minutes	



2. Collection of Fees				
Process of collecting fees, charges and other assessments from departments, bureaus, offices and other agencies in the exercise of their functions				
Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Employees, Students, Parent/Guardian, Graduates and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request slip		Concerned unit		
Registration Form		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presents completely filled-out request slip certification, registration forms etc.	Evaluates registration form and other requirements as to completeness and accuracy	None	1 minute	Cashier/ Collecting Officer
4. Pays the corresponding amount of a certain transaction	Issues Official Receipt	Depends on request/transaction	1 minute	Cashier/Collecting Officer
5. Pays tuition and miscellaneous fees.	Issues Official Receipt	Cash/.Installment	2 minutes	Cashier/Collecting Officer



5. Pays other Fees: <ul style="list-style-type: none"> • Authentication of TOR/Diploma • Official Transcript of Record Certificates <ul style="list-style-type: none"> • Good moral • Grades • Honorable Dismissal • Graduation Fee • Thesis Adviser Fee and Technical Fee • English Critic Fee 	Issues Official Receipt	Php. 15.00	2 minutes	Cashier/Collecting Officer
	Issues Official Receipt	Php 50.00/page Php 100.00/page with scanned picture	2 minute	
	Issues Official Receipt		2 minutes	
	Issues Official Receipt	Php 15.00	2 minutes	
	Issues Official Receipt	Php 15.00	2 minutes	
	Issues Official Receipt	Php 20.00	2 minutes	
	Issues Official Receipt	Php 700.00	2 minutes	
	Issues Official Receipt		2 minutes	
	Issues Official Receipt	Php 2,300.00	2 minutes	
	Issues Official Receipt	Php 20.00/page	2 minutes	



6. Collection from Income Generating Projects	Issues Official Receipt	Cash/ Installment	3 minutes	Cashier/ Collecting Officer
	TOTAL:		23 minutes	



Cavite State University Trece Campus
Campus Library
External and Internal Services



1. Use of Library Facilities and Resources	
Providing library services through the use of library facilities and resources	
Office or Division:	Trece Campus Library
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students, Faculty Members and Employees of Satellite Campuses and Other Institutions
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid Identification Card	1. Campus Registrar (students of Satellite Campuses), Office of the University Registrar (students of CvSU main), Human Resource Development Office (CvSU employees and Faculty members) 2. Government Identification Card or Other Institution's Valid Identification Card (validated as per the Other Institution's Standards)
Library Card	Trece Campus Library (students, employees and faculty members)
Referral Letter	1. Trece Campus Library 2. From the Librarian of the Institution (for students), from the Dean (for the faculty members) or the Head of Unit (for employees)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visitor presents referral letter to use the library facilities and resources	1. Receives letter of referral.	None	1 minute	Librarian/Assigned Clerk
	2. Logs in the Visitors' Logbook then leaves the bag (carrying only the client's valuables) to the baggage area.	None	2 minutes	Client
	3. Submits the referral letter to the librarian in-charge at the desk and sign in the Visitor's Record Book for library fee.	Php 30.00/visit* (*Library Fee charged to outside researchers)	1 minute	Librarian/Assigned Clerk
	4. Proceeds to the OPAC for the title or author and subject needed for research.	None	2 minutes	Client
	TOTAL:		5 minutes	



2. Borrowing and Returning of Books				
Circulation process of library resources				
Office or Division:	Trece Campus Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students: 1. Library sticker attached to registration form or student identification card		Office of the Campus Registrar		
For old registrants: 1. Student identification card		Office of the Campus Registrar		
For Faculty Members and employees 1.CvSU identification Card		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students, faculty members and employees present books to be borrowed or returned.	<u>Borrowing of books:</u> 1.1 Checks out the books to be borrowed by scanning the barcodes of these and prints slips for the borrowed books. Stamps due date on the date due slip. Files book cards of the books borrowed.	None	1 minute	Librarian/ Assigned Clerk/ Library Coordinator
	<u>Returning of books within due date:</u> a. Checks-in the books			



	<p>borrowed by scanning the book's or books' barcodes. Inserts the book cards then shelves these books.</p> <p><u>Returning of books after the due date (overdue books):</u></p> <p>3. 1.2 Checks-in the books borrowed by scanning the book's or books' barcodes. Collects the library fine* (accumulated library fine is computed per day - from day 1 of overdue to day of return). Inserts the book cards then shelves these books.</p> <p><i>* Including Saturdays, Sundays and holidays</i> <i>* Price is subject to change without prior notice</i></p>	<p>None</p> <p>Student: General Circulation: Php. 5.00/day* Reserve: Php. 50.00/day*</p> <p>Faculty & Employees: General Circulation: Php. 10.00/day* Reserve: Php. 50.00/day*</p>	<p>2 minutes</p> <p>6 minutes</p>	<p>Librarian/Assigned Clerk/Library Coordinator</p> <p>Librarian/Assigned Clerk/Library Coordinator</p>
	TOTAL:		9 minutes	



3. Library Card for New Registrants				
Issuance of Library Card for New Registrants				
Office or Division:	Trece Campus Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students: 1. Registration Form 2. 1 pc 1x1 ID picture		Office of the Campus Registrar		
For Faculty Members and employees 1. CvSU identification Card		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. New students, faculty members and employees inquire about issuance of Borrower's card.	1. Provides the students, faculty members and employees with slips to be filled up.	None	1 minute	Librarian/ Assigned Clerk
	2. Students/faculty members/ employees encode their data.		2 minutes per client	Client
	3. Takes picture of the client with webcam, stamps validity of the borrower' card, counter signs Registration form of students		2 minutes per client	Librarian/ Assigned Clerk
TOTAL:			5 minutes	



4. Replacement of Lost Library Cards				
Providing new library cards for students, faculty members and employees who lost their old library cards				
Office or Division:	Trece Campus Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Affidavit of Loss		Attorney's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students, faculty members and employees presents affidavit of loss.	1. Receives affidavit of loss.	None	1 minute	Librarian/Assigned Clerk/Library Coordinator
	2. Checks the database of registered clients and updates data if necessary.	None	2 minutes per client	Librarian/Assigned Clerk/Library Coordinator
	3. Countersigns and stamps validity date on the Borrower's card.	Php 20.00	2 minutes	Librarian/Assigned Clerk/Library Coordinator
	Releases new borrower's card to client upon payment.			Librarian/Assigned Clerk/Library Coordinator
TOTAL:			5 minutes	



5. Securing a Referral Letter to Access Other Institutions

Providing referral letters to students, faculty members and employees conducting their research to access other institution's libraries and their resources.

Office or Division:	Trece Campus Library
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students, Faculty Memers and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students: 1. Student identification card (validated)		Office of the Campus Registrar		
For Faculty Members and employees 1.CvSU identification Card		Human Resource Development Office		
Library Card (for students, Faculty Members and Employees)		Trece Campus Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students, Faculty Members and Employees' request of referral letter.	1.1. Checks the research topic or material the client needs to access to the other institution's library. If no material is available in the Campus Library;	None	6 minutes	Librarian/Assigned Clerk/Library Coordinator
	1.2.Ask the student/faculty member/employee will log-in the Library Referral's Log book	None	1 minute	



	<p>with their information:</p> <ul style="list-style-type: none"> a. Full name b. Course/Section (students) c. Topic of Research d. Institution to Visit e. Date of Visit <p>1.3. Informs the client to pick-up the referral letter after 3 (three) days from the day of request.</p>			Client
2. Student, Faculty Members and Employees pick-up their Referral Letter	<p>1. Asks for the Identification CvSU Card (for students, faculty members and employees).</p> <p>2. Verifies the date of request.</p> <p>3. Retrieves the Referral Letter from the Referral File Folder.</p> <p>4. Asks the client to verify if all the information encoded in the Referral Letter is correct.</p> <p>5. Client signs in the Referral Letter Logbook, acknowledging the receipt and claim of Referral Letter</p>	None	<p>1 minute</p> <p>1 minute</p> <p>2 minutes</p> <p>2 minutes</p> <p>1 minute</p>	<p>Librarian/Assigned Clerk/Library Coordinator</p> <p>Client</p> <p>Librarian/Assigned Clerk/Library Coordinator</p> <p>Librarian/Assigned Clerk/Library Coordinator</p> <p>Client</p>
	TOTAL:		14 minutes	



6. Validation of Library Card for Old Registrants				
Verifying students' records in the database and validation of borrower's card for old registrants				
Office or Division:	Trece Campus Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students: 1. Latest Registration form 2. Student Identification Card		Office of the Campus Registrar		
For Faculty Members and employees 2. CvSU identification Card		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Students, instructors and employees request for validation of library or borrower's cards.	1.Checks registration form for current semester together with their library or borrower's card.	None	1 minute	Librarian/ Assigned Clerk
	2. Verifies the encoded data of the client and updates the record if necessary. Countersigns and stamps validity date on the borrower's card.		1 minute	Librarian/ Assigned Clerk
1.2 Students present their latest registration form while faculty members and employees present their ID.	3.Releases validated Borrower's card		1 minute	Librarian/Assigned Clerk
	TOTAL:		3 minutes	



Cavite State University Trece Campus
Office of the Campus Health Services Unit
External and Internal Services



1. Medical Consultation and Treatment				
Providing prompt assessment and treatment to clients depending on medical condition				
Office or Division:	University of Health Services			
Classification:	Simple/Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All CvSU employees, students and nearby residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification card or ID		Client		
UHSE-QF-01(Consultation Form)		Campus Health Services		
Medical or Dental Record		Campus Health Services		
UHSE-QF-04(Prescription / Rx Form)		Campus Health Services		
UHSE-QF-05(Laboratory or X-ray Examination Request Form)		Campus Health Services		
UHSE-QF-08(Monitoring sheet)		University Health Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Comes to clinic for consultation	Confirms personal information from identification card and accomplishes consultation form	None	30 seconds	Nurse-on Duty (NOD)
2. Submits oneself to the assessment of vital signs	1.Checks and records client's vital signs and other necessary information 2.Retrieves medical/dental record	None	1 minute	Nurse-on Duty (NOD)



	<p>3.Refers and accompanies patient to the physician/ dentist if needed (outsource)</p> <p>4.Verifies the complaint, Assess the patient and records the observation and findings</p> <p>5. Gives treatment, prescribes medication, and advice.</p>	None	5 minutes	Physician or Dentist
3.Signs the logbook	Logs the name of patient, name and quantity of dispensed medicines, and have it signed by the patient	None	30 seconds	Nurse-on Duty (NOD)
4.Requests for the following health care procedures and referrals:	Accompanies the patient	None	30 seconds	Nurse on duty (NOD)
a. Wound care	Assesses and treats the wounds according to the extent of injury.		30 minutes	Nurse on Duty (NOD), Physician/ Dentist
b. Laboratory or Radiologic examination	b.1 Secures copy of Laboratory or X-ray Examination Request Form and examine the patient.		5 minutes	Medical Technologist or X-ray Technologist



b.1 Request for a copy of results	b.2 Advise the patient to return after 2 working days for the results		5 minutes	Medical Technologist or X-ray Technologist
	b.3 Presents to the patients a copy of result and have it signed for conforme			
	c.1 Advises and explains the need for observation and confinement in ward			
c. Observation and confinement	c.2 Accompanies patient to the ward		8 hours depending on the case	Nurse on Duty (NOD) and Physician
	c.3 Gives initial medication, monitors and records vital signs			
	TOTAL:		8 hours and 18 minutes	

2. Physical, Dental, and Laboratory Examination of Freshmen/New Students (Laboratory and X-



ray Examination- 1 st day)				
Diagnostic procedures, medical and dental assessment for incoming students				
Office or Division:	Campus Health Services			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All new entrants, returnees and transferees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
OSAS-QF-05Notice of Admission (NOA)			Office of Student Affairs and Services	
UHSE-QF-10 (Personal Information Sheet)			Campus Health Services	
UHSE-QF-11 (Student Health Record)			Campus Health Services	
UHSE-QF-05/06(Laboratory/X-ray Examination Request Form)			Campus Health Services	
Claim Stub			University Health Services	
UHSE-QF-05(Laboratory/ X-ray Examination Request Form)			University Health Services	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Notice of Student Admission (NOA)	1.Confirms schedule of student 2.Secures copy of NOA 3.Issues Personal Information Sheet (Identification form)	None	10 seconds	Nurse-on Duty (NOD)



6. Fills-out Personal Information Sheet	1.Encodes Personal Information and takes a picture of the student 2.Checks and records vital signs and body mass index 3.Issues referral form indicating the laboratory, dental and physical exams	None	5 minutes	Nurse-on Duty (NOD)
	TOTAL:		5 minutes and 10 seconds	



Cavite State University Rosario Campus
Cashier's Office
External and Internal Services



1. Cash Disbursement / Check Disbursement				
Payment obligation to employees/individuals/creditors for goods purchase or services rendered				
Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Employees, Students, Parent/Guardian, Graduates and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		Claimant		
Authorization letter/Special Power of Attorney		Claimant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Informs the disbursing officer on nature of claim and present valid ID/authorization.	1. Verifies the name of the claimant on the list checks for release. Let the client sign on the payroll or voucher(if not available, inform the client) 1.1. Verifies the signature of the clients on the payroll/voucher. Counter sign on the side portion of the disbursement officer.	None	5 minutes	Disbursing Officer
2. Receives the cash from the disbursing officer and count it before leaving the counter.	2. Issues Official Receipt	None	2 minutes	Disbursing Officer
2.1. Receives check from the disbursing officer and	2.1. Stamps paid the payroll/voucher then file.			



verify the completeness of the entries				
	TOTAL:		7 Minutes	



2. Collection of Fees				
Process of collecting fees, charges and other assessments from departments, bureaus, offices and other agencies in the exercise of their functions				
Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Employees, Students, Parent/Guardian, Graduates and General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request slip			Concerned unit	
Registration Form			Student	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents completely filled-out request form, registration form and admission form and etc.	1. Evaluates registration form and other requirements as to completeness and accuracy	None	1 minute	<i>Cashier/ Collecting Officer</i>
2. Pays the corresponding amount of a certain transaction.	2. Issues Official Receipt	Depends on request/ transaction	1 minute	<i>Cashier/ Collecting Officer</i>
3. Pays tuition and miscellaneous fees.	3. Issues Official Receipt	Cash/Installment (50% upon enrollment)	2 minutes	<i>Cashier/ Collecting Officer</i>
4. Pays other Fees: <ul style="list-style-type: none"> • Authentication of TOR/Diploma • Authentication and Verification (CAV) • Completion 	4. Issues Official Receipt 4.1 Issues Official Receipt 4.2 Issues Official Receipt 4.3 Issues Official Receipt	Php. 10.00 Php. 20.00 Php 10.00/unit	1 minutes 1 minutes 1 minute	<i>Cashier/ Collecting Officer</i>



<ul style="list-style-type: none"> Official Transcript of Record 		Php 25.00/page	2 minutes	
Certificates	4.4 Issues Official Receipt			
	3.5 Issues Official Receipt			
9. Good moral	3.6 Issues Official Receipt		1 minutes	
	4.8 Issues Official Receipt	Php 10.00		
10. Grades	4.9 Issues Official Receipt	Php 10.00	1 minutes	
<ul style="list-style-type: none"> Honorable Dismissal 	4.10 Issues Official Receipt	Php 20.00	1 minutes	
			2 minutes	
<ul style="list-style-type: none"> Testing/Application Fee 		Php 150.00		
			2 minutes	
<ul style="list-style-type: none"> Thesis Adviser Fee and Technical Fee 		Php 2,300.00		
			2 minutes	
<ul style="list-style-type: none"> English Critic Fee 		Php 15.00/page		
5. Collection from Income Generating Projects	5.1 Issues Official Receipt	Cash/ Installment	3 minutes	Cashier/ Collecting Officer
	TOTAL:		21 Minutes	



Cavite State University Rosario Campus
Human Resource Development Office (HRDO)
External and Internal Services



1. Acceptance of Applications for Academic and Non-Academic Positions				
Receiving of Applications for Vacant Positions				
Office or Division:	Recruitment, Selection and Placement (RSP) Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All qualified applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter address to HR Director		applicant		
Personal Data Sheet		www.csc.gov.ph or CSC website		
Photocopy of certificate of eligibility/rating/license		Civil Service Commission		
Photocopy of Transcript of Records		School Registrar		
Latest Performance Rating if applicable		Employer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application letter and credentials.	1. Checks and records the documents submitted to the Application Monitoring Database.	None	4 minutes	HR Staff
	2. Conducts initial screening of documents based on the Qualification Standards for vacant positions.	None	5 minutes	HR Staff



	3. Advises that the client will be notified of the status of application through e-mail or text message.	None	1 minutes	<i>HR Staff</i>
	TOTAL:		10 Minutes	



2. Processing and Issuance of HR Records				
Providing Employment Records				
Office or Division:	Human Resource Development Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRDO-QF-05 (Record Request Form)		Human Resource Development Office (HRDO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests and fill-out Record Request Form.	1. Reviews the duly accomplished form for completeness of entries.	None	3 minutes	<i>HR Staff</i>
	2. Checks and verifies from file the requested record as to the correctness and accuracy.	None	2 days (Certificate of Employment) 4 days (Service Record)	<i>HR Staff</i>
	3. Encodes and prints the requested record and forwards to the Director for Administration for signature.	None		<i>HR Staff</i>
	4. Reviews and signs the documents.	None	10 minutes	<i>Director for Administration</i>



	5. Releases the requested record to the faculty member or employee	None	1 minute	<i>HR Staff</i>
	TOTAL:		6 Days, 14 Minutes	



Cavite State University Rosario Campus
Office of Student Affairs (OSA)
External and Internal Services



1. Admission Procedure for First Year Students				
Receiving of applications for incoming first year college students				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All first year students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSAS- QF-01 (Application form for Admission)		Office of Student Affairs and Services or download at www.cvsu.edu.ph		
OSAS- QF- 03 (Examination Permit)		Office of Student Affairs and Services or download at www.cvsu.edu.ph		
Photocopy of Report card (form 138) or Transcript of records (Form 137)		Former School		
Photocopy of Certificate of Good Moral Character		Former School		
3 copies of 1x1 ID picture		Student-applicant		
1 Short white folder		Student-applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant submits the following documents a. Certified True Copy of Report card (Form 138) or Certified True Copy Certificate of Good Moral Character b. 3 copies of 1x1 ID picture with name tag	Receives accomplished Application Form and other Required documents	None	5 minutes	Admission Officer



c. Short white folder				
2. Applicant receives examination permit	Schedules the date of examination	None	2 minutes	<i>Admission Officer</i>
3. Applicant takes the admission examination as scheduled	Administers Admission Examination	None	45 minutes	<i>Guidance Counselor or Psychometrician</i>
4. Applicant presents the Notice of Admission to the University Infirmary for Medical purposes	University Clinic	None	5 minutes	<i>University Health Services/Infirmary</i>
	TOTAL:		57 Minutes	



2. Admission Procedure for Second Courser				
Receiving of applications for Second Courser				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All foreign students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSAS- QF-01 (Application form for Admission)		Office of Student Affairs and Services or download at www.cvsu.edu.ph		
OSAS- QF- 03 (Examination)		Office of Student Affairs and Services or download at www.cvsu.edu.ph		
OSAS- QF- 04 (Notice for Evaluation)		Office of Student Affairs and Services or download at www.cvsu.edu.ph		
OSAS- QF- 05 (Notice of Admission)		Office of Student Affairs and Services or download at www.cvsu.edu.ph		
Photocopy of Certificate of Grades		Former School		
Photocopy of Certificate of Good Moral		Former School		
Photo copy of Certificate of Transfer		Former School		
3 copies of 1x1 ID Picture		Student-applicant		
1 Short white folder		Student-applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant presents his credentials for initial evaluation	Evaluates and computes the GPA	None	10 minutes	Admission Officer
a. Applicant gets Notice of Interview Form and Proceed to concerned	Issues interview form	None	5 minutes	Admission Officer



college for their evaluation b. Applicant undergoes interview with respective college c. Applicant returns to OSAS and submit the accomplished interview form	Concerned College	None	60 minutes	<i>College Registrar</i>
2. If qualified from the evaluation of the College, the applicant submits the following documents to OSAS	Receives and files the documents	None	5 minutes	<i>Admission Officer</i>
3. Applicant receives examination permit	Schedules the date of examination	None	2 minutes	<i>Admission Officer</i>
4. Applicant takes the admission examination as scheduled	Administers Admission Examination	None	90 minutes	<i>Guidance Counselor or Psychometrician</i>
5. Applicant gets the Notice of Admission	Releases Notice of Admission and logs the NOA number and name of student and signs the logbook under the column "Released by"	None	5 minutes	<i>Guidance Counselor or Psychometrician</i>
6. Applicant presents the Notice of Admission to the University Infirmary for Medical purposes	University Clinic	None	5 minutes	<i>University Clinic</i>



	TOTAL:		3 Hours, 2 minutes	
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3. Admission Procedure for Transferees				
Receiving of applications for transferees				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSAS- QF-01 (Application form for Admission)		Office of Student Affairs and Services or download at www.cvsu.edu.ph		
OSAS- QF- 03 (Examination)		Office of Student Affairs and Services or download at www.cvsu.edu.ph		
OSAS- QF- 04 (Notice for Evaluation)		Office of Student Affairs and Services or download at www.cvsu.edu.ph		
OSAS- QF- 05 (Notice of Admission)		Office of Student Affairs and Services or download at www.cvsu.edu.ph		
Photocopy of Certificate of Grades		Former School		
Photocopy of Certificate of Good Moral		Former School		
Photocopy of Honorable Dismissal		Former School		
Photocopy of NBI Clearance or Police		National Bureau of Investigation		
3 copies of 1x1 ID Picture		Student-applicant		
1 Short white folder		Student-applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Applicant presents his credentials for initial evaluation	Evaluates and computes the GPA	None	10 minutes	<i>Admission Officer</i>
d. Applicant gets Notice for Evaluation form and Proceed to concerned college for their evaluation	Issues interview form	None	5 minutes	<i>Admission Officer</i>
e. Applicant undergoes interview with respective college	Concerned College	None	60 minutes	<i>College Registrar</i>
f. Applicant returns to OSAS and submit the accomplished Notice for Evaluation form				
2. If qualified from the evaluation of the College, the applicant submits the following documents to OSAS	Receives and files the documents	None	5 minutes	<i>Admission Officer</i>
3. Applicant receives examination permit	Issues Examination Permit	None	2 minutes	<i>Admission Officer</i>
4. Applicant takes the admission examination as scheduled	Administers admission examination	None	90 minutes	<i>Guidance Counselor or Psychometrician</i>



5. Applicant gets the Notice of Admission	Releases Notice of Admission and logs the NOA number and name of student and signs the logbook under the column "Released by"	None	10 minutes	<i>Guidance Counselor or Psychometrician</i>
6. Applicant presents the NOA to the Dean of OSAS together with all the complete requirements for interview	Interviews and affixes signature	None	10 minutes	<i>Dean, OSAS</i>
7. Applicant presents the Notice of Admission to the University Infirmary for Medical purposes	University Clinic	None	5 minutes	<i>University Health Services/Infirmary</i>
	TOTAL:		3 Hours, 17 Minutes	



4. Application/Renewal Procedure for Scholarship				
Providing certificates of good moral character and scholarship				
Office or Division:	Office of Student Affairs			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All students (old and new)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSAS- QF- 28 (Application Form for Scholarship)		University Registrar		
Photocopy of Report Card (Form 138) or Transcript of Records (Form 137)		Former School		
Checklist of courses		University Registrar		
Photocopy of Certificate of Good Moral Character		Former School		
1 copy of 2x2 I.D picture (Latest)		Student-applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Applicant/Scholar submits the following documents: e. Accomplished scholarship form. FOR NEW APPLICANTS f. Copy of combined or joint income tax return of parents for the affidavit of non-filing of tax from the BIR for (CvSU State Scholarship, Job Experience Program, RA 7160	Receives and evaluates the required documents	None	2 minutes	<i>Head, Financial Assistance Services</i>



<p>applicants only)</p> <p>g. Certification as Class Valedictorian, Salutatorian, 1st, 2nd, and 3rd Honorable Mention indicating the number of graduates (for Entrance Scholarship applicants only)</p> <p>h. Certified true copy of Birth Certificate (for CvSU State Privilege and RA 7160 applicants)</p> <p>i. Guarantor's Letter (for Job Experience Program applicants only)</p> <p>j. Parents' consent (for Job Experience Program applicants only)</p> <p>k. Certificate of Grades</p> <p>l. Photocopy of pre-registration form</p>				
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3. Applicant undergoes interview (for CvSU State Scholarship and Job Experience Program applicants only)	Conducts Interview	None	5 minutes	<i>Dean, OSAS</i> <i>(for CvSU State Scholarship Applicants)</i> <i>Guidance Counselor</i> <i>Vocational Placement Coordinator</i> <i>Head, Financial Assistance Services Unit</i>
4. Applicant gets contract and accomplishes said contract (for CvSU State Scholarship and Job Experience Program applicants only) Note: OLD STUDENTS PROCEED TO STEP 5	Issue scholarship contract	None	3 minutes	<i>Head, Financial Assistance Services Unit</i>
5. Applicant submits the accomplished contract	Receives the accomplished contract and prepares Certification of Scholarship	None	2 minutes	<i>Head, Financial Assistance Services Unit</i>
6. Applicant scholar gets Certification of Scholarship	Issues of Certificate of Scholarship	None	2 minutes	<i>Head of OSAS</i> <i>Financial Assistance</i>



				<i>Services Unit</i>
7. Scholar signs the logbook under the column "Receive by"	Have the logbook signed under the column "Received by"	None	2 minutes	<i>Head, Financial Assistance Services Unit</i>
8. New and old scholars submit Certification of Scholarship to the Registrar's Office and Cashier Office for the reassessment of fees				<i>Registrar's Office Cashier's Office</i>
	TOTAL:		16 Minutes	



Cavite State University Rosario Campus
Office of the University Registrar
External and Internal Services



1. Request / Issuance of School Credentials/Documents				
Providing students records for employment and other purposes.				
Office or Division:	Office of University Registrar			
Classification:	Simple / Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Graduates, Undergraduates and other clients.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
UREG-QF-11 (Application for Records)			Office of the Campus Registrar	
Official Receipt			Office of the Collection and Disbursement (Cashier)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and accomplish the application for records w/ clearance.	1. Receives the accomplished Application for Records form and advise the client to pay the necessary fee.	None	2 minutes	<i>Administrative Clerk I</i> Office of the Campus Registrar
2. Pay the necessary fee for the requested documents.	2. Collecting Officer issues an Official Receipt.	Php25.00/page for TOR Php20.00/page for Certification	2 minutes	<i>Administrative Clerk I</i> / Cashier's Office
3. Present the OR for recording and reference purposes.	3. Checks the OR and issues claim stub/schedule slip to the client.	None	1 minute	<i>Administrative Clerk I</i> Office of the Campus Registrar



4. Receive the claim stub bearing the date of release of the requested documents.	4. Evaluates the student's records and prepare the requested documents.	None	10 days (TOR), 5 days (Certification)	<i>Administrative Clerk I</i> Office of the Campus Registrar
5. Present the claim stub on the scheduled date of release.	5. Records and releases the requested documents and affix the client's signature on the document's reproduction copy for records purposes.	None	2 minutes	<i>Administrative Clerk I</i> Office of the Campus Registrar
	TOTAL:	Php25.00 (TOR) Php20.00 (Certification)	10 Days, 7 Minutes (TOR) 5 Days, 7 Minutes (Certification)	



2. Enrollment of Transferees				
Providing registration forms with student number to incoming students transferee.				
Office or Division:	Office of University Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All incoming students transferee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UREG-QF-03 (Registration Form)		Office of the Campus Registrar		
UREG-QF-05 (Pre-enrollment Form)		Office of the Campus Registrar		
OSAS-QF-05 (Notice of Admission)		Office of the Students Affairs and Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the Notice of Admission and all the required original documents for enrolment.	1. Receives the Notice of Admission, check the completeness of the documents, evaluate all the credited subjects, plot the subjects to be enrolled and issue Pre-enrollment form.	None	15 minutes	<i>Administrative Clerk I</i> Office of the Campus Registrar
2. Submits the approved Notice of Admission and pre-enrollment form	2. Receives the approved Notice of Admission, pre-enrollment form and print the Registration Form	None	2 minutes	<i>Administrative Clerk I</i> Office of the MIS
3. Presents the printed Registration Form	3. Receives the printed Registration Form for system validation, stamping and scanning.	None	2 minutes	<i>Administrative Clerk I</i> Office of the Campus Registrar
	TOTAL:		19 Minutes	



3. Registration of New Students				
Providing registration forms with student number to new entrant students.				
Office or Division:	Office of University Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All new students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UREG-QF-03 (Registration Form)		Office of the Campus Registrar		
OSAS-QF-05 (Notice of Admission)		Office of the Students Affairs and Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the Notice of Admission and all the required original documents for enrolment.	1. Receives the Notice of Admission and check the completeness of the documents.	None	5 minutes	<i>Administrative Clerk I</i> Office of the Campus Registrar
2. Submits the approved Notice of Admission.	2. Receives the approved Notice of Admission and print the Registration Form	None	2 minutes	<i>Administrative Clerk I</i> Office of the MIS
3. Presents the printed Registration Form	3. Receives the printed Registration Form for system validation stamping and scanning.	None	2 minutes	<i>Administrative Clerk I</i> Office of the Campus Registrar
	TOTAL:		9 minutes	



4. Enrollment of Continuing Students (Second to Fifth Year Level)				
Providing registration forms to continuing students.				
Office or Division:	Office of University Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All continuing students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UREG-QF-03 (Registration Form)		Office of the Campus Registrar		
UREG-QF-05 (Pre-enrollment Form)		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the evaluated and approved Pre-Enrollment Form	1. Receives the evaluated and approved Pre-Enrollment Form and print the Registration Form	None	2 minutes	<i>Administrative Clerk I</i> Office of the MIS
2. Presents the printed Registration Form	2. Receives the printed Registration Form for system validation, stamping and scanning.	None	2 minutes	<i>Administrative Clerk I</i> Office of the Campus Registrar
	TOTAL:		4 minutes	



5. Enrollment of Old Student Returning (OSR)				
Providing registration forms to old student returning.				
Office or Division:	Office of University Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All old students returning			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UREG-QF-03 (Registration Form)		Office of the Campus Registrar		
UREG-QF-05 (Pre-enrollment Form)		Office of the Campus Registrar		
OSAS-QF-05 (Notice of Admission)		Office of the Students Affairs and Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the Notice of Admission	1. Receives the Notice of Re-admission, evaluate subjects and issue Pre-Enrollment form	None	10 minutes	<i>Administrative Clerk I</i> Office of the Campus Registrar
2. Submits the approved Notice of Admission and pre-enrollment form.	2. Receives the approved Notice of Admission, pre-enrollment form and print the Registration Form	None	2 minutes	<i>Administrative Clerk I</i> Office of the MIS
3. Presents the printed Registration Form	3. Receives the printed Registration Form for system validation, stamping and scanning.	None	2 minutes	<i>Administrative Clerk I</i> Office of the Campus Registrar
	TOTAL:		14 minutes	



Cavite State University Rosario Campus
Physical Plant and Security Services
External and Internal Services



1. Gate Pass				
This form allows the clients to list down the item/s brought in/out the campus				
Office or Division:	Physical Plant and Security Services			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Employees, Students, stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Gate Pass Form			PPSS Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gets and fills-out the Gate Pass Form from the PPSS Office/Guard House	1. Provides the gate pass form to the client	None	1 minute	<i>Any personnel available in the PPSS Office/Guard on Duty</i>
2. Brings the accomplished form to the Civil Security Unit Coordinator, PPSS Director and Campus Administrator for approval	2. Assists the client	None	15 minutes	<i>Civil Security Unit Coordinator, PPSS staff and Office of the Campus Administrator staff</i>
3. Brings the form to the guard-on-duty for verification and inspection	3. Checks the listing and actual items. Provide stakeholders' feedback form	None	5 minutes	<i>Guard-on-Duty</i>



4. Answers the Stakeholders' Feedback Form	4. Informs the client to drop the form in the provided box located at the exit gate of the campus	None	1 minute	<i>Guard-on-Duty</i>
	TOTAL:		22 Minutes	



2. Procedure For CCTV Playback				
This service allows all stakeholders to gain access in reviewing the recorded footages inside the university at a given place and time for the purpose of investigation.				
Office or Division:	Physical Plant and Security Services			
Classification:	Complex to Highly Technical			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Employees, Students, Stall Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request/statement indicating the detailed information about the event and Identification Card		The client will provide		
Request for CCTV Playback Form		PPSS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the written request and ID	1. Receives the document and assist to the PPSS Office	None	1 minute	<i>Guard-on-Duty</i>
2. Fill-out the Request for CCTV Playback Form	2. Assists the client in signing the form	None	2 minutes	<i>Any personnel available in the PPSS Office</i>
3. Give incident information to the guard-on-duty and personnel	3. Reviews the CCTV footage in given location and time and ask some questions to satisfy the needs of the client	None	30 minutes	<i>Any personnel available in the PPSS Office with the Guard-on-Duty/Head Guard</i>
4. Submit the approved letter and sworn statement subject for investigation.	4. Accepts the approved letter and provides the specific footage/s needed as evidence.	None	2 days	<i>Administrative Aide Civil Security Unit Head Guard Chief for Operation Civil</i>



				<i>Security Officer Civil Security Unit</i>
5. Accomplish the information in the log sheet before leaving the office.	5. Provides the log sheet.	None	1 minute	<i>Administrative Aide Civil Security Unit</i>
6. Answer the Stakeholders' Feedback Form	6. Gives stakeholders' feedback form and inform the client to drop the form in the provided box located at the exit gate of the campus	None	3 minutes	<i>Any personnel available in the PPSS Office</i>
	TOTAL:		2 Days, 37 Minutes	



3. Repair/Construction Materials Requisition				
This form allows the clients to list down the item/s that they are going to use in the repair/construction works.				
Office or Division:	Physical Plant and Security Services			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen G2B - Government to Business Entity/ies G2G -Government to Government			
Who may avail:	CvSU-CCAT Employees such as Deans, Director, Unit Heads, students, Campus office occupants and stakeholders, Project Construction Site Engineer/Foreman			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Materials Requisition Form		PPSS Office		
Approved Work Request Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gets and fills-out the materials requisition form from the PPSS Office	1. Checks if there are available materials requested	None	1 minute	<i>Property Custodian</i>
2. Submits the form to the concerned coordinator for recommendation and approval	2. Checks and approves the form	None	5 minutes	<i>Concerned coordinator</i>
3. Submits the approved form for approval	3. Checks and approves the form	None	1 minute	<i>PPSS Director</i>



4. Submits the accomplished and approved materials requisition form to the property custodian for releasing of the requested materials	4. Signs the form and releases the requested material/s. Give stakeholders' feedback form	None	20 minutes	<i>Property Custodian</i>
5. Answers the Stakeholders' Feedback Form	5. Informs the client to drop the form in the provided box located at the exit gate of the campus	None	1 minute	<i>Property Custodian</i>
	TOTAL:		28 Minutes	



4. Request For Official Vehicle Trip Ticket				
This service allows CvSU - CCAT Personnel to reach their official travels and destinations safely and in no time.				
Office or Division:	Physical Plant and Security Services			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen G2G- Government to Government			
Who may avail:	Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Travel Order /Ticket Form		Human Resource Office and PPSS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get and fill-out the trip ticket form from the PPSS Office	1. Checks if there is available driver and vehicle to dispatch 1.1. Informs the client if the request is on Re-schedule due to unavailability of Service Vehicle.	None	1 minute	<i>Vehicle Dispatcher</i>
2. Counter signing of the immediate supervisor/ Department Head/Chairperson of the Head of the Party beside the name of Campus Administrator	2. Checks if there is attached travel order prior to scheduling of the requested trip. Trip ticket number, assigns driver, for vehicle dispatching. Provide the Stakeholders' with Feedback Form and call the attention of the guard-on-duty to advise and inform the assigned driver.	None	3 minutes	<i>Vehicle Dispatcher, Guard-on-Duty and assigned driver</i>



3. Fill-out the stakeholders' feedback form given by the dispatcher	3. Informs the client to drop the form in the provided box located at the exit gate of the campus	None	30 seconds	<i>Vehicle Dispatcher</i>
4. Bring the trip ticket to O.C.A. for the approval of the Campus Administrator	4. Checks and receives the trip ticket form and the travel order form	None	5 minutes	<i>OCA staff</i>
5. Follow-up/Pick up the approved trip ticket	5. Releases the approved trip ticket and travel order form	None	1 minute	<i>Head of the Party/Passenger and OCA staff</i>
6. Submit the approved trip ticket and travel order to the PPSS Office	6. Checks and receives the forms	None	1 minute	<i>Vehicle Dispatcher</i>
	7. Submits the approved forms to the guard-on-duty and call the attention of the driver	None	1 minute	<i>Vehicle Dispatcher</i>
	TOTAL:		12 Minutes, 30 Seconds	



5. Work/Job Request				
The service will provide the repair and maintenance of CvSU-CCAT Campus facilities and equipment.				
Office or Division:	Physical Plant and Security Services			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen G2B - Government to Business Entity/ies			
Who may avail:	CvSU-CCAT Employees such as Deans, Director, Unit Heads, students, Campus office occupants and stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Requisition Form		PPSS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get and fill-out the Job requisition form from the PPSS Office	1. Inspects for the scope of work and materials needed	None	5 minutes	<i>Any personnel available in the PPSS Office</i>
2. Tender the form to the concerned coordinator for approval	2. Checks if there is available personnel-in-charge and available materials. Approve the form to commence the requested work	None	5 minutes	<i>Concerned coordinator</i>
3. If there are no available materials and/or personnel to do the job, return request to the PPSS Office or to the concerned coordinator for proper action	3. Checks the availability of materials and/or personnel.	None	10 minutes	<i>Concerned coordinator/PPSS Staff</i>



4. Acknowledge the work request and fill-out the feedback form	4. Receives the signed acknowledgement form and gives stakeholders' feedback form	None	2 minutes	<i>Concerned coordinator/personnel who performed the work request</i>
	TOTAL:		22 Minutes	



Cavite State University Rosario Campus
University Health Services
External and Internal Services



1. Medical Consultation and Treatment				
Providing prompt assessment and treatment to clients depending on medical condition				
Office or Division:	University of Health Services			
Classification:	Simple/Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All CvSU employees, students and nearby residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification card or ID		Client		
UHSE-QF-01(Consultation Form)		University Health Services		
Medical or Dental Record		University Health Services		
UHSE-QF-04(Prescription / Rx Form)		University Health Services		
UHSE-QF-05(Laboratory or X-ray Examination Request Form)		University Health Services		
UHSE-QF-08(Monitoring sheet)		University Health Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Comes to clinic for consultation	Confirms personal information from identification card and accomplishes consultation form	None	30 seconds	Nurse on Duty (NOD)
2. Submits oneself to the assessment of vital signs	2.1 Checks and records client's vital signs and other necessary information 2.2 Retrieves medical/dental record	None	1 minute	Nurse on Duty (NOD)
3. Submits to the consultation	3.1 Refers and	None	5 minutes	Physician or



process	<p>accompanies patient to the physician/ dentist</p> <p>3.2 Verifies the complaint, Assess the patient and records the observation and findings</p> <p>3.3 Gives treatment, prescribes medication, and advice.</p> <p>3.4 Advises the patient to go back to Nurse on Duty (NOD)</p>			<i>Dentist</i>
4. Presents prescription and submits the medical/dental card to Nurse on Duty	<p>4.1 Receives the prescription form</p> <p>4.2 Dispenses available prescribed medication</p> <p>4.3 Advises the patient on proper use and intake of medicines</p>	None	1 minute	<i>Nurse on Duty (NOD)</i>
5. Signs the clinic treatment and consultation logbook	Logs the name of patient, name and quantity of dispensed medicines, and have it signed by the patient	None	30 seconds	<i>Nurse on Duty (NOD)</i>
6. Requests for the following health care procedures and	Accompanies the patient	None	30 seconds	<i>Nurse on duty (NOD)</i>



referrals:				
c. Wound care	Assesses and treats the wounds according to the extent of injury.	None	30 minutes	<i>Nurse on Duty (NOD), Physician/ Dentist</i>
d. Laboratory or Radiologic examination	b.1 Secures copy of Laboratory or X-ray Examination Request Form and examine the patient. b.2 Advise the patient to return after 2 working days for the results b.3 Presents to the patients a copy of result and have it signed for conforme	None	5 minutes	<i>Medical Technologist or X-ray Technologist</i>
b.1 Request for a copy of results	c.1 Advises and explains the need for observation and confinement in ward	None	5 minutes	<i>Medical Technologist or X-ray Technologist</i>
e. Observation and confinement	c.2 Accompanies patient to the ward c.3 Gives initial medication, monitors and records vital signs	None	8 hours depending on the case	<i>Nurse on Duty (NOD) and Physician</i>



	TOTAL:		8 Hours, 48 Minutes, 30 Seconds	
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2. Physical, Dental, and Laboratory Examination of Freshmen/New Students					
Diagnostic procedures, medical and dental assessment for incoming students					
Laboratory and X-ray Examination (1st day)					
Office or Division:	University of Health Services				
Classification:	Simple				
Type of Transaction:	G2C-Government to Citizen				
Who may avail:	All new entrants, returnees and transferees				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
OSAS-QF-05 Notice of Admission (NOA)			Office of Student Affairs and Services		
UHSE-QF-10 (Personal Information Sheet)			University Health Services		
UHSE-QF-11 (Student Health Record)			University Health Services		
UHSE-QF-05/06 (Laboratory/X-ray Examination Request Form)			University Health Services		
Claim Stub			University Health Services		
UHSE-QF-05 (Laboratory/ X-ray Examination Request Form)			University Health Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Presents the Notice of Student Admission (NOA)	Confirms schedule of student Secures copy of NOA Issues Personal Information Sheet (Identification form)	None	10 seconds	Health/front desk personnel or Nurse on Duty (NOD)	
1. Fills-out Personal Information Sheet	1.2 Encodes Personal Information and takes a picture of	2. None	3. 5 minutes	4. Nurse on Duty (NOD)	



	<p>the student</p> <p>1.3 Checks and records vital signs and body mass index</p> <p>1.4 Issues request form and claim stub</p>			
<p>5. Proceeds to Laboratory Section for laboratory examination</p> <p>6. Proceeds to Radiologic Section for X-ray Examination</p>	<p>7. Secures copy of Request and examines the student</p> <p>8. Secures copy of X-ray Examination Request Form and examines the students</p>	9. None	<p>10.5 minutes for Laboratory examination</p> <p>5 minutes for X-Ray Examination</p>	<p>11. Medical Technologist</p> <p>12. X-ray Technologist</p>
	TOTAL:		15 Minutes, 10 Seconds	



b. Physical and Dental Examination (2nd day)				
Office or Division:	University of Health Services			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All new entrants, returnees and transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Claim Stub		University Health Services		
UHSE-QF-11 (Student Health Record);		University Health Services		
UHSE-QF-12 (Medical - Dental Clearance Form)		University Health Services		
UHSE-QF-06 (Laboratory and X-ray Examination Result Form)		University Health Services		
UHSE-QF-06/12 (Dental Record/ Clearance Form)		University Health Services		
UHSE-QF-11/12 (Student Health Record/ Medical Clearance)		University Health Services		
UHSE-QF-06/11 (Dental Record/Student Health Record)		University Health Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents claim stub to Nurse on Duty (NOD)	1.1 Secures copy of claim stub 1.2 Issues student's Health Record and Clearance Form 1.3 Releases laboratory and X-ray examination results	None	1 minute	<i>Front desk personnel or Nurse on Duty (NOD)</i>



2. Proceeds to Dental Section for dental examination.	2.2 Examines the student and signs the dental clearance	None	7 minutes	<i>Dentist</i>
3. Proceeds to Medical Section for physical examination	3.1 Examines the student	None	7 minutes	<i>Physician</i>
	3.2 Signs and issues medical clearance to proceed enrolment if clear or fit for schooling		30 seconds	<i>Physician/Nurse on Duty (NOD)</i>
	3.3 Secures copy of student's medical and dental record for encoding and safekeeping			
	TOTAL:		15 Minutes, 30 Seconds	



Cavite State University Rosario Campus
University Library
External and Internal Services



1. Borrower's Card for New Registrants	
Procedures on utilization of library resources	
Office or Division:	Library
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Students, Faculty Members and Employees, and Outside Researchers from other Institutions
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For new students: 1. Registration Form	Registrar's Office
2. Library validation sticker attached to the student's Identification Card	CvSU-CCAT Library
For old registrants: 2. CvSU-CCAT Identification Card	External and Business Affair
For Faculty Members and Employees 1. CvSU-CCAT identification card	Human Resource Management Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students, Faculty Members and Employees present books to be borrowed	<u>Borrowing of books:</u> 1. Fill out library book card	None	1 minute	<i>Assigned Library Staff</i>
	2. Present book/s to be borrowed and book card. Stamps due date on the date due slip. Attach book card to the borrower's file card.	None	1 minute	
	<u>Returning of books:</u> 3. Present book/s to be returned	None	1 minute	
	4. Pull-out Borrower's File Card and check due date. Insert the book/s and shelves these books	None	2 minutes	
	TOTAL:		5 Minutes	



2. Request for Use of the Library Facilities and Resources				
Providing library services through the use of library facilities and resources				
Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students, Faculty Members and Employees, and Outside Researchers from other Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card		University Library		
2. Referral Letter		1. CvSU-CCAT Library 2. From the Librarian of the Institution (for students), from the Dean (for the faculty members) or the Head of Unit (for employees)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visitor presents Referral Letter from institution/School of Origin	1.1 Receives referral letter	None	1 minute	Assigned Library Staff
	1.2 Leaves unnecessary things in the baggage area and register in the attendance registration system (for first time user only)	None	1 minute	
	1.3 Fill-up Library Usage Form (applicable only for Non-CvSU/Outside users)	None	1 minute	
	1.4 Pay the library fee at the Cashier's Office and presents Official Receipt at the Charging Desk	None	1 minute	



	1.5 Logs in the Reader's Registry Attendance 1.6 Proceeds to the OPAC to search for the title/author and subject needed for research	Php 30.00		
	TOTAL:		3 Minutes	



3. Issuance of a Referral Letter				
To conduct research in other libraries/institutions				
Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For students: 5. CvSU-CCAT Identification Card			External and Business Affair	
For Faculty Members and Employees 1. CvSU-CCAT identification card			Human Resource Development Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students, Faculty Members and Employees	<u>Issuance of referral request:</u> 1. Fills out Referral Request Form	None	2 minuteS	<i>Assigned Library Staff</i>
	2. Stamp date of claim for the referral letter	None	1 minute	
	<u>Claiming the referral:</u> 1. Presents slip claim for the referral	None	1 minute	
	2. Receives the referral letter	None	1 minute	
	TOTAL:		5 Minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Accomplish Stakeholders' Feedback Form and drop it at the Suggestion Box in front of the frontline desk officer.
How feedbacks are processed	<p>The Unit Head collects, evaluates and consolidates the accomplished form on a weekly basis.</p> <p>Stakeholder feedback analysis will be presented to all staff during weekly and quarterly meetings.</p> <p>The Unit Head submits a copy of report of stakeholders' feedback using the Stakeholders' Feedback Weekly Report and Stakeholders' Feedback Quarterly Report.</p> <p>The HR staff consolidates all the reports of stakeholders' feedback from all units/colleges.</p>
How to file a complaint	<p>Proceed to HR office and accomplish Stakeholder's Complaint Form.</p> <p>Complaints may be also received thru phone and e-mail.</p>
How complaints are processed	<p>The HRDO staff assesses the situation/complaint and reports it to the HR Director.</p> <p>In the case that the complainant is present, the HR Director will try to resolve as quickly as possible the complaints which are straightforward and require little or no investigation.</p> <p>For complaints received by phone and in e-mail, the HR Director solicits</p>



	<p>facts and other information from the employee/unit being complained to fully understand the situation. The process has a maximum duration of five (5) working days upon receipt of the complaint.</p> <p>The HRDO communicates the frontline resolution outcome to the complainant. This may be done face-to-face, by phone, in writing or e-mail.</p>
Contact Information of CvSU-HRDO, CCB, and PCC	<p>CvSU-HRDO:</p> <p>MAIN CAMPUS (046) 419-4527/0949-772-1045/ 0995-744-5074 cvsuhrd@cvsu.edu.ph</p> <p>ROSARIO CAMPUS (046) 437-9505 Local 202 cvsuccat.hrmo@gmail.com</p> <p>CCB: 0908-881-6565 / 8888</p> <p>PCC: (02)-8736-8645 / (02)-8736-8603</p>



Office	Address	Contact Information
MAIN CAMPUS		
Human Resource Development Office	Brgy. Bancod, Indang, Cavite	(046) 419-4527/ 0949-772-1045 / 0995-744-5074
Cashier's Office	Brgy. Bancod, Indang, Cavite	(046) 862-0853
University Registrar	Brgy. Bancod, Indang, Cavite	(046) 862-0853
University Library	Brgy. Bancod, Indang, Cavite	none
Office Of Student Affairs and Services	Brgy. Bancod, Indang, Cavite	+639176833905
University Health Service	Brgy. Bancod, Indang, Cavite	(046) 423-1335
SATELLITE CAMPUSES		
Bacoor Campus	Molino VI, Bacoor City, Cavite	(046) 476-50-29
Cavite City Campus	Brgy. VIII, Pulo II, Dalahican, Cavite City	(046) 431-3570
Carmona Campus	Carmona, Cavite	(046) 487-6328
Imus Campus	LTO Cmpd, Imus City	(046) 471-6607
Maragondon Campus		
Silang Campus	Brgy. Biga I, Silang, Cavite	(046) 513-3965 / 0917-805-3602
Tanza Campus	Brgy. Bagtas, Tanza, Cavite	(046) 414-3979



Trece Martires City Campus	Brgy. Gregorio, Trece Martires City, Cavite	0977-803-3809
General Trias City Campus	Brgy. Vibora, General Trias City, Cavite	(046) 509-4148
ROSARIO CAMPUS		
Human Resource Development Office	Rosario, Cavite	(046) 437-9505 Local 202
Cashier's Office	Rosario, Cavite	(046) 437-9505 Local 203
University Registrar	Rosario Cavite	(046) 437-9505 Local 206
University Library	Rosario, Cavite	(046) 437-7052
Office Of Student Affairs and Services	Rosario, Cavite	(046) 437-9505 Local 214
University Health Service	Rosario, Cavite	(046) 437-9505 Local 217
Physical Plants and Security Service	Rosario, Cavite	(046) 437-9505 Local 221