



Cavite State University Rosario Campus

Internal and External Services



Human Resource and Development Office

External and Internal Services



1. Acceptance of Applications for Academic and Non-Academic Positions				
This procedure shows how applications for Vacant Positions are facilitated.				
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
Submit application letter and credentials.	1. Check and record the documents submitted to the Application Monitoring Database.	None	4 minutes	<i>HR Staff</i>
	2. Conduct initial screening of documents based on the Qualification Standards for vacant positions.	None	5 minutes	<i>HR Staff</i>



	3. Notify the client of the status of application through e-mail or text message.	None	1 minute	<i>HR Staff</i>
	TOTAL:	None	10 minutes	



2. Processing and Issuance of HR Records

This procedure shows how requests for HR Records are processed and issued.

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

Record Request Form Human Resource Development Office (HRDO)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests and fill-out Record Request Form.	1. Review the duly accomplished form for completeness of entries.	None	3 minutes	<i>HR Staff</i>
	2. Check and verify 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. Encode and print the requested record and forwards to the Director for Administration for signature.	None		<i>HR Staff</i>
	4. Review and sign the documents.	None	10 minutes	<i>Director for Administration</i>



	5. Release the requested record to the faculty member or employee	None	1 minute	<i>HR Staff</i>
	TOTAL:	None	6 days and 14 minutes	



Office of Student Affairs (OSA)

External and Internal Services



1. Admission Procedure for First Year Students				
This shows the steps how the applications for incoming first year college students are processed.				
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		
Application form for Admission		Office of Student Affairs and Services or download at www.cvsu.edu.ph		
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. Submit the following documents b. Certified True Copy of Report card (Form 138) or Certified True Copy Certificate of Good Moral Character	Receive accomplished Application Form and other Required documents	None	5 minutes	<i>Admission Officer</i>



b. copies of 1x1 ID picture with name tag c. Short white folder				
2. Receive examination permit	Schedule the date of examination	None	2 minutes	<i>Admission Officer</i>
3. Take the admission examination as scheduled	Administer Admission Examination	None	45 minutes	<i>Guidance Counselor or Psychometrician</i>
4. Present the Notice of Admission to the University Infirmary for Medical purposes	Assist the student for medical purposes	None	5 minutes	<i>University Health Services/Infirmary</i>
	TOTAL:	None	57 minutes	



2. Admission Procedure for Second Courser				
This covers how applications for Second Courser are received and processed.				
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		
Application form for Admission)		Office of Student Affairs and Services or download at www.cvsu.edu.ph		
Examination Form		Office of Student Affairs and Services or download at www.cvsu.edu.ph		
Notice for Evaluation		Office of Student Affairs and Services or download at www.cvsu.edu.ph		
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	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present his credentials for initial evaluation	Evaluate and compute the GPA	None	10 minutes	<i>Admission Officer</i>
2. Get Notice of Interview Form and Proceed to	Issue interview form			



concerned college for their evaluation		None	5 minutes	<i>Admission Officer</i>
3. Undergo interview with respective college	Conduct of interview by concerned college	None	1 hour	<i>College Registrar</i>
4. Return to OSAS and submit the accomplished interview form				
5. If qualified from the evaluation of the College, submit the following documents to OSAS	Receive and file the documents	None	5 minutes	<i>Admission Officer</i>
6. Receive examination permit	Schedule the date of examination	None	2 minutes	<i>Admission Officer</i>
7. Take the admission examination as scheduled	Administer Admission Examination	None	1 hour 30 minutes	<i>Guidance Counselor or Psychometrician</i>
8. Get the Notice of Admission	Release Notice of Admission and log 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>
9. Present the Notice of Admission to the University Infirmary for Medical purposes	Assist the student for medical purposes	None	5 minutes	<i>University Clinic</i>
	TOTAL:	None	3 hours and 2 minutes	



3. Admission Procedure for Transferees	
This shows how the applications for transferees are received and processed.	
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	
Application form for Admission	Office of Student Affairs and Services or download at www.cvsu.edu.ph
Examination	Office of Student Affairs and Services or download at www.cvsu.edu.ph
Notice for Evaluation	Office of Student Affairs and Services or download at www.cvsu.edu.ph
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	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present his credentials for initial evaluation	Evaluate and compute the GPA	None	10 minutes	<i>Admission Officer</i>
2. Get Notice for Evaluation form and Proceed to concerned college for their evaluation	Issue interview form	None	5 minutes	<i>Admission Officer</i>
3. Undergo interview with respective college	Conduct of interview by the concerned college	None	1 hour	<i>College Registrar</i>
4. Return to OSAS and submit the accomplished Notice for Evaluation form				
5. If qualified from the evaluation of the College, submit the following documents to OSAS	Receive and file the documents	None	5 minutes	<i>Admission Officer</i>
6. Receive examination permit	Issue Examination Permit	None	2 minutes	<i>Admission Officer</i>
7. Take the admission examination as scheduled	Administer admission examination	None	1 hour and 30 minutes	<i>Guidance Counselor or Psychometrician</i>



8. Applicant gets the Notice of Admission	Release Notice of Admission and log the NOA number and name of student and sign the logbook under the column "Released by"	None	10 minutes	<i>Guidance Counselor or Psychometrician</i>
9. Present the NOA to the Dean of OSAS together with all the complete requirements for interview	Interview and affix signature	None	10 minutes	<i>Dean, OSAS</i>
10. Present the Notice of Admission to the University Infirmary for Medical purposes	Assist the student for medical purposes	None	5 minutes	<i>University Health Services/Infirmary</i>
	TOTAL:	None	3 hours and 17 minutes	



4. Application/Renewal Procedure for Scholarship				
This procedure shows how scholarship grants are given or renewed.				
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		
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
1. Submit the following documents: 2. Accomplished scholarship form. FOR NEW APPLICANT a. Copy of combined or joint income tax return of parents for the affidavit of non-filing of tax from the BIR for	Receive and evaluate the required documents	None	2 minutes	<i>Head, Financial Assistance Services</i>



<p>(CvSU State Scholarship, Job Experience Program, RA 7160 applicants only)</p> <p>b. Certification as Class Valedictorian, Salutatorian, 1st, 2nd, and 3rd Honorable Mention indicating the number of graduates (for Entrance Scholarship applicants only)</p> <p>c. Certified true copy of Birth Certificate (for CvSU State Privilege and RA 7160 applicants)</p> <p>d. Guarantor's Letter (for Job Experience Program applicants only)</p> <p>e. Parents' consent (for Job Experience Program applicants only)</p>				
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f. Certificate of Grades g. Photocopy of pre-registration form				
3. Undergo interview (for CvSU State Scholarship and Job Experience Program applicants only)	Conduct 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. Get and accomplish the 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. Submit the accomplished contract	Receive the accomplished contract and prepare Certification of Scholarship	None	2 minutes	<i>Head, Financial Assistance Services Unit</i>
6. Get Certification of Scholarship	Issue of Certificate of Scholarship	None	2 minutes	<i>Head of OSAS Financial Assistance Services Unit</i>
7. Scholar signs the logbook under the column "Receive by"	Sign the logbook 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	Reassess the fees of the scholar accordingly	None	5 minutes	<i>Registrar's Office Cashier's Office</i>
TOTAL:		None	21 Minutes	



Office of the University Registrar

External and Internal Services



1. Request / Issuance of School Credentials/Documents				
This procedure shows how students' records for employment and other purposes are issued.				
Office or Division:	Office of University Registrar			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Graduates, Undergraduates and other clients.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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.	Receive 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.	Issue 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.	Check the OR and issue 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.	Evaluate 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.	Record and release 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 and 7 minutes (TOR) 5 days and 7 minutes (Certification)	



2. Enrollment of Transferees				
This procedure shows how registration forms with student numbers to incoming transferees are provided..				
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		
Registration Form		Office of the Campus Registrar		
Pre-enrollment Form		Office of the Campus Registrar		
Notice of Admission		Office of the Students Affairs and Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Notice of Admission and all the required original documents for enrolment.	1. Receive the Notice of Admission, check the completeness of the documents 2. Evaluate all the credited subjects, 3. Plot the subjects to be enrolled 4. Issue Pre-enrollment form.	None	15 minutes	<i>Administrative Clerk I</i> Office of the Campus Registrar
2. Submit the approved Notice of Admission and pre-enrollment form	1. Receive the approved Notice of Admission, pre-enrollment form 2. Print the Registration Form	None	2 minutes	<i>Administrative Clerk I</i> Office of the MIS



3. Present the printed Registration Form	Receive the printed Registration Form for system validation, stamping and scanning.	None	2 minutes	<i>Administrative Clerk I</i> Office of the Campus Registrar
	TOTAL:	None	19 Minutes	



3. Registration of New Students				
This procedure shows the steps on how registration forms with student numbers to new students are provided.				
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		
Registration Form		Office of the Campus Registrar		
Notice of Admission		Office of the Students Affairs and Services		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Notice of Admission and all the required original documents for enrolment.	Receive 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. Submit the approved Notice of Admission.	Receive the approved Notice of Admission and print the Registration Form	None	2 minutes	<i>Administrative Clerk I</i> Office of the MIS
3. Present the printed Registration Form	Receive the printed Registration Form for system validation stamping and scanning.	None	2 minutes	<i>Administrative Clerk I</i> Office of the Campus Registrar
TOTAL:		None	9 minutes	



4. Enrollment of Continuing Students (Second to Fifth Year Level)				
This procedure shows how the registration forms to continuing students are provided.				
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		
Registration Form		Office of the Campus Registrar		
Pre-enrollment Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the evaluated and approved Pre-Enrollment Form	Receive 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. Present the printed Registration Form	Receive the printed Registration Form for system validation, stamping and scanning.	None	2 minutes	<i>Administrative Clerk I</i> Office of the Campus Registrar
TOTAL:		None	4 minutes	



5. Enrollment of Old Student Returning (OSR)				
This procedure shows how registration forms to old student returning are issued.				
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		
Registration Form		Office of the Campus Registrar		
Pre-enrollment Form		Office of the Campus Registrar		
Notice of Admission		Office of the Students Affairs and Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Notice of Admission	Receive 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. Submit the approved Notice of Admission and pre-enrollment form.	Receive 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. Present the printed Registration Form	Receive the printed Registration Form for system validation, stamping and scanning.	None	2 minutes	<i>Administrative Clerk I</i> Office of the Campus Registrar
TOTAL:		None	14 minutes	



Cashier's Office

External and Internal Services



1. Cash Disbursement / Check Disbursement				
This procedure shows how payment obligation is made to employees/individuals/creditors for goods purchased 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	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform 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) 2. Verifies 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.	Issues Official Receipt	None	2 minutes	<i>Disbursing Officer</i>



3. Receive check from the disbursing officer and verify the completeness of the entries	Stamp paid the payroll/voucher then file.			
	TOTAL:	None	7 minutes	



2. Collection of Fees				
This procedure shows how the Cahier's Office collect fees, charges and other assessments from departments, bureaus, offices and other agencies.				
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. Present completely filled-out request form, registration form and admission form and etc.	Evaluate registration form and other requirements as to completeness and accuracy	None	1 minute	<i>Cashier/ Collecting Officer</i>
2. Pay the corresponding amount of a certain transaction.	Issue Official Receipt	Depends on request/ transaction	1 minute	<i>Cashier/ Collecting Officer</i>
3. Pay tuition and miscellaneous fees.	Issue Official Receipt	Cash/Installment (50% upon enrollment)	2 minutes	<i>Cashier/ Collecting Officer</i>



<p>4. Pays other Fees:</p> <ul style="list-style-type: none"> • Authentication of TOR/Diploma • Authentication and Verification (CAV) • Completion • Official Transcript of Record <p>Certificates</p> <ol style="list-style-type: none"> 1. Good moral 2. Grades <ul style="list-style-type: none"> • Honorable Dismissal • Testing/Application Fee • Thesis Adviser Fee and Technical Fee • English Critic Fee 	<p>Issue Official Receipt</p>	<p>Php. 10.00</p> <p>Php. 20.00</p> <p>Php 10.00/unit</p> <p>Php 25.00/page</p> <p>Php 10.00</p> <p>Php 10.00</p> <p>Php 20.00</p> <p>Php 150.00</p> <p>Php 2,300.00</p> <p>Php 15.00/page</p>	<p>1 minute</p> <p>1 minute</p> <p>1 minute</p> <p>2 minutes</p> <p>1 minute</p> <p>1 minute</p> <p>1 minute</p> <p>2 minutes</p> <p>2 minutes</p> <p>2 minutes</p>	<p><i>Cashier/ Collecting Officer</i></p>
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5. Collection from Income Generating Projects	5.1 Issues Official Receipt	Cash/ Installment	3 minutes	<i>Cashier/ Collecting Officer</i>
	TOTAL:	Depending on the transaction	3 minutes /transaction	



University Health Services

External and Internal Services



1. Medical Consultation and Treatment				
This procedure shows how prompt assessment and treatment to clients depending on medical condition are administered.				
Office or Division:	University of Health Services			
Classification:	Simple			
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		
Consultation Form		University Health Services		
Medical or Dental Record		University Health Services		
Prescription / Rx Form		University Health Services		
Laboratory or X-ray Examination Request Form		University Health Services		
Monitoring sheet		University Health Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Come to clinic for consultation	Confirm personal information from identification card and accomplish consultation form	None	1 minute	<i>Nurse on Duty (NOD)</i>
2. Submit oneself to the assessment of vital signs	Check and record client's vital sign and other necessary information Retrieve medical/dental record	None	1 minute	<i>NOD</i>



<p>3. Submit to the consultation process</p>	<p>1. Refer and accompany patient to the physician/ dentist</p> <p>2. Verify the complaint, Assess the patient and records the observation and findings</p> <p>3. Give treatment, prescribes medication, and advice.</p> <p>4. Advise the patient to go back to Nurse on Duty (NOD)</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Physician or Dentist</i></p>
<p>4. Present prescription and submit the medical/dental card to Nurse on Duty</p>	<p>Receive the prescription form</p> <p>Dispense available prescribed medication</p> <p>Advise the patient on proper use and intake of medicines</p>	<p>None</p>	<p>1 minute</p>	<p><i>NOD</i></p>
<p>5. Sign the clinic treatment and consultation logbook</p>	<p>Log the name of patient, name and quantity of dispensed medicines, and have it sign by the patient</p>	<p>None</p>	<p>1 minute</p>	<p><i>NOD</i></p>
<p>6. Request for the following health care procedures and referrals:</p> <p>a. Wound care</p>	<p>Accompany the patient</p> <p>Assess and treat the wounds according to the extent of injury.</p>	<p>None</p>	<p>1 minute</p> <p>30 minutes</p>	<p><i>NOD</i></p> <p><i>Nurse on Duty (NOD), Physician/ Dentist</i></p>



<p>b. Laboratory or Radiologic examination</p> <p>b.1 Request for a copy of results</p> <p>c. Observation and confinement</p>	<p>b.1 Secure copy of Laboratory or X-ray Examination Request Form and examine the patient.</p> <p>b.2 Advise the patient to return after 2 working days for the results</p> <p>b.3 Present to the patients a copy of result and have it signed</p> <p>c.1 Advise and explain the need for observation and confinement in ward</p> <p>c.2 Accompany patient to the ward</p> <p>c.3 Give initial medication, monitor and record vital signs</p>	<p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>5 minutes</p> <p>8 hours depending on the case</p>	<p><i>Medical Technologist or X-ray Technologist</i></p> <p><i>Medical Technologist or X-ray Technologist</i></p> <p><i>NOD and Physician</i></p>
	<p>TOTAL:</p>	<p>None</p>	<p>8 hours, 50 minutes depending on the case</p>	



2. Physical, Dental, and Laboratory Examination of Freshmen/New Students Laboratory and X-ray Examination (1st day)				
This procedure shows how diagnostic procedures, medical and dental assessment for incoming students are administered.				
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		
Notice of Admission (NOA)		Office of Student Affairs and Services		
Personal Information Sheet		University Health Services		
Student Health Record)		University Health Services		
Laboratory/X-ray Examination Request Form		University Health Services		
Claim Stub		University Health Services		
Laboratory/ X-ray Examination Request Form		University Health Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Notice of Student Admission (NOA)	1. Confirm schedule of student 2. Secure copy of NOA 3. Issue Personal Information Sheet (Identification form)	None	1 minute	<i>Health/front desk personnel or Nurse on Duty (NOD)</i>
2. Fill out Personal Information Sheet	1. Encode Personal Information and takes a picture of the student	None	5 minutes	<i>NOD</i>



	2. Check and record vital signs and body mass index 3. Issue request form and claim stub			
3. Proceed to Laboratory Section for laboratory examination	Secure copy of Request and examines the student	None	5 minutes for Laboratory examination	<i>Medical Technologist</i>
4. Proceed to Radiologic Section for X-ray Examination	Secure copy of X-ray Examination Request Form and examines the students	None	5 minutes for X-Ray Examination	<i>X-ray Technologist</i>
	TOTAL:		16 minutes	



a. Physical and Dental Examination (2nd day)				
This procedure shows the other steps on how the diagnostic procedures, medical and dental assessment for incoming students are administered				
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		
Student Health Record		University Health Services		
Medical - Dental Clearance Form		University Health Services		
Laboratory and X-ray Examination Result		University Health Services		
Dental Record/ Clearance Form)		University Health Services		
Student Health Record/ Medical Clearance		University Health Services		
Dental Record/Student Health Record		University Health Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present claim stub to Nurse on Duty (NOD)	1. Secure copy of claim stub 2. Issue student's Health Record and Clearance Form 3. Release laboratory and X-ray examination results	None	1 minute	<i>Front desk personnel or Nurse on Duty (NOD)</i>



2. Proceed to Dental Section for dental examination.	Examine the student and sign the dental clearance	None	7 minutes	<i>Dentist</i>
3. Proceed to Medical Section for physical examination	1. Examine the student 2. Sign and issue medical clearance to proceed enrolment if clear or fit for schooling 3. Secure copy of student's medical and dental record for encoding and safekeeping	None	7 minutes 1 minute	<i>Physician</i> <i>Physician/NOD)</i>
	TOTAL:	None	16 minutes	



Campus Library

External and Internal Services



1. Use of the Library Facilities and Resources				
This procedure shows how library facilities and resources are made available to interested clients.				
Office or Division:	Campus 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		
Valid Identification Card		University Library		
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 to present Referral Letter from institution/School of Origin	Receive referral letter	None	1 minute	Assigned Library Staff
2. Leave unnecessary things in the baggage area and register in the attendance registration system (for first time user only)	Assist the client in the registration	None	1 minute	



3. Pay the library fee at the Cashier's Office and present Official Receipt at the Charging Desk	Check the Official Receipt presented	Php 30.00	2 minutes	
4. Fill out Library Usage Form (applicable only for Non-CvSU/Outside users)	Assist the client in filling out the Library Usage Form	None	1 minute	
5. Log in the Reader's Registry Attendance	Assist the client in filling out the Reader's Registry Attendance	None	1 minute	
6. Proceed to the OPAC to search for the title/author and subject needed for research	Assist the client in using the OPAC Stations (Optional)	None		
TOTAL:		Php 30.00	6 minutes	



2. Borrowing and Returning of Books and Other Library Materials	
This procedure covers the process of borrowing and returning of books and library materials.	
Office or Division:	Campus 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: Registration Form Library validation sticker attached to the student's Identification Card	Registrar's Office CvSU-CCAT Library
For old registrants: CvSU-CCAT Identification Card	External and Business Affairs
For Faculty Members and Employees CvSU-CCAT identification card	Human Resource Management Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Students, Faculty Members and Employees present books to be borrowed	<u>Borrowing of books:</u> 1. Fill out library book card 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. <u>Returning of books:</u> 1. Present book/s to be returned 2. Pull-out Borrower's File Card and check due date. Insert the book/s and shelves these books	None None None None	1 minute 1 minute 1 minute 2 minutes	<i>Assigned Library Staff</i>
	TOTAL:	None	2 minutes (Borrowing) 3 minutes (Returning)	



3. Issuance of Library Card for New Registrants				
This procedure aims to facilitate the issuance of Library 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 new students: Registration Form		Registrar's Office		
For Faculty Members and Employees 1. CvSU-CCAT identification card		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about issuance of Library card.	Provides the students, faculty members and employees with slips to be filled out.	None	1 minute	<i>Assigned Clerk</i>
2. Encode Students/faculty members/ employees data.	Assist the students/faculty members/ employees in encoding their data.	None	2 minutes	<i>Assigned Clerk</i>
	Counter sign the Registration form of students and validate the library card.	Php 20.00	2 minutes	<i>Assigned Clerk</i>
TOTAL:		Php20.00	5 minutes	



4. Issuance of Referral Letter				
The procedure shows how a Referral Letter is issued to allow the client 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: CvSU-CCAT Identification Card		External and Business Affairs Office		
For Faculty Members and Employees CvSU-CCAT identification card		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for a referral letter	<u>Issuance of referral request:</u> 1. Fill 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. Present slip claim for the referral	None	1 minute	
	2. Receive the referral letter	None	1 minute	
TOTAL:		None	5 minutes	



Physical Plant and Security Services

External and Internal Services



1. Securing a Gate Pass				
This procedure shows allows the clients to list down the item/s brought in/out the campus and be issued a gate pass for security purposes.				
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. Get and fill out the Gate Pass Form from the PPSS Office/Guard House	Provide the gate pass form to the client	None	1 minute	<i>PPSS Staff Office/Guard on Duty</i>
2. Bring the accomplished form to the Civil Security Unit Coordinator, PPSS Director and Campus Administrator for approval	Assist the client	None	15 minutes	<i>Civil Security Unit Coordinator, PPSS staff and Office of the Campus Administrator staff</i>
3. Bring the form to the guard-on-duty for verification and inspection	1. Check the listing and actual items. 2. Provide Stakeholders Feedback Form	None	5 minutes	<i>Guard-on-Duty</i>



4. Answers the Stakeholders' Feedback Form	Inform 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:	None	22 Minutes	



2. Procedure for CCTV Playback				
This service shows how stakeholders can gain access in reviewing the recorded footages inside the University at a given place and time for purposes 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	Receive 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	Assist the client in signing the form	None	2 minutes	<i>PPSS Staff</i>
3. Give incident information to the guard-on-duty and personnel	Review the CCTV footage in given location and time and ask some questions to satisfy the needs of the client	None	30 minutes	<i>PPSS Staff with the Guard-on-Duty/Head Guard</i>
4. Submit the approved letter and sworn	Accept the approved letter and provides the specific footage/s needed as evidence.	None	2 days	<i>Administrative Aide Civil Security Unit</i>



statement subject for investigation.				<i>Head Guard Chief for Operation Civil Security Officer Civil Security Unit</i>
5. Accomplish the information in the log sheet before leaving the office.	Provide the log sheet.	None	1 minute	<i>Administrative Aide Civil Security Unit</i>
6. Fill out the Stakeholders' Feedback Form	Inform the client to drop the form in the provided box located at the exit gate of the campus	None	3 minutes	<i>PPSS Staff</i>
	TOTAL:	None	2 days and 39 minutes	



3. Request for Repair/Construction Materials				
This procedure allows the clients to list down and purchase the item/s for 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. Fill out the materials requisition form from the PPSS Office	Check if there are available materials requested	None	1 minute	<i>Property Custodian</i>
2. Submit the form to the concerned coordinator for recommendation and approval	Approve the requisition form	None	5 minutes	<i>Concerned coordinator</i>
3. Submit the approved form for Approval	Approve the request	None	1 minute	<i>PPSS Director</i>
4. Submit the accomplished and approved materials	1. Sign the form and release the requested material/s.	None	20 minutes	<i>Property Custodian</i>



requisition form to the property custodian for releasing of the requested materials	2. Provide Stakeholders' Feedback Form			
5. Fill out the Stakeholders' Feedback Form	Inform 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:		None	28 minutes	



7. Issuance of Official Vehicle Trip Ticket				
This procedure shows how CvSU - CCAT Personnel are assisted in their request for issuance of Official Vehicle Trip Ticket				
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
Get and fill-out the trip ticket form from the PPSS Office	<ol style="list-style-type: none"> 1. Check if there is available driver and vehicle to dispatch 2. Inform the client if the request is on Re-schedule due to unavailability of Service Vehicle. 	None	1 minute	<i>Vehicle Dispatcher</i>
Counter sign the Travel Order Form of the immediate supervisor/ Department Head/Chairperson of the Head of the Party beside the name of Campus Administrator	<ol style="list-style-type: none"> 1. Check if there is attached travel order prior to scheduling of the requested trip. 2. Assign Trip ticket number, driver, and vehicle to be dispatched. 	None	3 minutes	<i>Vehicle Dispatcher, Guard-on-Duty and assigned driver</i>



	3. Call the attention of the guard-on-duty to advise and inform the assigned driver.			
Bring the trip ticket to O.C.A. for the approval of the Campus Administrator	Check and receive the trip ticket form and the travel order form	None	5 minutes	<i>OCA staff</i>
	Release the approved trip ticket and travel order form		1 minute	<i>Head of the Party/Passenger and OCA staff</i>
Submit the approved trip ticket and travel order to the PPSS Office	1. Check and receive the forms	None	1 minute	<i>Vehicle Dispatcher</i>
	2. Submit the approved forms to the guard-on-duty and call the attention of the driver	None	1 minute	
	3. Provide Stakeholders Feedback Form			
Fill out the stakeholders' feedback form given by the dispatcher	Inform the client to drop the form in the provided box located at the exit gate of the campus	None	1 minute	<i>Vehicle Dispatcher</i>
	TOTAL:	None	13 minutes	



8. Work/Job Request for Repair and Maintenance				
The procedure shows how the PPSS carry out 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	Inspect for the scope of work and materials needed	None	5 minutes	<i>Any personnel available in the PPSS Office</i>
2. Submit scope of work to the concerned coordinator for approval	Check 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	Check the availability of materials and/or personnel.	None	10 minutes	<i>Concerned coordinator/PPSS Staff</i>



coordinator for proper action				
4. Acknowledge the work request	Sign the acknowledgement form Provide Stakeholders' feedback Form	None	2 minutes	<i>Concerned coordinator/personnel who performed the work request</i>
Fill out the Stakeholders' feedback Form	Receive the Stakeholders' feedback Form	None	1 minute	<i>PPSS Staff</i>
	TOTAL:	None	23 Minutes	