



CAVITE STATE UNIVERSITY

CITIZEN'S CHARTER

(2nd 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 Service to produce globally competitive and morally upright individuals.



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 G2B – Government to Business Entity
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	<i>OP Staff</i>
2. End-user /origin/ Records Office to receive the document by indicating in the logbook his/her name, signature and date received	2. Release the document and have them sign on the logbook	None	2 minutes	<i>OP Staff</i>
TOTAL:		None	4 minutes	



2. Action/Approval of Letters/Communications from Different Colleges/Offices of the University

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 G2B – Government to Business Entity
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. Submit the document for approval	1. Acknowledge receipt of the document	None	1 minute	<i>OP Staff</i>
	2. Review the document as to content and attachments	None	2 minutes	<i>OP Staff</i>
2. Receive 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. Once evaluated and recommended for approval, forward the document to the President	None	1 minute	<i>OP Staff</i>
	5. Approval of the document	None	1 day	<i>University President</i>
	6. 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	Release to the end-user/origin/Records Office and have them sign in the logbook	None	5 minutes	<i>OP Staff</i>
	TOTAL:	None	1 day and 18 minutes	



3. Action on Contracts and External Agreements				
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 G2B – Government to Business Entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Draft MOA/Proposal with appropriate/related attachments to support the document		End-user/proponent		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document for review of the President	1. Acknowledge receipt of the document	None	1 minute	<i>OP Staff</i>
	2. Review the document as to content and attachments	None	2 minutes	<i>OP Staff</i>
2. Receive the document to comply with all the needed	1. If found incomplete, return to the end-user/origin	None	1 minute	<i>OP Staff</i>



attachments/revisions based on legal comments	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 the document to the President	None	1 minute	<i>OP Staff</i>
	4. Review/comment on the document	None	1 day	<i>University President</i>
	5. Once reviewed, encode the comments on the logbook for proper documentation	None	5 minutes	<i>OP Staff</i>
	6. Forward the MOA for review and legal comments of the legal Department (if needed)	None	1 minute	<i>OP Staff</i>
3. Receive the document by indicating in the logbook his/her name, signature and date received	Release to the end-user/origin and have them sign in the logbook	None	5 minutes	<i>OP Staff</i>
TOTAL:		None	1 day and 18 minutes	



4. Receiving and Releasing of Financial Documents				
This procedure aims to ensure the effective recording of financial documents for easy tracking and fast retrieval				
Office or Division:	Office of University President			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reference Number		Records Office		
Appropriate/related attachments to support the document		End-user		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document for approval	1. Acknowledge receipt of the document	None	1 minute	<i>OP Staff</i>
	2. Review the document as to content, attachments, and signature of the approving officials	None	2 minutes	<i>OP Staff</i>
2. Receive 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 the document to the President	None	1 minute	<i>OP Staff</i>
	4. Approve of the document	None	1 day	<i>University President</i>
	5. Once approved / disapproved, encode the comments on the logbook (if any) for proper documentation	None	5 minutes	<i>OP Staff</i>
3. End-user /origin/ accounting / IA/Supply/Budget to receive the document by indicating in the logbook his/her name, signature and date received	Release to the end-user/origin/ accounting/IA/Supply/Budget and have them sign in the logbook	None	5 minutes	<i>OP Staff</i>
	TOTAL:	None	1 day and 17 minutes	



Cavite State University Main Campus
Presidential Management Coordinating Office
External and Internal Services



1. 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:	Presidential Management Coordinating Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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
Receive the document to comply with all the needed attachments	1. Evaluate the document	None	5 minutes	<i>PMCO Director</i>
	2. a. If found incomplete, return to end-user/origin for submission of needed documents	None	2 minutes	<i>OP Staff</i>
	2. b. If complete, recommend the document for approval	None	1 minute	<i>PMCO Director</i>



	3. Once evaluated and recommended for approval, forward the document to the President	None	1 minute	<i>OP Staff</i>
	TOTAL	None	9 minutes	



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



1. Release of Documents (Resolutions Passed and Approved by the Administrative Council and Board of Regents, Copy of Approved Proposals (Academic/Administrative/Fiscal))

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 G2B – Government to Business Entity
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. Fill out the Request Form	1. Locate the requested document	None	3 minutes	<i>OBS Staff</i>
	2. Forward to the BS V for evaluation	None	1 Minute	<i>OBS Staff</i>



	3. Review the document if it can be released immediately or if it requires approval from the University President for release	None	3 minutes	<i>Board Secretary V</i>
	4. Release the document(s) immediately	None	1 minute	<i>OBS Staff</i>
	TOTAL:	None	8 minutes	



2. Release of Confidential 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 G2B – Government to Business Entity			
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. 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 day	<i>Board Secretary V</i>
	6. Approve the request	None	3 days	<i>Board of Regents</i>
	7. Receive the approved request	None	3 minutes	<i>Board Secretary V / OBS Staff</i>
	8. Release the requested document(s)	None	1 minute	<i>OBS Staff</i>
2. Receive the document/documents and sign OBS logbook	Release the document/documents to the requesting party	None	1 minute	<i>OBS Staff</i>
	TOTAL:	None	4 days and 17 minutes	



Cavite State University Main Campus
Alumni Affairs Office
External and Internal Services



1. Application for Alumni Association Membership and Alumni ID

This procedure aims to ensure that alumni are provided with valid ID as proof of membership to CvSU Alumni Association.

Office or Division:	Alumni Affairs Office and Office of Alumni Association
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All Alumni of Cavite State University Main Campus

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application form for Alumni ID		Alumni Affairs Office / Office of CvSU Alumni Association		
Official Receipt and Claim Slip		Alumni Affairs Office		
Valid ID		From the Requesting Party		
Client Feedback form		Alumni Affairs Office		
2 pcs. 1x1 picture (white background)		From the requesting party		
Graduate Tracer Survey		Alumni Affairs Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the form at the Alumni Affairs Office	Receive and check the accomplished application form	None	2 minutes	<i>Staff of the Alumni Affairs Office</i>



2. Accomplish the form with 1x1 ID picture in white background	Advise the applicant to pay membership/ID fees	None	3 minutes	Staff of the Alumni Affairs Office
3. Pay membership/ID fee	1. Receive payment	Lifetime Membership - P200.00 Alumni ID (5 years validity) - P150.00	1 minute	Staff of the Alumni Affairs Office
	2. Issue official receipt and claim slip with date of release of Alumni ID		2 minutes	Staff of the Alumni Affairs Office
4. Endorse the accomplished application form and proof of payment	1. Advise the applicant on the schedule of release of ID	None	5 minutes	Staff of the Alumni Affairs Office
	2. Prepare the ID and inform the applicant thru a text message that ID will be issued on the scheduled date of issuance at the Alumni Affairs Office	None	4 working days	Staff of CvSU Alumni Association
	3. Release Alumni ID	None	3 minutes	Staff of CvSU Alumni Association
5. Receive Alumni ID and check the accuracy of information in the ID	Advise the client to accomplish the client feedback form/sheet and graduate tracer survey	None	6 minutes	Staff of CvSU Alumni Association



6. Accomplish the client feedback form and graduate tracer survey	Receive the accomplished Client Feedback form and graduate tracer survey	None	2 minutes	<i>Staff of CvSU Alumni Association</i>
	TOTAL:	Lifetime Membership - P200.00 Alumni ID (5 years validity) - P150.00	4 days and 24 minutes	



2. Availing Alumni Discounts on Fees for Rental / Use of University Facilities				
This procedure aims to assists alumni in availing 20% discount on rental fees				
Office or Division:	Alumni Affairs Office, Office of External and Business Affairs and College of Education			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Alumni of Cavite State University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment Slip		Office of External and Business Affairs / College of Education		
Official Receipt		University Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate the schedule and purpose of use of facility	1. Assist the client to the proper office	None	2 minutes	<i>Staff, Office of Alumni Affairs</i> <i>College of Education Staff for CvSU Quadrangle</i> <i>EBA Staff for other University facilities</i>
	2. Plot the schedule of the client's activity	None	4 minutes	
2. Present the Alumni ID	1. Compute the discounted fee	None	2 minutes	<i>EBA/CEd Staff</i>
	2. Issue assessment slip	None	2 minutes	



	3. Advise the client to proceed to Cashier's office for payment of rental fee	None	1 minute	
3. Pay the discounted rental fee	1. Collect fee	Rental fees vary according to the type of facility	2 minutes	Cashier
	2. Issue Official Receipt	None	1 minute	Cashier
	TOTAL:	Rental fees vary according to the type of facility	14 minutes	



3. Collecting News and Information on the Achievements of Alumni and Disseminating News and Information

This procedure covers collection of news and information on the achievements of alumni and disseminate through FB page of Alumni Affairs

Office or Division:	Alumni Affairs Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All Alumni of Cavite State University

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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Consent form to Disclose Information	Office of Alumni Affairs
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signify willingness to share information about their achievements	1. Coordinate with the Designated College/Campus Alumni Coordinators and Alumni batches regarding the news and information about the achievements of alumni	None	10 minutes	<i>Staff, Office of Alumni Affairs</i>
	2. Coordinate with the concerned alumni on the following: <ul style="list-style-type: none"> • Willingness to disseminate his/her achievements thru FB page 	None	10 minutes	<i>Staff, Office of Alumni Affairs</i>



	<ul style="list-style-type: none"> Extend of information to be disseminated <p>3. Send consent form to disclose information to the concerned alumni</p>			
2. Accomplish and sign the consent form to disclose information	1. Disseminate achievements of alumni thru FB page of CvSU Alumni Affairs	None	As scheduled	<i>Staff, Office of Alumni Affairs</i>
	2. Send to the alumni the link from where his/her achievement is featured	None	Immediately after the information is posted	<i>Staff, Office of Alumni Affairs</i>
	TOTAL:	None	20 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				
This procedure shows how the sale of nursery seedlings/planting materials, fruits and vegetables is facilitated by the office.				
Office or Division:	Office of Business Affairs			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B – Government to Business Entity			
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	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	Check inventory of stocks	None	10 minutes	<i>CPU In-charge</i>
3. Request for order of payment	Issue order of payment	None	5 minutes	<i>OBA Office</i>
4. Payment	Receive payment	Depending on the item/s purchased	10 minutes	<i>University Cashier</i>



5. Present proof of payment	Receive copy of proof of payment for encoding and filing	None	5 minutes	<i>CPU In-charge</i>
6. Receive stocks and gate pass	Issue stocks and gate pass. Update posting of available stocks	None	15 minutes	<i>CPU In-charge</i>
	TOTAL:	Depending on the item/s purchased	50 minutes	



2. Tenant Occupancy at University Entrepreneurial Center

This procedure shows how interested business owners are assisted in renting space at the University Entrepreneurial Center.

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
1. Submit Letter of Intent	Receive Letter of Intent for endorsement to the Office of the Director of Business Affair	None	2 minutes	<i>UEC Staff</i>
2. Fill out Application Form	Receive Application Form	None	2 minutes	<i>UEC In-charge</i>
3. Wait for result of evaluation	Evaluate based on availability of area requested, not exceeding on the allowable number of same products, product sampling	None	1 day	<i>OBA Director</i>



4. Submit required documents	Receive required documents	None	1 minute	<i>UEC In-charge</i>
5. Determination of Rental rates	1. Identify the actual measurement of the area 2. Advise the client to proceed with the business operation	None	10 minutes	<i>UEC In-charge</i>
	TOTAL:	None	1 day and 15 minutes	



3. Occupancy for Student Housing Dormitory				
This procedure covers how the students are accommodated in 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	Inform and show available room/space	None	15 minutes	<i>SHU In-charge</i>
2. Fill up Admission Form	Receive Admission Form	None	5 minutes	<i>SHU In-charge</i>
3. Request for order of payment	Issue order of payment	None	5 minutes	<i>OBA Office</i>
4. Payment	Receive payment	50% of dorm fee	10 minutes	<i>University Cashier</i>



5. Present proof of payment	Receive copy of proof of payment for encoding and filing	None	5 minutes	<i>SHU In-charge</i>
6. Occupy room	Assist student in the assigned room/ bed	None	15 minutes	<i>SHU In-charge</i>
7. Attend mass orientation	Conduct orientation regarding dorm rules and regulations	None	30 minutes	<i>SHU In-charge</i>
	TOTAL:	50 % of Dorm Fee	1 hour and 25 minutes	



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



1. Consultation Services				
This procedure pertains to the provision of consultancy services for internal (faculty members, employees, and students) and external (adopted communities, partner agencies, etc.) clients.				
Office or Division:	Gender and Development Resource Center (GAD-RC)			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government G2B- Government to Business 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. Set an appointment with the GAD-RC personally or via phone call at (046) 443-2546 or email at gad@cvsu.edu.ph	1. Assess 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	<i>GAD-RC Director/Staff</i>



	2. Inform the client of the scheduled appointment.	None	15 minutes	<i>GAD-RC Staff</i>
	3. Conduct consultation services	None	2 hours*	<i>GAD-RC Director and/or concerned GAD-RC Unit Head</i>
	TOTAL:	None	2 hours and 45 minutes	

**depending on the needed consultancy services of the client and availability of the GAD-RC Director and/or concerned unit head*



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, etc.).				
Office or Division:	Gender and Development Resource Center (GAD-RC)			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, 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. Submit the request letter to the Office the President (OP) for approval or via email at office.president@cvsu.edu.ph	1. The University President approves the request letter	None	1 day	<i>University President</i>
	2. Receive the approved request letter for implementation/assistance.	None	5 minutes	<i>OP Staff</i>
2. Submit a copy of the accomplishment report to the GAD-RC or via email at	Consolidate and evaluate the completeness of the reports.	None	30 minutes	<i>GAD-RC Staff</i>



gad@cvsu.edu.ph				
	TOTAL:	None	1 day and 35 minutes	



3. Request for Resource Person to Conduct GAD Activities for External Clients				
This procedure aims to provide technical assistance in conducting GAD activities for external clients (adopted communities, partner agencies, etc.).				
Office or Division:	Gender and Development Resource Center (GAD-RC)			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government G2B-Government to Business 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. Submit the request letter to the Office of the President (OP) or via email at office.president@cvsu.edu.ph	1. The University President approves the request letter.	None	1 day	<i>University President</i>
	2. Receive the approved request letter to the GAD-RC for identification and invitation of resource person.	None	5 minutes	<i>OP Staff</i>
	3. Identify and invite the resource person.	None	4 days	<i>GAD-RC Director/Staff</i>



	4. Inform the client about the invited resource person.	None	30 minutes	<i>GAD-RC Staff</i>
	TOTAL:	None	5 days and 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:	Faculty members, employees, and students of CvSU			
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. Submit activity proposal/request letter to the GAD-RC or via email at gad@cvsu.edu.ph	Review the activity proposal/request letter. If the activity proposal/request letter is acceptable, recommend the activity proposal/request letter to the University President for approval, but if not acceptable, return the proposal to the client for consideration of the comments and suggestion.	None	1 hour	<i>GAD-RC Director</i>



2. Submit copy of the accomplishment report to the GAD-RC.	Consolidate and evaluate the completeness of the reports.	None	30 minutes	<i>GAD-RC Staff</i>
	TOTAL:	None	1 hour and 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:	Faculty members, employees, and students of CvSU			
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. Submit the request letter to the GAD-RC or via email at gad@cvsu.edu.ph	1. Approve the request letter and return it to the client.	None	30 minutes	<i>GAD-RC Director</i>
	2. Identify and invite the resource person.	None	5 hours	<i>GAD-RC Director/Staff</i>
	3. Inform the client on the invited resource person.	None	30 minutes	<i>GAD-RC Staff</i>
2. Submit a copy of the accomplishment report to the GAD-RC.	Consolidates and evaluate the completeness of the reports.	None	30 minutes	<i>GAD-RC Staff</i>



	TOTAL:	None	6 hours and 30 minutes	
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Cavite State University Main Campus
International and Local Collaboration and Linkages Office (ILCLO)
External and Internal Services



1. Issuance of Certification of Necessity of Foreign Travel/s

This procedure shows how ILCLO manages the Issuance of Necessity 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 (if papers are 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		
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)	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	1. Receive/Acknowledge/ Review the required documents/attachments submitted.	None	3 working days	<i>ILCLO Personnel</i>



	2. Evaluate the required documents/attachments using the prescribed Evaluation Form for the Necessity of Foreign Travel (CHED IAS Form No. 15)	None	2 working day/s (after the submission of ALL the requirements) 3 working days	<i>ILCLO Personnel</i> <i>ILCLO and OUP</i>
	3. 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	<i>(15 working days if it is necessary to submit the papers to CHED-IAS)</i>	<i>CHED-IAS</i>
	4. Endorse the documents to the Office of the Board Secretary (OBS) for the approval of the Board of Regents (BOR)	None	2 working days	<i>ILCLO Personnel</i>
	TOTAL:	None	13 days	



2. Establishment of Linkages (Local and International)				
This procedure covers how ILCLO establish Linkages with different agencies.				
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		
Company/Organization Profile				
Business Permit/ Operating License (if applicable)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a collaboration/ partnership proposal to the Office of International and Local Collaboration and Linkages for possible collaboration.	Receive/Acknowledge/ Review the communication	None	1 working day	<i>Concerned Personnel</i>



<p>2. Submit the company profile, operating license / business permit and proposal and/or Memorandum of Agreement/ Understanding (If applicable)</p>	<p>Check the legitimacy of the company and forward the company profile, operating license / business permit and proposal/ Memorandum of Agreement/Understanding to the University's Legal Office.</p> <p>Incorporate comments/suggestions from the Legal Office. (If applicable.)</p>	<p>None</p>	<p>5 Working Days</p>	<p><i>University's Legal Office</i></p>
<p>3. Schedule a meeting for possible collaboration</p>	<p>Prepare MOA/MOU and discuss possible scope of cooperation</p>	<p>None</p>	<p>5 working days</p>	<p><i>ILCLO/Partner Agency</i></p>
<p>4. Signing of MOA / MOU</p>	<p>Sign MOA / MOU</p>			
<p>TOTAL:</p>		<p>None</p>	<p>11 days</p>	



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 auditing of disbursement claims as to completeness and legality of documents.	
Office or Division:	Internal Audit
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government G2B - Government to Business Entity
Who may avail:	All suppliers / creditors of the University
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
Submit the documents	1. Stamp the document "Received"	None	1 minute	<i>IA Clerk</i>
	2. Record / Encode documents	None	2 minutes	<i>IA Clerk</i>
	3. Audit documents	None	30 minutes	<i>Internal Auditor</i>
	4. Release/Encode documents	None	2 minutes	<i>IA Clerk</i>
	TOTAL:	None	35 minutes	



2. Auditing of Cash Advance for Operational Expenses

This procedure covers auditing of all cash advances of employees and bonded officials for operational expenses as to completeness and legality of documents.

Office or Division:	Internal Audit
Classification:	Complex
Type of Transaction:	G2B – Government to Citizen
Who may avail:	All bonded officials of the University

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
Submit the documents	1. Stamp the document "Received"	None	1 minute	IA Clerk
	2. Record / Encode documents	None	2 minutes	IA Clerk
	3. Audit documents	None	30 minutes	Internal Auditor
	4. Release/Encode documents	None	2 minutes	IA Clerk
TOTAL:		None	35 minutes	



3. Auditing of Cash Advance for Travelling Expenses

This procedure covers auditing of all cash advances of employee's travelling expenses as to completeness and legality of documents.

Office or Division:	Internal Audit
Classification:	Complex
Type of Transaction:	G2B – Government to Citizen
Who may avail:	All employees of the University

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
Submit the documents	1. Stamp the document "Received"	None	1 minute	<i>IA Clerk</i>
	2. Record / Encode documents	None	2 minutes	<i>IA Clerk</i>
	3. Audit documents	None	30 minutes	<i>Internal Auditor</i>
	4. Release/Encode documents	None	2 minutes	<i>IA Clerk</i>
TOTAL		None	35 minutes	



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

This procedure covers auditing of Disbursement Payment Due to University Personnel Travelling expense as to completeness and legality of documents.

Office or Division:	Internal Audit
Classification:	Complex
Type of Transaction:	G2B – Government to Citizen
Who may avail:	All employees of the University

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		
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
Submit the documents	1. Stamp the document "Received"	None	1 minute	<i>IA Clerk</i>
	2. Record / Encode documents	None	2 minutes	<i>IA Clerk</i>
	3. Audit documents	None	30 minutes	<i>Internal Auditor</i>
	4. Release/Encode documents	None	2 minutes	<i>IA Clerk</i>
TOTAL:		None	35 minutes	



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

This procedure covers auditing of Disbursement Payment Due to University Personnel – Supplies and Materials as to completeness and legality of documents

Office or Division:	Internal Audit
Classification:	Complex
Type of Transaction:	G2B – Government to Citizen
Who may avail:	All employees of the University

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	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the documents	1. Stamp the document "Received"	None	1 minute	<i>IA Clerk</i>
	2. Record / Encode documents	None	2 minutes	<i>IA Clerk</i>
	3. Audit documents	None	1 hour	<i>Internal Auditor</i>
	4. Release/Encode documents	None	2 minutes	<i>IA Clerk</i>
TOTAL:		None	1 hour and 5 minutes	



6. Auditing of Disbursement Claims (Salaries, Wages, Payrolls and Other Benefits)

This procedure covers auditing of Disbursement for Salaries and Wages and other benefits as to completeness and legality of documents.

Office or Division:	Internal Audit
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	All employees of the University

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	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the documents	1. Stamp the document "Received"	None	1 minute	<i>IA Clerk</i>
	2. Record / Encode documents	None	2 minutes	<i>IA Clerk</i>
	3. Audit documents	None	1 hour	<i>Internal Auditor</i>
	4. Release/Encode documents	None	2 minutes	<i>IA Clerk</i>
	TOTAL:	None	1 hour and 5 minutes	



7. Auditing of Liquidation Report for Operational Expenses

This procedure covers auditing of all liquidation report of employees and bonded officials for operational expenses as to completeness and legality of documents

Office or Division:	Internal Audit
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All bonded official who needs to Liquidate their Cash Advances

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	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the documents	1. Stamp the document "Received"	None	1 minute	<i>IA Clerk</i>
	2. Record / Encode documents	None	2 minutes	<i>IA Clerk</i>
	3. Audit documents	None	1 hour	<i>Internal Auditor</i>
	4. Release/Encode documents	None	2 minutes	<i>IA Clerk</i>
	TOTAL:	None	1 hour 5 minutes	



8. Auditing of Liquidation Report for Travelling Expenses

This procedure covers auditing of all liquidation report of employees and bonded officials for travelling expenses as to completeness and legality of documents.

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

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
Submit the documents	1. Stamp the document "Received"	None	1 minute	<i>IA Clerk</i>
	2. Record / Encode documents	None	2 minutes	<i>IA Clerk</i>
	3. Audit documents	None	30 minutes	<i>Internal Auditor</i>
	4. Release/Encode documents	None	2 minutes	<i>IA Clerk</i>
	TOTAL:	None	35 minutes	



9. Auditing of Purchase / Work Orders	
This procedure covers auditing of purchase / work orders as to completeness and legality of documents.	
Office or Division:	Internal Audit
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government G2B - Government to Business Entity
Who may avail:	All suppliers / creditors of the University
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 / Work Order	Supply Office
Program / Invitation (if to be used for specific activity/program)	Claimant



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the documents	1. Stamp the document "Received"	None	1 minute	<i>IA Clerk</i>
	2. Record / Encode documents	None	2 minutes	<i>IA Clerk</i>
	3. Audit documents	None	30 minutes	<i>Internal Auditor</i>
	4. Release/Encode documents	None	2 minutes	<i>IA Clerk</i>
	TOTAL:	None	35 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
1. Submit letter of request to the Office of University President (OP)	1. Check and receive letter of request including additional details of the visit; 2. Send an acknowledgement of the receipt of letter	None	5 minutes	OP/PACO Staff



2. Coordinate with PACO regarding final schedule of visit	Communicate with the concerned offices in relation to the purpose of visit	None	4 working days/processing	<i>PACO Staff</i>
3. Coordinate with the office during the visit	Accommodate the guests and facilitate visit on the day scheduled	None	1 day (depending on the number of days of visit)	<i>PACO Staff/Other offices concerned</i>
TOTAL:		None	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
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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
1. Send a letter of request for publication of a material including the material to be published and the preferred platform	1. Receive the request letter and the material to be published 2. Send an acknowledgement of the receipt of letter	None	5 minutes	<i>PACO Staff</i>



2. Coordinate with PACO regarding the final version of material to be published	Check, edit, finalize the material in terms of layout, grammar, etc. as approved by client	None	4 working days/processing	<i>PACO Staff</i>
3. Send feedbacks on the materials to be published	Publish 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:	None	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. Send a letter of request for documentation of a specific activity/ request to access documentation of a certain activity	1. Receive the request letter and send an acknowledgement of the receipt of letter 2. Schedule staff for documentation purposes of activity (for request for documentation) 3. Review available documented materials like photos/videos being requested (for request for access)	None	1 working day	<i>PACO Staff</i>



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

**depending on the activity*