



Republic of the Philippines
CAVITE STATE UNIVERSITY
Cavite, Philippines

CITIZEN'S CHARTER

2024 EDITION

SHINE CvSU: Sustaining Holistic Innovation that Nurtures Excellence in CvSU





AGENCY PROFILE

I. MANDATE

Section 2 of Republic Act No. 8468 or “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 globally recognized for excellence in character development, academics, research, innovation, and sustainable community engagement.

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.



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CAVITE STATE UNIVERSITY – MAIN CAMPUS
OFFICE OF THE UNIVERSITY PRESIDENT
External and Internal Services



1. Action/Approval of Letters/Communications from Different Colleges/Offices of the University				
This procedure aims to ensure that complete staff work (CSW) is properly observed prior to the approval of the University President.				
Office or Division:	Office of the 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 physical document or scanned copy through email for approval.	1.1. Acknowledge receipt of the document.	None	1 Minute	OP Staff
	1.2. Review the document as to content and attachments.	None	2 Minutes	OP Staff
2. Receive the document or acknowledge properly the receipt of the copy if it is via email and to comply with all the needed attachments.	2.1. If found incomplete, return to the end-user/origin or send it back via email and notify the end user thru SMS or Messenger.	None	1 Minute	OP Staff
	2.2. If document is clear and complete, encode the details to the computer and tracking system for recording and easy tracking.	None	2 Minutes	OP Staff
	2.3. Submit to the PMCO Director for evaluation.	None	1 Minute	OP Staff



	2.4. Once evaluated and recommended for approval, forward the document to the President.	None	1 Minute	<i>OP Staff</i>
	2.5. Approval of the document.	None	1 Day	<i>University President</i>
	2.6. Once approved or if disapproved, scan the document and encode the comments on the logbook and tracking system for proper documentation.	None	3 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, or acknowledge properly the receipt of the copy if it is via email.	3.1. Release to the end-user/origin/Records Office and have them sign in the logbook, or provide them a copy and ask them to acknowledge once received if it is via email.	None	3 Minutes	<i>OP Staff</i>
	3.2. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
	TOTAL:	None	1 Day, 14 Minutes	



2. Action on Contracts and External Agreements				
This procedure aims to ensure that complete staff work (CSW) is properly observed prior to the approval of the University President.				
Office or Division:	Office of the 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 physical document or scanned copy if through email for review of the President.	1.1. Acknowledge receipt of the document.	None	1 Minute	OP Staff
	1.2. Review the document as to content and attachments.	None	2 Minutes	OP Staff
2. Receive the document or acknowledge properly the receipt of the copy if it is via email and comply with all the needed attachments/revisions based on legal comments.	2.1. If found incomplete, return to the end-user/origin	None	1 Minute	OP Staff
	2.2. If document is clear and complete, encode the details to the computer for recording and easy tracking.	None	2 Minutes	OP Staff
	2.3. Forward the document to the President.	None	1 Minute	OP Staff
	2.4. Review/comment on the document.	None	1 Day	University President
	2.5. Once reviewed, encode the comments on the logbook for proper documentation.	None	2 Minutes	OP Staff



	2.6. Submit the MOA for review and legal comments of the legal Department (if needed) via personal or online.	None	1 Minute	<i>OP Staff</i>
3. Receive the document by indicating in the logbook the name, signature and date received, or acknowledge properly the receipt of the copy it is via email.	3.1. Release to the end-user/origin and have them sign in the logbook or provide them a copy and ask them to acknowledge once received if it is via email.	None	3 Minutes	<i>OP Staff</i>
	3.2. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
	TOTAL:	None	1 Day, 13 Minutes	



3. 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 the 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.	1.1. Acknowledge receipt of the document.	None	1 Minute	OP Staff
	1.2. Review the documents as to content, attachments, and signature of the approving officials.	None	2 Minutes	OP Staff
2. Receive the document to comply with all the needed attachments.	2.1. If found incomplete, return to the end-user/origin.	None	1 Minute	OP Staff
	2.2. If document is clear and complete, encode the details to the computer and tracking system for recording and easy tracking.	None	2 Minutes	OP Staff
	2.3. Forward the document to the President.	None	1 Minute	OP Staff
	2.4. Approval of the document.	None	1 Day	University President



	2.5. Once approved/disapproved, encode the comments on the logbook (if any) for proper documentation.	None	1 Minutes	<i>OP Staff</i>
3. End-user/Origin/Records/next office responsible for the process, to receive the document by indicating in the logbook the name, signature and date received, or acknowledge properly the receipt of the copy if it is via email.	3.1. Release to the end-user/origin/Accounting/IA/Supply/Budget and have them sign in the logbook and updated the tracking system for reference of the end-user	None	3 Minutes	<i>OP Staff</i>
	3.2. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
	TOTAL:	None	1 Day, 11 Minutes	



4. Release of Documents Submitted for Approval				
This procedure aims to provide guidelines on the releasing of documents submitted for approval from the Office of the University President.				
Office or Division:	Office of the 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 may it be hand-carried or thru online via the official email address of the Office of the University President: office.president@cvsu.edu.ph	1. Check the reference number from the logbook on the computer and on the tracking system.	None	1 Minutes	<i>OP Staff</i>
2. End-user/Origin/Records Office to receive the document by indicating in	2.1. Scan and release the document and have them sign on the logbook or provide them a copy and ask them to acknowledge once received if it is via email.	None	2 Minutes	<i>OP Staff</i>



the logbook the name, signature and date received, or acknowledge properly the receipt of the copy if it is via email.	2.2. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
	TOTAL:	None	3 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
PRESIDENTIAL MANAGEMENT COORDINATING OFFICE
External and Internal Services



1. Submission of Documents for Approval of the University President				
This procedure aims to ensure that complete 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
1. Submit the document to comply with all the needed attachments.	1.1. Evaluate the document.	None	5 Minutes	PMCO Director
	1.2. a. If found incomplete, return to end-user/origin for submission of needed documents.	None	2 Minutes	OP Staff
	b. If complete, recommend the document for approval.	None	1 Minute	PMCO Director
	1.3. Forward the document for approval of the University President.	None	1 Minute	OP Staff
	1.4. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/	None	2 Minutes	OP Staff
TOTAL:		None	11 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
OFFICE OF THE BOARD SECRETARY
External and Internal Services



1. 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 or Google Form. https://docs.google.com/forms/d/1F2gWrRpdAGh21VQrQdy0L-n5Wfk58k9A87Am7tSnAtI/viewform?edit_requester_d=true	1.1. Indicate the schedule of release of the document(s) being requested.	None	1 Minute	OBS Staff
	1.2. Locate the requested document.	None	3 Minutes	OBS Staff
	1.3. Forward to the BS V for evaluation.	None	1 Minute	OBS Staff
	1.4. Endorse the request to the Office of the University President for clearance/signature or endorsement to the BOR Chair and members.	None	5 Minutes	OBS Staff
	1.5. Endorse the document to the Chair and members of the Board of Regents to seek approval of release.	None	1 Day	Board Secretary V



	1.6. Approve the request.	None	3 Days	<i>Board of Regents</i>
	1.7. Receive the approved request.	None	3 Minutes	<i>Board Secretary V / OBS Staff</i>
	1.8. Release the requested document(s)	None	1 Minute	<i>OBS Staff</i>
2. Receive the document(s) and sign the OBS logbook or acknowledge properly the receipt of the copy if via email.	2.1. Release the document(s) to the requesting party or acknowledge properly the receipt of the copy if via email.	None	2 Minute	<i>OBS Staff</i>
	2.2. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
	TOTAL:	None	4 Days, 16 Minutes	



2. 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 or Google Form. https://docs.google.com/forms/d/1F2gWrRpdGh21VQrQdy0L-n5WFk58k9A87Am7tSnAtI/viewform?edit_requester_d=true	1.1. Locate the requested document.	None	3 Minutes	OBS Staff
	1.2. Forward to the BS V for evaluation.	None	1 Minute	OBS Staff
	1.3. Review the document if it can be released immediately or if it requires approval from the University President for release.	None	3 Minutes	Board Secretary V
	1.4. Release the document(s) immediately or provide them a copy and ask them to acknowledge once received if it is via email.	None	1 Minute	OBS Staff



	1.5. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/	None	2 Minutes	<i>OBS Staff</i>
	TOTAL:	None	10 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
OFFICE OF ALUMNI AFFAIRS
External and Internal Services



1. Availing Alumni Discounts on Fees for Rental/Use of University Facilities				
This procedure aims to assist alumni in availing the 20% discount on rental fees.				
Office or Division:	Office of Alumni Affairs, 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.	1.1. Assist the client to the proper office.	None	2 Minutes	Staff, Office of Alumni Affairs College of Education Staff for CvSU Quadrangle
	1.2. Plot the schedule of the client's activity.	None	4 Minutes	EBA Staff for other University facilities
2. Present the Alumni ID.	2.1. Compute the discounted fee.	None	2 Minutes	EBA / CED Staff
	2.2. Issue assessment slip.	None	2 Minutes	EBA / CED Staff



	2.3. Advise the client to proceed to the Cashier's Office for the payment of rental fees.	None	1 Minute	<i>EBA / CED Staff</i>
3. Pay the discounted rental fee.	3.1. Collect fee.	Rental fees vary according to the type of facility	2 Minutes	<i>Cashier</i>
	3.2. Issue Official Receipt.	None	2 Minutes	<i>Cashier</i>
	3.3. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
	TOTAL:	None	15 Minutes	



2. 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 the Facebook page of the Office of Alumni Affairs.				
Office or Division:	Office of Alumni Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Alumni of Cavite State University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Consent Form to Disclose Information		Office of Alumni Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signify willingness to share information about their achievements.	1.1. Coordinate with the designated College/Campus Alumni Coordinators and Alumni batches regarding the news and information about the achievements of the alumni.	None	10 Minutes	Staff, Office of Alumni Affairs
	1.2. Coordinate with the concerned alumni on the following: Willingness to disseminate their achievements thru the Facebook page; and Extent of information to be disseminated.	None	10 Minutes	Staff, Office of Alumni Affairs
	1.3. Send consent form to disclose information to the concerned alumni.			
	2.1. Disseminate achievements of the alumni thru the Facebook page of CvSU Alumni Affairs.	None	As scheduled	Staff, Office of Alumni Affairs



2. Accomplish and sign the consent form to disclose information.	2.2. Send to the alumni the link from where	None	2 Minutes	<i>Staff, Office of Alumni Affairs</i>
	2.3. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
	TOTAL:	None	22 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
OFFICE OF ALUMNI AFFAIRS
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:	Office of Alumni Affairs and Office of CvSU 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			Office of Alumni Affairs / Office of CvSU Alumni Association	
Official Receipt and Claim Slip			Office of Alumni Affairs	
Valid ID			From the Requesting Party	
Client Feedback Form			Office of Alumni Affairs	
2 pcs 1x1 photo with white background			From the Requesting Party	
Graduate Tracer Survey Form			Office of Alumni Affairs	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the form at the Alumni Affairs Office.	1. Receive and check the accomplished application form.	None	2 Minutes	<i>Staff, Office of Alumni Affairs</i>
2. Accomplish the form with 1x1 ID photo in white background.	2. Advise the applicant to pay membership/ID fees.	None	3 Minutes	<i>Staff, Office of Alumni Affairs</i>



3. Pay membership/ID fee.	3.1. Receive payment.	Lifetime Membership PHP 200	1 Minute	Staff, Office of Alumni Affairs
	3.2. Issue official receipt and claim slip with date of release of Alumni ID.	Alumni ID (5 Years Validity) PHP 150	2 Minutes	Staff, Office of Alumni Affairs
4. Endorse the accomplished application form and proof of payment.	4.1. Advise the applicant on the schedule of release of ID.	None	5 Minutes	Staff, Office of Alumni Affairs
	4.2. Prepare the ID and inform the applicant thru a text message that ID will be issued on the scheduled date of issuance at the Office of the Alumni Affairs.	None	4 Days	Staff, CvSU Alumni Association
	4.3. Release of Alumni ID.	None	3 Minutes	Staff, CvSU Alumni Association
5. Receive Alumni ID and check the accuracy of information in the ID.	5. Advise the client to accomplish the client feedback form/sheet and graduate tracer survey.	None	6 Minutes	Staff, CvSU Alumni Association
6. Accomplish the client feedback form and graduate tracer survey.	6.1. Receive the accomplished Client Feedback Form and Graduate Tracer Survey.	None	2 Minutes	Staff, CvSU Alumni Association
	6.2. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
TOTAL:		None	4 Days, 24 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:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Log Book / Attendance Sheet			Gender and Development Resource Center	
Stakeholder Feedback Form (1 copy)			Gender and Development Resource Center	
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	1.1. 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>
	1.2. Inform the client of the scheduled appointment.	None	15 Minutes	<i>GAD-RC Staff</i>
	1.3. Conduct consultation services.	None	*2 Hours	<i>GAD-RC Director and/or concerned GAD-RC Unit Head</i>
	1.4. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
TOTAL:		None	2 Hours, 45 Minutes	

*depending on the needed consultancy services of the client and availability of the GAD-RC Director and/or concerned Unit Head.



CAVITE STATE UNIVERSITY – MAIN CAMPUS
GENDER AND DEVELOPMENT RESOURCE CENTER
External Services



1. 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:	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 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) for approval or via email at office.president@cvsu.edu.ph	1.1. The University President approves the request letter.	None	1 Day	University President
	1.2. Receive the approved request letter for implementation/assistance.	None	5 Minutes	OP Staff
2. Submit a copy of the accomplishment report to the GAD-RC or via email at gad@cvsu.edu.ph .	2.1. Consolidate and evaluate reports	None	30 Minutes	GAD-RC Staff
	2.2. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
TOTAL:		None	1 Day, 35 Minutes	



2. 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:	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 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) for approval or via email at office.president@cvsu.edu.ph	1.1. Approve the request letter.	None	1 Day	University President
	1.2. Receive the approved request letter to the GAD-RC for identification and invitation of resource person.	None	5 Minutes	OP Staff
	1.3. Identify and invite the resource person.	None	4 Days	GAD-RC Director/Staff
	1.4. Inform the client about the invited resource person.	None	2 Minutes	GAD-RC Staff
	1.5. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
TOTAL:		None	5 Days, 7 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
GENDER AND DEVELOPMENT RESOURCE CENTER
Internal Services



1. 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:	G2C – Government to Citizen G2G – Government to Government			
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	1. 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 suggestions.	None	1 Hour	GAD-RC Director
2. Submit copy of the accomplishment report to the GAD-RC.	2.1. Consolidate and evaluate reports	None	30 Minutes	GAD-RC Staff
	2.2. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
TOTAL:		None	1 Hour, 30 Minutes	



2. 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:	G2C – Government to Citizen G2G – Government to Government			
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 .	1.1. Approve the request letter and return it to the client.	None	30 Minutes	GAD-RC Director
	1.2. Identify and invite the resource person.	None	5 Hours	GAD-RC Director/Staff
	1.3. Inform the client on the invited resource person.	None	30 Minutes	GAD-RC Staff
2. Submit a copy of the accomplishment report to the GAD-RC or via email at gad@cvsu.edu.ph .	2.1. Consolidate and evaluate reports	None	30 Minutes	GAD-RC Staff
	2.2. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
TOTAL:		None	6 Hours, 30 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
INTERNATIONAL AND LOCAL COLLABORATION AND
LINKAGES OFFICE
Internal Services



1. Issuance of Certification of Necessity of Foreign Travel/s	
The International and Local Collaboration Office (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
For Paper Presentation: Copy of paper/s to be presented and proof indicating that the paper/s will be published in journal/s that is/are indexed by Elsevier/Scopus/ASEAN Citation Index (ACI)	Concerned personnel and the Sponsoring Agency/Organization and/or Organizers
Statement of Benefits that will be gained by the University	Written by the requesting or concerned personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Re-entry Plan	ILCLO / CHED (to be filled-up and/or accomplished by the requesting or concerned personnel)
Profile of the Organizer	Sponsoring Agency/Organization and/or Organizers
Background information of the International Conference/ Meeting	Sponsoring Agency/Organization and/or Organizers
Evaluation Form for the Necessity of Foreign Travel (CHED – IAS Form No. 15)	ILCLO /CHED (to be filled-up and/or accomplished by the Director for ILCLO)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the Office of the University President (OUP)	1. Receive/Acknowledge/ Approve the letter of request	None	3 working days	<i>Concerned Personnel / OUP</i>
2. Submit ALL the required documents/ attachments to ILCLO	2. Receive/Acknowledge/Review the required documents/attachments submitted.	None	3 working days	ILCLO
	3. Evaluate the required documents/attachments using the prescribed		2 working day/s (after the submission of ALL the requirements)	ILCLO
	Evaluation Form for the Necessity of Foreign Travel (CHED IAS Form No. 15)	None	3 working days	ILCLO and OUP
	4. Submit the accomplished Evaluation Form together with the required attachments to the Office of the University President and/or, <i>when necessary</i> , to the Commission on Higher Education International Affairs Staff (CHED IAS) Office		<i>(15 working days if it is necessary to submit the papers to CHED-IAS)</i>	CHED-IAS
	5. Endorse the documents to the Office of the Board Secretary (OBS) for the approval of the Board of Regents (BOR)		2 working day/s	ILCLO
	TOTAL:		13 days	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
INTERNATIONAL AND LOCAL COLLABORATION AND
LINKAGES OFFICE
External Services



1. Establishment of Linkages (Local and International)				
The International and Local Collaboration Office (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 Profile				
Business Permit/ Operating License				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of copy/draft of MOU/MOA to ILCLO.	1. Receive/Acknowledge/ Review the communication. 2. 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.	None	1 working day	<i>Concerned Personnel</i>
2. Review of the document by the Office of the University President and the Legal Office.	2. ILCLO will forward the proposed MOU/MOA in behalf of the proponent to the Office of the University President and Legal Office for comments and review.	None	5 Working Days	<i>University's Legal Office</i>



3. Inclusion of legal comments.	3. The Legal Office will forward the reviewed document to ILCLLO, and the proponent will include all the legal comments in the document for the approval of their respective units.	None	5 working days	<i>ILCLLO/Proponent</i>
4. Presentation of the documents to the Administrative Council.	4. After the comments have been included in the document and the approval of their respective units, ILCLLO will request for the inclusion of the proposed MOU/MOA for presentation during the Administrative Council meeting for approval and subsequent endorsement to the Board of Regents (BOR).	None	Depends on the scheduled date of the Administrative Council meeting.	<i>ILCLLO/Proponent</i>
5. Presentation to and approval of the BOR.	5. The proposed MOU/MOA will then be endorsed for review and approval of the BOR.	None	Depends on the scheduled date of the BOR meeting.	<i>ILCLLO/Proponent</i>
6. Signing of the MOU/MOA	6. The version of the MOU/MOA approved by the BOR is ready for signing and implementation.	None	Depends on the scheduled date of the signing.	<i>ILCLLO/Proponent</i>
TOTAL:				



CAVITE STATE UNIVERSITY – MAIN CAMPUS
INTERNAL AUDIT OFFICE
External 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:	Simple
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 PHP 50,000)	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	Supply Office



Inventory Custodian Slip (ICS) / Property Acknowledgement Receipt (PAR), if applicable		Supply Office		
Warranty Certificate, if applicable		Supplier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents.	1.1. Stamp the document "Received".	None	1 Minute	IA Clerk
	1.2. Record/encode documents.	None	2 Minutes	IA Clerk
	1.3. Audit documents.	None	30 Minutes	Internal Auditor
	1.4. Release/encode documents.	None	2 Minutes	IA Clerk
	1.5. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
	TOTAL:	None	35 Minutes	



2. 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:	Simple			
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 PHP 50,000)		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		FEES TO BE PAID	PERSON RESPONSIBLE



1. Submit the documents.	1.1. Stamp the document "Received".	None	1 Minute	IA Clerk
	1.2. Record/encode documents.	None	2 Minutes	IA Clerk
	1.3. Audit documents.	None	30 Minutes	Internal Auditor
	1.4. Release/encode documents.	None	2 Minutes	IA Clerk
	1.5. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
	TOTAL:	None	35 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
INTERNAL AUDIT OFFICE
Internal Services



1. Auditing of Cash Advance for Operational Expenses				
This procedure covers auditing of all cash advances of all employees and bonded officials for operational expenses as to completeness and legality of documents.				
Office or Division:	Internal Audit			
Classification:	Simple			
Type of Transaction:	G2C – 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
1. Submit the documents.	1.1. Stamp the document "Received".	None	1 Minute	IA Clerk
	1.2. Record/encode documents.	None	2 Minutes	IA Clerk
	1.3. Audit documents.	None	30 Minutes	Internal Auditor
	1.4. Release/encode documents.	None	2 Minutes	IA Clerk
	1.5. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
TOTAL:		None	35 Minutes	



2. Auditing of Cash Advance for Travelling Expenses (Local and Foreign Travel)				
This procedure covers auditing of all cash advances of employees' travelling expenses as to completeness and legality of documents.				
Office or Division:	Internal Audit			
Classification:	Simple			
Type of Transaction:	G2C – 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 (ATG)		Claimant		
Approved Itinerary of Travel (IoT)		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		Airline Ticketing Officer / Travel Agency		
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PERSON RESPONSIBLE



1. Submit the documents.	1.1. Stamp the document "Received".	None	1 Minute	<i>IA Clerk</i>
	1.2. Record/encode documents.	None	2 Minutes	<i>IA Clerk</i>
	1.3. Audit documents.	None	30 Minutes	<i>Internal Auditor</i>
	1.4. Release/encode documents.	None	2 Minutes	<i>IA Clerk</i>
	1.5. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
	TOTAL:	None	35 Minutes	



3. 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:	Simple
Type of Transaction:	G2C – 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 Order / Work Order	Supply Office
Quotation / Canvass (at least 3 suppliers)	Supply Office
Abstract of Canvass	Supply Office
Approved Letter of Request to Conduct the Activity with Budget Estimate (if applicable)	Claimant
Program / Invitation (if to be used for specific activity / program)	Claimant
Inspection and Acceptance Report (IAR)	Supply Office
Inventory Custodian Slip (ICS), if applicable	Supply Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents.	1.1. Stamp the document "Received".	None	1 Minute	IA Clerk
	1.2. Record/encode documents.	None	2 Minutes	IA Clerk
	1.3. Audit documents.	None	1 Hour	Internal Auditor
	1.4. Release/encode documents.	None	2 Minutes	IA Clerk
	1.5. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
	TOTAL:	None	1 Hour, 5 Minutes	



4. Auditing of Disbursement Claims (Payment Due to University Personnel – Reimbursement of Travelling Expenses)	
This procedure covers auditing of disbursement payment due to university personnel – travelling expenses as to completeness and legality of documents.	
Office or Division:	Internal Audit
Classification:	Simple
Type of Transaction:	G2C – 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 (ATG)	Claimant
Approved Itinerary of Travel (IoT)	Claimant
Approved Certificate of Travel Completed	Claimant
Original Copy of Certificate of Appearance	Human Resource Development Office
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
1. Submit the documents.	1.1. Stamp the document "Received".	None	1 Minute	IA Clerk
	1.2. Record/encode documents.	None	2 Minutes	IA Clerk
	1.3. Audit documents.	None	30 Minutes	Internal Auditor
	1.4. Release/encode documents.	None	2 Minutes	IA Clerk
	1.5. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
TOTAL:		None	35 Minutes	



5. 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:	Simple			
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)		Human Resource Development Office		
Authority To Pay (for first payment)		Human Resource Development Office		
Financial Plan (for NSTP Facilitators)		Office of Student Affairs and Services		
Schedule and Attendance Sheet (for RLE Salaries)		College of Nursing (CON)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents.	1.1. Stamp the document "Received".	None	1 Minute	IA Clerk
	1.2. Record/encode documents.	None	2 Minutes	IA Clerk



	1.3. Audit documents.	None	1 Hour	<i>Internal Auditor</i>
	1.4. Release/encode documents.	None	2 Minutes	<i>IA Clerk</i>
	1.5. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
	TOTAL:	None	1 Hour, 5 Minutes	



6. 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:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All bonded officials of the University 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 Order / Work Order	Supply Office
Quotation / Canvass (at least 3 suppliers)	Supply Office
Abstract of Canvass	Supply Office
Approved Letter of Request to Conduct the Activity with Budget Estimate, if applicable	Claimant
Program / Invitation (if to be used for specific activity / program)	Claimant
Inspection and Acceptance Report (IAR)	Supply Office
Inventory Custodian Slip (ICS), if applicable	Supply Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents.	1.1. Stamp the document "Received".	None	1 Minute	<i>IA Clerk</i>
	1.2. Record/encode documents.	None	2 Minutes	<i>IA Clerk</i>
	1.3. Audit documents.	None	1 Hour	<i>Internal Auditor</i>
	1.4. Release/encode documents.	None	2 Minutes	<i>IA Clerk</i>
	1.5. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
	TOTAL:	None	1 Hour, 5 Minutes	



7. Auditing of Liquidation Report for Travelling Expenses (Local and Foreign Travel)	
This procedure covers auditing of all liquidation reports of employees and bonded officials for travelling expenses as to completeness and legality of documents.	
Office or Division:	Internal Audit
Classification:	Simple
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, if applicable	Accounting Office
Approved Authority To Go (ATG)	Claimant
Approved Itinerary of Travel (IoT)	Claimant
Approved Certificate of Travel Completed	Claimant
Original Copy of Certificate of Appearance	Human Resource Development Office
Authenticated Copy of Certificate of Attendance	Facilitating Agency
Approved Letter of Request (if to attend seminar/trainings, etc.)	Claimant
Invitation / Program (if to attend seminar/trainings, etc.)	Facilitating Agency
Travel Report (if attended a seminar/training, etc.)	Claimant
Purchase Request (for fuel)	Supply Office



Original Copy of Official Receipts		Supplier		
Accomplished Trip Ticket (for fuel)		Physical Plant Services (PPS)		
Inspection and Acceptance Report (IAR)		Supply Office		
Original Copy of Boarding Pass (if with airfare)		Airlines		
Line Item Budget (for Special Projects)		Funding Agency		
Special Order / Designation (for Special Projects)		Office of the University President		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents.	1.1. Stamp the document "Received".	None	1 Minute	IA Clerk
	1.2. Record/encode documents.	None	2 Minutes	IA Clerk
	1.3. Audit documents.	None	30 Minutes	Internal Auditor
	1.4. Release/encode documents.	None	2 Minutes	IA Clerk
	1.5. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
TOTAL:		None	35 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
PUBLIC AFFAIRS AND COMMUNICATIONS 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. Submits letter of request to Office of University President (OP)	1.1 Check and receive letter of request including additional details of the visit; 1.2 Send an acknowledgement of the receipt of letter	None	5 Minutes	OP/PACO Staff
2. Coordinates with PACO regarding final schedule of visit	2.1 Communicate with the concerned offices in relation to the purpose of visit	None	4 Day	PACO Staff
3. Coordinates with the office during the visit	3.1 Accommodate the guests and facilitates visit on the day scheduled 3.2 Provide Client with Visitors Feedback form (PACO-QF-04)	None	1 Day (depending on the number of days of visit)	PACO Staff/Other offices concerned
TOTAL:			5 days, 5 minutes	



2. Publication of Information on Various Platforms				
The Public Affairs and Communications Office facilitates the publication of materials for information dissemination through various platforms like the website, social media page, newsletter, bulletin boards, LED wall, etc.				
Office or Division:	Public Affairs and Communications Office			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All offices of Cavite State University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request addressed to PACO		Personally written by Client		
Material to be posted and the type of platform to be used (website, social media, newsletter, bulletin boards, LED wall,etc.)		Personally written/developed by Client		
Accomplished PACO-QF-02		Public Affairs and Communications Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Job Request form (PACO-QF-02) or send a letter of request for publication of a material including the material to be published and the preferred platform	1.1 Receive the request form/letter and the material to be published 1.2 Send an acknowledgement of the receipt of letter	None	5 Minutes	PACO Staff
2. Coordinate with PACO regarding the final version of material to be published	2.1 Check, edit, finalize the material in terms of layout, grammar, etc. as approved by client	None	4 Days	PACO Staff



3. Send feedbacks on the materials to be published	3.1 Publish material on the platform agreed upon by the client 3.2 Provide Client with Service Feedback form (PACO-QF-03)	None	1 Hour	<i>PACO Staff/Other offices concerned (Webmaster for Website, University Computer Center for LED wall)</i>
	TOTAL:		4 days, 1 hour and 5 minutes	



3. Request for Documentation/Access of Documentation of Various Activities				
The Public Affairs and Communications Office facilitates the documentation of various activities in the University like conferences, visits, official meetings, new protocols, and others as requested by the offices concerned. It also releases copies of documentation to certain offices as requested and refers client to other offices if requested documentation of an activity was not handled by PACO.				
Office or Division:	Public Affairs and Communications Office			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All offices of Cavite State University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request addressed to PACO		Personally written by Client		
Details on the activity to be documented/Details of documentation being requested for access		Personally written by Client		
Accomplished PACO-QF-02 and/or PACO-QF-01		Public Affairs and Communications Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Job Request form (PACO-QF-02) or send a letter of request for documentation of a specific activity; Fill out Information Requisition Form(PACO-QF-01) or send a request to access documentation of a certain activity	1.1 Receive the request form/letter and send an acknowledgement receipt 1.2 Schedule staff for documentation purposes of activity (for request for documentation) 1.3 Review available documented materials like photos/videos being requested (for request for access) 1.4 Refer to concerned units if requested materials are not available in the office	None	1 Day	<i>PACO Staff</i>



2. Facilitate documentation during activity (for request for documentation)	2.1 Document the activity being specified (for request for documentation)	None	*1 to 4 days	<i>PACO Staff/Other offices concerned</i>
3. Facilitate copying of documented materials to certain mediums like flash drives, CDs, external drives, etc.). Requested documentation files can also be shared through emails.	3.1 Copies/sends copy of documented materials 3.2 Provide Client with Service Feedback form (PACO-QF-03)	None	*1 Hour	<i>PACO Staff/Other offices concerned</i>
	<i>TOTAL:</i>		<i>*5 days, 1 hour</i>	

**depending on the activity*



CAVITE STATE UNIVERSITY – MAIN CAMPUS
NATIONAL COFFEE RESEARCH, DEVELOPMENT AND
EXTENSION CENTER
External and Internal Services



1. Processing of Request for the Use of NCRDEC Research Facilities and Equipment				
This procedure covers the receiving of request for the use of NCRDEC research facilities and equipment.				
Office or Division:	Research and Development Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	Researchers, faculty, students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter addressed to the Director		Client		
Approved research proposal / plan		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the office or via email.	1.1. Notify the client upon receiving the email/letter.	None	1 Minute	Office Staff
	1.2. Determine the availability of the requested facility/equipment.	None	10 Minutes	Office Staff
	1.3. Send notification letter to the client upon approval of the request via email.	None	2 Minutes	Office Staff
	1.4. Request client to submit approved research proposal/plan for using the facility/equipment, for recording purposes.	None	2 Minutes	Research and Development Division Head / Office Staff



2. Submit approved research proposal/plan.	2.1. Accept and record the submitted research proposal/plan.	None	1 Minutes	<i>Research and Development Division Head / Office Staff</i>
	2.2. Assist the client(s) to the facility.	None	2 Minutes	<i>Facility In-Charge</i>
	2.3. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
	TOTAL:	None	18 Minutes	



2. Processing of Request for Training and Technical Services				
This procedure covers the receiving of request for training and technical services.				
Office or Division:	Extension Services Division			
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 addressed to the University President		Client		
Client Request Form		National Coffee Research, Development and Extension Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter via email.	1.1. Notify the client upon receiving the email.	None	1 Minute	<i>Extension Services Division Head</i>
	1.2. Endorse the letter to the Office of the University President.	None	2 Minutes	<i>Extension Services Division Head</i>
	1.3. Send notification letter to the client upon approval of the request via email.	None	2 Days	<i>Extension Services Division Head</i>



2. Request and fill-out the Client Request Form (for walk-in clients).	2.1. Review the accomplished Client Request Form.	None	1 Minute	<i>Extension Services Division Head</i>
	2.2. Prepare and send endorsement letter of the clients' request to the Office of the University President.	None	2 Minutes	<i>Extension Services Division Head</i>
	2.3. Send notification letter to the client upon approval of the request via email.	None	2 Days	<i>Extension Services Division Head</i>
	2.4. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
	TOTAL:	None	4 Days, 6 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
NATIONAL COFFEE RESEARCH, DEVELOPMENT AND
EXTENSION CENTER
External Services



1. Processing of Request for Acquisition of Coffee Propagules				
This procedure covers processing of request for acquisition of coffee propagules.				
Office or Division:	Coffee Field Genebank			
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		
Coffee Propagule Request Form		National Coffee Research, Development and Extension Center		
Client Disclosure Agreement Form		National Coffee Research, Development and Extension Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and fill-out the Coffee Propagule Request Form.	1.1. Review the accomplished Coffee Propagule Request Form.	None	1 Minute	<i>Genebank Manager</i>
	1.2. Secure the approval of the Research Division Head, Special Projects Division Head, and the Director.	None	2 Minutes	<i>Genebank Manager</i>
	1.3. Accomplish and sign the Client Disclosure Agreement Form.	None	2 Minutes	<i>Genebank Manager</i>
	1.4. Secure signatures of the client and the Director on the Client Disclosure Agreement Form.	None	1 Minute	<i>Genebank Manager</i>



	1.5. Give copies of approved/signed Coffee Propagule Request Form and the Client Disclosure Agreement Form to the client.	None	1 Minute	<i>Genebank Manager</i>
	1.6. Assist the client in acquiring the requested coffee propagules.	None	2 Minutes	<i>Genebank Manager / Field Personnel</i>
	1.7. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
	TOTAL:	None	9 Minutes	



2. Processing of Request for Coffee-Related Information				
This procedure covers receiving of request for coffee-related information.				
Office or Division:	Knowledge Management Unit			
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	
Coffee Information Request Form			National Coffee Research, Development and Extension Center	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and fill-out the Coffee Information Request Form.	1.1. Review the accomplished Coffee Information Request Form.	None	1 Minute	Knowledge Management Officer
	1.2. Secure the approval of Division Heads and the Director.	None	2 Minutes	Knowledge Management Officer
	1.3. Give the requested information in either hard or soft copy together with a copy of approved Coffee Information Request Form.	None	5 Minutes	Knowledge Management Officer
	1.4. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
TOTAL:		None	8 Minutes	



3. Selling of Coffee Seeds, Seedlings, Vermicompost and Other Crops (for Government Institutions)				
This procedure covers receiving of request for purchase of coffee seeds, seedlings, vermicompost and other crops.				
Office or Division:	Special Projects Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Government Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sales Invoice		National Coffee Research, Development and Extension Center		
Billing Statement		National Coffee Research, Development and Extension Center		
Order of Payment		Accounting Office		
Official Receipt		Cashier's Office		
Gate Pass		National Coffee Research, Development and Extension Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contact the staff in-charge and arrange the purchase of the needed product(s).	1.1. Determine the availability of the needed product(s) to the Head of the Special Projects Division.	None	5 Minutes	Office Staff
	1.2. Prepare the needed product(s) to be purchased.	None	5 Minutes	Special Projects Division Head / Field Personnel
2. Prepare financial documents for payment of the product(s) when available.	2.1. Prepare / Issue billing statement.	None	2 Minutes	Office Staff
	2.2. Submit the billing statement to the procuring institution thru email.	None	2 Minutes	Office Staff



3. Pay the product(s).	3.1. Prepare / Issue Sales Invoice.	Cash / Check (depends on the cost of the procured product(s))	2 Minutes	Office Staff
	3.2. Submit the Sales Invoice to the Accounting Office for issuance of Order of Payment.	None	5 Minutes	Office Staff
	3.3. Remit payment to the Cashier's Office together with the Order of Payment for the Official Receipt.	Cash / Check (depends on the cost of the procured product(s))	2 Minutes	Office Staff
	3.4. Issue Official Receipt to the client.	None	2 Minutes	Office Staff
4. Obtain the purchased product(s).	4.1. Prepare Gate Pass / Permit to Carry.	None	2 Minutes	Office Staff
	4.2. Release purchased products together with the Gate Pass.	None	2 Minutes	Special Projects Division Head / Field Personnel
5. Make reservation when product(s) is/are not yet available.	5.1. List the reservation.	None	5 Minutes	Office Staff
	5.2. Inform the Special Projects Head about the reservation.	None	2 Minutes	Office Staff
	5.3. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
TOTAL:		Depends on the cost of the procured product(s)	36 Minutes	



4. Selling of Coffee Seeds, Seedlings, Vermicompost and Other Crops (for Private Institutions / Individuals)				
This procedure covers receiving of request for purchase of coffee seeds, seedlings, vermicompost and other crops.				
Office or Division:	Special Projects Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Private institutions / individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sales Invoice		National Coffee Research, Development and Extension Center		
Order of Payment		Accounting Office		
Official Receipt		Cashier's Office		
Gate Pass		National Coffee Research, Development and Extension Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contact the staff in-charge and arrange the purchase of the needed product(s).	1.1. Determine the availability of the needed product(s) to the Head of the Special Projects Division.	None	5 Minutes	Office Staff
	1.2. Prepare the needed product(s) to be purchased.	None	5 Minutes	Special Projects Division Head / Field Personnel
2. Pay the product(s) when available.	2.1. Prepare / Issue Sales Invoice.	Cash (depends on the cost of the	2 Minutes	Office Staff



		procured product(s))		
	2.2. Submit the Sales Invoice to the Accounting Office for issuance of Order of Payment.	None	5 Minutes	Office Staff
	2.3. Remit payment to the Cashier's Office together with the Order of Payment for the Official Receipt.	Cash (depends on the cost of the procured product(s))	2 Minutes	Office Staff
	2.4. Issue Official Receipt to the client.	None	2 Minutes	Office Staff
3. Obtain the purchased product(s).	3.1. Prepare Gate Pass / Permit to Carry.	None	2 Minutes	Office Staff
	3.2. Release purchased products together with the Gate Pass.	None	2 Minutes	Special Projects Division Head / Field Personnel
4. Make reservation when product(s) is/are not yet available.	4.1. List the reservation.	None	5 Minutes	Office Staff
	4.2. Inform the Special Projects Head about the reservation.	None	2 Minutes	Office Staff
	4.3. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
	TOTAL:	Depends on the cost of the procured product(s)	32 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
SUGAR PALM RESEARCH, INFORMATION AND TRADE
CENTER

External and Internal Services



1. Request for Training and Technical Services				
This procedure covers the accommodation of requests for training and technical services from individuals and various organizations.				
Office or Division:	Sugar Palm Research, Information and Trade (SPRINT) Center			
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 addressed to the University President		Client		
Training and Technical Services Form		Sugar Palm Research, Information and Trade (SPRINT) Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter through email at office.president@cvsu.edu.ph	1.1. Approve the request letter	None	*1-2 Days	University President
	1.2. Notify the client upon receiving the approved request letter	None	5 Minutes	Extension Coordinator
2. Fill out and submit the Training and Technical Services Form on the scheduled date.	2.1. Issue and receive the accomplished Training and Technical Services Form.	None	2 Minutes	Extension Coordinator
	2.2. Provide the client with Stakeholders' Feedback Form or Google form using the link http://119.92.116.149/hrdo_feedback_form			
TOTAL:		None	*2 Days 7 Minutes	



2. Request for Technical Consultation Services				
This procedure covers the accommodation of requests for technical consultation services on sugar-palm related research.				
Office or Division:	Sugar Palm Research, Information and Trade (SPRINT) Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Researchers, faculty, students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
An online notification sent to the SPRINT Center stating the nature of the request		Client		
Approved research proposal/plan		Client		
Technical Consultation Form		Sugar Palm Research, Information and Trade (SPRINT) Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contact the SPRINT Center thru https://www.facebook.com/ or thru cvsusprintcenter@cvsu.edu.ph	1.1. Respond to the client upon receiving the notification	None	5 Minutes	Research Coordinator
	1.2. Forward the notification to the Director of the SPRINT Center			
	1.3. Approve the requested consultation	None	10 Minutes	Unit Director
	1.4. Inform the client of the consultation meeting schedule	None	3 Minutes	Research Coordinator
2. Attend the consultation appointment and submit the approved research proposal/plan on the scheduled date	2.1. Accommodate the client and issue the Technical Consultation Form	None	2 Minutes	Research Coordinator
	2.2. Conduct consultation	None	1 Hour	Unit Director



3. Fill out and submit the Information and Research Consultation Form	3.1. Receive the accomplished Technical Consultation Form	None	2 Minutes	<i>Research Coordinator</i>
	3.2. Provide the client with Stakeholders' Feedback Form or Google form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	1 Hour 22 Minutes	



3. Requisition of Sugar Palm-Related Data and Information				
This procedure covers the accommodation of requests of clients for sugar palm-related data and information, and the use of facilities.				
Office or Division:	Sugar Palm Research, Information and Trade (SPRINT) Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Researchers, faculty, students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter/Online Notification sent to SPRINT Center			Client	
Sugar Palm Data and Information Release Form			Sugar Palm Research, Information and Trade (SPRINT) Center	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter or contact the SPRINT Center at https://www.facebook.com/cvsusprintcenter	1.1 Respond to the client upon receiving the notification	None	5 Minutes	Research Coordinator
	1.2. Forward the request to the Director of the SPRINT Center			
	1.3. Approve the request	None	10 Minutes	Unit Director
	1.4. Inform the client of the schedule of the data/information release or use of facility/ies	None	3 Minutes	Research Coordinator
2. Accomplish the Sugar Palm Data and Information Release Form and receive the requested data or information on the scheduled date	2.2. Issue the Sugar Palm Data and Information Release Form to the client	None	5 Minutes	Office Staff
	2.3. Receive the accomplished Sugar Palm Data and Information Release Form and release the requested data or assist in the use of the requested facility/ies	None	35 Minutes	Research Coordinator
	2.4. Provide the client with Stakeholders' Feedback Form or Google form using the link http://119.92.116.149/hrdo_feedback_form	None	2 Minutes	Research Coordinator
TOTAL:		None	60 Minutes	



4. Selling of Sugar Palm-Based Products				
This procedure covers the accommodation of orders and purchase of various sugar palm-based products (kaong natural sweetener, kaong syrup, kaong vinegar, and kaong seedlings) to clients.				
Office or Division:	Sugar Palm Research, Information and Trade (SPRINT) Center			
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		
Sales Invoice		Sugar Palm Research, Information and Trade (SPRINT) Center		
Order of Payment		Accounting Office		
Official Receipt		Cashier's Office		
Gate Pass		Sugar Palm Research, Information and Trade (SPRINT) Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contact the personnel in charge and arrange the purchase of the needed product/s at the office or thru https://www.facebook.com/cvsusprintcenter	1.1. Prepare the product/s to be purchased	None	10 Minutes	Office Personnel in charge
	1.2. Prepare and issue the Sales Invoice			
2. Proceed to the Accounting Office for the Order of Payment	2.1. Prepare and issue the Order of Payment	None	5 Minutes	Accounting Office Staff



3. Submit the Order of Payment and remit the payment of the product/s to the Cashier's Office	3.1. Receive the Order of Payment and the payment of the product/s	Cash (depends on the cost of the procured product(s))	5 Minutes	<i>Cashier's Office Staff</i>
	3.2. Issue the Official Receipt to the client			
4. Obtain the purchased products at the SPRINT Center	Issue the Gate Pass (for products procured in large quantities) and release the purchased products	None	2 Minutes	<i>Office Personnel in charge</i>
	Provide the client with Stakeholders' Feedback Form or Google form using the link http://119.92.116.149/hrdo_feedback_form			
TOTAL:		None	22 Minutes	



5. pH Testing and TSS (Total Soluble Solids) Analysis Services				
This procedure covers the accommodation of requests of clients, particularly the faculty and students of the University for the conduct of pH Testing and TSS (Total Soluble Solids) Analysis for sugar-palm related research				
Office or Division:	Sugar Palm Research, Information and Trade (SPRINT) Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter addressed to the Director of the SPRINT Center		Client		
Samples for Testing		Client		
pH Test and TSS Analysis Request Form		Sugar Palm Research, Information and Trade (SPRINT) Center		
pH Test and TSS Analysis Price Quotation		Sugar Palm Research, Information and Trade (SPRINT) Center		
Test Results		Sugar Palm Research, Information and Trade (SPRINT) Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter and complete the TSS Analysis Request Form at the SPRINT Center	1.1. Issue and receive the accomplished the pH Test and TSS Analysis Request Form	None	5 Minutes	Office Personnel
	1.2. Prepare pH Test and TSS Analysis Price Quotation	None	5 Minutes	Office Personnel
	1.3. Schedule the pH Test and TSS Analysis	None	2 Minutes	Research Coordinator
2. Submit samples for testing and pay the required fees	2.1. Receive the sample and payment	Cash (depends on the	*2-3 Days	Research Coordinator
	2.2. Conduct the requested test			
	2.3. Notify the client of the release of Test Results			



3. Receive the Test Results	3.1. Issue the Test Results	cost of the requested test/s)		
	3.2. Provide the client with Stakeholders' Feedback Form or Google form using the link http://119.92.116.149/hrdo_feedback_form	None	2 Minutes	<i>Office Personnel</i>
	TOTAL:	None	*3 Days 14 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
UNIVERSITY POLLUTION CONTROL OFFICE
External and Internal Services



1. Solid Waste Management				
This procedure shows how the University Pollution Control Office ensures that the wastes of the University are properly managed.				
Office or Division:	University Pollution Control Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students, faculty and staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Materials Recovery Facility (MRF) Record Book			University Pollution Control Office/Materials Recovery Facility	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Utility workers must bring generated residual and recyclable wastes into the Materials Recovery Facility (MRF) with corresponding labels (type of waste, name of college/department/office/unit, and name of the utility worker) on the scheduled date and log in the MRF Record Book	3.1. Receive the generated wastes and record the log-in data in the MRF Record Book	None	1 Hour 30 Minutes	<i>MRF Personnel</i>
	3.2. Weigh the delivered waste			
	3.3. Temporarily store residual wastes in the designated compartment for hauling			
	3.4. Sort, clean, and store recyclable wastes for selling	None	5 Hours	<i>MRF Personnel</i>
	3.5. Provide the client with Stakeholders' Feedback Form or Google form using the link http://119.92.116.149/hrdo_feedback_form	None	2 Minutes	<i>MRF Personnel</i>
	TOTAL:	None	6 Hours 32 Minutes	



2. Requisition of Solid Waste Data and Information				
This procedure covers the process of accommodating clients who conduct waste management-related studies.				
Office or Division:	University Pollution Control Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Researchers, faculty, students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter			Client	
Data Requisition Form			University Pollution Control Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit a request letter for data gathering or study consultation services	3.1. Receive the request letter from the client	None	2 Minutes	<i>UPCO Staff</i>
	3.2. Approve the request letter of the client	None	5 Minutes	<i>Pollution Control Officer</i>
4. Attend the scheduled appointment	4.1. Accommodate the client and issue Data Requisition form	None	3 Minutes	<i>UPCO Staff</i>
	4.2. Provide the necessary data requested or conduct the requested consultation	None	1 Hour	<i>UPCO Staff/Pollution Control Officer</i>
5. Fill out and submit the Information and Research Consultation Form	5.1. Receive the accomplished Data Requisition Form and provide the client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	2 Minutes	<i>UPCO Staff</i>
	TOTAL:	None	1 Hour 12 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
LEGAL SERVICES OFFICE
External and Internal Services



Legal review and clearance of written contracts entered into by the University				
This process aims to ensure that all contracts entered into by the University are in compliance with standard legal format and requirements by all applicable laws and regulations.				
Office or Division:	Legal Services Office (LSO)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All CVSU Offices/Units			
Checklist of Requirements		Where to Secure		
1. Referral Letter 2. Draft contract with appropriate/related attachments to support the document		Referral Letter from Office of the President/Vice President; Draft contract from the Proponent		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorses contract draft (hard and/or soft copy) for legal comments	1.1 Acknowledge receipt of the request and documents	None	1 Day	Legal Counsel
	1.2 Review the document if proper referral and all pertinent attachments/supporting documents were made	None		Legal Counsel
	1.3 If the document is clear and complete, proceed to review the document as to the proper formatting and legality of the terms and conditions stipulated therein. If clarifications are needed, coordinate with the client or proponent.	None		Legal Counsel



	1.4. Research/Check relevant laws and regulations applicable to the contract to see if the provisions are compliant therein.	None	13 Days	Legal Counsel
	1.5 Prepare the contract review report summarizing the findings of the contract review process including any recommended actions.			
	1.6 Release contract review report to the requesting office/unit and ask them to acknowledge receipt.	None	1 Day	Legal Counsel
	TOTAL	None	15 Days	



Legal Advisory/Memo to Deans/Directors/Vice Presidents/President/CvSU Offices				
This service aims to provide legal advisory services to various administrative inquiries of CVSU Offices/Units.				
Office or Division:	Legal Services Office (LSO)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Deans/Directors/Vice Presidents/President/CVSU Offices/Units			
Checklist of Requirements			Where to Secure	
<ol style="list-style-type: none"> Referral Letter/Memo Pertinent Supporting Documents Relevant Policy/Law 			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Referral/Memo	1. Receives Referral	None	1 Day	Legal Counsel
2. Coordinates with handling lawyer for additional clarifications	2. Reviews the referral & supporting documents; 2.1 Reviews/recommends facts and applicable law/policy to the subject; 2.2 Drafts Legal Opinion/Memo	None	18 days	Legal Counsel
3. Receives the signed Legal Opinion/Memo	3. Releases Legal Opinion/Memo to requesting party	None	1 Day	Legal Counsel
	TOTAL	None	20 Days	



Drafting of Contracts, Demand Letters, Letter Responses, Legal Waivers and other Legal Templates				
This service aims to provide legal support on the drafting, review and correction of new contracts as well as demand letters/letter responses of the University addressed to various individuals/agencies/entities.				
Office or Division:	Legal Services Office (LSO)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All CVSU Offices/Units			
Checklist of Requirements		Where to Secure		
<ol style="list-style-type: none"> Referral Letter/Memo Pertinent Supporting Documents Relevant Policy/Law 		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request/Referral	1. Receives Request/Referral	None	1 Day	Legal Counsel
2. Coordinates with handling lawyer for additional clarifications	2. Reviews the request/referral & supporting documents; 2.1 Reviews/recommends facts and studies applicable law/policy; 2.2 Drafts and signs Demand or Response Letter; in case of review, draft legal memo stating the legal comments and/or recommendations	None	18 Days	Legal Counsel



3. Receives the signed signed Demand Letter/Letter Response	3. Releases signed Demand or Response Letter to requesting party	None	1 Day	Legal Counsel
	TOTAL	None	20 Days	



Review of Existing University Policies, Guidelines, Procedures/ Assistance in the Creation of New Policies, Guidelines, Procedures				
This service aims to provide legal support on the improvement of existing internal rules, policies, and regulations of the University.				
Office or Division:	Legal Services Office (LSO)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All CVSU Offices/Units			
Checklist of Requirements		Where to Secure		
1. Referral Letter/Memo 2. Copy of internal policy for review/revision		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request/Referral	1. Receives Request/Referral	None	1 Day	Legal Counsel
2. Coordinates with handling lawyer for additional clarifications	2. Reviews the request/referral & supporting documents; 2.1 Reviews/recommends amendment/s to the existing internal university policy in relation to applicable laws and regulations; 2.2 Drafts and signs Legal Review/Memo	None	18 Days	Legal Counsel
3. Receives the signed Legal Review/Memo	3. Releases signed Legal Review/Memo to requesting party	None	1 Day	Legal Counsel
	TOTAL	None	20 Days	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
**OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATIVE
AND SUPPORT SERVICES**
External and Internal Services



1. Receiving and Releasing of Document Submitted for Approval of the Vice President for Administrative and Support Services				
This procedure aims to provide guidelines on the receiving and releasing of documents submitted for approval of the Office of the Vice President for Administrative and Support Services.				
Office or Division:	Office of the Vice- President for Administrative and Support Services			
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. End-user /origin to submit documents with logbook indicating the details of the transaction	1.1 Receive the document and check the details of document as written in the logbook.	None	1 Minute	OVPASS Staff
2. Receive the document to comply with all the needed attachments	2.1 Review the document as to content and attachments.	None	2 Minutes	OVPASS Staff
	2.2 If found incomplete, return to the end-user/origin.	None	1 Minute	OVPASS Staff
	2.3 If document is clear and complete, scan the barcode of the document and receive on the Document Tracking System (DTS).	None	2 Minutes	OVPASS Staff



	2.4 Stamp received the document/s and return the receiving copy to the end-user.	None	1 Minute	OVPASS Staff
	2.5 Log the received document/s to the incoming database or excel.	None	2 Minutes	OVPASS Staff
	2.6 Endorse the document to the Office of the Vice President for Administrative and Support Services for appropriate action.	None	1 Minute	OVPASS Staff
	2.7 Evaluate and approve the document	None	5 Minutes	Vice President for Administrative and Support Services
	2.8 If approved, scan the barcode of the document and release on the Document Tracking System (DTS) and release to the next concerned unit.	None	2 Minutes	OVPASS Staff
	2.9 If disapproved or with note, encode the comments on the database for proper documentation. Then, scan the barcode of the document and release on the Document Tracking System (DTS) and forward to Records Office	None	3 Minutes	OVPASS Staff
	TOTAL:	None	20 Minutes	



2. Processing of Financial Documents for Approval				
This procedure aims to provide guidelines on the processing of financial documents for approval of the Office of the Vice President for Administrative and Support Services.				
Office or Division:	Office of the Vice- President for Administrative and Support Services			
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 BEPAID	PROCESSING TIME	PERSO N RESPONSIBLE
1. End-user /origin to submit documents with logbook indicating the details of the transaction	1.1 Receive the document and check the details of document as written in the logbook.	None	1 Minute	OVPASS Staff



2. Receive the document to comply with all the needed attachments	2.1 Review the document as to content and attachments.	None	2 Minutes	<i>OVPASS Staff</i>
	2.2 If found incomplete, return to the end-user/origin.	None	1 Minute	<i>OVPASS Staff</i>
	2.3 If document is clear and complete, scan the barcode of the document and receive on the Document Tracking System (DTS).	None	2 Minutes	<i>OVPASS Staff</i>
	2.4 Stamp received the document/s and return the receiving copy to the end-user.	None	1 Minute	<i>OVPASS Staff</i>
	2.5 Log the received document/s to the incoming database or excel.	None	2 Minutes	<i>OVPASS Staff</i>
	2.6 Endorse the document to the Office of the Vice President for Administrative and Support Services for appropriate action.	None	1 Minute	<i>OVPASS Staff</i>
	2.7 Evaluate and signed the document	None	5 Minutes	<i>Vice President for Administrative and Support Services</i>



	2.8 If approved, scan the barcode of the document and release on the Document Tracking System (DTS) and release to the next concerned unit.	None	2 Minutes	<i>OVPASS Staff</i>
	2.9 If disapproved or with note, encode the comments on the database for proper documentation. Then, scan the barcode of the document and release on the Document Tracking System (DTS) and forward to Records Office	None	3 Minutes	<i>OVPASS Staff</i>
	TOTAL:	None	20 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
OFFICE OF DIRECTOR FOR ADMINISTRATION
External and Internal Services



1. Processing of Financial Documents for Approval				
This procedure aims to ensure that completed staff work (CSW) is properly observed prior to the approval of the Director of Admin				
Office or Division:	Office of Director for Administration			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government GSB – Government to Business			
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 financial document for approval	1.1 Scan the document to the Document Tracking System	None	1 minute	ODA Staff
	1.2 Review the financial document as to content and attachments	None	1 minute	ODA Staff
	1.3 If found incomplete, return to the end-user/origin	None	1 minute	ODA Staff
	1.4 If document is clear and complete, encode the details to the computer for recording and easy tracking	None	1 minute	ODA Staff
	1.5 Endorse the document to the Director of Admin for evaluation	None	1 minute	ODA Staff
	1.6 Evaluate and approve the document	None	5 minutes	ODA Director



	1.7 Once approved / disapproved, the document will be released.	None	3 minutes	<i>ODA Staff</i>
2. Receive the financial document by indicating in the logbook his/her name, signature and date received.	2.1 Scan the document to the Document Tracking System	None	3 minutes	<i>ODA Staff</i>
	2.2 Release to the end-ser/origin/designated unit and have them sign in the logbook			
	TOTAL:	None	16 minutes	



2. Receiving and Releasing of Document Submitted for Approval				
This procedure aims to provide guidelines on receiving and releasing of documents submitted for approval of the Office of the Director for Administration.				
Office or Division:	Office of Director for Administration			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government GSB – Government to Business			
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. End-user /origin to submit documents with logbook indicating the details of the transaction	1.1 Receive the document and check the details of document as written in the logbook	None	1 minutes	ODA Staff
	1.2 Scan/Receive the document on the Document Tracking System (DTS).	None	1 minutes	ODA Staff
	1.3 Forward the document to the Director for Administration for action/signing.	None	1 minutes	ODA Staff
	1.4 Act on/Sign the document.	None	1 minutes	ODA Director
	1.5 Scan the document to the DTS and release to the next concerned unit	None	1 minutes	ODA Staff
	TOTAL:	None	5 minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
OFFICE OF DIRECTOR FOR ADMINISTRATION –
RECORDS OFFICE

External and Internal Services



1. Management of Communication and Documents				
This procedure covers how the Records Office effectively manages communications and documents.				
Office or Division:	Records Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All CvSU employees and students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Three (3) sets of Communication with Attachments (if necessary)			Sender	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 3 sets of incoming communication with attachments (if necessary)	1.1 Receive 3 sets of incoming communication	None	1 Minute	<i>Records Office Staff</i>
	1.2 Place yellow sticker on the upper right corner of the original copy, and stamp "Received" on the 2 reproduced copies (1 for the sender and 1 for the Records Office file)	None	1 Minute	<i>Records Office Staff</i>
	1.3 Record the important details of the incoming communication	None	1 Minute	<i>Records Office Staff</i>
	1.4 Assign "Reference Number A", the date received, and have it countersigned	None	1 Minute	<i>Records Office Staff</i>
	1.5 Encode the details in the Document Tracking System (DTS)	None	1 Minute	<i>Records Office Staff</i>
	1.6 Submit the communication to the next concerned unit	None	4 Minutes	<i>Records Office Staff</i>
	TOTAL:	None	9 Minutes	



2. Receive the Approved/ Disapproved Communication	2.1 Receive the communication once approved/ disapproved by the concerned authority	None	1 Minute	<i>Records Office Staff</i>
	2.2 Photocopy, scan and file the communication	None	2 Minutes	<i>Records Office Staff</i>
	2.3 Release the Approved/ Disapproved Communication documents	None	3 Minutes	<i>Records Office Staff</i>
	TOTAL:	None	6 Minutes	
	GRAND TOTAL:	None	15 Minutes	



2. Recording of Financial Documents				
This procedure shows how the Records Office effectively records financial documents for easy tracking and fast retrieval.				
Office or Division:	Records Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government GSB – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documents with complete signatures and attachments		Claimant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 3 sets of financial documents with attachments (if necessary)	1.1 Receive the financial documents and initially check for the completeness of signatures and attachments	None	1 Minute	Records Office Staff
	1.2 If found incomplete, return the financial documents to the claimant			
	1.3 If found complete, stamp the financial documents with “Received” and assign a reference number and countersign the document			
	1.4 Record important details in the spreadsheet	None	1 Minute	Records Office Staff
	1.5. Print and attach a color-coded routing slip assigned for a particular financial transaction	None	1 Minute	Records Office Staff
	1.6 Print the details on the logbook			
	1.7 Encode the details in the Document Tracking System (DTS)	None	1 Minute	Records Office Staff
	1.8 Submit the financial documents to the next concerned unit	None	1 Minute	Records Office Staff
TOTAL:		None	5 Minutes	



3. Authentication of Documents				
This procedure covers how the Records Office ensures the authenticity and validity of all original copies of documents presented for authentication.				
Office or Division:	Records Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All CvSU employees and alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Authentic and valid documents, and reproduced copies (plus 1 set of reproduced copies for Records Office file)		Internal and External Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present authentic and valid original copies of documents together with reproduced copies	1.1 Check for the authenticity and validity of the original copies of documents presented for authentication	None	1 Minute per page	Records Office Staff
	1.2 Scrutinize the photocopied documents and compare to the original copy to detect differences in ink, signatures, alterations or additions, and if the whole page of document is captured in photocopying	None	3 Minutes	Records Office Staff
2. Fill out the authentication request form	2.1 Receive the documents requested for authentication	None	1 Minute	Records Office Staff
	2.2 Encode the details on the spreadsheet	None	1 Minute	Records Office Staff
3. Pay to the Cashier Office	3.1 Authenticate the documents	PhP 20.00 per type of document (Maximum of 4 pages) and PhP 5.00 per page for additional pages	4 Minutes	Records Office Staff
	3.2 Issue Order of Payment			



4. Present the official receipt and claim the authenticated documents together with the original copies	4.1 Record the amount paid for authentication and the Official Receipt Number 4.2 Release the authenticated documents together with the original copies	None	2 Minutes	<i>Records Office Staff</i>
	TOTAL:	PhP 20.00 per type of document (Maximum of 4 pages) and PhP 5.00 per additional page	12 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
OFFICE OF DIRECTOR FOR ADMINISTRATION –
RECORDS OFFICE

Internal Services



1. Disposal of Valueless Documents				
This procedure shows how the Records Office ensures the effective management and disposal of valueless documents.				
Office or Division:	Records Office			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	University unit heads, deans and directors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Records of Inventory and Appraisal of Documents		Client		
List of Valueless records/documents		Client		
Valueless documents placed in sacks and labeled by period		Client		
Letter of Request for Disposal		Client		
NAP Form No. 3 (Request for Authority to Dispose of Records)		National Archives of the Philippines (NAP)		
NAP Form No. 4 (Records Management Analysis Report)		National Archives of the Philippines		
NAP Form No. 5 (Authority to Dispose of Records)		National Archives of the Philippines		
NAP Form No. 6 (Certificate of Disposal of Records)		National Archives of the Philippines		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request for Disposal together with the following: a. Records of Inventory and Appraisal of Documents	1.1 Receive the letter of request for disposal, records of inventory and appraisal of documents, and list of valueless records/documents	None	1 Day	<i>Records Office Staff</i>



<p>b. List of valueless records/documents</p> <p>c. Accomplished NAP Form No. 3</p>	1.2 Prepare letter of request for authority to dispose of valueless documents to NAP	None	5 Minutes	<i>Records Office Staff</i>
	1.3 Review the submitted NAP Form No. 3 and wait for the issuance of the following: a. NAP Form No. 4 b. NAP Form No. 5	None	3 Months	<i>National Archives of the Philippines (NAP)</i>
	1.4 Once the Records Management Analysis Report and Authority to Dispose of Records have been received from NAP, arrange with NAP for the following: a. Schedule of actual disposal b. Official buyer of valueless documents	None	7 Days	<i>Records Office Staff</i>
	1.5 Send official communication to authorize CvSU Official and COA to send representatives to serve as witnesses in the actual buying process.	None	1 Day	<i>Records Office Staff</i>
	1.6 Facilitate the actual disposal/ buying process	None	1 Day	<i>Records Office Staff</i> <i>NAP Representative</i> <i>COA Auditor</i>
	1.7 Facilitate the payment by the official buyer to the Cashier's Office for the valueless documents.			
	1.8 Receive the Certificate of Disposal of Records			
	TOTAL:	None	3 Months, 10 Days, 5 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
OFFICE OF DIRECTOR FOR ADMINISTRATION – SUPPLY
AND PROPERTY OFFICE

Internal and External Services



1. Issuance of Supplies Materials and Equipment (Inventory Items)				
This procedure covers how the Supply and Property Office facilitates the issuance of supplies, materials and equipment that are considered as inventory items.				
Office or Division:	Supply and Property Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition and Issue Slip (RIS)		Supply and Property Office		
Property Acknowledgement Receipt (PAR)		Property Acknowledgement Receipt (PAR)		
Inventory Custodian Slip (ICS)		Supply and Property Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user to submit fully filled-up RIS form	1.1 Review the completeness of information in the RIS.	None	5 Minutes	Supply and Property Staff
	1.2 Verify the availability of stocks	None	5 Minutes	Supply and Property Staff
	1.3 Process request for signing of approving authority	None	2 Minutes	Supply and Property Staff
	1.4 If the item is PPE or semi-expendable property, prepare PAR or ICS and proceed to 2.1. Then, prepare the item for release.	None	5 Minutes	Supply and Property Staff
2. Sign PAR/ICS and submit to Supply Office	2.1 Facilitate signing of PAR/ICS to the SPO	None	2 Minutes	Supply and Property Officer
	2.2 Release item/s to the end-user	None	5 Minutes	Supply Staff
TOTAL:		None	24 or 17 Minutes	



2. Issuance of Supplies, Materials and Equipment (Non-Inventory Items)				
This procedure shows how the Supply and Property Office facilitates issuance of supplies, materials and equipment needed by the end-user for their day to day operations.				
Office or Division:	Supply and Property Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All CvSU employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition and Issue Slip (RIS)		Supply and Property Office		
Property Acknowledgement Receipt (PAR)		Property Acknowledgement Receipt (PAR)		
Inventory Custodian Slip (ICS)		Supply and Property Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the Supply staff of the PO number of the items to be picked-up.	1.1 Retrieve from file the document and review the completeness of information in the RIS.	None	5 Minutes	Supply and Property Staff
	1.2 Locate the supplies, materials, and equipment to be issued	None	2 Minutes	Supply and Property Staff
	If the item is PPE or semi-expendable/non-expendable property, prepare PAR or ICS, and proceed to 2.1. Otherwise, proceed to 2.2.			
2. Sign PAR/ICS and submit to Supply Office	2.1 Facilitate signing of RIS and PAR/ICS to the SPO	None	2 Minutes	Supply and Property Officer
	2.2 Release item/s to the end-user	None	5 Minutes	Supply and Property Staff
	TOTAL:	None	14 or 12 Minutes	



3. Transfer of Property Accountability				
This procedure covers how the Supply and Property Office facilitates the transfer of accountability to one accountable employee to another.				
Office or Division:	Supply and Property Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All CvSU employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Property transfer Report (PTR)			Supply and Property Office	
Inventory Transfer Report (ITR)			Supply and Property Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit the PTR/ITR	1.1 Verify the status of equipment if serviceable property	None	5 Minutes	Supply and Property Staff
	1.2 Facilitate the Signing of PTR/ ITR to the Supply and Property Officer	None	2 Minutes	Supply and Property Staff
	1.3 Signing of PTR/ ITR	None	2 Minutes	Supply and Property Officer
2. Receive signed PTR/ ITR	1.1 Recording and releasing of PTR/ ITR	None	2 Minutes	Supply and Property Staff
	TOTAL:	None	11 Minutes	



4. Request for Equipment Repair				
This procedure covers how the Supply and Property Office facilitates the repair of equipment under warranty.				
Office or Division:	Supply and Property Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2B – Government to Business			
Who may avail:	All CvSU employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Equipment Repair Request (ERR)			Supply and Property Office	
Gate Pass			Supply and Property Office	
Acceptance/ Acknowledgement Receipt			Supplier	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit the ERR along with defective item	1.1 Accept ERR and coordinate with the supplier of the equipment for repair	None	5 Minutes	<i>Supply and Property Staff</i>
	1.2 Prepare Gate Pass for the pull- out of the defective equipment	None	3 Minutes	<i>Supply and Property Staff</i>
	1.3 Release of defective equipment to the supplier	None	2 Minutes	<i>Supply and Property Staff</i>
	TOTAL:	None	10 Minutes	



2. Deliver of repaired equipment	2.1 Inspection of the repaired equipment	None	5 Minutes	<i>Supply and Property Staff</i>
	2.2 Acceptance of repaired equipment and notify the end user to pick-up the repaired equipment	None	5 Minutes	<i>Supply and Property Staff</i>
	TOTAL:	None	10 Minutes	

3. Pick-up the repaired equipment	3.1 Prepare the documents of the repaired equipment	None	3 Minutes	<i>Supply and Property Staff</i>
	3.2 Facilitate the signing of the ERR (post-repair)	None	2 Minutes	<i>Supply and Property Staff</i>
	3.3 Release the repaired equipment to the end-user	None	2 Minutes	<i>Supply and Property Staff</i>
	TOTAL:	None	7 Minutes	



5. Issuance of Clearance from Property Accountability				
This procedure shows how the Supply and Property Office facilitates the issuance of clearance to retiring, resigning employees and employees who are going on study leave/maternity leave.				
Office or Division:	Supply and Property Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All CvSU employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form		HRDO		
Report of Lost, Stolen, Damaged or Destroyed Property (RLSDDP) – (if applicable)		SUPPLY AND PROPERTY OFFICE/ CLIENT		
Promissory Note – (if applicable)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit clearance form	1.1 Verify the presence of signatures of Dean/Director concerned and the initial of the Property Custodian in the Clearance Form	None	1 Minutes	<i>Property Staff</i>
	1.2 Verify if the employee has property accountability	None	1 Minute	<i>Property Staff</i>
	1.3 If none, forward the clearance for signing of authorized official	None	1 Minute	<i>Property Staff</i>
	1.4 Sign clearance	None	1 Minute	<i>Supply and Property Officer</i>
	1.5 Record and release clearance	None	1 Minute	<i>Property Staff</i>
	TOTAL:	None	5 Minutes	



<p>2. In case of property accountability options are:</p> <p>A. Request for transfer of accountability to another employee</p> <p>1. Request assistance for transfer of accountability</p> <p>2. Submit signed PTR/ITR together with Clearance Form</p>	1.1 Check record of property accountability	None	2 Minutes	Property Staff
	1.2 Prepare PTR/ITR and forward to accountable employee for signing	None	2 Minutes	Property Staff
	2.1 Facilitate signing of PTR/ITR and Clearance	None	1 Minute	Property Staff
	2.2 Sign PTR/ITR and Clearance	None	1 Minute	Property Officer
	2.3 Provide a copy of PTR/ITR to accountable employee / Accounting Office and return signed clearance	None	1 Minute	Property Staff
	TOTAL:	None	7 Minutes	
<p>B. Request relief from accountability for lost property</p> <p>1. Submit the RLSDDP together with clearance form</p>	1.1 If relieved from property accountability based on COA decision, forward copy of RLSDDP and Clearance Form to the authorized official.	None	2 Minutes	Property Staff
	1.2 Sign Clearance	None	1 Minutes	Property Officer



	1.3 Return signed clearance	None	1 Minute	<i>Property Staff</i>
	TOTAL:	None	4 Minutes	
B.Request clearance from property accountability by paying the amount of the lost property				
1. Inquire the amount of lost property.	1.1 Verify from record the amount of lost property.			
	1.2 Advise to pay at the Cashier's Office the amount of the missing property	None	2 Minutes	<i>Property Staff</i>
2. Submit OR as proof of paid accountability together with Clearance Form	2.1 Forward copy of OR and Clearance Form to the authorized official.	None	1 Minute	<i>Property Staff</i>
	1.2 Sign Clearance	None	1 Minute	<i>Property Staff</i>
	1.3 Return signed clearance	None	1 Minute	<i>Property Officer</i>
		None	1 Minute	<i>Property Staff</i>
	TOTAL:	None	6 Minutes	



<p>C. In case payment cannot be paid immediately:</p> <p>1. Submit promissory note signed by Accounting Office together with clearance form</p>	1.1 Forward copy of promisory note and Clearance Form to the authorized official	None	1 Minute	<i>Property Staff</i>
	1.2 Sign Clearance	None	1 Minute	<i>Property Officer</i>
	1.3 Secure copy of promisory note and return signed clearance	None	1 Minute	<i>Property Staff</i>
	TOTAL:	None	3 Minutes	



6. Disposal of Unserviceable Properties				
This procedure covers how the Supply and Property Office facilitates disposal of unserviceable properties of the University.				
Office or Division:	Supply and Property Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government/ G2B – Government to Business Entity			
Who may avail:	All employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Property Return Slip			Supply and Property Office	
Inventory and Inspection Report of Unserviceable Properties (IIRUP)			Supply and Property Office	
Inventory and Inspection Report of Unserviceable Semi-expendable Properties (IIRUSP)			Supply and Property Office	
Tally Out Sheet			Bidder	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return unserviceable properties together with Property Return Slip	1.1 Verify entries to the Property Return Slip if listing conforms to the actual returned items.	None	5 Minutes	<i>Supply and Property Office Staff</i>
	1.2 Accept the returned item/s and prepare Inventory and Inspection Report of Unserviceable Properties (IIRUP) /Inventory and Inspection Report of Unserviceable Semi-expendable Properties (IIRUSP)	None	10 Minutes	<i>Supply and Property Office Staff</i>
	1.3 Verify with the Accounting Office the depreciation and net book value of the item/s	None	10 Minutes	<i>Supply and Property Office Staff</i>
	1.4 Submit the IIRUP / IIRUSP to the Disposal Committee	None	5 Minutes	<i>Supply and Property Office Staff</i>
	1.5 Deliberate on the submitted listings and inspect the items to be disposed	None	1 Day	<i>Disposal Committee</i>



	1.6 Finalize IIRUP/ IIRUSP, prepare other supporting documents and submit to the Disposal Committee.	None	1 Day	<i>Supply and Property Office Staff</i>
	TOTAL:	None	2 Days, and 30 Minutes	



7. Processing of Liquidation Report and Reimbursement Document				
This procedure covers how the Supply and Property Office facilitates the processing of liquidation report and reimbursement documents				
Office or Division:	Supply and Property Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All CvSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reimbursement Expense Receipt (RER) – (if applicable)		Client		
Official Receipt		Client		
Inspection and Acceptance Report		Supply and Property Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Liquidation/ Reimbursement documents	1.1 Review of documentary requirements	None	5 Minutes	<i>Supply and Property staff</i>
	1.2 Assigning and recording of RER/ICS/IAR number	None	2 Minutes	<i>Supply and Property staff</i>
	1.3 Signing of ICS/IAR	None	1 Minute	<i>Supply and Property Officer</i>
	1.4 Releasing to next concerned unit	None	2 Minutes	<i>Supply and Property staff</i>
	TOTAL:	None	10 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
OFFICE OF DIRECTOR FOR ADMINISTRATION – SUPPLY
AND PROPERTY OFFICE

External Services



1. Receipt and Acceptance of Delivered Goods				
The Supply and Property Office facilitates the receipt and acceptance of supplies, materials and equipment delivered by winning bidder/supplier.				
Office or Division:	Supply and Property Office			
Classification:	Simple			
Type of Transaction:	G2B-Government to Business Entity			
Who may avail:	All CvSU Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sales Invoice		Suppliers		
Delivery Receipt		Suppliers		
Purchase Order (PO)/Job Order (JO)		Supply and Property Office		
Inspection and Acceptance Report (IAR)		Supply and Property Office		
Disbursement Voucher (DV)		Supply and Property Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Supplier to deliver goods	1.1 Receive the delivered goods	None	5 Minutes	Supply Staff
Supplier to receive duplicate copy of sales invoice and delivery receipt	2.1 Prepare Inspection and Acceptance Report (IAR)	None	10 Minutes	Supply Staff
	2.2 Forward copy of IAR, DR and PO to the university inspector and inspect the items	None	Within 2 Days after delivery	Supply Staff / University Inspectors
	2.3 Accept the delivered goods which passed the inspection	None	5 Minutes	Supply and Property Officer
	TOTAL:	None	2 Days, 20 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
OFFICE OF DIRECTOR FOR ADMINISTRATION – SUPPLY
AND PROPERTY OFFICE
Internal Services



1. Acceptance of Donated Equipment				
This procedure covers how the Supply and Property Office facilitates the acceptance of donated equipment.				
Office or Division:	Supply and Property Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C – Government to Citizen			
Who may avail:	All CvSU employees, alumni and other government agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Deed of Donation			Donor	
Property Acknowledgement Receipt (PAR)			Supply and Property Office	
Inventory Custodian Slip (ICS)			Supply and Property Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Deed of Donation together with signed ICS/PAR	1.1 Physical Inspection	None	5 Minutes	<i>Supply and Property Staff</i>
	1.2 Forward ICS/ PAR to the Supply and Property Officer	None	2 Minutes	<i>Supply and Property Staff</i>
	1.3 Sign ICS/PAR	None	1 Minute	<i>Supply and Property Officer</i>
	1.4 Recording of donated equipment	None	5 Minutes	<i>Supply and Property Staff</i>
	1.5 Provide a copy of PAR/ ICS to accountable employee / Accounting Office	None	3 Minutes	<i>Supply and Property Staff</i>
	TOTAL:	None	16 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
OFFICE OF DIRECTOR FOR ADMINISTRATION –
PROCUREMENT OFFICE
Internal and External Services



1. Preparation of Project Procurement Management Plan (PPMP)				
This procedure covers how the Procurement Office facilitates the preparation of the Project Procurement Management Plan (PPMP) of the different units of the University.				
Office or Division:	Procurement Office/Budget Office			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All CvSU Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
PPMP Form			Procurement Office	
Program of Receipt and Expenditure			Budget Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit their accomplished PPMP form	1.1 Evaluate in order to ensure consistency with the budget proposal and in compliance with the existing budget rules	<i>None</i>	<i>20 Minutes</i>	<i>Budget Staff</i>
	1.2 Sign and forward the same to the BAC Secretariat	<i>None</i>	<i>5 Minutes</i>	<i>Budget Officer</i>
	1.3 Consolidate PPMPs	<i>None</i>	<i>15 Days</i>	<i>BAC Secretariat</i>
	1.4 Submit Indicative APP to the BAC for recommendation of procurement modality	<i>None</i>	<i>10 Minutes</i>	<i>BAC Secretariat</i>
	1.5 Submit Indicative APP to the HOPE for approval of the oversight body	<i>None</i>	<i>10 Minutes</i>	<i>BAC Secretariat</i>
2. Submit Revised PPMP	2.1 Consolidate revised PPMP	<i>None</i>	<i>15 Days</i>	<i>BAC Secretariat</i>
	2.2 Submit Final APP to the HOPE for approval of the oversight body.	<i>None</i>	<i>10 Minutes</i>	<i>Procurement Staff</i>
	2.3 Provide end-users copy of the approved PPMP	<i>None</i>	<i>5 Minutes</i>	<i>Procurement Head</i>
	TOTAL:	None	30 Days, 1 hour	



2. Processing of Purchase Request (PR)				
This procedure covers how the Procurement Office facilitates the processing of Purchase Request (PR) from the different units of the University.				
Office or Division:	Procurement Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All CvSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PR Forms		Procurement Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Purchase Request with assigned reference number	1.1 Receive the Purchase Request	None	1 Minutes	Procurement Staff
	1.2 Scan/Record to the Data Tracking System (DTS)	None	2 Minutes	Procurement Staff
	1.3 Forward the PR to the BAC Secretariat	None	2 Minutes	Procurement Staff
	1.4 Review the PR if compliant with the requirements, and stamp "IN ACCORDANCE WITH THE APPROVED APP"	None	5 Minutes	BAC Secretariat
	1.5 Assign PR Number and record in the database	None	1 Minute	BAC Secretariat
	1.6 Record in the database	None	2 Minutes	BAC Secretariat
	1.7 Scan/Update in the Data Tracking System (DTS)	None	2 Minutes	BAC Secretariat
	1.8 Release to the next concerned unit	None	2 Minutes	Procurement Staff
TOTAL:		None	17 Minutes	



3. Processing of Liquidation Report and Reimbursement Documents				
This procedure covers how the Procurement Office facilitates the processing of Liquidation Report of Cash Advance and reimbursement documents from the different units of the University.				
Office or Division:	Procurement Office			
Classification	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All CvSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Liquidation Report Purchase Request Request for Quotation Abstract of Canvass (AOC) for Liquidation Purchase Order / Job Order		Client Client Client Client Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Liquidation Report or Reimbursement Documents	1.1 Receive Liquidation Report or Reimbursement Documents and update the Data Tracking System	None	1 Minute	End-user Procurement Staff
	1.2 Scan/Record to the Data Tracking System (DTS)	None	2 Minutes	Procurement Staff
	1.3 Review of supporting documents	None	3 Minutes	Procurement Staff
	1.4 Assign PO/JO Number and record in the database	None	2 Minutes	Procurement Staff
	1.5 Forward to the Procurement Head	None	1 Minutes	Procurement Staff
	1.6 Review and endorse for approval the supporting documents	None	3 Minutes	Procurement Head
	1.7 Scan/Update in the Data Tracking System (DTS)	None	2 Minutes	Procurement Staff
	1.8 Release to the next concerned unit	None	2 Minutes	Procurement Staff
	TOTAL:	None	16 Minutes	



4. Procurement of Goods, Consulting Services and Infrastructure Projects through Alternative Methods of Procurement				
This procedure shows how the Supply and Property Office facilitates the procurement of goods, consulting services and infrastructure projects using alternative methods of procurement.				
Office or Division:	Procurement Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2B – Government to Business Entity			
Who may avail:	All End-Users, Contractors, Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request		Procurement Office		
Request for Quotation		Procurement Office		
Bill of Quantities (BOQ)		Procurement Office		
Abstract of Canvass (AOC)		Procurement Office		
Purchase Order		Procurement Office		
Job Order		Procurement Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user to submit approved Purchase Request (PR)	1.1 Check the completeness of the required supporting documents.	None	5 Minutes	BAC Secretariat
	1.2 Post the requirements to the PhilGEPS website, website of the agency and to any conspicuous place	None	30 Minutes	BAC Secretariat
	1.3 Return copy of PR to the end-user for canvassing of prices.	None	5 Minutes	BAC Secretariat
	2.1 Review the submitted documents most particularly the Abstract of Canvass	None	30 Minutes	Procurement Staff and Head
2. Forward PR to the Procurement Office together with accomplished RFQ and Abstract of Canvass	2.2 Prepare BAC Resolution	None	10 Minutes	BAC Secretariat
	2.3 Release the document for BAC signature	None	20 Minutes	Procurement Staff
	2.4 Endorse PO/WO to other offices for processing	None	10 Minutes	Procurement Staff



	2.5 Send copy of approved PO/WO for conforme of the supplier	<i>None</i>	<i>5 Minutes</i>	<i>Procurement Staff</i>
3. Supplier to sign approved PO/WO and send back to the Procurement Office	3.1 Accept signed PO/WO and wait for delivery	<i>None</i>	<i>5 Minutes</i>	<i>Procurement Staff</i>
	TOTAL:	None	2 Hours	



5. Procurement of Goods, Consulting Services and Infrastructure Projects through Public Bidding				
This procedure shows how the Bids and Award Committee (BAC) facilitates the procurement of goods through public bidding and ensures that it is in accordance with the Implementing Rules and Regulation of Republic Act 9184.				
Office or Division:	Bids and Award Committee			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government G2B - Government to Business Entity			
Who may avail:	All End-Users, Contractors, Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request (PR)		End-User		
Invitation to Bid (ITB)		BAC Secretariat		
Bid Documents		BAC Secretariat		
Bid Form		BAC Secretariat		
Abstract of Bids as Read		BAC Secretariat		
BAC Attendance Sheet		BAC Secretariat		
Checklist of Eligibility Requirements		BAC Secretariat		
Contract / Purchase Order		BAC Secretariat		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Purchase Request (PR)	1.1 Receive Purchase Request 1.1.1 Verify if in accordance with the approved APP, approved and accompanied with appropriate supporting documents. 1.1.2 Prepare schedule of bidding	None	2 Days	BAC Secretariat
	1.2 Conduct pre-procurement conference	None	1 Day	BAC/BAC Secretariat/End-User/TWG



	1.3 Post ITB to PhilGEPS website, website of the university and any conspicuous place	<i>None</i>	<i>7 Days</i>	<i>BAC Chairman/BAC Secretariat</i>
2. Bidders inquire about the project and signify intent to buy bidding documents	Advise the bidder to pay for the bidding documents to the Cashier's Office before the submission of the bidding documents to the BAC	<i>None</i>	<i>5 Minutes</i>	<i>BAC Secretariat</i>
3. Bidders submit proof of payment	Issue bidding documents	<i>None depending on the Project's ABC</i>	<i>5 Minutes</i>	<i>BAC Secretariat</i>
4. Bidders attend pre-bid conference	4.1 Conduct of Pre-Bid Conference discuss, clarify and explain, among other things the eligibility requirements and financial components of the contract including questions and clarifications raised by the prospective bidders.	<i>None</i>	<i>1 Day</i>	<i>BAC/BAC Secretariat/End-User/Observer</i>
	4.2 Prepare and post supplemental bid bulletin (it there is any) regarding the amendments in any provision of the bidding document/changes agreed during the pre-bid conference	<i>None</i>	<i>1 Day (at least 7 days before the opening of bids)</i>	<i>BAC/BAC Secretariat</i>
5. Bidders submit bidding documents	5.1 Receive and open bids from bidders	<i>None</i>	<i>1 Day (12 days after pre-bid conference)</i>	<i>BAC/BAC Secretariat/End-User/Observer</i>
	5.2 Bid Evaluation	<i>None</i>	<i>7 Days</i>	<i>BAC/TWG</i>
	5.3 Post Qualification to determine whether the bidder concerned complied with and is responsive to all the requirements and conditions as specified in the bidding documents	<i>None</i>	<i>7 Days (up to 42 days)</i>	<i>BAC/TWG</i>
	5.4 Prepare BAC resolution and recommendation of award	<i>None</i>	<i>1 Day</i>	<i>BAC/BAC Secretariat</i>



	5.5 Approved recommendation of Award and issue Notice of Award (NOA) to winning bidder	<i>None</i>	<i>*1 Day</i>	<i>HOPE/BAC/BAC Secretariat</i>
6. Winning bidder to accept Notice of Award	6.1 Post the Notice of Award to the PhilGEPS and agency website and any conspicuous place and advise the winning bidder to post the required Performance Security within 10 days from receipt of NOA	<i>None</i>	<i>3 Days of posting of NOA</i>	<i>BAC/BAC Secretariat</i>
	6.2 Prepare the Contract	<i>None</i>	<i>7 Days</i>	<i>BAC/BAC Secretariat</i>
	6.3 Approve the Contract	<i>None</i>	<i>*7 Days</i>	<i>HOPE/BAC</i>
7. Winning bidder sign the contract and Notice to Proceed	7.1 Enter into contract with the winning bidder and issues Notice to Proceed (NTP)	<i>None</i>	<i>7 Days</i>	<i>HOPE/BAC</i>
	7.2 Post the Contract and NTP to the PhilGEPS website	<i>None</i>	<i>Within 15 Days from the issuance of NTP</i>	<i>HOPE/BAC</i>
	TOTAL:	None	*Subject to RA 9184	

*maximum 15 days

*maximum 30 days



CAVITE STATE UNIVERSITY – MAIN CAMPUS
HUMAN RESOURCE DEVELOPMENT OFFICE –
RECRUITMENT, SELECTION, AND PLACEMENT (RSP)
SECTION
External and Internal Services



1. Acceptance of Applications for Academic and Non-Academic Positions				
This procedure aims to ensure that receiving of application of University personnel are made in accordance with CvSU Guidelines, CSC Revised Omnibus Rules on Appointment and Other Human Resource Actions (ORA-OHRA) and DBM Circulars.				
Office or Division:	Recruitment, Selection, and Placement (RSP) Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All qualified applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter Addressed to HR Director		Applicant		
Personal Data Sheet		Civil Service Commission website		
Photocopy of Certificate of Eligibility/Rating/License		Civil Service Commission		
Photocopy of Transcript of Records		School Registrar		
Latest Performance Rating, if applicable		Employer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application letter and credentials.	1.1. Check and record the documents submitted to the Application Monitoring database.	None	3 Minutes	<i>RSP / HR Staff</i>
	1.2. Conduct initial screening of documents based on the Qualification Standards for vacant positions.	None	5 Minutes	<i>RSP / HR Staff</i>
	1.3. Advise that the client will be notified of the status of application through email or text message.	None	1 Minute	<i>RSP / HR Staff</i>



	1.4. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
	TOTAL:	None	9 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
HUMAN RESOURCE DEVELOPMENT OFFICE –
RECRUITMENT, SELECTION, AND PLACEMENT (RSP)
SECTION
Internal Services



1. Acceptance of Applications for Academic and Non-Academic Positions				
This procedure aims to ensure that receiving of application of University personnel are made in accordance with CvSU Guidelines, CSC Revised Omnibus Rules on Appointment and Other Human Resource Actions (ORA-OHRA) and DBM Circulars				
Office or Division:	Recruitment, Selection and Placement (RSP) Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All qualified applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter address to HR Director		applicant		
Personal Data Sheet		www.csc.gov.ph or CSC website		
Photocopy of certificate of eligibility/rating/license		Civil Service Commission		
Photocopy of Transcript of Records		School Registrar		
Latest Performance Rating if applicable		Employer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING	PERSON
		PAID	TIME	RESPONSIBLE
1. Submit application letter and credentials	1.1 Check and record the documents submitted to the Application Monitoring Database	None	3 Minutes	RSP/HR Staff
	1.2 Conduct initial screening of documents based on the Qualification Standards for vacant positions	None	5 Minutes	RSP/HR Staff
	1.3 Advise that the client will be notified of the status of application through email or text message	None	1 Minute	RSP/HR Staff
	1.4 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
TOTAL:		None	9 Minutes	



2. Processing of Appointment of Contract of Service Academic Personnel in Branch Campus				
This procedure aims to ensure that processing of appointments of University personnel are made in accordance with CvSU Guidelines, CSC Revised Omnibus Rules on Appointment and Other Human Resource Actions (ORA-OHRA) and DBM Circulars				
Office or Division:	Recruitment, Selection and Placement (RSP) Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All qualified applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Data Sheet (CS Form No. 212)		www.csc.gov.ph or CSC website		
Personal Description Form (DBM-CSC Form No. 10)		www.csc.gov.ph or CSC website		
Medical Certificate (CS Form No. 211)		University Infirmary		
Authenticated copy of Transcript of Records		Previous School		
Authenticated copy of Diploma				
Authenticated copy of Eligibility		Issuing Government Agency/ies		
Authenticated copy of PSA Birth Certificate				
Authenticated copy of NBI Clearance				
Tax Identification Number (TIN)				
Certificate of first day of service		Office of the Campus Administrator		
University ID		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING	PERSON
		PAID	TIME	RESPONSIBLE
1. The Branch Campus through their clerk or liaison officer or any authorized representative to submit requirements for appointment of Contract of Service academic personnel	1.1 Receive the signed COS Contract from branch campuses.	None	2 Minutes	RSP Staff
	1.2 Review and check as to accuracy and completeness of the documents and endorse to RSP head for initials.	None	3 Minutes	RSP Staff



	1.3 Affix initials as certifying the contract for accuracy and completeness of the documents, attach the routing form, and endorse to the HR Director for signature.	None	2 Minutes	<i>RSP Head/RSP Staff</i>
	1.4 Sign the COS contract.	None	2 Minutes	<i>HR Director</i>
	1.5 Endorse the COS contract to the concerned signatories for approval.	None	2 Minutes	<i>RSP Staff</i>
	1.6 Receive the approved COS contract and endorse to the concerned campus for notary.	None	2 Minutes	<i>RSP Staff</i>
	1.7 Receive the notarized COS contract and prepare copy of Authority to Pay (ATP) for processing of salary	None	3 Minutes	<i>RSP Staff</i>
	1.8 File the notarized COS Contract.	None	2 Minutes	<i>RSP Staff</i>
	1.9 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	1 Minute	<i>RSP Staff</i>
	TOTAL:	None	19 Minutes	



3. Processing of Appointment of Contract of Service Academic Personnel in the Main Campus					
This procedure aims to ensure that processing of appointments of University personnel are made in accordance with CvSU Guidelines, CSC Revised Omnibus Rules on Appointment and Other Human Resource Actions (ORA-OHRA) and DBM Circulars					
Office or Division:	Recruitment, Selection and Placement (RSP) Unit				
Classification:	Simple				
Type of Transaction:	G2C-Government to Citizen				
Who may avail:	All qualified applicants				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Personal Data Sheet (CS Form No. 212)			www.csc.gov.ph or CSC website		
Personal Description Form (DBM-CSC Form No. 10)			www.csc.gov.ph or CSC website		
Medical Certificate (CS Form No. 211)			University Infirmary		
Authenticated copy of Transcript of Records			Previous School		
Authenticated copy of Diploma					
Authenticated copy of Eligibility			Issuing Government Agency/ies		
Authenticated copy of PSA Birth Certificate					
Authenticated copy of NBI Clearance					
Tax Identification Number (TIN)					
Certificate of first day of service			Office of the Dean		
University ID			Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The College through their clerk or liaison officer or any authorized representative to submit requirements for appointment of Job Order academic personnel	1.1 Receive requirements of contract of service academic personnel from the concerned college		None	2 Minutes	RSP Staff
	1.2 Review and check as to accuracy and completeness of the documents.		None	10 Minutes	RSP Staff
	1.3 Prepare the COS contract and endorse to RSP head for initials.		None	24 Minutes	RSP Staff



	1.4 Affix initials as certifying the contract for accuracy and completeness of the documents, attach the routing form and endorse to the HR Director for signature.	None	3 Minutes	<i>RSP Head</i>
	1.5 Sign the COS contract.	None	2 Minutes	<i>HR Director</i>
	1.6 Endorse the COS contract to the concerned signatories for approval.	None	2 Minutes	<i>RSP Staff</i>
	1.7 Receive the approved COS contract and endorse to the concerned college for notary.	None	2 Minutes	<i>RSP Staff</i>
	1.8 Receive the notarized COS contract and prepare copy of Authority to Pay (ATP) for processing of salary	None	3 Minutes	<i>RSP Staff</i>
	1.9 File the approved COS Contract.	None	2 Minutes	<i>RSP Staff</i>
	1.10 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	1 Minute	<i>RSP Staff</i>
	TOTAL:	None	51 Minutes	



4. Processing of Appointment of Job Order Non-Academic Personnel in the Branch Campus				
This procedure aims to ensure that processing of appointments of University personnel are made in accordance with CvSU Guidelines, CSC Revised Omnibus Rules on Appointment and Other Human Resource Actions (ORA-OHRA) and DBM Circulars				
Office or Division:	Recruitment, Selection and Placement (RSP) Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Branch Campuses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Data Sheet (CS Form No. 212)		www.csc.gov.ph or CSC website		
Personal Description Form (DBM-CSC Form No. 10)		www.csc.gov.ph or CSC website		
Medical Certificate (CS Form No. 211)		University Infirmary		
Certificate of first day of service		College/Unit		
Authenticated copy of Transcript of Records		Previous School		
Authenticated copy of Diploma				
Authenticated copy of Eligibility		Issuing Government Agency/ies		
Authenticated copy of PSA Birth Certificate				
Authenticated copy of NBI Clearance				
Tax Identification Number (TIN)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING	PERSON
		PAID	TIME	RESPONSIBLE
1. The Branch Campus through their clerk or liaison officer or any authorized representative to submit requirements for appointment of Job Order Non-Academic personnel	1.1 Receive requirements of Job order non-academic personnel from the concerned branch campus	None	2 Minutes	RSP Staff
	1.2 Review and check as to accuracy and completeness of the documents.	None	10 Minutes	RSP Staff
	1.3 Prepare the Job Order Contract and endorse to RSP head for initials.	None	19 Minutes	RSP Staff



	1.4 Affix initials as certifying the contract for accuracy and completeness of the documents, attach the routing form and endorse to the HR Director for signature.	None	3 Minutes	<i>RSP Head</i>
	1.5 Sign the Job Order contract.	None	2 Minutes	<i>HR Director</i>
	1.6 Endorse the Job Order contract to the concerned signatories for approval.	None	2 Minutes	<i>RSP Staff</i>
	1.7 Receive the approved Job Order contract and provide copy to the concerned employee thru hr coordinator.	None	2 Minutes	<i>RSP Staff</i>
	1.8 Prepare copy of Authority to Pay (ATP) for processing of salary	None	3 Minutes	<i>RSP Staff</i>
	1.9 File the approved Job Order Contract.	None	2 Minutes	<i>RSP Staff</i>
	1.10 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	1 Minute	<i>RSP/ Staff</i>
	TOTAL:	None	46 Minutes	



5. Processing of Appointment of Job Order Non-Academic Personnel in the Main Campus				
This procedure aims to ensure that processing of appointments of University personnel are made in accordance with CvSU Guidelines, CSC Revised Omnibus Rules on Appointment and Other Human Resource Actions (ORA-OHRA) and DBM Circulars				
Office or Division:	Recruitment, Selection and Placement (RSP) Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	College/Unit in the main campus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Data Sheet (CS Form No. 212)		www.csc.gov.ph or CSC website		
Personal Description Form (DBM-CSC Form No. 10)		www.csc.gov.ph or CSC website		
Medical Certificate (CS Form No. 211)		University Infirmary		
Certificate of first day of service		College/Unit		
Authenticated copy of Transcript of Records		Previous School		
Authenticated copy of Diploma				
Authenticated copy of Eligibility		Issuing Government Agency/ies		
Authenticated copy of PSA Birth Certificate				
Authenticated copy of NBI Clearance				
Tax Identification Number (TIN)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING	PERSON
		PAID	TIME	RESPONSIBLE
1. The College/Unit through their clerk or liaison officer or any authorized representative to submit requirements for appointment of Job Order Non-academic personnel	1.1 Receive requirements of Job Order non-academic personnel from the concerned college	None	2 Minutes	RSP Staff
	1.2 Review and check as to accuracy and completeness of the documents.	None	10 Minutes	RSP Staff
	1.3 Prepare the Job Order contract and endorse to RSP head for initials.	None	19 Minutes	RSP Staff



	1.4 Affix initials as certifying the contract for accuracy and completeness of the documents, , attach the routing form and endorse to the HR Director for signature.	None	3 Minutes	<i>RSP Head</i>
	1.5 Sign the Job Order contract.	None	2 Minutes	<i>HR Director</i>
	1.6 Endorse the Job Order contract to the concerned signatories for approval.	None	2 Minutes	<i>RSP Staff</i>
	1.7 Receive the approved Job Order contract and provide copy to the concerned employee thru hr coordinator.	None	2 Minutes	<i>RSP Staff</i>
	1.8 Prepare copy of Authority to Pay (ATP) for processing of salary	None	3 Minutes	<i>RSP Staff</i>
	1.9 File the approved Job Order Contract.	None	2 Minutes	<i>RSP Staff</i>
	1.10 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	1 Minute	<i>RSP Staff</i>
	TOTAL:	None	47 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
HUMAN RESOURCE DEVELOPMENT OFFICE – RECORDS
MANAGEMENT SECTION
External and Internal Services



1. Processing and Issuance of HR Records to Active University Employees				
This procedure aims to provide personnel employment records to active University employees for personal and professional transaction purposes.				
Office or Division:	Records Management Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Active University Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Record Request Form		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Record Request Form and submit to the HR staff.	1.1 Receive and review the duly accomplished form for the completeness of entries.	None	3 Minutes	HR Staff
	1.2 Check and verify from file the requested record as to the correctness and accuracy.	None	10 Minutes	HR Staff
	1.3 Encode and print the requested record and endorse to HR Director for signature.	None	10 Minutes	HR Staff
	1.4 Sign the documents.	None	1 Minute	HRDO Director
2. Receive the requested employment record.	2.1 Release the requested record to the faculty member or employee.	None	1 Minute	HR Staff
	2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
TOTAL:		None	25 Minutes	



2. Processing and Issuance of HR Records thru E-mail to Active University Employees				
This procedure aims to provide personnel employment records to active University employees for personal and professional transaction purposes.				
Office or Division:	Records Management Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Active University Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Record Request Form		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. E-mail duly accomplished Record Request Form to the HRDO e-mail address cvsuhrd@cvsu.edu.ph	1.1 Check the e-mails for record requests and review the duly accomplished form for the completeness of entries.	None	5 Minutes	HR Staff
	1.2 Check and verify from file the requested record as to the correctness and accuracy.	None	10 Minutes	HR Staff
	1.3 Encode and print the requested record and endorse to HR Director for signature.	None	10 Minutes	HR Staff
	1.4 Sign the documents.	None	1 Minute	HRDO Director
	1.5 Scan the signed document	None	1 Minute	HR Staff
2. Receive the requested employment record.	2.1 Release the requested record thru e-mail to the faculty member or employee.	None	1 Minute	HR Staff
	2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
TOTAL:		None	28 Minutes	



3. Processing and Issuance of HR Records for Employees who are no longer connected with the University				
This procedure aims to provide personnel employment records for personal and professional transaction purposes.				
Office or Division:	Records Management Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All former faculty members and employees who are no longer connected with the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Record Request Form		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Record Request Form and submit to the HR staff.	1.1 Receive and review the duly accomplished form for the completeness of entries	None	3 Minutes	<i>HR Staff</i>
	1.2 Check and verify from file (kept in the records storage room) the requested record as to the correctness and accuracy and ensure that the requesting client is Cleared from Financial and Property obligations.	None	1 Day	<i>HR Staff</i>
	1.3 Encode and print the requested record and endorse to HR Director for signature.	None	10 Minutes	<i>HR Staff</i>
	1.4 Sign the documents.	None	1 Minute	<i>HRDO Director</i>
2. Receive the requested employment record.	2.1 Release the requested record to the faculty member or employee.	None	1 Minute	<i>HR Staff</i>
	2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	1 Day, 15 Minutes	



4. Processing and Issuance of HR Records thru E-mail for Employees who are no longer connected with the University				
This procedure aims to provide personnel employment records for personal and professional transaction purposes.				
Office or Division:	Human Resource Development Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All former faculty members and employees who are no longer connected with the University			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Record Request Form			Human Resource Development Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. E-mail the duly accomplished Record Request Form to the HRDO e-mail address cvsuhrd@cvsu.edu.ph or to the HR Staff e-mail address cmpcuadra@cvsu.edu.ph.	1.1 Check the e-mails for record requests and review the duly accomplished form for the completeness of entries.	None	5 Minutes	HR Staff
	1.2 Check and verify from file (kept in the records storage room) the requested record as to the correctness and accuracy and ensure that the requesting client is Cleared from Financial and Property obligations.	None	1 Day	HR Staff
	1.3 Encode and print the requested record and endorse to HR Director for signature.	None	10 Minutes	HR Staff
	1.4 Sign the documents.	None	1 Minute	HRDO Director
	1.5 Scan the signed document	None	1 Minute	HR Staff
2. Receive the requested employment record.	2.1 Release the requested record thru e- mail to the faculty member or employee.	None	1 Minute	HR Staff



	2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	1 Day, 18 Minutes	



5. Soliciting of Online Stakeholders' Feedback

This procedure provides a system to address the feedback of stakeholders for the services provided by each unit of Cavite State University. Online Stakeholders' feedback form will serve as a tool to assess the frontline services provided by each unit in terms of courtesy, quality, timeliness, and efficiency. Access to such information is important for continual improvement of the delivery of services by the concerned unit.

Office or Division:	Performance and Records Management (PRM)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All University Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Stakeholders' Feedback Form (Google Form Link)			Office/Department Email Address Signature	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the online Stakeholders' Feedback Form http://119.92.116.149/hrdo_feedback_form	1.1 Collect, evaluate and consolidate the accomplished form on a weekly basis.	None	5 Minutes	<i>HR staff</i>
	1.2 Present the Stakeholder feedback analysis to their staff during weekly and quarterly meetings	None	1 Hour	<i>Unit Head</i>
	1.3 Present the system's consolidated reports of stakeholders' feedbacks from all units to the HR Director.	None	1 Day	<i>HR staff</i>



	1.4 In case there are complaints that cannot be resolved by the concerned unit/office, prepare and submit a report and/or referral to the HR Director to undergo procedure on handling complaints.	None	1 Day	<i>Unit Head</i>
	TOTAL:	None	2 Days, 1 Hour and 5 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
HUMAN RESOURCE DEVELOPMENT OFFICE – REWARDS
AND RECOGNITION SECTION

External and Internal Services



1. Processing of Documents for Terminal Leave Benefit Claims				
This procedure covers the computation of the monetary equivalent of accumulated leave credits of University employees who are no longer connected with the University either thru resignation, transfer or retirement.				
Office or Division:	Rewards and Recognition (R & R) Unit			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
	G2G-Government to Government			
Who may avail:	All former employees who no longer connected with the University either thru resignation, transfer or retirement.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PSA Marriage Contract for married women		Philippine Statistics Authority		
University Clearance		Concerned employee		
GSIS Clearance		GSIS		
Prosecutor’s Clearance		Provincial Prosecutor’s Office		
Statement of Assets, Liabilities and Net Worth (SALN)		Concerned employee		
Schedule of Disallowances		Accounting Office		
Authorization to deduct all financial obligations to the agency				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Notify the HRDO of the effectivity separation by submitting the approved letter of resignation/ transfer/ retirement	1.1 Receive approved letter of separation and encode to Human Resource Information System	None	2 Minutes	Incoming and Outgoing staff/HR staff
	1.2 Issue checklist of requirements and forms to the concerned employees and explain the process of claims.	None	5 Minutes	R and R staff



	1.3 Compute and summarize the leave credits of the concerned employee a day after the separation effectivity.	None	4 Days	<i>R and R staff</i> <i>R and R Head</i> <i>Concerned Employee</i>
	1.4 Prepare the Computation of Terminal Leave Benefits and endorse to R and R Head for review and signature			
	1.5 Review the summarized leave credits as to accuracy and certify the Computation of Terminal Leave Benefits as to amount to be paid.			
	1.6. Secure employment documents as other attachment for the claims:			
	a) Service Record			
	b) Updated NOSA			
	d) Approved Application for Leave (CS Form 6)			
	1.7 Prepare the Computation of Terminal Leave Benefits and endorse to HR Director and Accountant for signature	None	5 minutes	<i>R and R staff; HR Director</i>
	1.8 Notify the separated employee to submit other requirements based on checklist immediately after the attestation of the certification of leave credits and its computation.	None	2 minutes	<i>R and R staff</i>
2. Submit the documentary requirements	2.1 Receive the requirements based on checklist.	None	2 minutes	<i>R and R Staff</i>



	2.2 Review and arrange the documents as to completeness and accuracy.	None	2 minutes	<i>R and R staff</i>
	2.3 Endorse to Record's Office for authentication.	None	2 minutes	<i>R and R staff</i>
	2.4 Receive the authenticated documents, prepare the transmittal and endorse to the Budget Office for voucher preparation.	None	5 minutes	<i>R and R staff</i>
	2.5 Scan all documents pertaining to TLB for record purposes	None	3 Minutes	<i>R and R staff for main and for satellite campuses</i>
	2.6 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	1 Minute	<i>R and R Staff</i>
	TOTAL:	None	4 Days, and 29 Minutes	

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



2. Receiving and Evaluation of Documents for Salary Preparation of Part-time Faculty Members and Job Order Employees				
This procedure covers the summary of total number of hours or days to be paid based on actual service rendered. This will serve as basis of the Accounting office for payroll preparation.				
Office or Division:	Rewards and Recognition (R & R) Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All part-time faculty and job order employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplishment Report		Job Order employees		
Signed Daily Time Record		Part-time faculty and job Order employees / college		
Authority to Pay (for first salary only)		Recruitment, Selection and Placement unit of Human Resource Development Office		
Clearance Certification (for last salary)		Recruitment, Selection and Placement unit of Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Part-time faculty and job order employees through clerks and liaisons to submit DTR to the Rewards and Recognition unit of HRDO every 16th of the month and 1st of the succeeding month.	1.1 Receive the submitted DTR, accomplishment reports and other supporting documents from the HR coordinator of respective unit.	None	2 Minutes per DTR	<i>Incoming and Outgoing staff/R and R staff</i>
	1.2 Check per DTR if services rendered is in accordance with the approved official schedule and contact hours.	None	2 Minutes per DTR	<i>R and R staff</i>
	1.2.1 Check accomplishment report as to the accuracy and completeness.		1 Minute per accomplishment report	



	1.3 Prepare summary of the hours to be paid per COS and job order employee per unit/college/campus and attach the required supporting documents for endorsement to R and R head	None	1 Hour	<i>R and R staff</i>
	1.4 Review and affix initials on the summary as to correctness and accuracy and endorse to HR Director for signature	None	Maximum of 30 Minutes per unit	<i>R and R Head</i>
	1.5 Sign the documents	None	2 Minutes	<i>HR Director</i>
	1.6 Scan the documents for records purposes.	None	2 minutes	<i>R and R staff</i>
	1.7 Submit the signed documents to the Accounting Office for payroll preparation	None	2 minutes	<i>R and R staff</i>
	1.7 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	1 minute	<i>R and R staff</i>
	TOTAL:	None	1 Hour, 42 Minutes	

Note: Subject to number of COS and JO employees per college/campus/unit



CAVITE STATE UNIVERSITY – MAIN CAMPUS
FINANCIAL MANAGEMENT SERVICES OFFICE –
ACCOUNTING OFFICE
External and Internal Services



1. Disbursement				
This procedure aims to ensure the proper administration of financial management system of the University.				
Office or Division:	Accounting Office / Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Disbursement Voucher (DV)			Office concerned	
Obligation Request and Status (ORS) / Budget Utilization Request and Status (BURS)			Office concerned	
Other attachments (depending on the nature of transaction)			Office concerned	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit audited disbursement vouchers (DVs) from the Office of the Director for Administration (ODA), Office of the Vice President for Administrative and Support Services (OVPASS), or Office of the President (OP).	1.1. Assign corresponding control number and encode to the computer database for proper monitoring.	None	2 Minutes	<i>Accounting Staff</i>
	1.2. Submit the DVs to the assigned Accounting Staff for the preparation of Journal Entry.	None	20 Minutes	<i>Accounting Staff</i>
	1.3. Endorse the processed DVs to the Head of Accounting Unit for approval.	None	1 Minute	<i>Accounting Staff</i>
	1.4. Return the approved DVs to the assigned Accounting Staff for the provision of Check Number or Advice to Debit Account (ADA) number.	None	10 Minutes	<i>Accounting Unit Head</i>



2. Endorse the approved DVs to the Cashier's Office for check/ADA and advice preparation.	2.1. Prepare the check/ADA and advice and forward to the University Cashier for approval.	None	20 Minutes	Cashier's Office Staff
	2.2. Verify the completeness of the signatures on the DV, review the amount on the check or ADA, and advice against the DV, and sign the document.	None	10 Minutes	University Cashier
	2.3. Secure the approval of the check/ADA and advice by the University's Authorized Official and release the checks to specified payees.	None	30 Minutes	Cashier's Office Staff / University's Authorized Official
	2.4. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
	TOTAL:	None	1 Hour, 33 Minutes	



2. Release of Student Refund				
This procedure aims to ensure that allowable refunds are provided to students within the specified refund period.				
Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Refund Form		Accounting Office		
Other requirements depending on the nature of refund		Student concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive the Application for Refund Form together with the list of requirements.	1. Provide the students with the Application for Refund Form and list of requirements.	None	2 Minutes	<i>Accounting Staff</i>
2. Submit the duly accomplished form together with the requirements.	2.1. Verify the completeness of the requirements and stamp 'Received' at the Application for Refund form.	None	10 Minutes	<i>Accounting Staff</i>
	2.2. Prepare the payroll for refund after the cut-off date on the allowable period.	None	2 Days	<i>Accounting Staff</i>
	2.3. Transfer the payroll to the Records Office for recording purposes and assigning of reference number.	None	10 Minutes	<i>Accounting Staff</i>



	2.4. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
	TOTAL:	None	2 Days, 22 Minutes	



3. Signing of Student Clearance				
This procedure aims to ensure that all student accounts are periodically settled and assures the students that they are cleared of their account liability.				
Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Clearance Form		College Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the clearance form for signature.	1.1. Receive the Student Clearance Form from the student.	None	1 Minute	<i>Accounting Staff</i>
	1.2. Access the Student Account Assessment System and log the corresponding student number.	None	2 Minutes	<i>Accounting Staff</i>
	1.3. Advise the student if the account appears to have a balance; if none, sign the Student Clearance Form or University Clearance.	None	2 Minutes	<i>Accounting Staff</i>
	1.4. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
TOTAL:		None	5 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
FINANCIAL MANAGEMENT SERVICES OFFICE –
ACCOUNTING OFFICE

External Services



1. Special Projects Monitoring				
This procedure aims to monitor and manage the granted allocation from the national government agencies (NGAs) to the University intended for research, development, and extension purposes.				
Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Granting National Government Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Memorandum of Agreement (MOA) / Memorandum of Understanding (MOU)			Project Leader	
Line Item Budget (LIB)			Project Leader	
Official Receipt			Cashier's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Furnish the Accounting Office with the duly signed Memorandum of Agreement (MOA) or Memorandum of Understanding (MOU) together with the approved Line Item Budget (LIB).	1.1. Receive the documents.	None	10 Minutes	<i>Accounting Staff</i>
	1.2. Verify the fund received from the Cashier's Office.	None	30 Minutes	<i>Accounting Staff / Project Leader</i>
	1.3. Request an Order of Payment for the issuance of Official Receipt.	None	10 Minutes	<i>Accounting Staff / Project Leader</i>
	1.4. Record the Official Receipt number, date, and amount to the corresponding Subsidiary Ledger of the Special Project.	None	30 Minutes	<i>Accounting Staff</i>



	1.5. Receive the Budget Utilization Request and Status (BURS) duly signed by the head of the requesting unit.	None	5 Minutes	<i>Accounting Staff</i>
	1.6. Verify the availability of funds based on the Line Item Budget, record, and sign the BURS.	None	10 Minutes	<i>Accounting Staff</i>
	1.7. Submit the processed documents to the Internal Audit Office or Supply Office.	None	10 Minutes	<i>Accounting Staff</i>
	1.8. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
	TOTAL:	None	1 Hour, 45 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
FINANCIAL MANAGEMENT SERVICES OFFICE –
ACCOUNTING OFFICE
Internal Services



1. Preparation of Payroll for Salaries and Wages				
This procedure aims to provide proper administration on the preparation of general payrolls of the University.				
Office or Division:	Accounting Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certification / Authority to Pay			Human Resource Development Office	
Daily Time Record (DTR)			Concerned Employees / Officials	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The HRDO Staff to forward the certification/authority to pay for newly hired/renewed regular, contractual/casual, and job order employees every start of the contract period with complete details.	1. Create/update database for payroll.	None	1 Day	<i>Payroll Staff</i>
2. The HRDO Staff to transmit DTR starting from the 1 st working day	2.1. Update the database for the inter-agency payables or the mandatory premium contributions of every employee within 2-3 days.	None	3 Days	<i>Payroll Staff</i>



after the cut-off (15 th and/or end of every month)	2.2. Process and print the payroll.	None	3 Days	<i>Payroll Staff</i>
	2.3. Prepare and print disbursement vouchers together with the corresponding ORS/BURS.	None	1 Hour	<i>Payroll Staff</i>
	2.4. Submit the prepared DVs. ORS/BURS and payroll to the Records Office for recording and for tracer purposes.	None	10 Minutes	<i>Payroll Staff</i>
	2.5. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
	TOTAL:	None	7 Days, 1 Hour, 10 Minutes	



2. Recording and Monitoring of Disallowances/Charges				
This procedure aims to ensure the proper recording and monitoring of disallowances/charges in the University.				
Office or Division:	Accounting Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Remittance List			Accounting Office	
Official Receipt			Cashier's Office	
Notice of Disallowance / Charge			Commission on Audit	
Notice of Finality of Decision			Commission on Audit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Commission on Audit to furnish the Accounting Office the Notice of Disallowance / Charge. Note: if the person liable paid directly the disallowance:	1.1. Receive the Notice of Disallowance (ND) / Charge (NC) issued by the Commission on Audit.	None	1 Minute	Accounting Staff
	1.2. Record the Notice of Disallowances and encode to the computer database for proper monitoring.	None	5 Minutes	Accounting Staff
	1.3. If necessary, file an appeal regarding disallowances within the prescribed period.	None	(Within 180 days)	Agency Head thru the Accounting Section Head



a. Secure Order of Payment from the Accounting Office. b. Pay at the Cashier's Office.	1.4. When the allowance becomes final and executory, the Accounting Staff receives the copy of Notice of Finality of Decision (NFD).	None	1 Minute	<i>Accounting Staff</i>
	1.5. If the person liable paid directly the disallowance, receive and encode the official receipt in the individual ledger concerned.	None	30 Minutes	<i>Accounting Staff</i>
	1.6. If the person liable refuse or fail to settle disallowances after the decision has become final and executory, receive the COA Order of Execution (COE).	None	1 Minute	<i>Accounting Staff</i>
	1.7. Release a copy of COE to the payroll in-charge for deduction.	None	1 Minute	<i>Accounting Staff</i>
	1.8. Receive the official receipts of remittance from the payroll in-charge and a copy of remittance list made out of payroll deduction.	None	1 Minute	<i>Accounting Staff</i>
	1.9. Record/encode to the individual ledgers or computer database the paid disallowances for proper monitoring evidenced by official receipt received.	None	3 Days	<i>Accounting Staff</i>
	1.10. Receive Notice of Settlement of Suspensions and Disallowances (NSSD) from COA.	None	30 Minutes	<i>Accounting Staff</i>
	1.11. Submit the processed documents to the Internal Audit Office or Supply Office.	None	1 Minute	<i>Accounting Staff</i>
	1.12. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			



	TOTAL:	None	3 Days, 1 Hour, 11 Minutes – *180 Days (if with appeal)	
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**Subject to COA and Accounting Rules and Regulations*



CAVITE STATE UNIVERSITY – MAIN CAMPUS
FINANCIAL MANAGEMENT SERVICES OFFICE – BUDGET
OFFICE

Internal Services



1. Budget Execution				
This process covers the utilization of budget for the University.				
Office or Division:	Budget Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Requesting Units, Colleges and Campuses			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Obligation Request and Status (ORS) / Budget Utilization Request and Status (BURS) with signature on Box A			Government Accounting Manual (GAM) Forms	
Approved Purchase Request (PR) or Payroll and Disbursement Voucher (DV)			Government Accounting Manual (GAM) Forms	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the ORS / BURS with supporting documents duly signed by the Vice Presidents (VPs) of the requesting units.	1.1. Receive the Obligation Request and Status (ORS) / Budget Utilization Request and Status (BURS) and its supporting documents duly signed by the Head of the Requesting Unit.	None	1 Minute	<i>Budget Staff</i>
	1.2. Verify the availability of funds, completeness of the supporting documents, and processes the documents strictly following the procedures set forth in Government Accounting Manual Volume 1, Chapter 3 – Budget Execution, Monitoring, and Reporting.	None	2 Minutes	<i>Budget Staff</i>
	1.3. Endorse the processed documents to the Head of the Budget Unit for approval.	None	3 Minutes	<i>Budget Staff</i>



	1.4. Return the approved documents to the Budget Staff for recording, and submit to the Internal Audit Office or Supply Office.	None	1 Minute	<i>Budget Officer</i>
	1.5. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
2. Fill out and return the Stakeholders' Feedback Form or Google Form.	2. Receive the Stakeholders' Feedback Form or acknowledge receipt of Google Form.	None	2 Minutes	<i>Budget Staff</i>
	TOTAL:	None	9 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
FINANCIAL MANAGEMENT SERVICES OFFICE –
CASHIER'S OFFICE
External and Internal Services



1. Cash Disbursement / Check Disbursement				
This procedure covers payment obligation 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:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		Claimant		
Authorization letter/Special Power of Attorney		Person being represented		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the disbursing officer on nature of claim and present valid ID/authorization.	1. Verify the name of the claimant on the list checks for release. Let the client sign on the payroll or voucher(if not available, inform the client)	None	5 minutes	<i>Cashier's Staff</i>
	2. Verify the signature of the clients on the payroll/voucher.			
2.1 Receive the cash from the disbursing officer and count it before leaving the counter.	1. Counter sign on the side portion of the disbursement officer (for Cash Disbursement)	None	2 minutes	<i>Cashier's Staff</i>
2.2 Receive check from the disbursing officer and	2. Stamp "Paid" the payroll/voucher then file.			



verify the completeness and correctness of the entries				
	TOTAL:	None	7 minutes	



2. Collection of Fees				
This procedure covers the collection of fees, charges and other assessments from departments, bureaus, offices and other agencies in the exercise of their functions.				
Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request slip		University Registrar		
Registration Form		Student		
Assessment Form		Concerned College		
Order of Payment		Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present completely filled-out request slip, registration forms, or send via email cashiersoffice@cvsu.edu.ph the validated on call slip or visit www.landbank.com via link.biz portal	Evaluate registration form and other requirements as to completeness and accuracy.	None	1 minute	<i>Cashier's Staff</i>
2. Pay the corresponding amount of a certain transaction.	Issue Official Receipt or send via email the scan copy of official receipt.	Depends on request/ transaction	1 minute	<i>Cashier's Staff</i>
3. Pay tuition and miscellaneous fees.	Issue Official Receipt or send via email the scan copy of official receipt.	Cash/ Installment	2 minutes	<i>Cashier's Staff</i>



<p>4. Pay other Fees:</p> <ul style="list-style-type: none"> • Certified True Copy TOR/Diploma • Authentication and Verification (CAV) • Authentication (Records) • Completion • Official Transcript of Record <p>Certificates</p> <p>Good moral</p> <p>Grades</p> <p>Documentary Stamp/per document</p> <ul style="list-style-type: none"> • Honorable Dismissal • Testing/ Application Fee • Adding/Changing of Subjects • Removal Fee • Graduation Fee (High School) 	<p>Issue Official Receipt or send via email the scan copy of official receipt.</p>	Php. 15.00	2 minutes	Cashier's Staff
		Php. 35.00	2 minutes	
		Php 20.00	1 minute	
		Php 50.00/page Php 100.00/page with scanned picture	2 minutes	
		Php 15.00	2 minutes	
		Php 15.00	2 minutes	
		Php 30.00	2 minutes	
		Php 20.00	2 minutes	
		Php 150.00	2 minutes	
		Php 10.00	2 minutes	
		Php 10.00/per unit	2 minutes	
		Php 700.00	2 minutes	



(Masteral) (Ph.D) <ul style="list-style-type: none"> Thesis Adviser Fee and Technical Fee English Critic Fee Medical Certificate/ Physical Examination Medical Fee (Student/ Employee) 		Php 750.00	2 minutes	
		Php 720.00		
		Php 750.00		
		Php 2,300.00		
		Php 20.00/page		
		Php 150	2 minutes	
		Php 650	2 minutes	
5. Remit collection from Income Generating Projects	Issue Official Receipt.	Cash/ Installment	3 minutes	<i>Cashier's Staff</i>
	TOTAL:	Depends on the transaction	4 minutes depending on the transaction	



3. Collection and Deposits for Branch Campuses				
This procedure aims to ensure the accurate collections and deposits of all remittances from branch campuses.				
Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Cashier/Collecting Officers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Weekly Report of Collection			Concerned Campus	
Duplicate Copy of Official Receipt (OR)			Concerned Campus	
Cash/Check			Concerned Campus	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit completely the required documents for checking and verification	1. Receive the required documents	None	2 minutes	<i>Cashier's Staff</i>
	2. Validate the correctness of the remittance against the submitted duplicate copy of OR.		30 minutes	<i>Cashier's Staff</i>
	3. Prepare deposit slip (DS) and deposit the collections every pick-up schedule with servicing bank.		10 minutes	<i>Cashier's Staff</i>
	4. Validate the submitted RCD and CRRec for completeness	None	15 minutes	<i>Cashier's Head</i>



2. Submit the 3 copies of Report of Collection and Deposit (RCD) and Cash Receipts Record) (CRRec)	Validate the submitted RCD and CRRec for completeness	None	15 minutes	<i>Cashier's Staff</i>
	TOTAL:	None	1 hour and 12 minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
PHYSICAL PLANT SERVICES
Internal Services



1. Responding to Job Requests for Auxiliary Services				
This procedure covers inspection, repair, and maintenance services in the areas of water, energy, building, communication, transportation, waste management, ground maintenance, and other auxiliary services.				
Office or Division:	Physical Plant Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Cavite State University System Faculty, Staff, Students, Concessionaires, and Infrastructure Contractors with On-going Projects in the University			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Job Request Form			Physical Plant Services Office, or can be downloaded in the university website (www.cvsu.edu.ph)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out Job Request Form.	1. Receive and check the filled-out form.	None	5 Minutes	<i>PPS Staff</i>
2. Coordinate with PPS regarding the approved job request.	2. The PPS Director to approve the job request. <ul style="list-style-type: none"> The Foreman to assist, brief, and give instructions to the skilled personnel on how to perform the job request. Prepare necessary tools, materials, and PPE before start of work. Assign personnel to coordinate with the requesting party. 	None	5 Minutes	<i>PPS Director / Foreman / PPS Skilled Personnel</i>



3. Monitor the status of the job performed by the assigned personnel.	<p>3. Assigned personnel to proceed with the work to be done.</p> <ul style="list-style-type: none"> • If there are available materials to be used, the job can be completed. • When the needed materials are not available, procurement for the same is initiated and work is re-scheduled. • In case of major repair, detailed estimate and program of works are done. 	None	*1 Day	<i>PPS Skilled Personnel</i>
4. Sign and evaluate job completion through forms to be given by personnel.	4.1. Inform the requesting party that the task is done.	None	5 Minutes	<i>PPS Skilled Personnel</i>
	4.2. Have the requesting party sign the certificate of completion and accomplish feedback evaluation forms.			
5. Return accomplished forms to PPS.	5.1. Record and file accomplished forms.	None	5 Minutes	<i>PPS Staff</i>
	5.2. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
TOTAL:		None	*1 Day 20 Minutes	

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



2. University Vehicle Use and Dispatch				
This procedure shows how Physical Plant Services provides university vehicles for official business.				
Office or Division:	Physical Plant Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Cavite State University System Faculty, Staff, Students and Visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Trip Ticket / Vehicle Dispatch Form		Downloadable in the university website (www.cvsu.edu.ph)		
Authority To Go (ATG)		All Units		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved Trip Ticket / Vehicle Dispatch Form together with the approved Authority To Go (ATG) to PPS.	1. Receive the necessary approved forms. <ul style="list-style-type: none"> Check the signatures of approving officials on the forms. 	None	3 Minutes	PPS Staff
2. Submit approved forms to the Dispatcher.	2. Assign driver to the specific vehicle to be dispatched. <ul style="list-style-type: none"> Approve the trip with corresponding Trip Ticket Number as reference. 	None	5 Minutes	PPS Dispatcher



3. Receive the approved Trip Validation.	<p>3. Inform the Head of Party or other passenger(s) of the dispatched vehicle and contact number of the assigned driver.</p> <ul style="list-style-type: none"> Submit the copy of the dispatched Trip Ticket to the assigned driver. 	None	5 Minutes	<i>PPS Staff</i>
4. Sign the Accomplished Trip Ticket Form.	<p>4.1. Have the passenger sign the Accomplished Trip Ticket Form.</p> <ul style="list-style-type: none"> Sign the post travel report for reimbursement purposes. 	None	5 Minutes	<i>PPS Dispatcher</i>
	<p>4.2. Provide client with Stakeholders' Feedback Form or Google Form using the link</p> <p>http://119.92.116.149/hrdo_feedback_form/</p>			<i>PPS Staff</i>
	TOTAL:	None	18 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
UNIVERSITY CIVIL SECURITY SERVICES
External and Internal Services



1. Procedure on Investigation

This procedure aims to enumerate proper investigation of one individual, university personnel and student to gather information in the scene of the crime.

Office or Division:	Office of University Civil Security			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All students, university personnel and outsider			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Incident Report		Office of University Civil Security		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report the incident to the Guard on Duty	1.1 Report the incident to the Chief Security Officer / Security Investigator 1.2 Question the person of interest and gather relevant data to analyze the situation. 1.2.1 If the person of interest is a student, the incident must be reported to the Office of Student affairs for appropriate action. 1.2.2 If the person of interest is an employee, it must be reported to the HRDO for proper appropriate action. 1.3 Within 24 hours, cases involving outsiders should be handled in coordination with the local PNP and the barangay concerned.	None	*30 Minutes 1 Hour	<i>Security Guard on Duty</i> <i>Security Investigator</i>
	1.4 Take a photo documentation of the situation (if possible)	None	5 Minutes	<i>Security Investigator</i>
	1.5 Make a report of the incident that occurred and submit it to the office concerned. 1.6 Provide client with Stakeholders' Feedback Form or Google Form using the link. http://119.92.116.149/hrdo_feedback_form	None	30 Minutes	<i>Security Investigator</i>



	TOTAL:		2 Hours, 5 Minutes	
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until visitors are still inside the University



2. Procedure on Access Control in the University

This procedure covers how the UCSS regulate access to the University premises to ensure safe and secure working environment.

Office or Division:	Office of University Civil Security
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen

Who may avail:	All students, university personnel and visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student ID		Cavite State University –Registrar's Office		
Employee's ID		Cavite State University –Registrar's Office		
For Visitor: Valid ID		Visitors		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present their Student / Employees ID and bags and other belongings for inspection	1.1 Check the identification cards and uniform of all University personnel and students.	None	1 minutes	Security Guard on Duty
	1.2 Check bags and other belongings for illegal items. <input type="checkbox"/> <i>Illegal items are confiscated and reported to the proper office.</i>	None	2 minutes	Security Guard on Duty



For Visitors 1a. Present valid ID	2a.1 Ask visitors the purpose or business in the University.	None	1 Minute	<i>Security Guard on Duty</i>
	2a.2 Request for valid IDs to verify identity	None	1 Minute	<i>Security Guard on Duty</i>
	2a.3 Issue visitors pass and log in the information sheet.	None	1 Minute	<i>Security Guard on Duty</i>
	2a.4 Assist and guide visitors to the concerned units	None	10 Minutes	<i>Security Guard on Duty</i>
2. Return the visitor pass and get their IDs	2. Return the IDs and get the visitors pass together with the info sheet duly signed by the visitors.	None	2 Minutes	<i>Security Guard on Duty</i>
For Visitors with Vehicle Access 2a. Present Valid ID	2a.1 Check the vehicle using under chassis mirror and viewing of any prohibited items before entry.	None	2 Minutes	<i>Security Guard on Duty</i>
	2a.2 Request for valid IDs to verify identity.	None	1 Minute	<i>Security Guard on Duty</i>
	2a.3 Issue visitors pass and information log sheet in exchange of IDS.	None	1 Minute	<i>Security Guard on Duty</i>
3. Return the visitor pass and get their IDs 3.1 Return the IDs and get the visitors pass together with the info sheet duly signed by the visitors.		None	2 Minutes	<i>Security Guard on Duty</i>



	3.2 Provide client with Stakeholders' Feedback Form or Google Form using the link. http://119.92.116.149/hrdo_feedback_form			
	TOTAL:		16 minutes (For Univ Personnel and Students For Visitors) 6 minutes For Visitors with Vehicle	Security Guard on Duty

until visitors are still inside the University



3. Procedure on Traffic Management

This procedure covers the implementation of established traffic rules and regulations to ensure safe and smooth flow of traffic.

Office or Division:	Office of University Civil Security
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All students, university personnel and visitors

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CvSU Vehicle Sticker		External and Business Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enter the University premises	1.1 Check the vehicle using under chassis mirror and viewing of any prohibited items before entry.	None	2 minutes	Security Guard on Duty
	1.2 Check the prescribed sticker, body color and plate number of the accredited vehicle.		1 minute	
2. Observe maximum speed limit of 20kph, no blowing of horn and loud radio of vehicle inside the campus.	2. Monitor and ensure that the traffic policies are observed.	None	*1 Hour or until the visitors are inside the university.	Roving Guard on Duty



3. Park the vehicle in the designated area	3. Ensure that vehicles are parked in the designated parking area only	None	5 minutes	Security Guard on Duty
4. In case of apprehension, obey the orders of the UCSS	4.1 Apprehend any violator, prepare report, and administer proper disciplinary action. None * 1 Hour <i>Security Guard on Duty</i> 4.2 Provide client with Stakeholders' Feedback Form or Google Form using the link. http://119.92.116.149/hrdo_fee_dback_form	None	*1 Hour	Security Guard on Duty
	TOTAL:		*2 Hours, 8 Minutes	

until visitors are still inside the University



4. Procedure on Apprehension Management

This procedure enumerates the steps in the proper apprehension of violators to ensure peace and order inside the university campus.

Office or Division:	Office of University Civil Security
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All students, university personnel and visitors

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Incident Report		Concerned Individual		
Identification Card		Concerned Individual		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The concerned individual report the incident to the Security Guard on Duty	For Student Violators 1.1 Bring the student immediately to the security office together with the items confiscated or recovered as evidence.	None	5 Minutes	<i>Security Investigator</i>
	1.2 Confiscate the Identification Card and get information.	None	5 Minutes	<i>Security Personnel</i>
	1.3 Submit a written report to the Office of Student Affairs and Services for proper disposition and guidance.	None	*30 Minutes	<i>Security Personnel</i>
	For Outside Violators	None	5 Minutes	<i>Security Personnel</i>



	1.1 Obtain necessary information for purposes of the investigation.			
	1.2 Check all belongings for valuables including accessories. 1.3 Inventory must be conducted and properly recorded.	None	5 Minutes	<i>Security Personnel</i>
	1.4 Make a written report, photographs of the person of interest and the item allegedly stolen (in cases of theft) indicating the time, date, and signature of the security investigator.	None	*30 Minutes	<i>Security Investigator</i>
	1.5 If the advice by superior officer is to be brought to the nearest police station. 1.5.1 Bring the involved person first to a Nonmedical doctor for physical examination. 1.5.2 Escort the person of interest to the nearest police station	None	*30 Minutes	<i>Security Personnel</i>



	<p>1.6 Bring the written incident report to the police and have the turnover receipt signed by the receiving desk officer.</p> <p>TOTAL:</p> <p>TOTAL:</p>	<p>None</p> <p>None</p> <p>None</p>	<p>10 Minutes</p> <p>40 minutes For Student Violators¹⁹⁷</p> <p>1 hour and 20 minutes For Outsiders Violators</p>	<p><i>Security Investigator</i></p>
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* Depending on the case/incident



5. Procedure on the Request for Review of CCTV Footage

This procedure covers the process on requesting for review of CCTV footage/s, requesting for copy/ies of the said footage/s, and approval of such requests.

Office or Division:	Office of University Civil Security
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All students, university personnel and visitors

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Concerned Individual		
Identification Card		Concerned Individual		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. During cases of incidents, a university employee or other concerned stakeholders may request for review of CCTV footages on a specific area.	The attending officer reviews the details of the request entered in the form and approves/disapproves such request.	None	More or less 30 minutes (in case-to-case basis)	<i>Security Personnel</i>
2. The requesting party accomplishes the CCTV footage review request form and submits it to the University Civil Security Services office.	The officer and the requesting party reviews the files of their CCTV	None	More or less 1 hour (in case-to-case basis)	<i>Security Personnel</i>
	Depending on the degree of the incident, the UCSS may proceed to apprehension (see UCSS-QP-04: Procedure on Apprehension Management) or investigation (see UCSS-	None	More or less 30 minutes (in case-to-case basis)	<i>Security Personnel</i>



	QP-05: Procedure on Investigation).			
	TOTAL:		More or less 2 hours (in case-to-case basis)	

until visitors are still inside the University



6. Procedure on the Management of Lost and Found Items

This procedure applies to all items found in university buildings, on the grounds of the campus, including facilities leased for university activities. Items found off campus but are believed to belong to a university community member is also covered by this procedure.

Office or Division:	Office of University Civil Security
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All students, university personnel and visitors

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT ID		University Civil Security Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. All items that are found should be brought to the University Lost and Found Section located at the University Civil Security Services' office.	1. The security personnel will log the details of the item found in the Lost and Found Logbook. All lost and found items will be tagged and the following information recorded:	None	2 minutes	<i>Security personnel</i>
	<ul style="list-style-type: none"> A brief description of the item. The date on which it was lost, found, or turned in to UCSS. 			



	<ul style="list-style-type: none"> The location on where it was lost or found (if known); and The owner or finder's contact information. 			
	2. The office will make a reasonable attempt to identify the owner of all found property, including determination of whether the item is a property of the university or not.	None	Anytime around in case-to-case basis	<i>Security Personnel</i>
	3. In order to claim lost property, the claimant must produce: <ul style="list-style-type: none"> Photo identification; and A clear description of the property, or information to assist the security personnel in verifying the owner. 	None	5 Minutes	<i>Security Personnel</i>
	4. If the items remain unclaimed for a period of 90 days, one of the following will occur: <ul style="list-style-type: none"> Damage and low value items identified will be 	None		<i>Security Personnel</i>



	<p>thrown away or proper disposal.</p> <ul style="list-style-type: none"> High value items will be reported to the Director for a decision on their disposition. 			
	<p>5. The University Civil Security Services maintains a database of all disposed items.</p>	None	2 minutes	<i>Security Personnel</i>
	TOTAL:		11 MINUTES	

until visitors are still inside the University



7. Procedure on Risk Management

This procedure aims to prepared and secure the university community including visitors thus ensuring safety during emergencies inside the university campus.

Office or Division:	Office of University Civil Security
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen

Who may avail:	All students, university personnel and visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Integrated of Disaster Risk Reduction Education into School Curricula and Program and Mandatory Training for the Public Sectors Employee.		LOCAL GOVERNMENT UNITS' OFFICE		
Disaster Risk Reduction and Management Plan		Office of University Civil Security		
Primer on Campus Security		Office of University Civil Security		
PROCEDURE ON RISK MANAGEMENT	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Earthquake Emergency	<p>A. If an emergency occurs at Cavite State University, the security personnel or safety building officer leads the sound of the alarm. Instructions are immediate disseminated to the University personnel and students to vacate the affected building and facilities.</p> <p>B. The security personnel or safety building officer shall give instruction to form SINGLE FILE AND PROCEED TO THE NEAREST EXIT DOOR at THE RIGHT SIDE OF THE PASSAGEWAYS. Moreover,</p>	None	Within that time of emergency	Security Personnel and safety building officer



	<p>the left side should a cleared for the responding emergency teams. Everyone shall proceed and use the right way of the working area in leaving the area. The floor diagrams installed at the doors and lobbies show the location of exits and stairways. FIND THE EXIT WAY BEFORE AN EMERGENCY OCCURS.</p> <p>C.</p> <p>The security personnel and or safety building officer shall instruct the university employees and students to vacate the said building and proceed to the designated assembly open area in front of the building to await further instructions. Security personnel will check the building to ensure that all personnel have successfully evacuated.</p> <ul style="list-style-type: none">➤ DO NOT RE-ENTER THE BUILDING UNLESS IT IS DECLARED SAFE.➤ DO NOT ATTEMPT TO REMOVE YOUR CAR FROM THE PREMISES, THIS WILL ONLY HINDER EMERGENCY VEHICLES.			
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	<p>➤ DO NOT GO HOME UNTIL NOTIFIED THAT YOU MAY DO SO.</p> <p>The security personnel shall keep all records or reports of the events inside the university campus</p>			
B. Fire Emergency	<p>A. If the security personnel or anybody discovers fire:</p> <ul style="list-style-type: none"> • Shout FIRE and activate the nearest manual alarm. • Dial the nearest fire station in the locality and give exact location of the fire. • If it is safe, fight the fire using portable fire extinguisher or water reel, otherwise, evacuate the area at once. <p>If heavy smoke is present, everyone must keep its head low about 12 inches above the floor but not below 4 inches where toxic gases may accumulate. If time permits, they may wrap a towel or cloth, blankets or linen around their head and face to provide some protection from heat and smoke. Randomly opening a very hot door may cause air to be sucked in and</p>	None	Within that time of emergency	Security Personnel and safety building officer



	<p>cause a back-draft explosion, which may escalate the fire.</p> <p>DO NOT ATTEMPT TO FIGHT A FIRE UNLESS YOU ARE:</p> <ul style="list-style-type: none"> • Familiar with the operating procedures for fire extinguisher. • Near an exit so that you can escape quickly; and • Far from any dangerous materials, such as gasoline, paint thinners, and LPG. <p>The security personnel or the guard on duty must make sure to get everybody out of the workplace before attempting to extinguish the fire. He must keep the escape route at his back and get out if the fire can no longer be controlled. Close the door to impede the spread of the flame and remove burned materials away from other flammable items for it may cause another fire. Lastly, Do not panic to avoid stampede.</p>			
C. Packages Bomb Threats	Bomb threats usually occur during times of unrest or unusual tension. They may be made by criminal or	None	Around a minute	Security Personnel on duty



	<p>mischievous elements. It is advisable for everyone to be prepared. The following are the recommended precautionary measures:</p> <ul style="list-style-type: none"> • Guards and lobby receptionists are instructed not to receive mail packages on behalf of CvSU personnel. • Beware of unusual, oily or heavy packages. • Look out for wires sticking out of any package received. • Beware of any pungent or unusual odor. <p>Look out for suspicious markings.</p>			
D. Telephone Threats	<p>In dealing with telephone bomb threats, a standard procedure is designated to avoid the person in line from panicking. If you have received a telephone bomb threat, follow the procedures given. Keep a copy close to your telephone. Call the security immediately after the call and submit the form. The Security Office will investigate the call, assess the situation, carry out a search and decide if evacuation is necessary.</p>	None	Within that time of calling	Security personnel on duty



	<p>The following are the prescribed procedures when receiving a telephone bomb threat.</p> <ul style="list-style-type: none">• Keep caller on the phone.• Voice intonations (sounds like a foreigner, Visayan, Ilocano, Ilonggo, etc.)• Observe for background noises (sounds like rooster, dogs, vehicle motor engines, etc.)• Ask caller the purpose of doing this, try to bother his conscience.• Ask caller where the bomb is planted/located.• Ask caller the kind of bomb planted.• Ask caller from where he is calling.• Ask caller the time when bomb is set to explode.• After the conversation, immediately inform CvSU authorities/Building Administrator about the threat.• Announce through public address system the threat.• Ask assistance from security.			
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	<ul style="list-style-type: none">• Call PNP Bomb Disposal Unit in case a bomb is located. Evacuation in the Event of a Bomb Threat If it has been decided that there is a need to evacuate the building, an announcement will be made over the public address system and alarms will be sounded. They must follow building evacuation procedures in a calm and orderly manner. And wait for further instructions in the assembly areas.			
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8. Procedure on Deployment of Security Officers

This procedure aims to provide guidelines to all security personnel carrying out duties on to post location area to screen, search, conduct inspection and responsible for the implementation of the outlined process.

Office or Division:	Office of University Civil Security
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen

Who may avail:	All students, university personnel and visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PROCEDURE ON DEPLOYMENT OF ASECURITY OFFICERS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. The Chief Security	<ol style="list-style-type: none"> 1. The chief security officer must have formation to all incoming guards at least 20 minutes prior to assumption of duty. 2. The chief security officer shall conduct attendance check, rank inspection and ensure that all guards are fit to work-not sick, not drunk and have no physical or emotional impediment. 3. The chief security officer shall inspect the individual guard for completeness, 	None	more or less 30 minutes	Security Officers



	<p>authority, with presentable uniform and paraphernalia.</p> <p>4. The chief security officer shall brief all guards on the following:</p> <ul style="list-style-type: none"> a. Latest instruction of client b. Current security situation c. Significant development on the peace and order situation in the university. d. Significant news items of the day. e. Security procedure reminder. f. Client policy reminder. g. Dispersed of incoming guards for deployment to their respective posts. h. Checking of outgoing guards and conducting cursory inspection of the guards on their appearance. i. Soliciting and receiving debriefing for significant events, observations, and instruction. j. Ensuring that outgoing guards are out of the 			
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	facility unless there is a valid reason. Conducting of patrol and inspecting all posts to ensure that proper turnover of duties is carried out.			
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9. Procedure on the Daily Monitoring of Firearms

Office or Division:	Office of University Civil Security			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Security Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		Office of University Civil Security		
PROCEDURE ON THE DAILY MONITORING OF FIREARMS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Security Personnel	1.The security team leader issues firearms to the assigned security personnel during the start of their shift.	NONE	2 minutes	Security Personnel
	2. The concerned security personnel, as assisted by the security team leader, fills out the firearms daily monitoring form with the necessary details.		2 minutes	
	3. During the security personnel's 8-hour shift, the issued firearms are kept and handled with utmost care.			
	5. At the end of the shift, the security personnel return the issued firearms to the guard detailed at the Administration Building and fills out the other necessary details on the monitoring form.		4 minutes	
	TOTAL	NONE	8 MINUTES	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
UNIVERSITY HEALTH SERVICES UNIT
Internal Services



1. Consultation and Referrals				
This procedure aims to provide a systematic process in determining the physical condition of a patient in providing treatment and advices.				
Office or Division:	University Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	University Officials, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		Patient/Client		
Consultation Form		University Health Services Unit		
Dental Record Form				
Medical Certificate Form				
Prescription Form				
Request Form				
Laboratory Result Form				
X-Ray/ Diagnostic Result Form				
Monitoring Sheet				
Referral Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present an Identification Card to the Nurse on Duty	1. Confirm personal information from identification card and accomplish consultation form	None	1 Minute	Nurse on Duty (NOD)



Submit oneself to the assessment of vital signs	2. Check and record vital signs, refer and accompany patient to the physician or dentist depending on the case	None	3 Minutes	<i>NOD</i>
Submit to the consultation process	<p>3.1 Examine the patient and prescribes medication</p> <p>3.2 Physician to refer patient for the following procedures if necessary:</p> <p>Wound Care Laboratory/Radiologic Exam Observation in Ward & Confinement Referral to a Medical Specialist Transfer to hospital</p> <p>3.3 Refer patient to the NOD</p>	None	15 Minutes / depending on the case	<i>Physician or Dentist</i>
Present prescription and submit the medical or dental card to the NOD	<p>4.1 Receive the prescription form and dispense available prescribed medication (initial dose only)</p> <p>4.2 Advise the patient on proper use and intake of medicines</p>	None	3 Minutes	<i>NOD</i>
Sign the logbook	<p>5.1 Log the name of patient, name and quantity of dispensed medicines, and have it signed by the patient</p> <p>5.2 Encode the accomplished consultation form, medical or dental record, and file for safekeeping</p>	None	1 Minute	<i>NOD</i>
	TOTAL:	None	23 Minutes depending on the case	



Physical, Dental and Laboratory Examination of Students		
This procedure aims to determine systematic procedure of Physical, Dental and Laboratory Examination of students for qualification to perform various school function and activities.		
Office or Division:	University Health Services Unit	
Classification:	Simple	
Type of Transaction:	G2C – Government to Client	
Who may avail:	Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Notice of Admission (NOA)		Office of Student Affairs and Services
Request for Medical Clearance		Office of the University Registrar
Personal Information Sheet or Identification Form,		University Health Services Unit
Student Health Record Form		
Request Form		
Laboratory/X-Ray Result Form		
Dental Record Form		
Medical Clearance Form		
Medical Certificate		Medical Specialist
Official Receipt		Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Day 1 Present the NOA for new and transferee students/ Request for Medical Clearance for returnee students	1. Confirm schedule of student and secure copy of NOA or Request for Medical Clearance	None	2 Minutes	Nurse on Duty (NOD)
If Laboratory and Diagnostic Examination will be done outside: Proceed to the Cashier's Office for payment of physical and dental examination *Skip next step and advance to DAY 2	2a.1 Issue charge slip for payment of physical and dental examination 2a.2 Advise to accomplish laboratory and diagnostic examination at any DOH-Accredited Diagnostic Center 2 a.3 Instruct to return and bring the results the following day for physical and dental examination	Php 150.00	3 Minutes	NOD
If Laboratory and Diagnostic Examination will be done at the UHS: Proceed to the Cashier's Office for payment of laboratory and diagnostic examination	2b.1 Issue charge slip for payment of diagnostic examination 2b.2 Advise to return to UHS after payment 2b.3 Encode the data to the Student Health Record Form. 2b.4 Print and issue the diagnostic request form together with the claim stub and advise student	P 650.00	1 Minute 3 Minutes	NOD NOD



	to return on the date indicated on their stub and undergo physical and dental examination			
Present the official receipt to the NOD	3. Secure copy of official receipt and advise to proceed to the diagnostic section for the necessary procedures	None	1 Minute	<i>NOD</i>
Submit to the necessary procedures	4.1 Perform necessary procedures 4.2 Advise to return to the NOD	None	5 Minutes 1 Minute	<i>Medical/X-ray Technologists</i>
Day 1	TOTAL:	Php 650.00/ Php 150.00	16 Minutes	



Day 2				
Present the claim stub to the NOD	1. Check claim stub, give results to the student and instruct them to fill out the receiving log sheet.	None	1 Minute	<i>NOD</i>
Accomplish Student Health Record Form	2.1 Print the encoded Student Health Record 2.2 Check and record the vital signs 2.3 Issue the Student Health Record Form and Medical Clearance Form and instruct to proceed to University Dentist	None	3 Minutes	<i>NOD</i>
Proceed to the dental section for examination	3. Administer dental examination and sign Medical Clearance Form. Instruct to proceed to University Physician	None	5 Minutes	<i>Dentist</i>
Proceed to the medical section for examination	4. Administer physical examination and issue Medical Clearance Form for enrolment if fit for schooling	None	10 Minutes	<i>Physician</i>
Proceed to the nurse on duty	Secure a copy of Student Health Record Form, encode and file student record for safekeeping Advise to proceed to the University Registrar for registration	None	1 Minute	<i>NOD</i>
*Additional Procedures	For student with findings upon examination advise student to undergo special diagnostic procedure; or refer to medical specialist	None	3 Minutes	<i>Physician</i>
Day 2	TOTAL:	None	20 Minutes (without findings)	
	TOTAL:	None	23 Minutes (with findings)	



Physical, Dental and Laboratory Examination of Applicant Employee and Faculty for Pre-employment and		Re-employment		
This procedure covers the pre-employment physical, dental and laboratory examination, including treatment, advises, and referrals of applicant employee and faculty				
Office or Division:	University Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	University Officials, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Endorsement Form		Human Resource and Development Office		
Medical Certificate		University Health Services Unit		
Personal Information Sheet or Identification Form,				
Medical Form				
Request Form				
Laboratory Result Form				
X-Ray Result Form				
Dental Record Form				
Medical Certificate		Medical Specialist		
Official Receipt		Cashier’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Day 1 Present Medical Endorsement Form issued by HRDO	Secure copy of Medical Endorsement Form	None	2 Minutes	Nurse on Duty (NOD)
	Issue Request Form for diagnostic procedures and CSC Medical Certificate			



<p>If Laboratory and Diagnostic Examination will be done outside:</p> <p>Proceed to the Cashier's Office for payment of physical and dental examination</p> <p>*Skip next step and advance to DAY 2</p>	<p>2a.1 Issue charge slip for payment of physical and dental examination</p> <p>2a.2 Advise to accomplish laboratory and diagnostic examination at any DOH-Accredited Diagnostic Center</p> <p>2a.3 Instruct to return and bring the results the following day for physical and dental examination</p>	<p>Php 150.00</p>	<p>2 Minutes</p>	<p><i>NOD</i></p>
<p>If Laboratory and Diagnostic Examination will be done at the UHS:</p> <p>Proceed to the Cashier's Office for payment of laboratory and diagnostic examination</p>	<p>2b.1 Issue charge slip for payment of diagnostic examination</p> <p>2b.2 Advise to return to UHS after payment</p> <p>2b. 3 Issue the diagnostic request form and instruct to return after 2 working days to claim the results and undergo physical and dental examination</p>	<p>Php 1,425.00 for Contractual, Permanent, and Temporary</p> <p>Php 650. 00for Job Order</p> <p>(Php 150.00 physical and dental examination fee is already included)</p>	<p>1 Minute</p>	<p><i>NOD</i></p>
<p>Present the Official Receipt to the NOD</p>	<p>3. Secure copy of official receipt</p>	<p>None</p>	<p>1 Minute</p>	<p><i>NOD</i></p>



	3.1 Advise or instruct the applicant to proceed to the Diagnostic section for the necessary procedures			
Proceed to the Diagnostic Section for examination	4.1 Perform necessary procedures 4.2 Instruct to return the following day to claim the results 4.3 Advise to accomplish other tests not available in the UHS (eg. Neuropsychiatric test, drug test)	None	6 Minutes	<i>Medical/X-ray Technologist</i> NOD
Day 1	TOTAL:	Php 1,425.00 for Contractual, Permanent, and Temporary Php 650.00 for Job Order (Php 125.00 physical and dental examination fee is already included)	12 Minutes	



Day 2				
Present official receipt and CSC Medical Certificate Form	1.1 Secure copy of official receipt, one photocopy of results and triplicate copy of accomplished CSC medical certificate 1.2 Issue Personal Information Sheet	None	1 Minute	<i>NOD</i>
Fill-out the Personal Information Sheet and submits to the NOD	2.1 Encode data to the Medical Form, take picture and prints the form 2. 2 Check and record vital signs 2.3 Issue the medical form with attached photocopy of laboratory and diagnostic results	None	3 Minutes	<i>NOD</i>
Proceed to the dental section for dental examination	3. Administer dental examination and sign the Medical form	None	5 Minutes	<i>Dentist</i>
Proceed to medical section for physical examination	4. Administer physical examination and sign the medical form together with the triplicate copy of CSC medical form for fitness or unfitness to work	None	10 Minutes	<i>Physician</i>
*Additional Procedures	5. Advise to undergo additional laboratory and or special diagnostic procedures and or refer to medical specialist	None	3 Minutes	<i>Physician</i>
Proceed to the NOD	6. Secure copy of one (1) medical form form with attached photocopy of diagnostic results for encoding and safekeeping	None	1 Minute	<i>NOD</i>
	TOTAL:	None	22 Minutes	



Annual Physical, Dental and Laboratory Examination of University Officials, Faculty Members and Employees				
This procedure aims to determine systematic procedure of the annual physical, dental and laboratory examination of University officials, faculty members, and employees for qualification to continue performing various school functions				
Office or Division:	University Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	University Officials, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Information Sheet or Identification Form,		University Health Services Unit		
Medical Form				
Request Form				
Laboratory Result Form				
X-Ray Result Form				
Dental Record Form				
Medical Certificate		Medical Specialist		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Day 1 Proceed to the UHS for examination based on their schedule	1.1 Confirm the schedule for laboratory and X-ray examination	None	2 Minutes	Nurse on Duty (NOD)
	1.2 Issue Personal Information Sheet (Identification form)			
Fill-out Personal Information Sheet	2.1 Encode the date to the Medical- Dental Form, take picture and print the form 2.2 Check and record vital signs	None	3 Minutes	NOD



	2.3 Issue request form and claim stub			
Present the request form to the diagnostic section for examination	3.1 Perform necessary examinations 3.2 Advise the employee to claim the results the following day to continue with the physical and dental examination	None	5 Minutes	<i>Medical/X-ray Technologists</i>
Day 1	TOTAL:	None	10 Minutes	
Day 2 Proceed to the NOD to claim results and submit to physical and dental examination	1.1 Release examination results and issue Medical and Dental Form 1.2 Advise to proceed to the dental section for examination	None	1 Minute	<i>NOD</i>
Proceed to the medical and dental section for examination	2. Administer Dental/Medical examination and sign the Medical - Dental Form indicating whether the employee is fit/unfit to work	None	15 Minutes	<i>Dentist/Physician</i>
Proceed to the NOD	3. Secure copy of one Medical - Dental Form for encoding and safekeeping	None	1 Minute	<i>NOD</i>
Day 2	TOTAL:	None	19 Minutes	



5. Procedures on Provision of Emergency Care and Treatment				
This procedure aims to provide systematic procedure to patients who need emergency care and treatment				
Office or Division:	University Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students, CvSU Faculty Members, Employees, University Officials and their Dependents, and Out Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Consultation Form		University Health Services Unit		
Medical Certificate Form				
Prescription Form				
Request Form				
Laboratory Result Form				
X-Ray/ Diagnostic Result Form				
Monitoring Sheet				
Referral Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The patient to come in or brought in as emergency case	1.1 Attend to the patient immediately	None	2 Minutes	Nurse on Duty (NOD)
	1.2 Place the patient in a comfortable position and ask for patient’s ID for proper identification and for recording purposes			



1a. If patient is unconscious and pulseless:	1a.1 Administer First Aid treatment and call other medical staff for assistance.	None	10 Minutes / depending on the case	<i>NOD / Physician</i>
1b. If conscious, gives medical history (if accident in nature) and submit to assessment of vital signs	1b.1 Elicit medical history or incidence report, check, monitor and record vital signs 1b.2 Refer patient to physician on duty	None	5 Minutes	<i>NOD</i>
Submit to the consultation process	2.1 Conduct intensive medical assessment, start initial treatment and explain condition and necessary steps to be done to the immediate head/guardian. 2.2 Monitor patient condition until he/she becomes stable	None	30 Minutes / depending on the case	<i>Physician</i>
Signify improvement and stability of condition	3.1 Prescribe medication with proper instructions, give advice and may issue medical certificate if necessary.	None	2 Minutes	<i>Physician</i>
	3.2 Report to the security office if the emergency case is accident and or medico-legal in nature	None	1 Minute	<i>NOD</i>
TOTAL:		None	52 Minutes	



6. Procedure on the Usage of Ambulance

This procedure aims to provide guidelines in the conduct of patients from the clinic to point of destination.

Office or Division:	University Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	Students, CvSU Faculty Members, Employees, University Officials and their Dependents, and Out Patient

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Referral Form	Ambulance Dispatch Slip	University Health Services Unit
Ambulance Dispatch Slip		
Trip Ticket/Vehicle Dispatch Form		Physical Plant Services Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for usage of ambulance	1.1 Ensure the availability of ambulance	None	1 Minute	<i>Nurse on Duty (NOD)</i>
	1.2 Check the running condition of ambulance before use	None	2 Minutes	<i>Ambulance Driver</i>
	Accomplish referral form addressed to the hospital or other facilities and issue copy to the client	None	2 Minutes	<i>Physician</i>
	Prepare and accomplish the trip ticket and ambulance dispatch slip	None	5 Minutes	<i>NOD</i>
	1.5 Arrange all the things needed on the transfer of patient			
	1.6 Notify the physician and the ambulance driver for the readiness of patient for transfer (Note: depending on the severity of case, the physician	None	3 Minutes	<i>NOD</i>



	or nurse may accompany the patient in the transfer)			
	1.7 Discharge the patient			
	1.8 Encode the accomplished form and files for safekeeping.			
	1.9 Check the running condition of ambulance after use	None	2 Minutes	<i>Ambulance Driver</i>
	TOTAL:	None	15 Minutes	



7. Verification of Physical, Dental, Laboratory and Diagnostic Examination Results of Students Enrollees and Issuance of Medical Clearance for Enrollment				
This procedure aims to verify the Physical, Dental and Laboratory Examination results /report of student enrollees for confirmation of enrollment through online system and drop box system				
Office or Division:	University Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Student Health Record		University Health Services Unit		
Online Student Request Form				
Medical Clearance Form				
Medical Certificate		Medical Specialist		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requirements through infirmary.cvsu@gmail.com or using the drop box	1.1 Check and verify the completeness of the scanned copies or drop box copies of documents and present it to the physician	None	2 Minutes	<i>Nurse on Duty (NOD)</i>
	1.2 Assess the results for comments and recommendation	None	5 Minutes	<i>Physician</i>
	1.3 If the assessment is clear/normal, issue medical clearance through e-mail, electronically signed for confirmation to enrollment			
	1.4 If upon verification and assessment, results are unfavorable or noted with communicable diseases, the student enrollee through e-mail is advised to undergo additional laboratory or	None	2 Minutes	<i>Physician</i>



	special diagnostic procedures and or refer to medical specialist before given clearance for confirmation to enrollment			
	TOTAL:	None	9 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
POLLUTION CONTROL OFFICE
External and Internal Services



1. Solid Waste Management				
This procedure shows how the University Pollution Control Office ensures that the wastes of the University are properly managed.				
Office or Division:	University Pollution Control Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All students, academic and non-academic employees, University personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Material Recovery Facility Record Book			University Pollution Control Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Physical Plant Services to deliver all collected solid wastewithin the University.	1.1 Receive all wastes collected and log in atMRF's record book	None	3 Minutes	<i>MRF Staff</i>
	1.2 Weigh all delivered waste.	None	3 Minutes	<i>MRF Staff</i>
	1.3 Record in MRF logbook and submit everyend of the month.	None	3 Minutes	<i>MRF Staff</i>
	1.4 Segregate wastes 1.4.1 Classify according to type and stored at MRF compartments. 1.4.2 Dispose of all biodegradable wastes in a compost pit.	None	2 Days	<i>MRF Staff</i>



	1.4.3 Collect recyclable wastes and sell them to the junkshop.			
	1.4.4 Store residual wastes temporarily at the MRF for hauling.			
	1.5 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	2 Days 9 Minutes	



2. Requisition of Data Available for Research

This procedure shows how the University Pollution Control Office serves clients who conduct research about waste management related studies.

Office or Division:	University Pollution Control Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All students, academic and non-academic employees, University personnel

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter for data gathering.	1.1 Receive the request letter from the client.	None	3 Minutes	UPCO Staff
	1.2 Approve the request letter of the client.	None	3 Minutes	Pollution Control Officer
	1.3 Provide all necessary and supporting data requested by the client	None	5 Minutes	UPCO Staff
2. Fill out and submit an accomplished google form for the requisition of data	2.1 Receive the accomplished form of the client.	None	3 Minutes	UPCO Staff
	2.2 Review the submitted accomplished form to identify the requested data	None	3 Minutes	Pollution Control Officer
	2.3 Provide all necessary and supporting data requested by the			



	client.	None	5 Minutes	UPCO Staff
	2.4 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	22 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
**OFFICE OF THE VICE PRESIDENT FOR PLANNING AND
DEVELOPMENT**

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 Vice President for Planning and Development

Office or Division:	Office of the Vice President for Planning and Development
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reference Number		Records Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the reference number provided by the Records Office	1.1 Check the reference number from the Online Document Tracking System or in the Google Sheet log sheet.	None	3 minutes	OVPPD Staff
2. End-user /origin/Records Office to receive the document by	2.1. Provide updates if approved or disapproved, release the document and have them signed in the logbook.	None	3 minutes	OVPPD Staff



indicating his/her name, signature and date received in the logbook	2.2. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/	None		
3. Fill out and return the Stakeholders' Feedback Form or Google Form.	3.1. Receive the Stakeholders' Feedback Form or acknowledge receipt of Google Form.	None	1 minute	<i>OVPPD Staff</i>
	TOTAL:		7 minutes	



2. Submission of Documents for Approval of the Vice President for Planning and Development				
This procedure aims to ensure that completed staff work (CSW) is properly observed prior to the approval of the Vice President for Planning and Development				
Office or Division:	Office of the Vice President for Planning and Development			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reference Number		Records Office		
Appropriate / related attachments to support the request / report		Concerned issuing agency(ies)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document to comply with all the needed attachments.	1.1 Evaluate the document.	None	4 minutes	<i>OVPPD Staff</i>
	1.2 a. If found incomplete, return to end-user/origin for submission of needed documents.	None	1 minute	<i>OVPPD Staff</i>
	1.2 b. If complete, encode the details to the document	None	3 minutes	<i>OVPPD Staff</i>



	tracking for recording and easy tracking.			
	1.3. Submit the document for approval of the Vice President for Planning and Development.	None	1 minute	<i>OVPPD Staff</i>
	1.4. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/			
2. Fill out and return the Stakeholders' Feedback Form or Google Form.	2.1 Receive the Stakeholders' Feedback Form or acknowledge receipt of Google Form.	None	2 minutes	<i>OVPPD Staff</i>
	TOTAL:		11 minutes	



3. Receiving and Releasing of Documents				
This procedure aims to ensure that completed staff work (CSW) is properly observed prior to the approval of the Vice President for Planning and Development				
Office or Division:	Office of the Vice President for Planning and Development			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Reference Number			Records Office	
Appropriate / related attachments to support the request / report			Concerned issuing agency(ies)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document for approval.	1.1 Review the documents as to content, attachments, and signature of the approving officials.	None	4 minutes	OVPPD Staff
2. Receive the document to comply with all the needed attachments.	2.1. If found incomplete, return to the end-user/origin.	None	1 minute	OVPPD Staff



	2.2. If document is clear and complete, encode the details to the computer for recording and easy tracking.	None	3 minutes	<i>OVPPD Staff</i>
	2.3. Endorse the document to the Vice President.	None	1 minute	<i>OVPPD Staff</i>
	2.4. Approval of the document.	None	15 minutes	<i>Vice President for Planning and Development</i>
	2.5. Once approved/disapproved, encode the comments on the logbook (if any) for proper documentation.	None	3 minutes	<i>OVPPD Staff</i>
3. End-user/Origin/Records Office to receive the document by indicating in the logbook the name, signature and date received, or acknowledge properly the receipt of the copy if it is via email	3.1. Release to the end-user/origin/Accounting/IA/Supply/ Budget and have them sign in the logbook.	None	3 minutes	<i>OVPPD Staff</i>
	3.2. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form/	None	2 minutes	<i>OVPPD Staff</i>
4. Fill out and return the Stakeholders' Feedback Form or Google Form.	4.1 Receive the Stakeholders' Feedback Form or acknowledge receipt of Google Form.	None	2 minutes	<i>OVPPD Staff</i>



	TOTAL:		34 minutes	
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CAVITE STATE UNIVERSITY – MAIN CAMPUS
INSTITUTIONAL DEVELOPMENT OFFICE
External and Internal Services



1. Application for AACUP Program Survey Visit

This procedure shows how Institutional Development Office submits the list of programs for AACUP Survey Visit.

Office or Division:	Institutional Development Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Campus Administrators, College Deans, Heads, Quality Assurance Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent addressed to the Director, IDO		Privately written and sent to the IDO		
Preferred Schedule of Visit for PSV (IDDEV-QF-02)		IDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Letter of Intent	1.1 Checks and records the documents submitted to the IDO Monitoring Database.	None	2 Minutes	<i>IDO Staff</i>
	1.2 Checks the validity period of the Program Accreditation Status.	None	3 Minutes	<i>IDO Staff</i>



	1.3 Advises that the client will be notified of the status of application through email or personal message.	None	1 Minute	<i>IDO Staff</i>
	TOTAL:	None	6 Minutes	



2. Conduct of Orientation Seminar/Briefing on Accreditation

This procedure shows how Institutional Development Office facilitate the conduct of an orientation seminar/briefing on accreditation to better prepare the concerned colleges/campuses on the conduct and schedule of important activities during AACUP Visit.

Office or Division:	Institutional Development Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Campus Administrators, College Deans, Heads, Quality Assurance Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Preferred Schedule of Orientation and Seminar Request Form (IDEV-QF-04)		IDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and submit request form (IDEV-QF-04) via email ido2020@cvsu.edu.ph	1.1 Review the duly accomplished electronic form for completeness, correctness, and accuracy of entries.	None	5 Minutes	<i>IDO Staff</i>
	1.2 Prepare an electronic copy of the requested documents and endorse to IDO Director for authentication.	None	5 Minutes	<i>IDO Staff</i>
	1.3 Affix signature on the document request form.	None	1 Minute	<i>IDO Staff</i>



	1.4 Conduct an orientation seminar/briefing on accreditation.	None	8 Hours	<i>IDO Director and Staff</i>
	TOTAL:	None	8 Hours, 11 Minutes	



3. Conducting Self-Survey Visit of Programs

This procedure shows how Institutional Development Office facilitates the conduct of self-survey visit of programs that are scheduled to undergo external survey visit by AACCUP.

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Electronic copy for Application for Self-Survey Visit		IDO		
Internal Accreditors Assignment Form (IDDEV-QF-03)		IDO		
Monitoring of Percentage of Completeness of Documents (IDDEV-QF-05, IDDEV-QF-10, IDDEV-QF-11, or IDDEV-QF-12)		IDO		
Electronic copies of Accreditation Documents		Concerned Unit		
Electronic copies of Accreditation Instrument		IDO		
Copy of Program Performance Profile		Concerned Unit		
Copy of Compliance Report to Previous Survey Visit		Concerned Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submits filled up Application Form for Self-Survey Visit of Programs (online)	1.1 Review the duly accomplished electronic form for completeness, correctness, and accuracy of entries.	None	3 Minutes	<i>IDO Staff</i>
	1.2 Monitor the completeness of percentage of documents using IDEV-QF-05.	None	5 Minutes	<i>IDO Staff</i>
	1.3 Compose a team of Internal Accreditors/Evaluators to evaluate the documents of the programs scheduled for AACCUP Accreditation Survey Visit.	None	3 Minutes	<i>IDO Staff</i>
	1.4 Prepare letter of designations to the assigned Internal Accreditors/Evaluators	None	3 Minutes	<i>IDO Staff</i>
	1.5 Inform the clients the schedule of Self-survey visits of program(s)	None	2 Minutes	<i>IDO Staff</i>
2. Upload accreditation documents in the CvSU Virtual Accreditation Room	2.1 Review the uploaded accreditation documents as to completeness and appropriateness of packaging	None	1 Hour	<i>IDO Staff</i>
	2.2 Inform the client whether the uploaded documents are complete and the packaging is appropriate hence is ready for evaluation	None	10 Minutes	<i>IDO Staff</i>
	2.3 Send the link to the Internal Accreditors for the evaluation of documents	None	2 Minutes	<i>IDO Staff</i>
	2.4 Provide the Internal Accreditors with the evaluation instrument	None	5 Minutes	<i>IDO Staff</i>



	2.5 Monitor the conduct of self-survey visit of program(s)	None	7 Days	<i>IDO Staff</i>
3. Host the online meeting with the Internal Accreditor to determine the areas needing improvement and recommendations.	3.1 Coordinate with the Internal Accreditors/Evaluators	None	5 Minutes	<i>IDO Staff</i>
	3.2 Facilitate the online meeting with the Internal Accreditors to discuss the areas needing improvement and recommendations	None	1 Hour	<i>IDO Staff</i>
	3.3 Provide the client the copy of ratings and summary of findings and recommendations.	None	5 Minutes	<i>IDO Staff</i>
	TOTAL:	None	7 Days, 2 Hours, 43 Minutes	



4. Processing and Issuance of Copies of Accreditation Certificate

This procedure shows how Institutional Development Office serves as repository of the original copies of accreditation certificates. Interested units may request copies of accreditation certificates for official purposes like SUC Levelling, RQAT Visit and application for next higher-level accreditation.

Office or Division:	Institutional Development Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Campus Administrators, College Deans, Heads, Quality Assurance Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form (IDEV-QF-06)		IDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a copy of accreditation certificate by filling up Request Form online through ido2020@cvsu.edu.ph	1.1 Review the duly accomplished digital form for completeness, correctness, and accuracy of entries.	None	5 Minutes	<i>IDO Staff</i>
	1.2 Prepare an electronic copy of the requested certificate and endorse to IDO Director for authentication	None	5 Minutes	<i>IDO Staff</i>
	1.3 Affix signature on the document request form	None	1 Minute	<i>IDO Staff</i>



	1.4 Release the requested record to the client via email	None	5 Minutes	<i>IDO Staff</i>
	TOTAL:	None	16 Minutes	



5. Processing and Issuance of Copies of Accreditation Documents

This procedure shows how Institutional Development Office serves as depository of the original copies of Ratings and Summary of Findings and Recommendations. Interested units may request copies of accreditation documents for official purposes like application for next higher-level accreditation or revisit of programs.

Office or Division:	Institutional Development Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Campus Administrators, College Deans, Heads, Quality Assurance Units

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Document Request Form (IDEV-QF-06)		IDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and submit request form (IDEV-QF-06) via email ido2020@cvsu.edu.ph	1.1 Review the duly accomplished electronic form for completeness, correctness, and accuracy of entries	None	5 Minutes	<i>IDO Staff</i>
	1.2 Prepare an electronic copy of the requested documents and endorse to IDO Director for authentication	None	5 Minutes	<i>IDO Staff</i>
	1.3 Affix signature on the document request form	None	1 Minute	<i>IDO Staff</i>



	1.4 Release the requested record to the client via email	None	5 Minutes	<i>IDO Staff</i>
	TOTAL:	None	16 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
PLANNING OFFICE – PHYSICAL PLANNING UNIT
External and Internal Services



1. Request for Technical Assistance

This procedure shows how the Physical Planning Unit provides technical assistance for the repair of facilities and construction of new buildings.

Office or Division:	Physical Planning Unit
Classification:	Complex
Type of Transaction:	G to G – Government to Government G to C – Government to Citizen
Who may avail:	All concerned unit/ branch campus administrators

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Letter of Request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter approved by the University President to the Planning Office. The approved request maybe submitted via e-mail.	1.1 Receive the request letter	None	2 Minutes	<i>PPU Staff</i>
	1.2 Once approved, site inspection for surveying will be scheduled.	None	4 Days	<i>PPU Staff</i>
	1.3 Schedule Surveying Activity and conduct of surveying procedure			
	1.4 Prepare of Working drawings	None	5 Days (depending of the scope of requests)	<i>PPU Staff</i>



	1.5 Prepare Program of works and detailed estimates	None	3 Days	<i>PPU Staff</i>
	1.6 Approval of plans and detailed estimate a. End-user/ client b. b) Director of Planning office	None	2 days	<i>End-user/Client / Director of Planning Office</i>
	1.7 Endorse the approved plans and detailed estimate to the Office of the Vice President for Planning and Development	None	3 Minutes	<i>Planning Office Staff</i>
	TOTAL:	None	14 Days, 5 Minutes	



2. Request for Extension and/or Suspension of Contract

This procedure aims to assist stakeholders/contractors in their request for extension and/or suspension of contract with the University.

Office or Division: Project Management Unit

Classification: Simple

Type of Transaction:
G to G – Government to Government
G to B – Government to Business Entity

Who may avail: University Contractors

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request of Suspension/Extension of Contract		Client / Contractor		
Catch up Plan		Client / Contractor		
Supporting documents coming from different government agencies such as PAGASA, DTI, DOLE, etc. Proving their reason/justification for extension and/or suspension		Client / Contractor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The contractor shall submit the documentary requirements to the Planning Office	1.1 Receive all document submitted by the contractor	None	2 Minutes	PMU Staff
	1.2 Draft a letter of extension and/or suspension of contract.	None	30 Minutes	PMU Staff



a. Letter Request of suspension/Extension of Contract b. Catch up Plan/S-Curve	1.3 Evaluate the Letter of Request and prepare of Letter of Suspension	None	30 Minutes	<i>PMU Staff</i>
c. Supported by documents coming from different government agencies such as PAGASA, DTI, DOLE, etc. proving their reason / justification for extension and/or suspension	1.4 Approve the Letter of Extension and/or Suspension of Contract	None	1 Day	<i>Director of Planning Office</i>
	1.5 If approved, endorse to the Office of the Vice President for Planning and Development	None	3 Minutes	<i>Planning Office Staff</i>
	TOTAL:	None	1 Day, 1 Hour, 5 Minutes	



3. Request for Payment for Contractors

This procedure shows how stakeholders/contractors are provided with billing documents needed to process their payments.

Office or Division:	Project Management Unit	
Classification:	Simple	
Type of Transaction:	G to G – Government to Government G to B – Government to Business Entity	
Who may avail:	University Contractors	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Billing Request		Client/Contractor
Pictures (before and After Construction)		Client/Contractor
Approved Extension / Suspension Letter		Client/Contractor
Copy of certification from appropriate government agencies such as PAGASA, DTI, DOLE etc., attached in the extension/suspension letter if any		Client/Contractor
Contractor’s affidavit on payment of laborers and materials		Client/Contractor
Log book (for final billing)		Client/Contractor
Approved as built plan		Client/Contractor
Final Electrical Inspection Report signed by Electrical Engineer with notary public (for final billing if with electrical works) a. Electrical Testing and Guarantee b. Electrical supervision c. Megger/Insulation Test Results		Client/Contractor



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The contractor to submit the following documentary requirements to the Planning Office a. Billing Request b. Pictures (before, during and after construction) c. Copy of approved extension / suspension letter, if any d. Copy of certification from appropriate government agencies such as PAGASA, DTI, DOLE etc., attached in the extension/suspension letter if any e. Contractor's affidavit	1.1 Receive all documents submitted by the contractor	None	2 minutes	<i>PMU Staff</i>
	1.2 Conduct site inspection to evaluate the accomplishment of the contractor and prepare accomplishment report	None	1 day	<i>PMU Staff</i>
	1.3 Prepare billing documents: a. Statement of Work Accomplished b. Statement of Time Elapsed c. Inspection report (for final billing) d. Certificate of Project Completion (for final billing) e. Certificate of Acceptance (for final billing) f. Letter of Acceptance (for final billing)	None	12 hours	<i>PMU Staff</i>
	1.4 Review and approve the billing documents	None	20 minutes	<i>Director of Planning Office</i>
	1.5 Endorse the approved billing documents to the Vice President for Planning and Development	None	3 minutes	<i>Planning Office Staff</i>



on payment of laborers and materials d. Logbook for final payment e. Approved as built plan f. Final Electrical Inspection Report signed by Electrical Engineer with notary public (for final billing if with electrical works) g. Notice of award, notice to proceed and contract				
	TOTAL:	None	1 day, 12 hours and 25 minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
**OFFICE OF THE VICE PRESIDENT FOR RESEARCH AND
EXTENSION**
External and Internal Services



1. Release of Documents Submitted for Approval				
This procedure aims to provide guidelines on releasing of document submitted for approval from the Office of the Vice President for Research and Extension				
Office or Division:	Office of the Vice- President for Research and Extension			
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	1.1 Check the reference number from the logbook on the computer	None	2 Minutes	OVPRE Staff
2. Receive the document by indicating in the logbook his/her name,	2.1 Provide updates about the action taken and if signed, release the document and have them sign in the logbook.	None	2 Minutes	OVPRE Staff



signature and date received				
	TOTAL:	None	4 Minutes	



2. Processing of Documents for Approval of the Vice President for Research and Extension

This procedure aims to ensure that complete staff work (CSW) is properly observed prior to the approval of the Vice- President for Research and Extension

Office or Division:	Office of the Vice- President for Research and Extension			
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 (thru email or hard copy) ovpre@cvsu.edu.ph	1.1 Acknowledge receipt of the document	None	1 Minute	OVPRE Staff
	1.2 Review the completeness of attached documents	None	2 Minutes	OVPRE Staff
2. Receive the document to comply with all the needed attachments (thru email or	2.1 If found incomplete, return to the end-user/origin/researcher	None	1 Minute	OVPRE Staff
	2.2 If document is complete, encode the details to the computer for recording.	None	2 Minutes	OVPRE Staff



hard copy) ovpre@cvsu.edu.ph	2.3 Submit the document to the Vice President for Research and Extension	None	1 Minute	OVPRE Staff
	2.4 Review and evaluate the documents (Research proposal, Evaluation form for paper publication and other research documents)	None	*1 Day	Vice-President for Research and Extension
	2.5 Send the results of evaluation with comments and suggestion	None	10 Minutes	OVPRE Staff
3.Revise the documents and submit the revised document	1.1 Accept the revised documents and endorse to the Vice President for Research and Extension	None	2 Minutes	OVPRE Staff
	1.2 Approve the document	None	2 Minutes	Vice-President for Research and Extension
	1.3 Once approved, scan the signed document and encode on the logbook for proper documentation	None	5 Minutes	OVPRE Staff
	1.4 Endorse the document to next office that needs to take action and have them sign in the logbook	None	5 Minutes	OVPRE Staff
	TOTAL:	None	*1 Day, 31 Minutes	

**The length of time involved depends on the kind of documents submitted.*



CAVITE STATE UNIVERSITY - MAIN CAMPUS
RESEARCH CENTER
External and Internal Services



1. Application and Approval of Research Proposal for Funding

This procedure shows how the Research Center accepts applications for proposals for funding under the CvSU Research Grant (CRG) or Faculty and Students Research Capability Enhancement (FSRCEP) Scheme.

Office or Division:	University Research Center			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Faculty and Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proposal		From the Researcher		
HGDG form		GAD Unit		
ERB form		ERB office		
Acknowledgement Receipt		Research Center		
Special Order (SO)		Office of the President		
Contract		Office of the President		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit signed copies of proposal	1.1 Receive the proposal package None 15 Minutes Research Office staff/ PMED staff	None	15 minutes	<i>Research Office</i>



cvsurcmade_proposal@cvsu.edu.ph				staff/PMED staff
	1.2 Review the proposals as completeness of documents submitted, duplication of studies, etc.	None	5 Days	Research Office staff/PMED staff
2. Resubmit proposals with corrections	2.1 Endorse the proposals to Responsible Conduct of Research Committees/Board	None	30 Minutes	Research Office staff/PMED staff
	2.2 Notify the proponents for the result of evaluation of Responsible Conduct of Research Committees/Board	None	1 Hour	Research Office staff/PMED staff
3. Technical Evaluation	3.1 Notify the proponents for technical evaluation	None	10 Minutes	Research Office staff/PMED staff
	3.2 Evaluate the proposals	None	10 Days	Experts/Evaluators/Reactors
	3.3 Consolidation and sending of results of evaluation (comments and suggestions)	None	20 Minutes	Research Office staff/PMED staff



4. Revise the proposal/submits the revised proposal	4.1 Accept the revised proposal	None	5 Minutes	Research Office staff/PMED staff
	4.2 Review if the revision of proposal is in accordance with the comments and suggestions	None	7 Days	Research Office staff/PMED staff
	4.3 Endorse the proposals to the University Research and Extension Council	None	5 Minutes	Research Office staff/PMED staff
	4.3.1 UREC to approve the proposals	None	14 Days	University Research and Extension Council
	4.4 Review the proposals 4.4.1 Endorse the proposals to the University President 4.4.2 University President to approve the proposal	None	14 Days	Research Office staff/PMED staff
5. Receive notifications of the approval of proposals/or receives copies of	5.1 Facilitate the preparation of contract	None	1 Day	Research Office



approved letter of recommendation				<i>staff/PMED staff</i>
	5.2 Process the signing and notarization of contract	None	5 days (signing of contract) 2 hours for notarization (depends on the availability of the lawyer)	<i>Proponent/Project Leader</i>
	5.3 Receive the notarized contract	None	5 Minutes	<i>Research Office staff/PMED staff</i>
6. Special Order	6.1 Facilitate the preparation of Special Order 6.1.1 Request the release of Special Order	None	1 Day	<i>Research Office staff/PMED staff</i>
	6.2 University President sign the Special Order	None	7 Days	<i>OUP Staff</i>
	6.2.1 Proponents sign the S.O	None	1 Day	<i>Project Leader and Project Staff</i>
	6.2.2 Receive the signed S.O.	None	5 Minutes	<i>Research Office staff/PMED staff</i>



7. Receive research funds	7.1. Facilitate the release of funds thru voucher preparation	None	10 minutes to prepare the documents	<i>Research Office staff/ PMED staff</i>
	TOTAL:	None	65 Days, 4 Hours 17 Minutes	



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

This procedure shows how the Research Center monitors the research activities and progress of the proponents/ researchers.

Office or Division:	University Research Center			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Faculty and Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Progress reports		Researcher		
Terminal reports		Researcher		
Papers for In- house review		Researcher		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Conduct research	1.1. Submission of progress reports (Semi-annual and Annual)	None	10 Minutes	<i>Project Leader</i>
2. Submit progress reports	2.1 Receive the progress reports; through personal or online transaction: cvsurcmade_monitoring@cvsu.edu.ph 2.2 Acknowledge the reports received	None	20 Minutes (depending on the nature of report)	<i>Research Office staff/PMED staff</i>



	2.3 Include the progress reports in the database			
	2.4 Conduct on site visitation	None	2 hours for on-site visitation (if necessary)	<i>PMED staff</i>
	2.5 Facilitate the release of the remaining funds	None	10 Minutes for voucher preparation	<i>Research Office staff/PMED staff</i>
3. Present research results during the Research Symposium (Annual Agency In-house Review)	3.1 Provide certificate of presentation and other possible awards	None	1 hour on the scheduled day of the presentation of output	<i>Research Office staff and PMED staff Annual InHouse Review Working Committee</i>
4. Submit three (3) copies of the terminal report within one month upon completion or termination of research projects	4.1 Receive copies of terminal reports	None	1 Month	<i>Research Office staff/PMED staff</i>
5. Recommended course of action	5.1 Evaluation of the technology generated whether for publication, transfer or intellectual property right application.	None	14 Days	<i>Experts/ Reactors</i>



	5.2 Inform the researcher of the results of evaluation			
6. Submit liquidation report per release of fund	6.1 Receive liquidation report with original copy of receipts (per release of fund) 6.2 Review submitted liquidation report	None	7 Days	<i>PMED Staff</i>
	TOTAL:	None	*1 Month, 21 Days, 3 Hours, 40 minutes	

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



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

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

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Schedule of meeting		Personally, for processing by the researcher		
Duly signed MOA and Contract		From the researcher		
Quarterly progress report, annual report, terminal reports and others		From the researcher		
Three (3) copies of the terminal report		From the researcher		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pre-implementation meeting with the funding agency	1.1 Attend and record the schedule of meetin	None	1 Day	<i>PMED staff/OVPRE staff</i>
2. Submit a copy of the duly signed memorandum of agreement and/or	2.2. Acknowledgement of submitted MOA and/or contract	None	15 Minutes	<i>OVPRE staff</i>



contract detailing the title of the project, duration, budget and terms of reference	2.2.1. Endorse the submitted documents to the Research Project Monitoring and Evaluation Division			
3. Furnish the Research Project Monitoring and Evaluation Division (PMED) of the Research Center copies of the reports (quarterly progress report, annual report, terminal reports and others) submitted to the external funding agencies.	3.1 Acknowledgment of submitted reports (quarterly progress report, annual report, terminal report	None	5 Minutes	<i>PMED Staff</i>
	3.2 Require the researcher to present their outputs during the Annual In-House Review	None	1 month to notify the presenter of the schedule of presentation and other details	<i>PMED Staff</i>
4. Present outputs of the Research during the Research Symposium (Annual In-House Review	4.1 Provide certificate of presentation and other possible awards	None	1 Hour on the scheduled day of the presentation of outputs	<i>PMED Staff Annual InHouse Review Working Committee</i>
5. Researcher with completed or terminated research program or project submits three (3) copies of the terminal report within 2 months	5.1 Receive copies of terminal reports	None	15 Minutes	<i>Research Office staff and/ PMED staff</i>



upon completion or termination				
	TOTAL:	None	*1 month, 1 Day, 1 Hour, 35 Minutes	

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



4. Use of Research Laboratory Facilities

This procedure shows how the Research Center shares its facilities to stakeholders particularly the faculty and students of the University and other interested clients.

Office or Division:	University Research Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Faculty, Researchers, Students and other clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request		From the requesting party		
Filled up request form		Request form from the Research Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to use the laboratory facilities together with their approved protocol and three copies of duly accomplished Facility/Equipment Use Form (UREC-QF-28).	1.1 Check the request form if filled out completely.	None	5 Minutes	<i>TSD staff</i>
			15 Minutes	<i>TSD staff</i>
	1.1.1 TSD forwards request to Chemical Safety Committee (CSC)		14 Days	CSC
	1.1.2 CSC evaluates the compliance of the submitted protocol		15 Minutes	<i>TSD staff</i>



	<p>1.1.3 TSD forwards request to the Laboratory Head</p> <p>1.1.4 Laboratory Head checks the availability of the facility/ equipment and signs the request form</p> <p>1.1.5 RC Director approves the request</p>		<p>1 Hour</p> <p>15 Minutes</p>	<p><i>Laboratory Head</i></p> <p><i>RC Director</i></p>
2. Attend orientation and submit terms and conditions (UREC-QF-30) and waiver forms (UREC-QF-31)	<p>2.1 Orient clients on laboratory policies</p> <p>2.1.1 Endorse the signed Terms and Conditions Form to the RC Director</p> <p>2.1.2 RC Director permits the use of the facility/equipment</p>	None	<p>5 Hours for orientation</p> <p>15 Minutes</p> <p>15 Minutes</p>	<p><i>Laboratory staff</i></p> <p><i>TSD staff</i></p> <p><i>RC Director</i></p>
3. Conduct the experiment/protocol on the approved dates and facility.	3.1 Assist in the experiment/protocol	None	*Depending on the requirement of the protocol submitted	<i>Laboratory staff</i>



4. Submit Request to Use Facility/Equipment Outside Official Hours (UREC-QF-32) if working outside official hours of the university	4.1 Check the request form if filled out completely.	None	5 Minutes	Laboratory staff
	4.1.1 Endorse request to use the facility outside working hours to the laboratory head		15 Minutes	TSD staff
	4.1.2 Laboratory Head checks the availability of the facility/ equipment and signs the request form		1 Hour	Laboratory Head
	4.1.3 RC Director approves the request		15 Minutes	RC Director
5. Inform the RC of the termination of laboratory experiment and pay fees if applicable	5.1 Check the facilities/equipment used if in order.	None **Depending on the value of the repair needed	5 Hours	Laboratory staff
	5.1.1 Issues bill depending if there are any damage to the facilities/equipment used**		15 Minutes	Laboratory staff
	5.1.2 Issues Facility/Equipment Use Clearance Certificate (UREC-QF-33) after checking if the stakeholder has cleared all of the accountabilities		5 Hours	TSD staff
	TOTAL:	None **Depending	*15 Days, 8 Hours,	



		on the value of the repair needed	10 Minutes	
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CAVITE STATE UNIVERSITY – MAIN CAMPUS
EXTENSION SERVICES
External and Internal Services



1. Request for Technical and Livelihood Trainings

This procedure covers how Extension Services accommodates requests of individuals, organizations and institutions for technical and livelihood trainings.

Office or Division:	Extension Services			
Classification:	Complex			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All Clients/Organizations/Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request to be sent to the Office of the University President		Personally written by All Clients/Organizations/Institutions		
Additional Details about the Training (Type of Training, Participants, Number of Participants, Venue)		Personally written by the Clients/Organizations/Institutions		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to Office of the University President (OP).	1.1 Check and receive letter of request including additional details of the training; and send an acknowledgement of the receipt of letter.	None	2 Days	OP/Extension Services Staff
2. Coordinate with Extension Services regarding the final schedule of training.	2.1 Communicate with the concerned offices and experts.	None	3 Days	Extension Services Staff



				<i>concerned and experts</i>
3. Coordinate with the Extension Services Staff during the training.	3.1 Facilitate the training on the scheduled date.	None	*1 Day	<i>Extension Services Staff/Other offices</i>
4. Coordinate the documentation during the training.	4.1 Document the training with other offices concerned	None	*1 Day	<i>Extension Services Staff/Other offices concerned</i>
5. Facilitate the evaluation of the training.	5.1 Evaluate the training.	None	*1 Day	<i>Extension Services Staff</i>
	TOTAL:	None	*8 Days	

**depending on the number of days of training*



2. Request for Technical Service or Assistance

This procedure covers how Extension Services facilitates the provision of technical service or assistance as requested by individuals, organizations and institutions.

Office or Division:	Extension Services			
Classification:	Highly technical			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All Clients/Organizations/Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request to be sent to the Office of the University President		Personally written by All Clients/Organizations/Institutions		
Additional Details about the Technical Service or Assistance (Type of Technical Service or Assistance; Area, Location, and Commodities [for farms], Type and Location of Business [for business/enterprise] and others)		Personally written by the Clients/Organizations/Institutions		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request to the Office of the University President(OP).	1.1 Check and receive the letter of request including additional details of the technical service or assistance and send an acknowledgment of the receipt of the letter.	None	2 Days	OP/Extension Services Staff



2. Coordinate with Extension Services regarding the final schedule of technical service or assistance.	2.1 Communicate with the concerned offices and experts.	None	3 Days	<i>Extension Services Staff</i>
3. Coordinate with the Extension Services Staff during the actual technical service or assistance	3.1 Facilitate the technical service or assistance on the scheduled date with other offices and experts concerned	None	*1 Day	<i>Extension Services Staff/Other offices concerned and experts</i>
4. Facilitate the documentation during the technical service or assistance.	4.1 Document the technical service or assistance with other offices and experts concerned	None	*1 Day	<i>Extension Services Staff/Other offices concerned</i>
5. Coordinate with the Extension Services Staff.	5.1 Meet with experts and offices concerned regarding the need of the client/organization/Institution.	None	1 Day	<i>Extension Services Staff/Other offices concerned and experts</i>



6. Coordinate with other agencies for equipment (if necessary).	6.1 Link with the concerned agencies for a possible source of equipment.	None	21 Days	<i>Extension Services Staff/Other offices concerned and experts</i>
	TOTAL:	None	*29 Days	

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



CAVITE STATE UNIVERSITY – MAIN CAMPUS
KNOWLEDGE MANAGEMENT CENTER
External and Internal Services



1. Copyright Registration and Deposit Application

This procedure covers how copyright registration and deposit certificate to authors of original work is provided.

Office or Division: Innovations and Technology Support Office

Classification: Simple

Type of Transaction: G2C-Government to Citizen

Who may avail: All faculty, staff and students

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

4 copies of Copyright Application Form [T.N.L. NO. 24- (3rd Revision)]

Online (web.nlp.gov.ph) or ITSO

4 copies of Affidavit of Copyright Waiver/Ownership

ITSO

2 copies of material to be copyrighted

Creator

Technical description of the design, if the work applied for registration is an original ornamental design

Creator

Mentee Consent/Attestation Form for Utilization of Intellectual Property-Related Work and Output (if applicable)

Creator

CLIENT STEPS

AGENCY ACTION

FEES TO BE PAID

PROCESSING TIME

PERSON RESPONSIBLE

1. Submit all the required documents for copyright registration application

1.1 Check for completeness and receive all the required documents

None

5 minutes

*ITSO
Technical
Staff*



	1.2 Issue Acknowledgment Receipt	None	5 minutes	<i>ITSO Technical Staff</i>
	1.3 Validate the registration form	None	5 minutes	<i>ITSO Manager</i>
	1.4 Secure notarization of documents	PhP 200.00	1 day	<i>ITSO Technical Staff</i>
	1.5 File the copyright application to the National Library of the Philippines (NLP)	PhP 270.00	1 day	<i>ITSO Manager and Technical Staff</i>
	1.6 Advise the author to return on a specified date to claim the Copyright Registration and Deposit Certificate, once the documents are released by the NLP	None	2 minutes	<i>ITSO Technical Staff</i>
2. Claim the Certificate of Copyright Registration and Deposit	2.1 Release the duplicate copy of the Certificate of Copyright Registration and Deposit and have it signed as received by the client.	None	5 minutes	<i>ITSO Technical Staff</i>
	TOTAL:	PhP 470.00	2 days and 22 minutes	



2. CvSU Research Journal Publication				
This procedure covers publication of research outputs in the Cavite State University Research Journal.				
Office or Division:	Publication and Communications Division			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Faculty, Staff, Students, and External Contributors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Research manuscript with cover sheet		Faculty, Staff, Students, and External Contributors		
Mentee Consent/Attestation Form for Utilization of Intellectual Property-Related Work and Output (if applicable)		Knowledge Management Center		
4 copies of Copyright Application Form [T.N.L. NO. 24- (3rd Revision)]		Knowledge Management Center		
4 copies of Affidavit of Copyright Waiver/Ownership		Knowledge Management Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit research manuscript and Mentee Form (if applicable) to the Publication and	1.1 Receive, record and acknowledge receipt of the manuscript	None	10 minutes	<i>Editorial Assistant</i>
	1.2 Evaluate the manuscripts based on the prescribed format and issue an Acknowledgment Receipt Form	None	3 days	<i>Editorial Assistant</i>



Communication Division of the Knowledge Management Center or through researchjournal@cvsu.edu.ph	1.3 Send the paper to the Topic/Associate Editor for technical screening and initial review	None	10 minutes	<i>Editorial Assistant</i>
	1.4 Send the result of evaluation to the author	None	14 days	<i>Editorial Assistant</i>
2. Revise the manuscript and return to the Editorial Assistant	2.1 Receive, record and issue acknowledgment receipt of the manuscript	None	1 day	<i>Editorial Assistant</i>
	2.2 Review the revised manuscripts and send to the external reviewers	None	14 days	<i>Associate Editors, Editorial Assistant</i>
	2.3 Fill out the KNMC-QF-09 Review form	None	3 minutes	<i>Editorial Assistant</i>
	2.4 Evaluate the manuscripts, fill out the review form and send to the Editor-in-Chief	PhP 2,000.00*	1 month	<i>External Reviewer</i>
	2.5 Inform the author of the results of evaluation and request to revise the paper if recommended for publication			<i>Editorial Assistant</i>
	2.5.1 If the result is good and no major revision is needed	None	2 days	
	2.5.2 If the result is for major revision	None	30 days	



3. Revise the manuscript and submit through email	3.1 Receive, record and issue acknowledgment receipt of the manuscript	None	10 minutes	<i>Editorial Assistant</i>
	3.2 Check the revised manuscript and send to the Editor-in-Chief	None	10 minutes	<i>Editorial Assistant</i>
	3.3 Final editing of the manuscripts	None	20 days	<i>Editor-in-Chief</i>
	3.4 Send the author Certificate of Acceptance, Affidavit of Copyright Waiver/Ownership, and Copyright Application Form of his/her paper for publication	None	5 minutes	<i>Editor-in-Chief, Editorial Assistant</i>
	3.5 Draft the layout of the journal	None	7 days	<i>Layout Artist/Editorial Assistant</i>
	3.6 Proofread the laid-out papers**	None	15 days	<i>Editor-in-Chief, PCD Head, KMC Director</i>
	3.7 Revise the layout when needed	None	3 days	<i>Layout Artist/Editorial Assistant</i>
	3.8 Final checking of the layout	None	3 days	<i>Editor-in-Chief, PCD</i>



				<i>Head, KMC Director</i>
	3.9 Release the journal publication in the website and/or social media platform	None	1 day	<i>Editorial Assistant</i>
	TOTAL:	Php 2,000.00	1 Month, 5 Days, 2 Hours, 47 Minutes	

** per evaluator per paper*

*** depends on the comments and suggestions of the Editor-in-Chief*



3. Newsletter Publication (REconnections)

This procedure covers publication of research and extension news articles from the different units of the University and external contributors in the *REconnections* newsletter.

Office or Division:	Publication and Communications Division			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Faculty, Staff, Students, and External Contributors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
News/feature articles		Faculty, Staff, Students, and External Contributors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit news articles through renewsletter@cvsu.edu.ph	1.1 Receive, record and issue acknowledgment receipt of the article	None	10 minutes	<i>Editorial Assistant</i>
	1.2 Read and edit the article	None	1 day	<i>Editorial Assistant</i>
	1.3 Revise the edited article	None	4 days	<i>Editorial Assistant</i>



	1.4 Draft the layout of the newsletter for the particular issue*	None	2 days	<i>Layout Artist/Editorial Assistant</i>
	1.5 Review the draft newsletter	None	2 days	<i>Editor-in-Chief and PCD Head</i>
	1.6 Approve the newsletter for reproduction and distribution	None	1 day	<i>KMC Director</i>
	1.7 Print and distribute, and send copy through email, the newsletter to the colleges, campuses and other units of the University and to other clients	None	5 days	<i>Editorial Assistant, KMC Staff</i>
	TOTAL:	None	15 days and 10 minutes	

* will be done if enough articles are met



4. Newsletter Publication (UGNAYAN)

This procedure covers publication of research and extension news articles from the different units of the University and external contributors in the *UGNAYAN* newsletter.

Office or Division:	Publication and Communication Division			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Faculty, Staff, Students, and External Contributors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
News/feature articles		Faculty, Staff, Students, and External Contributors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit news articles through renewslatter@cvsu.edu.ph	1.1 Receive, record and issue acknowledgment receipt of the article	None	10 minutes	<i>Editorial Assistant</i>
	1.2 Read and edit the article	None	1 day	<i>Editorial Assistant</i>
	1.3 Revise the edited article	None	14 days	<i>Editorial Assistant</i>



	1.4 Draft the layout of the newsletter for the particular issue*	None	7 days	<i>Layout Artist/Editorial Assistant</i>
	1.5 Review the draft newsletter	None	7 days	<i>Editor-in-Chief and PCD Head</i>
	1.6 Approve the newsletter for reproduction and distribution	None	2 days	<i>KMC Director</i>
	1.7 Print, distribute, and send copy through email, the newsletter to the colleges, campuses and other units of the University and to other clients	None	7 days	<i>Editorial Assistant, KMC Staff</i>
	TOTAL:	None	1 month, 8 days and 10 minutes	

* will be done if enough articles are met



5. Patent/Utility Model Registration Application

This procedure covers providing assistance to faculty, staff and students in the preparation and processing of patent/utility model (UM) registration applications.

Office or Division: Innovations and Technology Support Office

Classification: Highly Technical

Type of Transaction: G2C-Government to Citizen

Who may avail: Faculty, Staff and Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy of Disclosure Form (KNMC-QF-12)		ITSO		
1 copy of Patent Search Form		ITSO		
Online Application Form		ITSO or online (www.ipophil.gov.ph)		
3 copies of Patent Draft in PDF format (Abstract, Claims, Description and Drawing/s)		Creator/inventor		
Mentee Consent/Attestation Form for Utilization of Intellectual Property-Related Work and Output (if applicable)		ITSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out, sign and submit disclosure form	1.1 Receive and assess disclosures	None	1 day	ITSO Manager and



				<i>Technical Staff</i>
2. Secure Patent Search Form and start searching for prior arts	2.1 Provide the Patent Search Form and assist in the conduct of patent search/prior art search	None	12 days	<i>ITSO Technical Staff</i>
3. Draft the patent claims and drawings	3.1 Assist in the preparation of complete patent draft	None	20 days	<i>ITSO Technical Staff and Inventor</i>
	3.2 Issue Acknowledgement Receipt	None	5 minutes	<i>ITSO Technical staff</i>
4. Fill out the Online Application Form	4.1 File the patent/UM registration application online	Php 3,278.00 including the publication fee	15 minutes	<i>ITSO Manager</i>
	4.2 Advise the inventor to return on a specified date for various actions depending on the action of notice from the IPOPHL	None	2 minutes	<i>ITSO Technical Staff</i>
5. Claim the duplicate copy of Certificate of Patent/UM Registration Application	5.1 Release the Certificate of Patent/UM Registration Application and have them sign as received by the client.	None	5 minutes	<i>ITSO Technical Staff</i>



	TOTAL:	Php 3,278.00 including the publication fee	33 days and 27 minutes	
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6. Publication Support Application

This procedure covers providing assistance for monetary support application of faculty and staff who have publications in reputable/peer-reviewed journals.

Office or Division:	Publication and Communication Division			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Regular/Contractual Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		Knowledge Management Center		
Permission to Publish		Knowledge Management Center		
Authorization to Publish		Knowledge Management Center		
Mentee Consent/Attestation Form for Utilization of Intellectual Property-Related Work and Output (if applicable)		Knowledge Management Center		
Supporting documents for publication support (e.g. copy of paper to be published; certificate/letter of acceptance; proof that a peer-review process took place; statement of account or proof of payment)		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Fill out, sign and submit application form and other requirements	1.1 Check and receive the application form (KNMC-QF-012), Mentee Form (if applicable) and other requirements	None	10 minutes	<i>KMC Staff</i>
	1.2 Issue acknowledgment receipt (KNMC-QF-01)	None	2 minutes	<i>KMC Staff</i>
	1.3 Evaluate the documents for qualification	None	4 days	<i>PCD Head and Evaluation Committee</i>
	1.4 Notify the applicant of the result of evaluation	None	1 day	<i>KMC Staff</i>
	1.5 Issue the signed Authority to Publish to the author	None	1 day	<i>PCD Head/KMC Director</i>
2. Submit additional supporting documents, if needed	2.1 Check and receive letter and all attached documents	None	10 minutes	<i>KMC Staff</i>
	2.2 Submit the documents to Records office for approval of the University President	None	1 day	<i>KMC Director</i>
	2.3 Prepare monetary documents for publication fee reimbursement (e.g. BURS, DV, Payroll)	None	2 days	<i>KMC Staff</i>
	2.4 Inform the applicant the corresponding reference number of the publication support voucher	None	1 day	<i>KMC Staff</i>
TOTAL:		None	10 days and 22 minutes	



7. Publication Incentive Application (Journal and Book Chapter Publication)

This procedure covers granting of incentives for publication of faculty, researchers, and staff.

Office or Division: Publication and Communication Division

Classification: Highly Technical

Type of Transaction: G2C-Government to Citizen

Who may avail: Regular/Contractual Faculty and Staff

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

Application Form

Knowledge Management Center

Mentee Consent/Attestation Form for Utilization of Intellectual Property-Related Work and Output (if applicable)

Knowledge Management Center

Supporting documents for publication incentive (e.g. certificate/letter of acceptance; proof that a peer-review process took place, published paper)

Applicant

CLIENT STEPS

AGENCY ACTION

FEES TO BE PAID

PROCESSING TIME

PERSON RESPONSIBLE

1. Fill out, sign and submit application form, Mentee Form (if applicable) and other requirements.

1.1 Check and receive the application form (KNMC-QF-012), Mentee Form (if applicable) and other requirements

None

10 minutes

KMC Staff

1.2 Issue acknowledgment receipt (KNMC-QF-01)

None

2 minutes

KMC Staff

1.3 Evaluate the documents for qualification

None

4 days

KMC Staff



	1.4 Notify the applicant of the result of evaluation			<i>KMC Staff</i>
	1.4.1 Approved applications are endorsed to the Director of KMC, Vice President for Research and Extension and the University President	None	1 day	
	1.4.2 Applications that do not pass the evaluation are returned to the proponents with the result of the evaluation	None	1 day	
	1.5 Submit endorsement letter to records office	None	30 mins	<i>KMC Staff</i>
	1.6 Prepare and facilitate the processing of the monetary incentives	None	2 days	<i>KMC Staff</i>
	1.7 Inform the applicant the corresponding reference number of the citation support voucher	None	1 day	<i>KMC Staff</i>
	TOTAL:	None	9 days and 42 minutes	



8. Trademark Registration Application

This procedure covers providing assistance to faculty, staff and students in the preparation and processing of trademark registration applications.

Office or Division:	Innovations and Technology Support Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Faculty, Staff and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online application form		ITSO or online (www.ipophil.gov.ph)		
Trade or service mark drawing		Applicant		
Technical description and color claim		Applicant		
Mentee Consent/Attestation Form for Utilization of Intellectual Property-Related Work and Output (if applicable)		ITSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary documents	1.1 Acknowledges the submitted requirements	None	5 minutes	<i>ITSO Technical Staff and ITSO Manager</i>



	1.2 File the trademark registration application	Depends on the assessment of IPOPHIL staff	15 minutes	<i>ITSO Manager</i>
	1.3 Notify the creator for various actions	None	3 hours	<i>Technical Staff</i>
2. Claim the Certificate of Trademark Registration Application	2.1 Release the Certificate of Trademark Application and have them sign as received by the client.	None	2 minutes	<i>ITSO Technical Staff</i>
	TOTAL:	Depends on the assessment of IPOPHIL staff	3 hours and 22 minutes	



9. Citation Incentive Application

This procedure covers providing assistance for the granting of incentives for citation of faculty, researchers and staff.

Office or Division: Publication and Communication Division

Classification: Highly Technical

Type of Transaction: G2C-Government to Citizen

Who may avail: Regular/Contractual Faculty and Staff

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

Application Form

Knowledge Management Center

Mentee Consent/Attestation Form for Utilization of Intellectual Property-Related Work and Output (if applicable)

Knowledge Management Center

Supporting documents for citation incentive claim (e.g. copy of the cited work/paper, list of journals where the work was cited, etc.)

Applicant

CLIENT STEPS

AGENCY ACTION

FEES TO BE PAID

PROCESSING TIME

PERSON RESPONSIBLE

1. Fill out, sign and submit application form, Mentee Form (if applicable) and other requirements.

1.1 Check and receive the application form, Mentee form (if applicable) and other requirements

None

10 minutes

KMC Staff

1.2 Issue acknowledgment receipt (KNMC-QF-01)

None

2 minutes

KMC Staff

1.3 Evaluate the documents for qualification

None

8 days

KMC Staff



	1.4 Notify the applicant of the result of evaluation			<i>KMC Staff</i>
	1.4.1 Approved applications are endorsed to the Director of KMC, Vice President for Research and Extension, and University President	None	1 day	
	1.4.2 Applications that do not pass the evaluation are returned to the applicants with the result of the evaluation	None	1 day	
	1.5 Submit endorsement letter to records office	None	30 mins	<i>KMC Staff</i>
	1.6 Prepare and facilitate the processing of the monetary incentives	None	2 days	<i>KMC Staff</i>
	1.7 Inform the applicant the corresponding reference number of the citation incentive voucher	None	1 day	<i>KMC Staff</i>
	TOTAL:	None	13 days and 42 minutes	



10. Paper Presentation Support Application

This procedure covers providing assistance for paper presentation support of faculty and staff.

Office or Division: Publication and Communication Division

Classification: Simple

Type of Transaction: G2C-Government to Citizen

Who may avail: Regular/Contractual Faculty and Staff

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

Request Letter to Present Paper/Poster

Knowledge Management Center

Publication-Ready Paper (IMRD Format)

Applicant

Mentee Consent/Attestation Form for Utilization of Intellectual Property-Related Work and Output (if applicable)

Knowledge Management Center

Supporting documents for paper presentation (e.g.Budget Estimate; certificate/letter of acceptance; Abstract of the Paper)

Applicant

CLIENT STEPS

AGENCY ACTION

FEES TO BE PAID

PROCESSING TIME

PERSON RESPONSIBLE

1. Submit Request Letter to present paper/poster, Mentee Form (if applicable),

1.1 Check and receive the Request Letter, Mentee Form (if applicable) and other requirements

None

10 minutes

KMC Staff



and other requirements.	1.2 Evaluate the documents for qualification	None	1 day	<i>KMC Staff</i>
	1.3 Endorse the request letter to the Research Center	None	10 minutes	<i>KMC Staff</i>
	TOTAL:	None	1 day and 20 minutes	



11. Technology Transfer and Commercialization

This procedure covers facilitating the transfer and commercialization of CvSU- owned technologies.

Office or Division: Knowledge and Technology Transfer Office

Classification: Highly Technical

Type of Transaction: G2C-Government to Citizen

Who may avail: All faculty, staff and external stakeholders

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

Letter of Intent to the University President

Technology adopter

Copy of Latest Audited Financial Statement/Income Tax Return, SEC Certificate of Registration and Article of Incorporation or DTI Registration, Mayor's Permit or BIR Certificate of Registration and Company Profile

Technology adopter

2 copies of Direct Licensing Term Sheet

Online (techtrans.gov.ph) or KTTO

4 copies of Technology Licensing Agreement

KTTO

CLIENT STEPS

AGENCY ACTION

FEES TO BE PAID

PROCESSING TIME

PERSON RESPONSIBLE

1. Submit a Letter of Intent to the University President and coordinate with the concerned agency

1.1 Submit a Letter of Intent to the University President.

None

10 minutes

Technology Adaptor

1.2 The Office of the University President endorses the Letter of Intent to KTTO

None

10 minutes

OP Staff



	1.3 KTTO coordinates with the concerned agency regarding the intention of the prospective technology adopter	None	5 days	<i>KTTO Technical Staff</i>
	1.4 KTTO responds to the Letter of Intent providing the necessary information, requirements, and reference materials.	None	10 minutes	<i>KTTO Technical Staff</i>
2. Submit all the required documents for the licensing of technology	2.1 Check for completeness and receive all the required documents	None	10 minutes	<i>KTTO Technical Staff</i>
	2.2 Issue Acknowledgment Receipt	None	5 minutes	<i>KTTO Technical Staff</i>
	2.3 Arrange a licensing negotiation with the prospective technology adopter and facilitate the signing of Direct Licensing Term	None	20 minutes	<i>KTTO Manager/ Technical Staff</i>
	2.4 Send via email all requirements to the Fairness Opinion Board thru the Department of Science and Technology (DOST)	None	10 minutes	<i>KTTO Technical Staff</i>
	2.5 Facilitate the drafting of the signing of the Technology Licensing Agreement between the CvSU President and the prospective technology adopter	None	5 days	<i>KTTO Manager</i>



	2.6 Facilitate the submission of documents for review by IPOPHL via email	Application fee (3,030.00), registration fee (3,030) Notary of oath (300)	1 hour	<i>KTTO Manager</i>
	2.7 Facilitate the signing of the Technology Licensing Agreement between the CvSU President and the prospective technology adopter	None	20 minutes	<i>KTTO manager and KTTO Technical Staff</i>
	2.8 Secure the notarization of the Technology Licensing Agreement	Php 300.00	1 hour	<i>KTTO Technical Staff</i>
3. Claim the License to Produce	3.1 Release the License to Produce to the client.	None	5 minutes	<i>KTTO Technical Staff</i>
	TOTAL:	Php 6,660.00 plus courier fee	10 days, 3 hours and 40 minutes	



12. Licensing and Commercialization of Trade and Service Marks

This procedure covers how to facilitate the licensing and commercialization of CvSU- owned trademarks.

Office or Division: Knowledge and Technology Transfer Office

Classification: Complex

Type of Transaction: G2C-Government to Citizen

Who may avail: Internal and External Clients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent to the IPTBMD Head		Licensee		
Copy of Latest Audited Financial Statement/Income Tax Return, SEC Certificate of Registration and Article of Incorporation or DTI Registration, Mayor's Permit or BIR Certificate of Registration and Company Profile		Licensee		
2 copies of Direct Licensing Term Sheet		Online (techtrans.gov.ph) or KTTO		
4 copies of Technology Licensing Agreement		KTTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents for the licensing of technology	1.1 Check for completeness, receive all the required documents	None	10 minutes	<i>KTTO Technical Staff</i>



	1.2 Issue acknowledgement receipt	None	5 minutes	<i>KTTO Technical Staff</i>
	1.3 Arrange a licensing negotiation with the licensee and facilitate the signing of Direct Licensing Term	None	20 minutes	<i>KTTO Manager/ Technical Staff</i>
	1.4 Facilitates the signing of the Technology Licensing Agreement between the CvSU President and the prospective technology adopter	None	5 days	<i>KTTO Manager</i>
	1.5 Secure the notarization of Technology Licensing Agreement	Php 300.00 plus courier fee	1 hour	<i>KTTO Technical Staff</i>



2. Claim the License to Produce	2.1 Release the License to Produce to the client.	None	5 minutes	<i>KTTO Technical Staff</i>
	TOTAL:	Php 300.00 plus courier fee	5 days, 1 hour and 45 minutes	



13. Payment and Distribution of Revenue from Commercialized Intellectual Property

This procedure covers guidelines in the payment and distribution of the revenue from commercialization of various intellectual properties.

Office or Division:	Knowledge and Technology Transfer Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Faculty, Staff, Students and External stakeholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Sales Report Form (KNMC-QF-18)	KTTO
Order of Payment Form	Accounting Office
Acknowledgment Receipt Form (KNMC-QF-01)	KTTO
Revenue Distribution Form (KNMC-QF-19)	KTTO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Sales Report (KNMC-QF-18)	1.1 Evaluate the submitted Sales Report	None	10 minutes	<i>KTTO Technical Staff</i>
	1.2 Issue acknowledgement receipt	None	5 minutes	<i>KTTO Technical Staff</i>
2. Payment of Royalty Fee	2.1 Client request Order of Payment to the Accounting Office	None	5 minutes	<i>Client</i>
	2.2 Client pays for the Royalty Fee indicated in the Order of Payment at the Cashier	*Percent of the Gross Sales	5 minutes	<i>Client</i>



		indicated in the TLA		
3. Submit a copy of the Official Receipt	3.1 Submit to the Accounting Office the Official Receipt, Sales Report, and Revenue Distribution Form containing distribution of the royalty/licensing fees to the university funds (60% of the Revenue) and to the inventors/authors (40% of the Revenue)	None	10 minutes	<i>KTTO Technical Staff</i>
	TOTAL:	*Percent of the Gross Sales indicated in the TLA	35 minutes	



14. Industrial Design Registration Application

This procedure covers providing assistance to faculty, staff and students in the preparation and processing of Industrial Design registration applications.

Office or Division: Innovation and Technology Support Office

Classification: Simple

Type of Transaction: G2C-Government to Citizen

Who may avail: Faculty, Staff and Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of the Document (Title, description, drawings, list of designers)		Applicant		
Mentee Consent/Attestation Form for Utilization of Intellectual Property-Related Work and Output (if applicable)		Knowledge Management Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out, sign and submit document for filing	1.1 Receive and assess the document	None	2 hours	<i>ITSO Manager and Technical Staff</i>
2. Draft the Industrial Design specifications for filing	2.1 Assist in the preparation of complete specifications for filing	None	2 days	<i>ITSO Technical Staff and Inventor</i>
	2.2 Issue Acknowledgement Receipt	None	5 minutes	<i>ITSO Technical staff</i>
3.Fill out the Online Application Form	3.1 File the Industrial application online	Php 2,686.00 Php 1,555.00 including publication fee	15 minutes	<i>ITSO Manager</i>
	3.2 Advise the inventor to return on a specified date for various actions depending on the action of notice from the IPOPHL	None	2 minutes	<i>ITSO Technical Staff</i>



4.Claim the duplicate copy of Certificate of Industrial Design Registration	4.1 Release the Industrial Design Certificate of Registration to the client and have them sign the receiving copy	None	10 minutes	<i>ITSO Technical Staff</i>
	TOTAL:	Php 4,241.00 including publication fee	2 days, 2 hours and 32 minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
**OFFICE OF THE VICE PRESIDENT FOR 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	1.1 Post available planting materials on sale on the University Bulletin board	None	5 Minutes	<i>CPU In-charge</i>
2. Inquire if stock is still available	2.1 Check inventory of stocks	None	10 Minutes	<i>CPU In-charge</i>
3. Request for order of payment	3.1 Issue order of payment	None	5 Minutes	<i>OBA Office</i>



4. Payment	4.1 Receive payment	Depending on the item/s purchased	10 Minutes	University Cashier
5. Present proof of payment	5.1 Receive copy of proof of payment for encoding and filing	None	5 Minutes	CPU In-charge
6. Receive stocks and gate pass	6.1 Issue stocks and gate pass. Update posting of available stocks	None	15 Minutes	CPU In-charge
	6.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
7. Fill out and return the Stakeholders' Feedback form or Google Form	7.1 Receive the Stakeholders Feedback Form or acknowledge receipt of Google Form	None	2 Minutes	CPU In-charge
	TOTAL:	Depending on the item/s purchased	52 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	1.1 Receive Letter of Intent for endorsement to the Office of the Director of Business Affairs	None	2 Minutes	<i>UEC Staff</i>
2. Fill out Application Form	2.1 Receive Application Form	None	2 Minutes	<i>UEC In-charge</i>
3. Wait for result of evaluation	3.1 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	4.1 Receive required documents	None	1 Minute	<i>UEC In-charge</i>
5. Determination of Rental rates	5.1 Identify the actual measurement of the area	None	10 Minutes	<i>UEC In-charge</i>
	5.2 Advise the client to proceed with the business operation			
	5.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
6. Fill out and return the Stakeholders' Feedback form or Google Form	6.1 Receive the Stakeholders Feedback Form or acknowledge receipt of Google Form	None	2 Minutes	<i>UEC In-charge</i>
	TOTAL:	None	1 Day and 17 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
OFFICE OF THE VICE PRESIDENT FOR ACADEMIC
AFFAIRS

External and Internal Services



1. Follow up of Documents Submitted for Approval				
This procedure aims to provide guidelines in conducting follow up of documents submitted for approval from the Office of the Vice President for Academic Affairs				
Office or Division:	Office of the Vice President for Academic 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		
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	1.1. Check the reference number in the CvSU Document Tracking System or OVPAA Database.	None	1 Minute	OVPAA Staff
2. Receive status of the document.	2.1. Provide status of the document.	None	1 Minute	OVPAA Staff
TOTAL:		None	2 Minutes	



2. Submission of Documents for Approval

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

Office or Division: Office of the Vice President for Academic Affairs

Classification: Simple

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

Who may avail: All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reference Number		Records Office		
Appropriate / related attachments to support the request / report		Concerned issuing agency(ies)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents for approval	1.1. Acknowledge receipt of the document	None	1 Minute	<i>OVPAA Staff</i>
	1.2. Review, screen, and record the document as to content and attachments. a. If complete, document is forwarded to VPAA for appropriate action.	None	5 Minutes	<i>OVPAA Staff</i>



	b. If incomplete, record the details, and then return to end-user/Records Office.			
	1.3. Take appropriate action on the document	None	1 Day	<i>Vice President for Academic Affairs</i>
	1.4. Once acted upon, record VPAA remarks/comments in the database, and if the nature of communication is: a. internal, forward to next concerned office or return to end-user. b. external, forward to requesting office via email.	None	10 Minutes	<i>OVPA Staff</i>
	TOTAL:	None	1 Day, 16 Minutes	



3. Submission of Financial Documents for Approval

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

Office or Division:	Office of the Vice President for Academic Affairs
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government G2G – 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 / report		Concerned issuing agency(ies)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the financial documents for approval	1.1 Acknowledge receipt of the document	None	1 Minute	<i>OVPAAs Staff</i>
	1.2 Review, screen, and record the document as to content and attachments. a. If complete, the document is forwarded	None	5 Minutes	<i>OVPAAs Staff</i>



	to VPAA for appropriate action. b. If incomplete, return to end-user/Records Office to complete the required attachments.			
	1.3 Take appropriate action on the document	None	1 Day	<i>Vice President for Academic Affairs</i>
	1.4 Once acted upon, record in the database and forward to next concerned office.	None	2 Minutes	<i>OVPA Staff</i>
	TOTAL:	None	1 Day, 8 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
OFFICE OF STUDENT AFFAIRS AND SERVICES
External and Internal Services



1. Application Procedure for Admission of Incoming First Year

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

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		OSAS and CvSU website downloadable at (www.cvsu.edu.ph)		
Photocopy of G-11 report card		Senior High School		
Certification that the applicant is currently enrolled as G-12 indicating the strand to be signed by the School Principal/ Class Adviser		Senior High School		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at CvSU website www.cvsu.edu.ph		None	15 Minutes	<i>Admission Officer</i>



<p>2. Submit the required documents at the Office</p> <p>Online transaction: Submit the required documents online (link to be announced)</p>	<p>2.1. Review and receive the required documents at the Office</p> <p>Online transaction: Receive the required documents through online</p>	None	5 Minutes	<i>Admission Officer</i>
<p>3. Receive admission exam permit</p> <p>Online: Receive email notification re acknowledgment receipt of application</p>	<p>3.1. Schedule the date of examination and release admission exam permit</p> <p>Online: Send email notification re acknowledgment receipt of application</p>	None	5 Minutes	<i>Admission Officer</i>
<p>4. Take the admission examination as scheduled</p>	<p>4.1. Administer Admission Examination</p> <p>4.2. Release the result of the admission examination via official website and official facebook page of the University</p>	None	*1 Hour	<i>Guidance Counselor or Psychometrician</i>
For applicants seeking admission to the BS Nursing, BS Medical Technology, Diploma in Midwifery, BS Criminology, Education				



<p>Courses, Engineering Courses, BS Psychology, BS Hospitality Management, and BS Tourism Management, the applicant is required to undergo interview</p> <p>5.1. Gets interview form</p> <p>5.2. Undergo interview at the college (where the applied course is under)</p> <p>Online: Attend to the online interview set by the college evaluator</p> <p>5.3. Return to OSAS and submit accomplished interview form</p>	<p>5.1. Release Notice for Interview or Evaluation form</p> <p>Online: Forward interview/evaluation slip to the respective College for the grade evaluation of the application</p>	None	2 Minutes	<i>Admission Officer</i>
	5.2. Conduct the interview	None	10 Minutes	<i>College Registrar/Department Chair / Program Head</i>
	5.3. Receive the accomplished interview form	None	2 Minutes	<i>Admission Officer</i>



6. Receive the NOA Online: Receive the result by logging-in to the online admission system	6.1. Issue Notice of Admission (NOA) and log the NOA number and name of student and sign the logbook under the column "Released by". Online: Release the result of the application through online admission system	None	5 Minutes	<i>Admission Officer</i>
7. Present the NOA to the University Health Services unit/ for medical examination	7.1. Receive the NOA assist the student for medical examination	None	2 Minutes	<i>University Health Services Unit</i>
TOTAL:		None	*1 Hour, 46 Minutes	

**Qualified for a multi-stage processing*



2. Application Procedure for Admission of Transferees from Other School

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

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		OSAS and CvSU website (downloadable at www.cvsu.edu.ph)		
Photocopy of transfer credentials		Applicant's previous school		
Photocopy of NBI clearance or Police clearance		National Bureau of Investigation or Police station		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at CvSU website www.cvsu.edu.ph		None	15 Minutes	<i>Admission Officer</i>
2. Submit credentials (application form and copy of grades) for initial evaluation	2.1. Receive the initial required documents (application form and copy of grades)	None	5 Minutes	<i>Admission Officer</i>



Online: Submit the initial required documents (application form and copy of grades) online (link to be announced)	Online: Print the submitted application form and copy of grades from the online			
<p>3. Secure the Notice for Interview or Evaluation form and proceed to concerned College for their evaluation</p> <p>Online: Receive email notification re acknowledgment receipt of application</p>	<p>3.1. Issue Notice for Interview or Evaluation form</p> <p>Online: Attach interview form in the application and forward the application to the respective College for evaluation</p>	None	5 Minutes	<i>Admission Officer</i>
<p>4. Undergo interview with respective college</p> <p>Online: Attend to the online interview set by the college evaluator</p>	4.1. Conduct the interview	None	10 Minutes	<i>College Registrar/ Department Chair / Program Head</i>
5. Return to OSAS and submit the accomplished Notice for Evaluation form	5.1. Receive the accomplished Notice for Interview or Evaluation form from the College	None	2 Minutes	<i>Admission Officer</i>



	Online: Receive the accomplished Notice for Interview or Evaluation form from the College			
<p>6. If qualified from the evaluation of the College/Department, submit the following documents:</p> <ol style="list-style-type: none"> 1. Photocopy of Certificate of Grades 2. Photocopy of Certificate of Good Moral 3. Photocopy of Honorable Dismissal 4. 2 copies of 1x1 ID Picture 5. Short Folder <p>Online: Received email notification about the result of evaluation in the online admission system</p>	<p>6.1. Receive the required documents and issue Notice of Admission (NOA)</p> <p>Online: Notify applicant about accessing the result of evaluation in the online admission system</p>	None	5 Minutes	<i>Admission Officer</i>
7. Receive the NOA	7.1. Log the NOA number and name of student and sign the logbook under	None	5 Minutes	<i>Admission Officer</i>



Online: Confirm slot in the admission system	the column "Released by". Online: release the result of application through the online admission system			
8. Present the NOA to the University Health Services Unit for medical examination	8.1. Receive the NOA assist the student for medical examination	None	2 Minutes	<i>University Health Services Unit</i>
	TOTAL:	None	*49 Minutes	

**Qualified for a multi-stage processing*



3. Application Procedure for Admission of Foreign Students

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

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		OSAS and CvSU website (downloadable at www.cvsu.edu.ph)		
Photocopy Report Card or transcript of records		Applicant's previous school		
Photocopy of transfer credentials		Applicant's previous school		
Photocopy of student visa (passport)		Applicant's country		
Photocopy of Police Clearance from their country of origin		Applicant's country		
Photocopy of authenticated affidavit of financial support		Applicant		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
Official receipt for testing fee		Cashier's office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at CvSU website www.cvsu.edu.ph		None	15 Minutes	



2. Pay for the testing fee to the Cashier's Office.	2.1. Receive payment and issue an official receipt	Php 500.00	2 Minutes	<i>Cashier</i>
3. Submit the required documents Online: Submit the required documents online (link to be announced)	3.1. Review and receive the required documents Online: Receive the required documents through online	None	5 Minutes	<i>Admission Officer</i>
4. Receive examination permit	4.1. Schedule the date of examination and release admission exam permit	None	2 Minutes	<i>Admission Officer</i>
5. Take the admission examination as scheduled	5.1. Administer Admission Examination 5. 2. Release the result of the admission examination via official website and official facebook page of the University	None	*1 Hour	<i>Guidance Counselor or Psychometrician</i>
For applicants seeking admission to the BS Nursing, BS Medical Technology, Diploma in Midwifery, BS Criminology, Education				



<p>Courses, Engineering Courses, BS Psychology, BS Hospitality Management, and BS Tourism Management, the applicant is required to undergo interview</p> <p>6.1..Gets Notice for Interview or Evaluation form</p> <p>6.2. Undergo interview at College of Nursing (CON) or HEVTED, College of Education (CED)</p> <p>Online: Attend to the online interview set by the college evaluator</p> <p>6.3. Return to OSAS and submit accomplished interview form</p>	<p>6.1. Release Notice for Interview or Evaluation form</p> <p>Online: Attach Notice for Interview or Evaluation form in the application and forward the application to the respective College for evaluation</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>Admission Officer</i></p>
	<p>6.2. Conduct the interview</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>College Registrar/ Department Chair/ Program Head</i></p>
	<p>6.3. Receive the accomplished interview form</p>	<p>None</p>	<p>1 Minute</p>	<p><i>Admission Officer</i></p>



Online: Wait for the email notification about the evaluation result				
7. Receive the NOA Online: Confirm slot in the online admission system	7.1. Log the NOA number and name of student and sign the logbook under the column "Released by" Online: Release the result of the application through the online admission system	None	2 Minutes	<i>Admission Officer</i>
8. Present the NOA to the University Health Services Unit for medical examination	8.1. Receive the NOA assist the student for medical examination	None	2 Minutes	<i>University Health Services Unit</i>
	TOTAL:	Php 500.00	*1 Hour, 41 Minutes	

**Qualified for a multi-stage processing*



4. Application Procedure for Admission of Second Courser

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

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who are already a graduate of a bachelor's degree and wanted to pursue another program			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		OSAS and CvSU website (downloadable at www.cvsu.edu.ph)		
Photocopy of transfer credentials		Applicant's previous school		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at CvSU website www.cvsu.edu.ph		None	15 Minutes	
2. Present credentials (application form and copy of grades) for initial evaluation	2.1. Review and receive the initial required documents (application form and copy of grades)	None	5 Minutes	<i>Admission Officer</i>



Online: Submit the initial required documents (application form and copy of grades) online (link to be announced)	Online: Print the submitted application form and copy of grades from the online			
<p>3. Get Notice for Evaluation/ Interview form and proceed to concerned college / department for their evaluation</p> <p>Online: Receive email notification re acknowledgement receipt of application</p>	<p>3.1. Issue Notice for Evaluation/ Interview form</p> <p>*Online: Attach Notice for Evaluation/ Interview form in the application and forward the application to the respective College for evaluation</p>	None	5 Minutes	<i>Admission Officer</i>
<p>4. Undergo interview with respective college/department</p> <p>Online: Attend to the online interview set by the College evaluator</p>	4.1. Conduct the Interview	None	10 Minutes	<i>College Registrar/ Department Chair / Program Head</i>
5. Return to OSAS and submit the accomplished Notice for Evaluation form	5.1. Receive the accomplished interview form	None	2 Minutes	<i>Admission Officer</i>



Online: Wait for email notification	Online: Receive the accomplished Notice for Evaluation/ Interview form from the respective college			
<p>For qualified applicants:</p> <p>6. Submit the following documents to OSAS:</p> <ul style="list-style-type: none"> a. Photocopy of Transcript of Records b. Photocopy of Honorable Dismissal c. 2 copies of 1x1 ID Picture d. Short Folder <p>Online: Submit the remaining required documents through online</p>	<p>6.1. Receive the required documents</p> <p>Online: Receive the required documents through online submission</p>	None	5 Minutes	<i>Admission Officer</i>
<p>7. Receive the NOA</p> <p>Online: Receive result by logging-in to the online admission system and confirm slot</p>	<p>7.1. Log the NOA number and name of student and sign the logbook under the column "Released by"</p> <p>Online: Release the result of application through online admission system</p>	None	2 Minutes	<i>Admission Officer</i>



8. Present the NOA to the University Health Services Unit for medical examination	8.1. Receive the NOA assist the student for medical examination	None	2 Minutes	<i>University Health Services Unit</i>
	TOTAL:	Php 150.00	46 Minutes	

**Qualified for a multi-stage processing*

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



5. Application Procedure for Teacher Certificate Program

This procedure shows how the OSAS assists applicant on the submission of requirements for Teacher Certificate Program.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students who are already a graduate of a bachelor's degree and wanted to earn units in Education

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Application form for Admission	OSAS and CvSU website (downloadable at www.cvsu.edu.ph)
Evaluation sheet duly signed by the Dean of the College of Education	Office of the Dean, College of Education
1 pc. 1x1 picture with white background	Applicant
1 short brown envelope	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at CvSU website www.cvsu.edu.ph			15 Minutes	
2. Submit the required documents Online: Submit the required documents online (link to be announced)	2.1. Receive the required documents Online: Submit the required documents through online and forward to College of Education for their evaluation	None	3 Minutes	<i>Admission Officer</i>



3. Receive the NOA Online: Receive the result of application by logging-in to the online admission system	3.1. Issue Notice of Admission (NOA) and log the NOA number and name of student and sign the logbook under the column "Released by" Online: Release the result of application through the online system	None	2 Minutes	<i>Admission Officer</i>
4. Present the NOA to the University Health Services Unit for medical examination	4.1. Receive the NOA assist the student for medical examination	None	2 Minutes	<i>University Health Services Unit</i>
	TOTAL:	None	22 Minutes	

** Qualified for a multi-stage processing*



6. Issuance of Certificate of Good Moral Character

This procedure shows how to assist bonafide students and graduates who would want to secure Certificate of Good Moral Character

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished University Clearance		Applicant's concerned college		
Official Receipt for Certification of Good Moral Character		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay for the Certification of Good Moral Character at the Cashier's Office.	1.1. Receive payment and issue an official receipt	Php 45.00 (Php 30.00 is for documentary stamp as required)	2 Minutes	Cashier
2. Present the required documents to the Office of Student Affairs Online: Prepare the copy of TOR/COG/Registration Form or TOR	2.1. Receive and check the required documents	None	5 Minutes	MIS Officer/ OSAS Staff



<p>3. Fill out the request form for Good Moral Certificate Sheet</p> <p>Online :</p> <p>Fill out the Google link: https://docs.google.com/forms/d/e/1FAIpQLSfS2MUtJTGI0Vy7U-t2GIZHroY77Eh5_4Nw4KrfVnL1l3oieg/viewform</p>	<p>3.1. Prepare and release the Certificate of Good Moral Character</p> <p>3.2. Prepare and send the Certificate of Good moral thru email address provided</p>	None	5 Minutes	<i>MIS Officer/ OSAS Staff</i>
<p>4. Receive the Certificate Good Moral Character</p> <p>Online:</p> <p>Acknowledge the receipt of the email</p>	<p>4.1. Sign Good Moral Certificate Sheet under the column "Released by"</p>	None	5 Minutes	<i>MIS Officer/ OSAS Staff</i>
	TOTAL:	Php 45.00	17 Minutes	



7. Consultation Procedure for Parents

This procedure shows how the OSAS assists parents in identifying problems of their students, their causes, and possible alternatives or solutions

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All parents whose children are enrolled in the University

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Anecdotal Form		OSAS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in and log in the visitor's information log book Online: contact the Guidance Counselor through online (email, or text message, or other access) for consultation	1.1. Accommodate the parent or guardian (face-to-face or online)	None	5 Minutes	<i>Guidance Counselor</i>
2. Undergo initial interview and assessment (face-to-face or online)	2.1. Conduct initial interview (face-to-face or online)	None	30 Minutes	<i>Guidance Counselor</i>
3. As referred and necessary, parent/ guardian is referred to	3.1. Write letter of referral to college/ department	None	15 Minutes	<i>Guidance Counselor</i>



concerned college/ department for more appropriate intervention or action	Online: Send online communication of referral to the concerned college/department for appropriate intervention or action			
	TOTAL:	None	50 Minutes	



8. Application Procedure for Transferees from CvSU System

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

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		OSAS and CvSU website (downloadable at www.cvsu.edu.ph)		
Photocopy of transfer credentials		Applicant's previous school		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at CvSU website www.cvsu.edu.ph		None	15 Minutes	
2. Present credentials (application form and copy of grades) for initial evaluation Online: Submit the initial required documents (application form and	2.1. Receive initial documents Online: Print the submitted application form and copy of grades	None	5 Minutes	<i>Admission Officer</i>



copy of grades) online (link to be announced)	from the online submission			
<p>3. Get Notice of Evaluation/ Interview Form and Proceed to concerned college/department for their evaluation</p> <p>Online: Receive email notification re acknowledgement receipt of application</p>	<p>3.1. Issue Notice of Evaluation/ Interview Form</p> <p>Online: Attach Notice of Evaluation/ Interview Form in the application and forward the documents to the College for evaluation</p>	None	5 Minutes	<i>Admission Officer</i>
<p>4. Undergo interview with respective college/ department</p> <p>Online: attend to online interview set by the College evaluator</p>	<p>4.1. Conduct the interview</p>	None	10 Minutes	<i>College Registrar/ Department Chair/ Program Head</i>
<p>5. Return to OSAS and submit the accomplished interview form</p> <p>Online: wait for email notification about the</p>	<p>5.1. Receive the accomplished interview form</p> <p>Online: Receive the accomplished Notice of Evaluation/ Interview</p>	None	2 Minutes	<i>Admission Officer</i>



result from Admission Office	form from the respective college			
<p>6. If qualified from the evaluation of the College, submit the following documents to OSAS:</p> <ul style="list-style-type: none"> a. Photocopy of Certificate of Grades b. Photocopy of Certificate of Good Moral c. Photocopy of Honorable Dismissal d. 2 copies of 1x1 ID Picture e. Short Folder 	<p>6.1. Receive and file the documents</p>	None	5 Minutes	<i>Admission Officer</i>
<p>7. Receive the NOA</p> <p>Online: Received email notification from Admission office about passing the evaluation and the process of</p>	<p>7.1. Issue Notice of Admission (NOA) and log the NOA number and name of student and sign the logbook under the column "Released by"</p> <p>Online: Release the result of application through the online system</p>	None	5 Minutes	<i>Admission Officer</i>



confirming slot for admission				
8. Present the NOA to the University Health Services Unit for medical examination	8.1. Receive the NOA assist the student for medical examination	None	2 Minutes	<i>University Health Services Unit</i>
	TOTAL:	None	49 Minutes	

**Qualified for a multi-stage processing*



9. Application/Renewal Procedure for Scholarship				
This procedure shows how OSAS assists applicants in the availment/ renewal of scholarship/financial assistance.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who are qualified to apply or renew for scholarship/ financial assistance			
CHECKLIST OF REQUIREMENTS FOR NEW APPLICANT		WHERE TO SECURE		
Accomplished Application form for Scholarship		OSAS and CvSU website (downloadable at www.cvsu.edu.ph)		
Photocopy of certification of grades in the previous semester		Concerned College Registrar		
Photocopy of the registration form in the current semester		Concerned College Registrar		
1 pc. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CHECKLIST OF REQUIREMENTS FOR OLD APPLICANT		WHERE TO SECURE		
Photocopy of certification of grades in the previous semester		Concerned College Registrar		
Photocopy of the registration form in the current semester		Concerned College Registrar		
Certificate of Scholarship in the previous semester		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents Online:	1.1. Review and receive and evaluate the required documents	None	5 Minutes	<i>Scholarship Coordinator</i>



Submit the required documents thru email at: osasmain.scholarship@cvsu.edu.ph	1.2. Issue of Certificate of Scholarship			
2. Receive the Scholarship Certification	2.1. Sign the logbook under the column "Released by" 2.2. Advise the student to proceed to the Registrar / Cashier's Office for reassessment of fees	None	5 Minutes	<i>Scholarship Coordinator</i>
3. New and old scholars submit Certification of Scholarship to the Registrar's Office and Cashier Office for the reassessment of fees	3.1. Receive the Certification of Scholarship and reassess fees accordingly	None	5 Minutes	<i>Registrar / Cashier</i>
	TOTAL:	None	15 Minutes	

*Qualified for a multi-stage processing



10. Recognition and Accreditation Procedure for Student Organizations

This procedure aims to assist the students, enumerate the requirements, and facilitate the recognition and accreditation student organizations.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All student's organization who applied for University Organization Recognition

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
List of Officers	Applicant
Calendar of Activities	Applicant
Resume/CV of the Adviser (s)	Applicant
Latest Certificate of Grades of the Officers	Office of University Registrar (www.cvsu.edu.ph) / Campus Registrar/ Adviser
Picture of the Officers with caption identifying the individual position	Applicant
Constitution-and By-Laws approved by the Officers and the Advisers	Applicant
Updated list of members	Applicant
Bio data of the Organization Officers	Applicant
Certificate of Good Moral of the Officers	College Guidance Facilitator / Counselor / Campus Department
Acceptance Letter from the Adviser	SDS Unit – OSAS
*Additional Requirements For Old Organization	



Accomplishment report	Applicant			
Financial report	Applicant			
Previous plan of activities	Applicant			
Certificate of audit	Applicant			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for initial evaluation Online: submit requirements thru email at osasmain.studentdevelopment@cvsu.edu.ph	1.1. Receive and evaluate the required documents Online: Receive and evaluate the required documents thru email at osasmain.studentdevelopment@cvsu.edu.ph	None	10 Minutes	<i>SDS Head or OSAS Staff</i>
2. Receive notice of submitted documents are complete. Online: received notice of document thru email from osasmain.studentdevelopment@cvsu.edu.ph	2.1. Issue notice of completion of requirements Online: Issue notice of completion of requirements thru email at osasmain.studentdevelopment@cvsu.edu.ph	None	5 Minutes	<i>SDS Head or OSAS Staff</i>
3. Receive the Notice of Completion	3.1. Conduct the recognition and accreditation program of student organizations and	None	15 Minutes	<i>SDS Head or OSAS Staff</i>



Online: received the notice of completion thru email from osasmain.studentdevelopment@cvsu.edu.ph	induction of officers for the entire school year. Online: Conduct the recognition and accreditation program of student organizations and induction of officers for the entire school year thru online platforms.			
4. Attend the recognition and accreditation program a. Receive a certificate of recognition Online: attend the recognition and accreditation program thru online platforms (facebook/googlemeet/zoom)	4.1. a. Document the program b. File the submitted documents of the recognized student organizations Online: File the submitted documents of the recognized student organizations thru google drive	None	10 Minutes	<i>SDS Head or OSAS Staff</i>
	TOTAL:	None	40 Minutes	



11. Approval of Student Activities Procedure for Student Organizations

This procedure aims to provide avenues to mold students' talents and interest to ensure social and cultural growth and offer leadership trainings to enhance leadership effectiveness of students both at personal and organizational levels.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All recognized student organization

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request letter addressed to the University President, recommended by the adviser/s, Head of SDS, Dean of OSAS and Vice President for Academic Affairs.		Applicant		
Activity Proposal		Applicant		
Copy of the approved Plan of Activities		Applicant		
Notarized Parent's Permit if the activity is scheduled on weekends or 6:00 pm onwards.		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter for initial evaluation Online: Submit request letter for initial evaluation thru email	1.1. a. Evaluate requirements b. Issue notice of completion of requirements	None	10 Minutes	SDS Head or OSAS Staff



osasmain.studentdevelopment@cvsu.edu.ph				
<p>2. Receive notice of completion</p> <p>Online: Receive notice of completion thru email from osasmain.studentdevelopment@cvsu.edu.ph</p>	<p>2.1.</p> <p>a. Sign and recommend the request letter to the Dean of OSAS/ Director/Head of OSAS</p> <p>b. Endorse to the Vice President for Academic Affairs or Campus Administrator for approval</p> <p>c. Release the approved letter of request with activity permit to the concerned organization</p> <p>Online: Release the approved letter of request to the concerned organization thru email at osasmain.studentdevelopment@cvsu.edu.ph</p>	None	10 Minutes	<p><i>SDS Head or OSAS Staff</i></p> <p><i>OVPAA Staff/OSAS Staff</i></p>



3. Conduct the event or activity.	3.1. Monitor the event or activity.	None	15 Minutes	<i>SDS Head or OSAS Staff</i>
4. Submit accomplishment report, financial report, and accomplished evaluation forms Online: Submit accomplishment report, financial report, and accomplished evaluation forms thru email at osasmain.studentdevelopment@cvsu.edu.ph	4.1. Receive accomplishment report, financial report, and accomplished evaluation forms Online: Receive accomplishment report, financial report, and accomplished evaluation forms thru email at osasmain.studentdevelopment@cvsu.edu.ph	None	5 Minutes	<i>SDS Head or OSAS Staff</i>
TOTAL:		None	40 Minutes	



12. Off-Campus Activities Procedure of Student Organizations

This procedure aims to provide avenues to mold students' talents and interest to ensure social and cultural growth and offer leadership trainings to enhance leadership effectiveness of students both at personal and organizational levels.

Office or Division:	Office of Student Affairs and Services		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All recognized students organization		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Request letter from the president of the recognized organization		Applicant	
Activity proposal		Applicant	
Invitation letter from the organizer of the activity		Applicant	
CHED Memorandum		SDS Personnel (downloadable to CHED website)	
List of requirements from CHED		SDS Personnel (downloadable to CHED website)	
**Before the off- campus activities			
Curriculum		Applicant	
Destination		Applicant	
Handbook or manual		Applicant	
Notarized parent’s permit		Applicant	
Medical clearance of the students		University Health Services unit/Campus Health Services unit	
Personnel-in-charge (ID’s)		Applicant	
First aid kit		Applicant	



Fees/ resources		Applicant		
Mobility of students		Physical Plant and Security Services / Campus Dean		
Insurance		SDS Personnel		
Certificate of compliance		SDS Personnel (downloadable to CHED website)		
** After the off- campus activities				
Learning journals of students		Applicant		
Assessment report/ evaluation report		Applicant		
Expenditure report		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter for initial evaluation 				



<p>Online: Receive thru provided email from osasmain.studentdevelopment@cvsu.edu.ph</p>	<p>a. Sign and recommend the request letter to the Dean of OSAS b. Endorse to the Vice President for Academic Affairs for approval c. Release the approved letter of request to the concern organization</p> <p>Online transaction: Release the approved letter of request to the concern organization thru email at osasmain.studentdevelopment@cvsu.edu.ph</p>			<p><i>SDS Head or OSAS Staff Garcia</i></p> <p><i>SDS Head or OSAS Staff</i></p>
<p>3. Conduct the event or activity.</p>	<p>3.1. Monitor the event or activity</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>SDS Head or OSAS Staff</i></p>
<p>4. Submit accomplishment report, financial report, and accomplished evaluation forms</p> <p>Online: submit accomplishment report, financial report, and</p>	<p>4.1. Receive accomplishment report, financial report, and accomplished evaluation forms</p> <p>Online transaction: Receive accomplishment report, financial report,</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>SDS Head or OSAS Staff</i></p>



accomplished evaluation forms thru email at osasmain.studentdevelopment@cvsu.edu.ph	and accomplished evaluation forms thru email at osasmain.studentdevelopment@cvsu.edu.ph			
	TOTAL:	None	40 Minutes	



13. Counseling Procedure for Students

This procedure shows how to facilitate positive change in the behavior, feelings, and attitudes of the students to promote academic, personal, social, and career development.

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Form		OSAS		
Counseling Form		OSAS		
Appointment/Commitment Slip Informed Consent Form		OSAS		
Counseling Completion Form		OSAS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Fill out Counseling Form (through hard copy or online copy) <i>*on line or on site</i>	1.1. Receive counseling form (hardcopy or online copy) for walk-in and referred clients	None	5 Minutes	<i>Guidance Counselor</i>
4. Undergo initial interview Online: Attend to online interview set by the Guidance Counselor	2.1. Conduct initial interview (offline or online)	None	10 Minutes	<i>Guidance Counselor</i>



5. Fill out the Appointment/ Commitment form (through hard copy or online copy)	3.1. Provide Appointment/ Commitment form (through hard copy or online copy) for student to fill out	None	5 Minutes	<i>Guidance Counselor</i>
6. Undergo counseling session Online: Attend to online counseling set by the Guidance Counselor	4.1. Conduct counseling/consultation process (through face to face or online) and document the process	None	*45 Minute to one-hour and a-half per session	<i>Guidance Counselor</i>
7. Fill out counselling/ consultation logbook (through hard copy or online copy)	5.1. Accomplish Counseling /Consultation Completion Form after the counseling process 5.2. Advise the student to expect a call or text message for follow up consultation	None	5 Minutes	<i>Guidance Counselor</i>
	TOTAL:	None	*1 Hour, 20 Minutes	



14. Follow-up Counseling Procedure for Students

This procedure aims to facilitate positive change in the behavior, feelings, and attitudes of the students to promote academic, personal, social, and career development.

Office or Division: Office of Student Affairs and Services

Classification: Simple

Type of Transaction: G2C – Government to Citizen

Who may avail: All students who are enrolled in the University

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Contact number		To be provided by the client		
Email Address				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive phone call, text message, e-mail or if necessary, face to face for a follow up consultation meeting	1.1. Inquire about the current status of the student since prior consultation	None	5 Minutes	Guidance Counselor
2. Inform OSAS of their current status (face-to-face or if online - through phone call, or text message, or email) and fill out the consultation logbook (hard copy or online copy as provided by the Guidance Counselor)	2.1. Record and file the current status of student for future reference	None	10 Minutes	Guidance Counselor



	TOTAL:	None	15 Minutes	
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15. Complaint on Student and Grievance Procedure

This procedure shows how to assist students, faculty members and employees who have complaints against students

Office or Division: Office of Student Affairs and Services

Classification: Simple

Type of Transaction: G2C – Government to Citizen

Who may avail: Student, faculty member or employee who has a complaint against student

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint letter		Complainant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complaint letter	1.1. Receive the complaint letter	None	5 Minutes	Secretary, Committee on Misdemeanor
	1.2. Endorse the letter to the Committee on Misdemeanor		5 Minutes	
	1.3. Decide whether the complaint has to be acted upon and call for the investigation		1-2 Hours	Committee on Misdemeanor
	1.4. Issue response letter			
2. Receive the response letter and sign the logbook	2.1. Sign the logbook under the column "Released by"	None	5 Minutes	Secretary, Committee on Misdemeanor



under the column” Received by” *If via online: Send acknowledgment receipt of response letter				
	TOTAL:	None	2 Hours, 15 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
UNIVERSITY REGISTRAR
External and Internal Services



1. Issuance of School Credentials (Transcript of Records and Certifications)

This procedure aims to facilitate the issuance of school credentials and other documents to CvSU graduates to be used for employment, evaluation or further studies and including those who opt to transfer to other schools.

Office or Division:	University Registrar			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Graduates, continuing students and drop outs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University Clearance		Office of the University Registrar		
Request Slip		Office of the University Registrar		
Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for University Clearance Form (first request) or fill out Request Slip (for subsequent request)	1.1 Receive the accomplished University Clearance or Request Slip	None	2 Minutes	<i>University Registrar Staff</i>
2. Pay the necessary fee for the requested documents at the Cashier's Office	2.1. Check the Official receipt and issue the claim stub to the client	Php 50.00/ page for TOR Php 100.00/ page for TOR (for board examination purposes)	1 Minute	<i>University Registrar Staff</i>



		<p>Php 15.00/ page for Certification</p> <p>Php 30.00/ document for documentary stamp</p>		
3. Receive the claim stub bearing the date of release of the requested documents	3.1. Prepare the requested documents	None	*4 Working Days	<i>University Registrar Staff</i>
4. Claim the document on the specified date of release	4.1. Check the claim stub and release the requested documents to the client	None	2 Minutes	<i>University Registrar Staff</i>
	TOTAL:	<p>Php 50.00/ page for TOR</p> <p>Php 100.00/ page for TOR (for board examination purposes)</p> <p>Php 15.00/ page for Certification</p> <p>Php 30.00/ document for documentary stamp</p>	*4 Days, 7 Minutes	

**Ready for release 4 days after receipt of request*



2. Issuance of Documents (Registration Form, Certificate of Grades and Authenticated Copies)

This procedure aims to facilitate the issuance of school documents to CvSU students and graduates.

Office or Division:	University Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Continuing students and graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		Office of the University Registrar		
Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for request slip or fill out Request Slip	1.1 Receive the accomplished Request Slip	None	1 Minute	<i>University Registrar Staff</i>
2. Pay the necessary fee for the requested documents at the Cashier's Office	2.1 Check the Official receipt and issue the claim stub to the client	Php 50.00/ page for Registration Form Php 15.00/ page for Certification/ Authentication Php 30.00/ document for documentary stamp	1 Minute	<i>University Registrar Staff</i>



3. Receive the claim stub bearing the date and time of release of the requested documents	3.1. Prepare the requested documents	None	*2 Hours	<i>University Registrar Staff</i>
4. Claim the document on the specified date and time of release	4.1. Check the claim stub and release the requested documents to the client	None	2 Minutes	<i>University Registrar Staff</i>
	TOTAL:	Php 50.00/ page for TOR Php 15.00/ page for Certification Php 30.00/ document for documentary stamp	*2 Hours, 6 Minutes	



3. Registration of New Students

This procedure aims to facilitate registration processes of new students that ensures safekeeping of student records and accurate enrolment to a particular program.

Office or Division:	University Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All new and qualified applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Admission		Office of the University Registrar		
Student Information Sheet		Student Admission Portal		
Request letter for Form 137		Office of the University Registrar		
Virtual Registration Form		CvSU Student Portal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the original and required documents for enrollment.	1.1 Verify and accept all the necessary documents.	None	6 Minutes	<i>University Registrar Staff</i>
	1.2a. Issue Certificate of Admission and Request Letter for Form 137 (For New Students).			
	1.2b. Issue Certificate of Admission and Accomplished Return			



	Slip/Request Letter for TOR (For Transfer Students).			
	1.2c Issue Certificate of Admission (For Second Coursers and TCP Students).			
2.1a Receive Certificate of Admission and Request Letter for Form 137 (For First Year Students).	2. Assign Student Number.	None	3 Minutes	<i>University Registrar Staff</i>
2.1b Receive Certificate of Admission and Accomplished Return Slip/Request Letter for TOR (For Transfer Students).				
2.1c Receive Certificate of Admission (For Second Coursers and TCP Students).				
3.1. Check email for the issuance of Student Number and Student Portal Credentials. Wait for the enrolled subjects	3. Assessment and validation of enrolled subjects.	None	2 Minutes	<i>University Registrar Staff</i>



to appear in the Student Portal (For First Year Students and Second Coursers). 3.2 Check email for the issuance of Student Number and Student Portal Credentials before proceeding to the college for the enrollment of subjects (For Transfer Students and TCP Students).				
	TOTAL:	None	11 Minutes	



4. Registration of Continuing Students, Shiftees, and Old Student Returnee

This procedure aims to facilitate the registration of the continuing students, shiftees, and old student returnee in different colleges.

Office or Division:	College Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Continuing Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Clearance		College Registrar		
Certificate of Grades				
Pre-Registration Form				
Certificate of Admission		University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and submit an approved student clearance	1.1 Check the completeness of the submitted clearance and issue Certificate of Grades and Pre-registration form.	None	2 Minutes	<i>College Registrar</i>
2. Fill out Pre-registration form with subjects to be enrolled in consultation	2.1 Receive and evaluate the filled-out pre-registration form.	None	4 Minutes	<i>College Registrar</i>



with respective Registration Adviser and submit the same together with a photocopy of Certificate of Grades (COG) to the college registrar.	2.2A Encode course and section (for Regular students) 2.2B Encode schedule code of allowed subjects (for Irregulars, Shiftees and Old Students Returnees)			
3. Check the CVSU Portal for virtual Registration Form	3.1 Validate the enrolled subjects	None	1 Minute	<i>University Registrar</i>
	TOTAL:	None	7 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS

UNIVERSITY LIBRARY

External and Internal Services



1. Use of Library Facilities, Services and Resources				
This procedure shows how the library assists interested clients in using library facilities, services and resources.				
Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students, Faculty Members, Employees and Alumnus and Library Patrons from Other Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid CvSU Student, Staff, or Alumni IDs		Office of University Registrar, HRDO, or Alumni Office		
Latest Registration Form		Office of University Registrar		
Referral Letter (Library Patrons from Other Institutions)		From the Librarian of their Institution (for students), from the Dean (for the faculty members) or the Head of Unit (for employees)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For CvSU student, faculty member, employee and alumni 1. Present their valid CvSU ID and latest registration form.	1.1 Check the CvSU ID presented and latest Registration Form	None	1 Minute	<i>Assigned Clerk</i>



2. Write in the logbook and leave unnecessary things in the baggage area of the section where they will avail the services.	2.1. Assist the client in filling out the logbook.	None	1 Minute	<i>Assigned Clerk</i>
3. Proceed to the OPAC station for the title/ author and call number needed for research.	3.1 If necessary, assist library patrons in using the OPAC Stations 3.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	1 Minute	<i>Assigned Clerk</i>
4. Fill out and return the Stakeholders' Feedback form or Google Form	4.1. Receive the Stakeholders Feedback Form or acknowledge receipt of Google Form	None	2 Minutes	<i>Assigned Clerk</i>
<u>For Visitor</u>				
1. Present referral letter to librarian in-charge	1.1. Receive a letter of referral	None	1 Minute	<i>Assigned Clerk</i>
2. Sign the record book and pay for the library fee	2.1. Receive payment	Php 30.00	1 Minute	<i>Assigned Clerk</i>
3. Log in the visitors' logbook and leave unnecessary things in the baggage area of the	3.1. Assist the client in filling out the logbook.	None	2 Minutes	<i>Assigned Clerk</i>



section where they will avail the services.				
4. Proceed to the OPAC station for the title/ author and call number needed for research.	4.1. If necessary, assist visitors in using the OPAC Stations	None	1 Minute	<i>Assigned Clerk</i>
	4.2. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	5 Minutes (CvSU Students, Employees and Alumni)	
	TOTAL:	Php 30.00	5 Minutes (for Visitors only)	



2. Borrowing and Returning of Books and Other Library Materials

This procedure how the library assists interested clients in the borrowing and returning of books and other library materials.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For new students: Library sticker attached to registration form or student identification card		Office of the University Registrar		
For old registrants: Student identification card		Office of the University Registrar		
For Faculty Members and Employees CvSU identification card		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students, faculty members and employees present books to be borrowed.	<u>Borrowing of library materials:</u> 2.1. Check out the books to be borrowed by scanning the barcodes 2.2. Print slips for the borrowed books. 2.3. Stamp due date on the date due slip.	None	1 Minute	<i>Assigned Clerk</i>



	<p>2.4. Fill book cards of the books borrowed.</p> <p><u>Returning of library materials:</u></p> <p>2.5. Check in the books borrowed by scanning their barcodes.</p> <p>2.6. Insert the book cards and shelves these books.</p>	None	2 Minutes	<i>Assigned Clerk</i>
	TOTAL:	None	1 Minutes (Borrowing) 3 Minutes (Returning)	



3. Issuance of Library Account for New Registrants

This procedure covers the Issuance of Library Account Sticker for New Registrants

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students: Latest Registration Form Valid CvSU ID		Office of the University Registrar		
For faculty members and employees: CvSU identification card		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. New students, faculty members and employees inquire about issuance of Library Account Sticker	1.1. Provide the students, faculty members and employees with slips to be filled up.	None	1 Minute	<i>Assigned Guard/Clerk</i>
	1.2. Encode Students/faculty members/ employee's data.	None	2 Minutes	<i>Assigned Clerk and Client</i>
	1.3. Take picture of the client with webcam, stamp validity of the library account and counter sign	None	2 Minutes	<i>Assigned Clerk</i>



	Registration Form of students			
	1.4. Issue Library Account Sticker to student, faculty members and employees to be put on display on their CvSU ID.	None	1 Minute	<i>Assigned Clerk and Client</i>
	1.5. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	6 Minutes	



4. Replacement of Lost Library Account Sticker				
This procedure aims to provide new library account sticker for students, faculty members, and employees.				
Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Affidavit of Loss		Any Attorney's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Affidavit of Loss.	1.1 Receive Affidavit of Loss.	None	1 Minute	<i>Assigned Clerk</i>
	1.2 Check from the database of registered clients and update data if necessary.	None	2 Minutes	<i>Assigned Clerk</i>
	1.3 Release new library account sticker to client.	None	2 Minutes	<i>Assigned Clerk</i>
	1.4 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
TOTAL:		None	5 Minutes	



5. Validation of Library Account for Old Registrants				
This procedure aims to verify library patrons' records in the database, validation of their library account and issuance for stickers for old registrants				
Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students: Latest Registration Form Valid CvSU ID		Office of the University Registrar		
For faculty members and employees: CvSU identification card		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request validation of library account.	1.1 Provide the students, faculty members and employees with slips to be filled out. 1.2 Check registration form for the current semester together with their valid CvSU ID	None	1 Minute	<i>Assigned Clerk</i>
2. Student present their latest registration form and CvSU ID while faculty members and	2.1. Verify the encoded data of the client and update the record if necessary. Countersign and stamp validity date on their Registration Form.	None	1 Minute	<i>Assigned Clerk</i>



employees present their Employees ID.	<p>2.2. Issue a Library Account Sticker to students, faculty members and employees to be put on display on their CvSU ID.</p> <p>2.3. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form</p>	None	1 Minute	<i>Assigned Clerk</i>
	TOTAL:	None	3 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
COLLEGE OF AGRICULTURE, FOOD, ENVIRONMENT AND
NATURAL RESOURCES
External and Internal Services



1. Submission of Documents for Approval / Endorsement

This procedure aims to ensure that completed staff work (CSW) is properly observed prior to the approval/endorsement of the Dean of College of Agriculture, Food, Environment and Natural Resources

Office or Division:	Office of the Dean			
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	1.1. Acknowledge receipt of the document	None	1 Minute	<i>College Clerk.</i>
	1.2. Review the completeness of the attached documents	None	2 Minutes	<i>College Clerk</i>
	2.1. If found incomplete, return to the end-user/origin	None	1 Minute	<i>College Clerk</i>



2. Receive the document to comply with all the needed attachments	2.2. If document is complete, encode the details to the computer for recording.	None	2 Minutes	<i>College Clerk</i>
	2.3 Forward the document to the Dean for approval / endorsement	None	1 Minute	<i>College Clerk</i>
	2.4 Endorse the document to the next office that needs to take action	None	2 Minutes	<i>College Dean</i>
3. Receive the documents	3.3 Have the client sign in the logbook	None	1 Minute	<i>College Clerk</i>
	TOTAL:	None	10 Minutes	



2. Issuance of the Certificate of Good Moral Character (*for College and University use only*)

This procedure covers how the Office of the Dean facilitate the issuance of the Certificate of Good Moral Character for the use of the College/University offices and other student organizations inside the Campus.

Office or Division:	Office of the Dean			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of payment		Secured personally by the student from the University Cashier's Office		
Accomplished request slip		Secured personally by the student from the Office of the Guidance Facilitator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request slip from the Office of the Dean	1.1. Check and receive accomplished request form	None	2 Minutes	<i>College Guidance Coordinator/ Facilitator</i>
2. Pay to the Cashier's Office	2.1. Receive the payment 2.2. Issue proof of payment	P15.00	5 Minutes	<i>Staff of the Cashier's Office</i>
3. Check the proof of payment	3.2. Check the receipt/proof of payment form the Cashier's Office	None	1 Minute	<i>College Guidance</i>



				<i>Coordinator/ Facilitator</i>
4. Receive the claim stub bearing the date of release of the requested certificate	<p>4.1 Prepare the requested certificate by the staff of the Office of the Dean</p> <p>4.1.a. Evaluate the students' records by the Guidance Coordinator</p> <p>4.1.b. Issue the certificate</p>	None	1 Day	<p><i>Staff of the Office of the Dean</i></p> <p><i>Guidance Coordinator/ Facilitator</i></p> <p><i>Guidance Coordinator/ Facilitator</i></p>
5. Present the claim stub on the date indicated therein	5.1. Release the requested certificate and have it signed as received by the client	None	2 Minutes	<i>Staff of the Office of the Dean</i>
	TOTAL:	None	1 Day, 10 Minutes	



3. Procedures on Implementation of Retention Policy for the degree Bachelor of Science in Agriculture

This procedure aims to procure items, materials, tools, equipment and others pertaining to the needs in accordance with the PPMP and Financial Report of the College.

Office or Division:	Dean's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All concerned faculty and students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Grades (COG)		College Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit list of the needed materials, equipment, tools and others to be purchase	1.1. Evaluate the submitted list of materials, equipment, tools and others to be purchase if included in the PPMP of the college. If not, request cannot be granted.	None	3 Minutes	<i>College Budget Officer</i>
	1.2. If the requested list is approved, Purchase Request, BURS/OBS and Disbursement Voucher will be	None	1 Hour	<i>College Budget Officer / College Clerk</i>



	prepared and will be signed by the dean. The document will be submitted to Records Office for proper routing.			
	1.3. After approval of the Purchase Request, procurement office will inform the budget officer or the college clerk that the items is ready for canvassing	None	1 Hour	<i>Office concerned in the routing slip and Procurement office</i>
	1.4. Items will be canvassed and Abstract will be prepared and shall be returned to the procurement office.	None	2 Hours	<i>Unit Canvasser</i>
	1.5. Routing of the document will continue to the concerned offices for signatures.	None	1 Hour	<i>Office concerned in the routing slip</i>
	1.6. Serving of Purchase Order to the supplier.	None	30 Minutes	<i>Unit Canvasser</i>
	1.7. Delivery of items	None	30 Minutes	<i>Supply Office</i>
2. End user will receive the items and will sign receiving	2.1. Forwarding of signed receiving form / Acknowledgement	None	20 Minutes	<i>Unit Canvasser / Budget Officer</i>



form/Acknowledgement Receipt/Inventory Custodian Slip	Receipt / Inventory Custodian slip to Supply office.			
	TOTAL:	None	6 Hours, 23 Minutes	



4. Deployment of OJT Students for BS Food Technology

This procedure aims to deploy students in the industry partners as intern/practicumers of the College for the BS Food Technology program to improve their competencies.

Office or Division:	Institute of Food Science and Technology			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All BS Food Technology students enrolled in OJT subjects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration form		College Registrar		
Curriculum Checklist		Registration Adviser		
Resume		Student		
Certificate of Attendance in the OJT Orientation		OJT Coordinator		
Memorandum of Agreement		OJT Coordinator		
Written Consent		Parents/ Legal Guardian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend mandatory Pre-OJT Orientation	1.1. Explain the concept, objectives, mechanics, and requirements of the OJT program;	None	3 hours	<i>OJT Coordinators and OJT advisers</i>



	1.2. Provide tips on grooming, customer relations, work values and online etiquette 1.3. Brief the students about the nature of work that awaits them in the industry 1.4. Discuss the evaluation/grading system for OJT 1.5. Lecture on Sexual Harassment in the Workplace			
2. Submit all required documents to OJT advisers	2.1 Review all documented papers for validity and credibility and signs pertinent documents 2.2. Endorse the documents to the Office of the Dean 2.3 Sign pertinent documents	None	1 Day	<i>OJT Adviser</i> <i>OJT Coordinator</i> <i>College Dean</i>
3. Submit all documents to the OJT site	3.1. Accompany the student to the OJT site	None	1 Day	<i>OJT Coordinator and/or Adviser</i>
	TOTAL:	None	2 Days, 3 Hours	



5. Financial Concerns				
This procedure aims to deploy students in the industry partners as intern/practicumers of the College for the BS Food Technology program to improve their competencies.				
Office or Division:	Institute of Food Science and Technology			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All BS Food Technology students enrolled in OJT subjects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration form		College Registrar		
Curriculum Checklist		Registration Adviser		
Resume		Student		
Certificate of Attendance in the OJT Orientation		OJT Coordinator		
Memorandum of Agreement		OJT Coordinator		
Written Consent		Parents/ Legal Guardian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend mandatory Pre-OJT Orientation	1.1. Explain the concept, objectives, mechanics, and requirements of the OJT program.	None	3 Hours	<i>OJT Coordinators and OJT advisers</i>



	<p>1.2. Provide tips on grooming, customer relations, work values and online etiquette</p> <p>1.3. Brief the students about the nature of work that awaits them in the industry</p> <p>1.4. Discuss the evaluation/ grading system for OJT</p> <p>1.5. Lecture on Sexual Harassment in the Workplace</p>			
2. Submit all required documents to OJT advisers	<p>2.1. Review all documented papers for validity and credibility and signs pertinent documents</p> <p>2.2. Endorse the documents to the Office of the Dean</p> <p>2.3. Sign pertinent documents</p>	None	1 Day	<p><i>OJT Adviser</i></p> <p><i>OJT Coordinator</i></p> <p><i>College Dean</i></p>
3. Submit all documents to the OJT site	3.1. Accompany the student to the OJT site	None	1 Day	<i>OJT Coordinator and/or Adviser</i>
	TOTAL:	None	2 Days, 3 Hours	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
COLLEGE OF ARTS AND SCIENCES
External and Internal Services



1. Processing of Documents for Approval / Endorsement

This procedure aims to ensure that complete staff work (CSW) is properly observed prior to the approval/endorsement of the Dean of College of Arts and Sciences.

Office or Division:	Office of the Dean
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
1. Submit the document for approval	1.1 Acknowledge receipt of the document	None	1 Minute	<i>Clerk at the Dean's Office</i>
	1.2 Review the completeness of attached documents	None	2 Minutes	
2. Receive the document to comply with all the needed attachments	2.1 If found incomplete, return to the end-user/origin	None	1 Minute	
	2.2 If document is complete, encode the details to the log book for recording.	None	3 Minutes	
	2.3 Forward the document to the Dean for approval / endorsement	None	1 Minute	



	2.4 Endorse the document to the next office that needs to take action	None	2 Minutes	
3. Receive the documents	3.1 Advise the client to forward the document to next office that needs to take action and have it signed in the logbook	None	1 Minute	Clerk at the Dean's Office
	3.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	11 Minutes	



2. Issuance of Certificate of Good Moral Character *(for College and University use only)*

This procedure covers how the Office of the Dean facilitate the issuance of the Certificate of Good Moral Character for the use of the College/University offices and other student organizations inside the Campus.

Office or Division:	Office of the Dean			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of payment		Personally, secured by the student from the University Cashier's Office		
Accomplished request slip		Personally filled-up by the student at the Office of the Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request slip from the Office of the Dean	1.1. Check and receive accomplished request form	None	2 Minutes	<i>Staff of the Office of the Dean</i>
2. Pay at the Cashier's Office	2.1. Receive the payment	Php 15.00	5 Minutes	<i>Staff of the Cashier's Office</i>
	2.2. Issue Official Receipt			
3. Check the proof of payment	3.1. Check the receipt/proof of payment form the Cashier's Office	None	1 Minute	<i>Staff of the Office of the Dean</i>



4. Receive the claim stub bearing the date of release of the requested certificate	4.1. Prepare the requested certificate by the staff of the Office of the Dean	None	1 Day	<i>Staff of the Office of the Dean</i>
	4.2. Print the certificate being requested			
5. Present the certificate for signature	5.1. Evaluate students' records	None	5 Minutes	<i>Program Coordinator / Department Chairperson / College Dean</i>
	5.2. Conduct interview with the student			
	5.3. Sign the certificate			
6. Present the claim stub on the date indicated therein	6.1. Release the requested certificate and have it signed as received by the client	None	2 Minutes	<i>Staff of the Office of the Dean</i>
	6.2. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
TOTAL:		Php 15.00	1 Day, 15 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
COLLEGE OF CRIMINAL JUSTICE
External and Internal Services



1. Processing of Documents for Approval / Endorsement

This procedure aims to ensure that complete staff work (CSW) is properly observed prior to the approval/endorsement of the Dean of College Criminal Justice.

Office or Division:	Office of the Dean			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business Entity			
Who may avail:	Individuals/agencies outside of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved letter of request from the College Dean		Personally secured by the client from the Office of the Dean		
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	1.1. Acknowledge receipt of the document	None	1 Minute	<i>Staff of the Office of the Dean</i>
	1.2. Review the completeness of attached documents	None	2 Minutes	<i>Staff of the Office of the Dean</i>
2. Receive the document to comply with all the needed attachments	2.1. If found incomplete, return to the end-user/origin	None	1 Minute	<i>Staff of the Office of the Dean</i>



	2.2. If document is complete, encode the details to the computer for recording.	None	2 Minutes	<i>Staff of the Office of the Dean</i>
	2.3. Forward the document to the Dean for approval / endorsement	None	1 Minute	<i>Staff of the Office of the Dean</i>
	2.4. Endorse the document to the next office that needs to take action	None	2 Minutes	<i>Staff of the Office of the Dean</i>
3. Receive the documents	3.1. Advise the client to forward the document to next office that needs to take action and have them signed in the logbook	None	1 Minute	<i>Staff of the Office of the Dean</i>
	3.2. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			<i>Staff of the Office of the Dean</i>
	TOTAL:	None	10 Minutes	



2. Issuance of Certificate of Good Moral Character (*for College and University use only*)

This procedure covers how the Office of the Dean facilitate the issuance of the Certificate of Good Moral Character for the use of the College/University offices and other student organizations inside the Campus.

Office or Division:	Office of the Dean			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of payment		Secured personally by the student from the University Cashier's Office		
Accomplished request slip		Secured personally by the student from the Office of the Guidance Facilitator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request slip from the Office of the Dean	1.1. Check and receive accomplished request form	None	2 Minutes	<i>College Guidance Coordinator/ Facilitator</i>
2. Pay at the Cashier's Office	2.1. Receive the payment 2.2. Issue Official Receipt	Php 15.00	5 Minutes	<i>Staff of the Cashier's Office</i>
3. Check the proof of payment	3.1. Check the receipt/proof of payment form the Cashier's Office	None	1 Minute	<i>College Guidance</i>



				<i>Coordinator/ Facilitator</i>
4. Receive the claim stub bearing the date of release of the requested certificate	4.1. Prepare the requested certificate by the staff of the Office of the Dean 4.2. Evaluate the students' records by the Guidance Coordinator 4.3. Issue the certificate	None	1 Day	<i>Staff of the Office of the Dean</i> <i>Guidance Coordinator/ Facilitator</i> <i>Guidance Coordinator/ Facilitator</i>
5. Present the claim stub on the date indicated therein	5.1. Release the requested certificate and have it signed as received by the client 5.2. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	2 Minutes	<i>Staff of the Office of the Dean</i>
	TOTAL:	Php 15.00	1 Day, 10 Minutes	



3. Borrowing of Laboratory Equipment and Materials

This procedure aims to facilitate the borrowing of laboratory equipment and materials.

Office or Division:	Office of the Dean
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Faculty Members and Researchers (faculty, staff and students)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower/Return Slip		Laboratory Technician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the Property Custodian of the laboratory equipment and/or materials to be used.	1.1. Issue the borrower/return slip	None	1 Minute	<i>Property Custodian</i>
2. Fill out and submit the Slip with complete information	2.1. Prepare the borrowed laboratory equipment and/or materials with a checklist of parts, number of items, condition and functionality in front of the borrowing client. 2.2. Note: client shall conform first before release.	None	2 Minutes	<i>Laboratory Technician</i>



	2.3. Release the item (s) to the client	None	1 Minute	<i>Laboratory Technician</i>
3. Use the laboratory equipment/materials properly.	3.1. Assist in setting-up and/or calibrate the laboratory equipment for use.	None	5 Minutes	<i>Laboratory Technician</i>
4. Return the laboratory equipment/materials.	4.1. Inspect the equipment/materials for completeness and functionality in front of the borrowing client. 4.2. Mark the borrower/return slip with necessary remarks as to the condition of the returned item(s) 4.3. Submit the borrower/return slip to the Property Custodian. 4.4. Store the item(s) borrowed 4.5. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	10 Minutes	<i>Laboratory Technician</i>
	TOTAL:	None	19 Minutes	



4. Procedure on Implementation of Retention Policy for Criminology				
This procedure aims to maintain the quality of future graduates of the course and ensure high percentage of licensure exam passers				
Office or Division:	Office of the Dean			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Incoming 2 nd Year Criminology Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificates of Grades (COG)			College Registrar	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit COG to advisers	1.1. Evaluate the submitted COG if the student is qualified to take the criminology qualifying examination. 1.2. Submit a list of qualified students takers to the Department Chair.	None	1 Hour	<i>Academic Advisers</i>
2. Take criminology qualifying examination.	2.1. Facilitate the criminology qualifying examination.	None	4 Hours	<i>Department Chair of Criminology</i>
3. Wait for the result	3.1. Check the Standard Aptitude Test for Teachers (SATT)	None	*3 Days **2 Hours	<i>Department Chair of Criminology</i>



4. Get the Result of criminology qualifying examination.	4.1. Inform the students of the next procedures	None	5 Minutes	<i>Department Chair of Criminology</i>
	TOTAL:	None	3 Days, 7 Hours, 5 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
COLLEGE OF EDUCATION
External and Internal Services



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

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

Office or Division:	Office of the Dean			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	Individuals/agencies outside of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved letter of request from the College Dean		Personally secured by the client from the Office of the Dean		
Order of Payment		Personally secured by the client from the Accounting Office		
Proof of Payment		Personally secured by the client from the University Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check the availability of the Quadrangle for scheduling	1.1. Check the schedule of the Quadrangle on the record	None	1 Minute	<i>Staff of the Office of the Dean</i>
2. Secure approval of the College Dean	2.1. Check the relevance and importance of the activity	None	1 Day	<i>College Dean</i>



3. Present the approved letter of request to the Accounting Office	3.1. Prepare the order payment 3.2. Release the order of payment	None	3 Minutes	<i>Staff of the Accounting Office</i>
4. Present the order of payment to the Cashier's Office	4.1. Receive the payment 4.2. Release the proof of payment	Php 2,000.00	10 Minutes	<i>Staff of the Cashier's Office</i>
5. Present the photocopy of the proof of payment to the Office of the Dean	5.1. Finalize the schedule for the use of the quadrangle	None	2 Minutes	<i>Staff of the Office of the Dean</i>
6. Receive the guidelines on responsible use of the quadrangle	6.1. Explain the guidelines	None	3 Minutes	<i>Staff of the Office of the Dean</i>
7. Receive the permit to use the quadrangle	7.1. Release the permit	None	1 Minute	<i>Staff of the Office of the Dean</i>
	TOTAL:	Php 2,000.00	1 Day, 20 Minutes	



2.Processing of Documents for Approval / Endorsement				
This procedure aims to ensure that completed staff work (CSW) is properly observed prior to the approval/endorsement of the Dean of College of Education.				
Office or Division:	Office of the Dean			
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 *Submit through email address ced.cvsu.edu.ph	1.1. Acknowledge receipt of the document	None	1 Minute	College Clerk.
	1.2. Review the completeness of attached documents	None	5 Minutes	College Clerk



2. Receive the document to comply with all the needed attachments	2.1. If found incomplete, return to the end-user/origin	None	2 Minutes	<i>College Clerk</i>
	2.2. If document is complete, encode the details to the computer for recording.	None	2 Minutes	<i>College Clerk</i>
	2.3. Forward the document to the Dean for approval / endorsement	None	2 Minutes	<i>College Clerk</i>
	2.4. Action of the dean/endorsement to the next office that needs to take action	None	1 Day	<i>College Dean</i>
	2.5. Endorse the document to the next office that needs to take action	None	2 Minutes	<i>College Dean</i>
	2.6. Action of the approving authority	None	*Depending on the number of offices to take action on the document	<i>Approving authority</i>
3. Return the acted documents to the origin/client <i>*via respective email address of the client</i>	3.1. Request the client sign on the receiving Logbook <i>*request for an email confirmation from the client and have them fill</i>	None	2 Minutes	<i>College Clerk</i>



	<i>out the online feedback form</i>			
	TOTAL:	None	*1 Day and 16 Minutes Depending on the number of offices to take action on the document	

NOTE: *face to face transaction or via online transaction*



3. Issuance of the Certificate of Good Moral Character (*for College and University use only*)

This procedure covers how the Office of the Dean facilitate the issuance of the Certificate of Good Moral Character for the use of the College/University offices and other student organizations inside the Campus.

Office or Division:	Office of the Dean			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of payment		Secured personally by the student from the University Cashier's Office		
Accomplished request slip <i>*Accomplished google form</i>		Secured personally by the student from the Office of the Guidance Facilitator <i>* Secured by the student via online transaction from the Office of the Guidance Facilitator</i>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request slip from the Office of the Dean <i>*fill out the google form from this link: https://bit.ly/CEdGoo</i>	1.1. Check and receive accomplished request form	None	2 Minutes	<i>College Guidance Coordinator/ Facilitator</i>



<i>dMoralCertificate2022</i>				
2. Pay to the Cashier's Office <i>*waived during pandemic period</i>	2.1. Receive the payment 2.2. Issue proof of payment	P15.00	5 Minutes	<i>Staff of the Cashier's Office</i>
3. Check the proof of payment <i>*waived during pandemic period</i>	3.1 Check the receipt/proof of payment form the Cashier's Office <i>*request for an email confirmation from the client and have them fill out the online feedback form</i>	None	1 Minute	<i>College Guidance Coordinator/ Facilitator</i>
4. Receive the claim stub bearing the date of release of the requested certificate <i>*receive the email confirmation bearing the date of release of the requested certificate</i>	4.1 Prepare the requested certificate by the staff of the Office of the Dean 4.2 Evaluate the students' records by the Guidance Coordinator 4.3 Issue the certificate	None	1 Day	<i>Staff of the Office of the Dean</i> <i>Guidance Coordinator/ Facilitator</i> <i>Guidance Coordinator/ Facilitator</i>



5. Present the claim stub on the date indicated therein <i>*receive the certificate of good moral in the college or university registrar's office or via respective email address of the client</i>	5.1. Release the requested certificate and have it signed as received by the client	None	2 Minutes	<i>Staff of the Office of the Dean</i>
	TOTAL:	None	1 Day, 10 Minutes	



4. Procedures on Implementation of Retention Policy for Education				
This procedure aims to maintain the quality of future graduates of the course and ensure high percentage of licensure exam passers				
Office or Division:	Teacher Education Department (TED)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Incoming 2 nd Year Education Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificates of Grades (COG)		College Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit COG to advisers	1.1. Evaluate the submitted COG if the student is qualified to take the Standard Aptitude Test for Teachers (SATT). 1.2. Submit a list of qualified SATT takers to the Guidance Coordinators.	None	1 Hour	<i>Academic Advisers</i>
2. Take Standard Aptitude Test for Teachers (SATT).	2.1. Facilitate the Standard Aptitude Test for Teachers (SATT)	Php 20.00	3 Hours	<i>Guidance Coordinator</i>
3. Wait for the SATT result	3.1. Check the Standard Aptitude Test for Teachers (SATT)	None	*3 Days **2 Hours	<i>Guidance Coordinator</i>



4. Get the Result of SATT	4.1. Inform the students of the next procedures	None	5 Minutes	<i>Guidance Coordinator</i>
5. Attach the result of SATT to Pre-registration	5.1. Sign the Pre-Registration of the students	None	5 Minutes	<i>Academic Advisers</i>
	TOTAL:	Php 20.00	*3 Days, 4 Hours, 8 Minutes (for group takers) **6 Hours, 10 Minutes (for individual takers)	

* *minimum for group takers*

** *for individual takers*



5. Deployment of OJT Students for BSHRM, BSHM, DHRM and BSTM

This procedure shows how the OJT was redesigned to Online or Virtual On-the-Job Training to facilitate the completion of the course remotely. It is an online internship/ practicum where students will gain experiences from linkage establishments through distance learning.

Office or Division:	Home Economics Vocational and Technical Education Department			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All BSHM/BSHRM/DHRM and BSTM students enrolled in OJT subjects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration form		College Registrar		
Curriculum Checklist		Registration Adviser		
Resume		Student		
Written Consent		Parents/ Legal Guardian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend mandatory Pre-OJT Orientation	1.1. Conduct OJT Orientation via online or depending on the IATF, DOH and LGU rules	None	3 Hours	<i>OJT Coordinators and OJT advisers</i>
2.1. Secure endorsement letters from HEVTED address to the	2.1. Provide the students with the endorsement letters to the respective linkage	None	5 Minutes	<i>OJT Coordinators and OJT advisers</i>



linkage establishment/virtual OJT provider. 2.2. Submit all required documents to OJT Advisers	establishment/virtual OJT provider			
3.1. Report to the respective linkage establishment/virtual OJT provider via online or face to face set up depending on IATF, DOH and LGU advisories. 3.2. Issues approved endorsement letter	3.1 Deploy the OJT students	None	* 1 Day Depending on the location of the establishment or mode of OJT set up 2 Minutes	<i>OJT Coordinators and OJT advisers</i>
4. Submit endorsement letter and other requirements to Linkage Establishment	4.1. OJT Proper 4.2. Perform On-The-Job Training Activities	None	2 Minutes	<i>OJT Coordinators and OJT advisers</i>
	TOTAL:	None	1 Day, 3 Hours,	



			9 minutes	
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**Weekly*



6. Deployment of Practice Teachers

This procedure shows how the TED evaluates students prior to their deployment as Practice Teachers.

Office or Division:	Teacher Education Department (TED)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All BSE/BEE 4 th year students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificates of Grades and Checklist of Courses		College Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend Practice Teaching Orientation via online or face to face set up	1.1. Hold/Conduct Practice Teaching Orientation via online or face to face set up	None	1 Day	<i>Student Teaching Coordinator and TED faculty members</i>
2. Secure endorsement letters to the respective school assignment/ cooperating school	2.1. Provide the students with the endorsement letters to the respective school assignment/ cooperating school	None	5 Minutes	<i>Student Teaching Adviser</i>
3. Report to the cooperating school on deployment date with the	3.1. Deploy the student teaching interns	None	*1 Day Depending on the location of the cooperating school	<i>Student Teaching Supervisor/Adviser</i>



Student Teaching Adviser/Supervisor via online or face to face set up depending on IATF, DOH and LGU advisories			and student teaching set up	
	TOTAL:	None	2 Days, 5 Minutes	



7. Teacher Certification Program (TCP) Evaluation				
This procedure shows how the applicants for the TCP are assisted and evaluated.				
Office or Division:	Teacher Education Department (TED)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All 4-year graduates of different programs who wants to have units of Education			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transcript of Records		CEd Clerk and or Faculty of TED		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward application documents to the Office of the Dean of CEd	1.1. Receive the application documents from OSAS for evaluation.	None	2 Minutes	<i>CEd Clerk</i>
	1.2. Evaluate the submitted application documents	None	15 Minutes	<i>TED Secretary</i>
2. Secure copy of the evaluation results from the Office of the Dean of CEd	2.1. Endorse evaluation results to OSAS	None	5 Minutes	<i>CEd Clerk</i>
	TOTAL:	None	22 Minutes	



8. Procedure on Borrowing of HEVTED Laboratory Tools and Equipment

This procedure aims to facilitate the borrowing of HEVTED laboratory tools and materials.

Office or Division:	Home Economics Vocational and Technical Education Department
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All Hospitality Management/Tourism Management students enrolled in laboratory subjects

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Form		HEVTED Laboratory Technician Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Identify the utensils needed for a laboratory task/activity.	1.1. Check the completeness of lab tools/utensils/equipment to be used in the laboratory activity	None	15 Minutes	<i>Faculty in charge</i>
2. Secure a copy of requisition form from HEVTED Laboratory Technician Office	2.1. Issue the official requisition form used in borrowing laboratory items	None	1 Minute	<i>Students and Laboratory Technician</i>
3. Fill out laboratory requisition form	3.1. Verify the items and specifications indicated and affix signature upon confirmation	None	5 Minutes	<i>Students, Faculty in charge</i>
4. Submit of requisition form to laboratory technician duly signed	4.1. Prepare the requested items	None	10 Minutes	<i>Laboratory Technician</i>



by the teacher-in-charge of the laboratory subject.				
5. Check and receive requested tools/utensils/equipment and deposit school identification card.	5.1. Check the condition and completeness of issued item in the presence of the laboratory technician	None	5 Minutes	<i>Students and Laboratory Technician</i>
6. Return borrowed utensils and equipment based on the requisition form to the stockroom	6.1. Check quantity and condition of returned tools /utensils /equipment based on the requisition form	None	5 Minutes	<i>Laboratory Technician</i>
7. Claim the deposited Identification card	7.1. Return the deposited identification card of the borrowing student	None	1 Minute	<i>Laboratory Technician</i>
	TOTAL:	None	42 Minutes	



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

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

Office or Division:	Office of the Dean			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
Who may avail:	Offices of the University, Student Organizations and other agencies who ties-up with any of the offices of the university			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved letter of request from the University President (University Activities)		Personally secured by the client from the office of the University President		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check the availability of the Quadrangle for scheduling	1.1. Check the schedule of the Quadrangle on the record	None	1 Minute	<i>Staff of the Office of the Dean</i>
2. Secure approval of the University President	2.1. Check the relevance and importance of the activity	None	5 Days	<i>Concerned Offices of the University</i>
3. Present the approved letter of request	3.1. Finalize the schedule for the use of the quadrangle	None	2 Minutes	<i>Staff of the Office of the Dean</i>



4. Receive the guidelines on responsible use of the quadrangle	4.1. Explain the guidelines	None	3 Minutes	<i>Staff of the Office of the Dean</i>
5. Receive the permit to use the quadrangle	5.1. Release the permit	None	1 Minute	<i>Staff of the Office of the Dean</i>
	TOTAL:	None	5 Days, 7 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
COLLEGE OF EDUCATION - LABORATORY SCIENCE
HIGH SCHOOL

External and Internal Services



1. Registration of New Students of the Laboratory Science Highschool

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Admission in the General Science Curriculum upon submitting the electronic copies (scanned / screenshot / clear photos) of the following documents for online submission and printed copies for submission thru drop box at Gate 1 only:</p> <p>For New Students (Grade 7 and Grade 11)</p> <ol style="list-style-type: none"> 1. Original copy of Report card/ Form 137 for the current school year with LRN (Grade 6 / Grade 10); 2. Photocopy of Certificate of Graduation/Completion 3. Certificate of ranking and of good moral character; 4. Photocopy of Philippine Statistics Authority (PSA) Birth Certificate; and 5. 2 x 2 Picture with name tag (2) 6. 1 x 1 Picture with white background (1) 7. Educational Service Contracting (ESC) Certificate or Qualified Voucher Recipient (QVR) Certificate (<i>Grade 10 Completers from Private School</i>) 	From Previous School



For Old Students 1. Original copy of Report card/ Form 137 for the current school year with LRN (Grade 6 / Grade 10); 2. Philippine Statistics Authority (PSA) Birth Certificate; and 3. 2 x 2 Picture with name tag (2).				
Learners' Information Sheet		Office of Laboratory Science High School		
Assessment of Fees		Office of Laboratory Science High School		
Official Receipt/Proof of Payment		University Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Learner's Information Sheet secured from the office staff of Laboratory Science High School or via Google form	1.1. Receive and consolidate student's Personal Information per Grade level	None	5 Minutes	LSHS Staff
2. Submit all the required documents for enrolment to the office of Laboratory Science High School or via google form <i><u>-Please use this format as "Subject"</u></i>	2.1. Check, receive, and file/save all the required documents 2.2. Send a letter of confirmation of admission and the student's official assessment of fees.	None	1 Day	LSHS Staff

<u>Surname</u> <u>FirstName</u> <u>MiddleInitial</u> <u>GradeLevel</u>				
<u>-Only pre-registration through this email will be processed.</u>				
<p>3. Pay the school fees at the University Cashier</p> <p>Presents the assessment of fees to the Cashier Pays the amount as assessed Receives the Official Receipt</p> <p>or</p> <p>through LANDBANK branch within Cavite or NCR area thru LANDBANK account using Oncoll Payment Slip with the following details: Merchant/ Agency Deposit Account Number- 1502 2220 03 Reference Number 1 - Name of Student</p>	<p>3.1. Receive payment and issue official receipts (OR)</p>	<p>Based on Assessment</p> <p>Based on Assessment</p>	<p>5 Minutes</p> <p>1 Day</p>	<p>Staff, University Cashier</p> <p>LANDBANK Personnel</p>



Reference Number 2 -Student ID Number (for old students) -New (for new students) Merchant/Agency Name -CAVSU Oncol Amount - _____				
4. Submit proof of payment For payment at the University cashier, personally present proof of payment to the staff of LSHS For Landbank Oncoll payment, Send a copy of validated deposit slip to: cashiersoffice@cvsu.edu.ph ced_lshs@cvsu.edu.ph <u>Wait for an e-copy of Official Receipt (OR)</u> <u>Forward the OR copy to the</u> ced_lshs@cvsu.edu.ph <u>Please use this format as</u> <u>"Subject"</u>	4.1 Receive and verify the authenticity of proof of payment 4.2 Send Official Receipt (OR) to student as email reply	None	3 Minutes	<i>LSHS Staff</i> <i>Staff, University Cashier</i>



<u>LSHS_Surname_FirstName</u> <u>_MiddleInitial_GradeLevel</u>				
5. Personally submit student credentials/ documents at the LSHS Office or Place in the LSHS dropbox (located at Gate 1 or Gate 2) the hard copy of credentials/ documents enclosed in brown envelope.	5.1 Verify the authenticity of student credentials 5.2 Provide confirmation of enrolment or send email of confirmation of enrolment 5.3 Issuance of Student ID number (for new students) 5.4 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	1 hour	<i>LSHS Staff</i>
	TOTAL:	Based on Assessment	2 Days, 1 Hour, 13 Minutes	



2. Issuance of School Credentials/Documents (LSHS)

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

Office or Division:	Office of the Laboratory Science High School (LSHS)			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All students, graduates, and transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Clearance		Office of Laboratory Science High School		
Request Slip		Office of Laboratory Science High School		
Letter of Request for Form 137		Other Schools		
Official Receipt		University Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personally send request together with accomplished student	1.1. Receive the accomplished request slip	None	30 Minutes	<i>LSHS Staff</i>



<p>clearance at the Office of Laboratory Science High School or Download and accomplish request slip via email to ced_lshs@cvsu.edu.ph</p> <p>*for Form 137/SF 10 (permanent record) school to school request shall be considered</p>	<p>1.2. Assess payment for requested school credentials</p> <p>1.3. Confirm request and send assessment of fees for requested school credentials</p>			
<p>2. Receive the confirmation of the request and assessment of fees for requested school credential/s</p>	<p>2.1. Advise the client to pay the corresponding document fees</p>	<p>None</p>	<p>1 Minute</p>	<p><i>LSHS Staff</i></p>
<p>3. Pay the document fees through:</p> <p>University Cashier Present the assessment of fees to the Cashier Pay the amount as assessed or at LANDBANK branch within Cavite or NCR area thru LANDBANK account using Oncol Payment Slip with the following details:</p>	<p>3.1. Receive payment and issue official receipts (OR)</p>	<p>Based on Assessment</p>	<p>5 Minutes</p> <p>1 Day</p>	<p><i>Staff, University Cashier</i></p> <p><i>LANDBANK Personnel</i></p>



Merchant/ Agency Deposit Account Number- 1502 2220 03 Reference Number 1 - Name of Student Reference Number 2 - Student ID Number Merchant/Agency Name - CAVSU Oncol Amount_____				
Submit proof of payment For payment at the University cashier, personally presents proof of payment to the staff of LSHS For Landbank Oncoll payment, Send a copy of validated deposit slip to: cashiersoffice@cvsu.edu.ph ced_lshs@cvsu.edu.ph <u>Wait for an e-copy of Official Receipt (OR)</u> <u>Forwards the OR copy to the</u> ced_lshs@cvsu.edu.ph	4.1 Receive and verify the authenticity of proofs of payment or send Official Receipt (OR) to student as email reply 4.2 Give notice of claim to the student	None	5 Minutes 3 Minutes	<i>LSHS Staff/ Staff, University Cashier</i> <i>LSHS Staff</i>



<i>Please use this format as "Subject" LSHS_Surname_FirstName_ MiddleInitial_GradeLevel</i>				
5. Receive notice of claim bearing the date of release of the requested documents	5. Process the requested documents	None	14 days	<i>LSHS Staff</i>
6.1. Receive the requested credentials 6.2. Signify receipt of requested document in the log sheet	6.1. Release hard copy of requested documents following health protocols 6.2. Advise the claimant to sign on the log sheet for received documents	None	5 Minutes	<i>LSHS Staff</i>
	6.2. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	Based on Assessment	15 Days, 1 Hour, 49 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
COLLEGE OF ENGINEERING AND INFORMATION
TECHNOLOGY
External and Internal Services



1. Processing of Documents for Approval / Endorsement

This procedure aims to ensure that complete staff work (CSW) is properly observed prior to the approval/endorsement of the Dean of College of Engineering and Information Technology

Office or Division:	Office of the Dean
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	1.1. Acknowledge receipt of the document	None	1 Minute	<i>College Clerk.</i>
	1.2. Review the completeness of attached documents	None	2 Minutes	<i>College Clerk</i>
2. Receive the document to comply with all the needed attachments	2.1. If found incomplete, return to the end-user/origin	None	1 Minute	<i>College Clerk</i>
	2.2. If document is complete, encode the details to the computer for recording.	None	2 Minutes	<i>College Clerk</i>



	2.3. Forward the document to the Dean for approval / endorsement	None	1 Minute	<i>College Clerk</i>
	2.4. Endorse the document to the next office that needs to take action	None	2 Minutes	<i>College Dean</i>
3. Receive the documents	3.1. Request the client sign on the Receiving Logbook 3.2. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	1 Minute	<i>College Clerk</i>
	TOTAL:	None	10 Minutes	



2. Issuance of Certificate of Good Moral Character (<i>for College and University use only</i>)				
This procedure covers how the Office of the Dean facilitate the issuance of the Certificate of Good Moral Character for the use of the College/University offices and other student organizations inside the Campus.				
Office or Division:	Office of the Dean			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of payment		Secured personally by the student from the University Cashier's Office		
Accomplished request slip		Secured personally by the student from the Office of the Guidance Facilitator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request slip from the Office of the Dean	1.1. Check and receive accomplished request form	None	2 Minutes	<i>College Guidance Coordinator/ Facilitator</i>
2. Pay to the Cashier's Office	2.1. Receive the payment 2.2. Issue proof of payment	Php15.00	5 Minutes	<i>Staff of the Cashier's Office</i>
3. Check the proof of payment	3.1. Check the receipt/proof of payment form the Cashier's Office	None	1 Minute	<i>College Guidance Coordinator/ Facilitator</i>



4. Receive the claim stub bearing the date of release of the requested certificate	4.1. Prepare the requested certificate by the staff of the Office of the Dean	None	1 Day	<i>Staff of the Office of the Dean</i>
	4.2. Evaluate the students' records by the Guidance Coordinator			<i>Guidance Coordinator/ Facilitator</i>
	4.3. Issue the certificate			<i>Guidance Coordinator/ Facilitator</i>
5. Present the claim stub on the date indicated therein	5.1. Release the requested certificate and have it signed as received by the client	None	2 Minutes	<i>Staff of the Office of the Dean</i>
	5.2. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
TOTAL:		Php15.00	1 Day, 10 Minutes	



3. Issuance of Requested Documents				
This procedure shows how the Office of the Dean together with various unit of the college facilitates the issuance of requested documents.				
Office or Division:	Office of the Dean and Various unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All CEIT Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of payment (if with pay, submit request letter)		Personally, secured by the student from the University Cashier's Office		
Accomplished request slit		Submit request letter personally or via email ceit@cvsu.edu.ph Personally filled-up by the student from the Office of the Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter / Fills-out request slip from the Office of the Dean or send request letter via ceit@cvsu.edu.ph	1.1. Check and receive request letter / accomplished request form	None	2 Minutes	Staff of the Office of the Dean



2. Pay to the Cashier's Office (if with pay)	2.1. Receive the payment 2.2. Issue Official Receipt	Depends upon the requested documents	5 Minutes	Staff of the Cashier's Office
3. Check the proof of payment	3.1. Check the receipt/proof of payment from the Cashier's office	None	1 Minute	College concerned unit
4. Receive the approved request letter / claim stub bearing the date of release of the requested document	4.1. Prepare the requested document 4.2. Evaluate the students' records 4.3. Release the documents	None	1 Day	College Dean Coordinator / Staff of the concerned unit
5. Present the approved request letter or the claim stub on the date indicated therein	5.1. Release the request documents and has it signed as received by the client 5.2. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	2 Minutes	Concerned unit
	TOTAL:	None	1 Day, 10 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
UNIVERSITY COMPUTER CENTER (UCC)
External and Internal Services



1. Use of Central Computer Laboratory (for the conduct of Remedial laboratory classes, Special trainings or Seminars)				
This procedure covers how the University Computer Center facilitate the use of the Central Computer Laboratory (CCL) for the conduct of computer laboratory subjects and special trainings or seminars.				
Office or Division:	CEIT - University Computer Center (UCC)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business Entity			
Who may avail:	Faculty members/Students/Organizations/Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request to be sent to UCC office or CEIT Dean's office		Personally written by Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter or accomplished Computer Laboratory Borrower's Slip Form to the CEIT Dean or the CCL Section Head respectively, at least a day prior to use	1.1. Check the schedule for the availability of the Central Computer Laboratories;	None	15 Minutes	<i>CCL Section Head</i>
	1.2. Sign and submit the computer laboratory borrower's form to the UCC manager for review and to the CEIT Dean for approval;			<i>CCL Section Head</i>
	1.3. Inform the requesting client about the status of request.			<i>Computer Laboratory Assistant</i>



	<p>1.4. Collect all the approved Computer Laboratory Room Borrower's Slip Forms and informs the clients on the status of their requests;</p> <p>1.5. Open the laboratory on the scheduled period of utilization.</p>			<i>Computer Laboratory Assistant</i>
<p>2. Fill out the CCL Student Log Sheet Form inside the computer laboratory for the use of computer/s and log out in the CCL Student Log Sheet Form. When necessary, the client places necessary "remarks" in the form after the period of use.</p>	<p>2.1 Review the remarks column in the CCL Student Log Sheet Form and closes the computer laboratory room.</p> <p>2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form</p>	None	5 Minutes	<i>Computer Laboratory Assistant</i>
	TOTAL:	None	20 Minutes	



2. Use of Central Computer Laboratory (for scheduled utilization)

This procedure covers how the University Computer Center facilitate the use of the Central Computer Laboratory for the conduct of computer laboratory subjects and special trainings or seminars.

Office or Division:	CEIT - University Computer Center (UCC)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Faculty members/Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request to be sent to UCC office		Personally written by the requesting college		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Different college registrars to submit their computer laboratory requirements to the CCL section head.	1.1. Check for the availability of the required computer laboratory room and include the schedule on the Computer Laboratory Room Utilization Form;	None	15 Minutes	<i>CCL Section Head</i>
	1.2. Inform the requesting college registrar about the availability of the computer laboratory room.			<i>CCL Section Head</i>
	1.3. Print and submit the final Computer Laboratory Room			<i>CCL Section Head</i>



	<p>Utilization for review of the CEIT Registrar, recommending approval of the UCC Manager and approval of the CEIT Dean.</p> <p>1.4. Post the approved Computer Laboratory Room Utilization in all computer laboratory rooms.</p>			<i>Computer Laboratory Assistant</i>
2. Coordinate with the computer laboratory assistant on the beginning of the semester on the use of the laboratory room.	<p>2.1. Verify the faculty user on the accomplished Computer Laboratory Room Utilization Form.</p> <p>2.2. Open all the computer laboratories based on the schedule of utilization.</p>	None	5 Minutes	<i>Laboratory room assistant</i>
3. Fill out the CCL Student Log Sheet Form inside the laboratory every beginning of laboratory classes for monitoring purposes.	3.1. Review the remarks made by the faculty in the CCL Student Log Sheet Form and close the laboratory room.	None	5 Minutes	<i>Laboratory room assistant</i>
4. Log out in the CCL Student Log Sheet Form and whenever necessary places a	4.1. Provide client with Stakeholders' Feedback Form or Google Form using the link			



remark or observation in the “Remarks” column in the form after using the laboratory.	http://119.92.116.149/hrdo_fee_dback_form			
	TOTAL:	None	25 Minutes	



3. Network Repair and Maintenance including other ICT Services (Repair Services)				
This procedure covers how the University Computer Center facilitates the repair and maintenance of the University Local Area Network including other ICT services.				
Office or Division:	CEIT - University Computer Center (UCC)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business			
Who may avail:	Faculty members/Students/Organizations/Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request to be sent to CEIT Dean's office or computer technician		Personally written by Visitors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request letter or accomplished service request form and Claim Stub for repair services as well as the item to be repaired to the computer technician.	1.1 Schedule the conduct of the requested repair services;	Desktop hardware repair – 500.00;	5 Minutes	<i>UCC Hardware Section Head</i>
	1.2 Receive and inspect the unit or equipment and fill-out the Request for Pre-Repair Inspection and the item description in the Claim Stub. The latter is released to the client to be used when claiming the repaired item;	Laptop hardware repair – 1500.00;	2 Hours	<i>Computer Technician</i>
	1.3 Advise the client to seek assistance from the University Supply Office to coordinate with the supplier of the item either for immediate repair or	OS installation – 500.00;	1 Hour	



	<p>replacement of the item if the equipment to be repaired is within the warranty period</p> <p>1.3.1 If the equipment exceeds the warranty period, the computer technician to diagnose and repair the unit or equipment</p> <p>1.3.2 Once the university property is repaired, the Hardware Section Head prepare the following: Provisional Receipt for Computer Repair & Maintenance, Purchase Request, Disbursement Voucher, Request for Pre-repair Inspection and Obligation Request and Status for fund transfer of the cost of repair from the client's office (requesting party) to UCC Income Generating Fund (UCC IGP) prior to the release of the item;</p> <p>1.3.3 For personal unit, the computer technician to issue the Provisional Receipt for ICT Repair & Maintenance to the client. The client will get an order of payment slip from the accounting office, pay at the cashier's office and submit the OR to UCC for the release of repaired unit and subsequent recording;</p>	<p>other apps installation – 300.00;</p> <p>data recovery – 700.00;</p> <p>virus removal – 300.00;</p> <p>printer repair – 500.00;</p> <p>network installation/repair per unit – 500.00;</p>	<p>4 Days</p> <p>3 Hours</p> <p>1 Day</p>	<p><i>Computer Technician</i></p>
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	<p>1.3.4 Equipment, tools devices and other spare parts will be listed on the Property Return Slip and will be submitted to the Supply Office. The items to be returned will be classified as unserviceable, no longer needed, reassignment or as the case maybe.</p> <p>1.4 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form</p>			
	TOTAL:	Depending on the services provided	5 Days, 6 Hours, 5 Minutes	



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

This procedure shows how the University Computer Center facilitates the repair and maintenance of the University Local Area Network including other ICT services.

Office or Division:	CEIT - University Computer Center (UCC)			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Faculty members/Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request to be sent to CEIT Dean's office or computer technician		Personally written by Visitors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter or accomplished request form for repair services to the CEIT Dean or computer technician, respectively.	1.1. Submit all requests and accomplished forms to the UCC Hardware Section Head	None	5 Minutes	<i>Computer technician</i>
	1.2. Schedule the conduct of the requested repair services.	None	15 Minutes	<i>UCC Hardware Section Head</i>
	1.3. Inspect the network device or the network segment to verify the cause of network problem.	None	1 Day	<i>Computer Technician</i>
	1.4. Repair common network problems such as unplugged cable or defective cable, network configurations, and disabled network adapter	None	1 Day	<i>Computer Technician</i>



	1.5. Advise the client to procure the needed network device if the cause of the problem is a broken/damaged network device. Once procured, the computer technician install the device to be connected to the network.	None	1 Day	<i>Computer Technician</i>
	1.6. In the event that the network device is a “switch” unit, configure the device and afterwards, the computer technician install the unit.	None	1 Day	<i>UCC Manager</i>
	1.7. Provide client with Stakeholders’ Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			<i>Computer Technician</i>
	TOTAL:	None	4 Days, 20 Minutes	



5. Network Repair and Maintenance including other ICT Services (Technical Services)				
This procedure covers how the University Computer Center facilitates the repair and maintenance of the University Local Area Network including other ICT services.				
Office or Division:	CEIT - University Computer Center (UCC)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	Faculty members/Students/Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request to be sent to CEIT Dean’s office or computer technician		Personally written by Visitors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter or accomplished service request form to the computer technician.	1.1. Schedule the conduct of the requested technical services. Key offices of the University like the Office of the President, Office of the Vice Presidents, Cashier’s Office and Registrar’s Office will be given top priority;	None	1 Day, 5 Minutes	<i>Hardware Section Head</i>
	1.2. Inspect the site and proceed with the needed technical services			<i>Computer Technician</i>
	1.3. Provide client with Stakeholders’ Feedback			



	Form or Google Form using the link http://119.92.116.149/hrdo_fee_dback_form			
	TOTAL:	None	1 Day, 5 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
COLLEGE OF ECONOMICS, MANAGEMENT AND
DEVELOPMENT STUDIES

External and Internal Services



1. Submission of Documents for Approval / Endorsement

This procedure aims to ensure that completed staff work (CSW) is properly observed prior to the approval/endorsement of the Dean of College of Economics, Management and Development Studies

Office or Division:	Office of the Dean, College of Economics, Management and Development Studies			
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. Submits the document for approval	1.1. Acknowledge receipt of the document	None	1 Minute	Staff of the Office of the Dean Or Send request via email (cemds@cvsu.edu.ph)
	1.2. Review the completeness of attached documents	None	2 Minutes	Staff of the Office of the Dean



2. Receives the document to comply with all the needed attachments	2.1. If found incomplete, return to the end-user/origin	None	1 Minute	<i>Staff of the Office of the Dean Or An email will be sent</i>
	2.2. If document is complete, encode the details to the computer for recording.	None	2 Minutes	<i>Staff of the Office of the Dean</i>
	2.3. Forward the document to the Dean for approval / endorsement	None	1 Minute	<i>Staff of the Office of the Dean</i>
	2.4. Approval/ endorsement of the document	None	2 Minutes	<i>College Dean</i>
3. Receive the documents or an approved document will be emailed	3.1. Advise the client to forward the document to next office that needs to take action and have them sign in the logbook	None	1 Minute	<i>Staff of the Office of the Dean Or An approved document will be emailed</i>
TOTAL:			10 Minutes	



2. Issuance of the Certificate of Good Moral Character <i>(for College and University use only)</i>				
The Office of the Dean together with the Office of the College Guidance Coordinator facilitates the issuance of the Certificate of Good Moral Character for the use of the College/University offices and other student organizations inside the Campus.				
Office or Division:	Office of the Dean			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of payment		Personally, secured by the student from the University Cashier's Office		
Accomplished request slip		Personally filled-up by the student from the Office of the Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request slip from the Office of the Dean or send a request thru email at cemds@cvsu.edu.ph	1.1. Check and receive accomplished request form	None	2 Minutes	Staff of the Office of the Dean Or Guidance facilitator
2. Pay to the Cashier's Office	2.1. Receive the payment 2.2. Issue proof of payment	P15.00	10 Minutes	Staff of the Cashier's Office
3. Check the proof of payment	3.1. Check the receipt/proof of payment from the Cashier's Office	None	1 Minute	Staff of the Office of the Dean



4. Receive the claim stub bearing the date of release of the requested certificate	4.1. Prepare the requested certificate by the staff of the Office of the Dean 4.2. Evaluate the students' records by the Guidance Coordinator 4.3. Issues the certificate	None	4 Hours	<i>Staff of the Office of the Dean</i> <i>Guidance Facilitator</i> <i>Guidance Facilitator</i>
5. Present the claim stub on the date indicated therein	5.1. Releases the requested certificate and has it signed as received by the client	None	2 Minutes	<i>Staff of the Office of the Dean</i>
	TOTAL:	None	4 Hours, 15 Minutes	



3. Procedures on Implementation of Retention Policy for the degree of Bachelor of Science in Accountancy (waived since 1 st semester AY 2020-2021 up to present)				
The retention policy in the Bachelor of Science in Accountancy program examines the standards for the students which are predictive of an examinees success in the Certified Public Accountant Licensure Examination.				
Office or Division:	College of Economics, Management and Development Studies			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Incoming 2 nd Year BS Accountancy Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificates of Grades (COG)		College Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit COG to registration advisers	1.1. Registration advisers evaluates the submitted COG if the student has no failing mark in any academic subject and not lower than 2.25 except for FITT and NSTP courses.	None	5 Minutes	<i>Registration adviser</i>
2. Communicate with the registration adviser about the result of the evaluation	1.2. Registration adviser will inform the student about their status and advise whether they can continue	None	1 Minute	<i>Registration adviser</i>



	with the BS Accountancy program.			
	TOTAL:	None	6 Minutes	



4. Deployment of OJT students for BSECON, BSBM, BSIS, BSDM and BS Accountancy

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

Office or Division:	College of Economics, Management and Development Studies			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All BSECON, BSBM, BSIS, BSDM and BS Accountancy students enrolled in OJT subjects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration form		College Registrar		
Curriculum Checklist		Registration Adviser		
Resume		Student		
Written Consent		Parents/ Legal Guardian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attends mandatory Pre-OJT Orientation	1.1. Explain the concept, objectives, mechanics, and requirements of the OJT program; 1.a. Provide tips on grooming, customer relations, work	None	3 Hours	<i>OJT Coordinators and OJT advisers</i>



	<p>values and online etiquette;</p> <p>1.b. Brief students about the qualifications, compensation levels, and post- ECQ outlook in the various sectors of the industry;</p> <p>1.c. Orients the students about the nature of work that awaits them in the establishment.</p>			
2. Submit all required documents to OJT advisers	2.1. Review all documented papers for validity and credibility	None	5 Minutes	<i>OJT Adviser</i>
3. Processing of standard OJT Memorandum of Agreement (however if the OJT company has their own MOA, this will be subjected to the review of CvSU's Legal Council)		None	1-2 Days	<i>OJT Coordinator, Department Chairperson and CEMDS Deam</i>
4. Released of signed OJT MOA from the college			5 Minutes	<i>OJT Coordinator</i>



5. Receiving and processing of company signed and dully notarized OJT MOA			5 Minutes	<i>OJT Coordinator</i>
	TOTAL:	None	2 Days, 3 Hours, 15 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
COLLEGE OF MEDICINE (COM)
External and Internal Services



1. Procedure on Admission of New Students

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

Office or Division: College of Medicine

Classification: Simple

Type of Transaction: G2C-Government to Citizen

Who may avail: All graduate students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Duly Accomplished Online Application Form for Admission		https://forms.gle/FBFz1ptHyCukzE376
Certified True Copy of Diploma/Certificate of Graduation		Applicant
Official Transcript of Records		Applicant
Certified True Copy of NMAT Score		Applicant
Certificate of General Weighted Average (GWA) from Registrar with Grade Equivalence in Percentage		Applicant
Certificate of Good Moral Character from 2 sources (i.e., from College Dean/College Secretary/Office of Student Development and Services or Guidance Office)		Applicant
Certificate of Residency and no record of conviction of crime from Barangay		Applicant
PSA Birth Certificate		Applicant



2 x 2 colored picture with NAME and white background		Applicant		
Medical and Dental Results		Applicant		
Notice of Admission		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish online application form and submit documentary requirements for screening and evaluation purposes.	1.1. Review and evaluate the accomplished online application form and all the requirements	None	15 Minutes	COM Admission Committee
2. Applicants to undergo interview. Applicants to submit original and two (2) photocopies of relevant documents in a white long folder.	2.1. Notify applicants regarding the schedule of interview via email.	None	30 minutes	COM Admission Committee
	2.2. Instruct to submit original and photocopy of documents.			
3. Undergo further assessment test as scheduled	3.1 Administer the assessment.	None	30 Minutes	COM Admission Committee
4. Secure notice of admission	4.1. Inform the applicant if qualified or not.	None	2 Minutes	COM Admission Committee
5. Qualified applicant to submit the following	5.1. Check and collect the forms from the applicant	None	3 Minutes	



accomplished forms to to the College Registrar: Enrolment Form Signed Notice of Admission	5.2. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			<i>COM Admission Committee</i>
	TOTAL:	None	1 Hour, 20 Minutes	



2.Procedure on Enrollment for Doctor of Medicine

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

Office or Division: Registrar's Office

Classification: Simple

Type of Transaction: G2C-Government to Citizen

Who may avail: All graduate students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pre enrollment form		College of Medicine or through medicine_ocs@cvsu.edu.ph		
Payment of Fees		Cashier or Landbank, as instructed		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the pre-registration form and submit it to the College Registrar for checking and signature	1.1. Check all the requirements	None	5 Minutes	<i>College Registrar</i>
2. Present the signed pre-registration form to the University Registrar and secure the original registration form	2.1. Verify and process the registration	None	5 Minutes	<i>University Registrar</i>



3. Submit the pre-registration form and the original registration form with two (2) photocopies of each document to the College Registrar	3. 1 Collect, receive and check all the requirements	None	5 Minutes	College Registrar
	3. 2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	15 Minutes	



3. Issuance of Certificate of Good Moral Character (<i>for College and University use only</i>)				
This procedure covers how the Office of the Dean facilitate the issuance of the Certificate of Good Moral Character for the use of the College/University offices and other student organizations inside the Campus.				
Office or Division:	Office of the Dean			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of payment		Secured personally by the student from the University Cashier's Office		
Accomplished request slip		Secured personally by the student from the Office of the Guidance Facilitator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request slip from the Office of the Dean	1.1. Check and receive accomplished request form	None	2 Minutes	<i>College Guidance Coordinator/ Facilitator</i>
2. Pay to the Cashier's Office	2.1. Receive the payment 2.2. Issue proof of payment	Php 45.00	5 Minutes	<i>Staff of the Cashier's Office</i>



3. Check the proof of payment	3.1. Check the receipt/proof of payment from the Cashier's Office	None	1 Minute	<i>College Guidance Coordinator/ Facilitator</i>
4. Present the request slip and proof of payment to the College Guidance Coordinator/Facilitator	4.1. Prepare the requested certificate by the staff of the Office of the Dean	None	1 Day	<i>Staff of the Office of the Dean</i>
	4.2. Evaluate the students' records by the Guidance Coordinator			<i>Guidance Coordinator/ Facilitator</i>
	4.3. Release the requested certificate and have it signed as received by the client	None	2 Minutes	<i>Staff of the Office of the Dean</i>
	4.4. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	1 Day, 10 Minutes	



4. Processing of Documents for Approval / Endorsement

This procedure aims to ensure that complete staff work (CSW) is properly observed prior to the approval/endorsement of the Dean of College of Medicine.

Office or Division:	Office of the Dean
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	1.1. Acknowledge receipt of the document	None	1 Minute	<i>College Clerk.</i>
	1.2. Review the completeness of attached documents	None	2 Minutes	<i>College Clerk</i>
2. Receive the document to comply with all the needed attachments	2.1. If found incomplete, return to the end-user/origin	None	1 Minute	<i>College Clerk</i>



	2.2. If document is complete, encode the details to the computer for recording.	None	2 Minutes	<i>College Clerk</i>
	2.3. Endorse the document to the Dean for approval / endorsement	None	1 Minute	<i>College Clerk</i>
	2.4. Endorse the document to the next office that needs to take action	None	2 Minutes	<i>College Dean</i>
3. Receive the documents	3.1. Request the client sign on the Receiving Logbook	None	1 Minute	<i>College Clerk</i>
	3.2. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	10 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
COLLEGE OF NURSING
External and Internal Services



1. Processing of Documents for Approval / Endorsement

This procedure aims to ensure that complete staff work (CSW) is properly observed prior to the approval/endorsement of the Dean of College of Nursing

Office or Division:	Office of the Dean
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	1.1. Acknowledge receipt of the document	None	1 Minute	<i>College Clerk.</i>
	1.2. Review the completeness of attached documents	None	2 Minutes	<i>College Clerk</i>
2. Receive the document to comply with all the needed attachments	2.1. If found incomplete, return to the end-user/origin	None	1 Minute	<i>College Clerk</i>
	2.2. If document is complete, encode the details to the computer for recording.	None	2 Minutes	<i>College Clerk</i>
	2.3. Endorse the document to the Dean for approval / endorsement	None	1 Minute	<i>College Clerk</i>



	2.4. Submit the document to the next office that needs to take action	None	2 Minutes	<i>College Dean</i>
3. Receive the documents	3.1 Request the client to sign on the Receiving Logbook	None	1 Minute	<i>College Clerk</i>
	3.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	10 Minutes	



2. Issuance of Certificate of Good Moral Character (<i>for College and University use only</i>)				
This procedure covers how the Office of the Dean facilitate the issuance of the Certificate of Good Moral Character for the use of the College/University offices and other student organizations inside the Campus.				
Office or Division:	Office of the Dean			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of payment		Secured personally by the student from the University Cashier's Office		
Accomplished request slip		Secured personally by the student from the Office of the Guidance Facilitator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request slip from the Office of the Dean	1.1. Check and receive accomplished request form	None	2 Minutes	<i>College Guidance Coordinator/ Facilitator</i>
2. Pay to the Cashier's Office	2.1. Receive the payment 2.2 Issue proof of payment	Php 15.00	5 Minutes	<i>Staff of the Cashier's Office</i>



3. Check the proof of payment	3.1. Check the receipt/proof of payment form the Cashier's Office	None	1 Minute	<i>College Guidance Coordinator/ Facilitator</i>
4. Receive the claim stub bearing the date of release of the requested certificate	4.1. Prepare the requested certificate by the staff of the Office of the Dean 4.2. Evaluate the students' records by the Guidance Coordinator 4.3. Issue the certificate	None	1 Day	<i>Staff of the Office of the Dean</i> <i>Guidance Coordinator/ Facilitator</i> <i>Guidance Coordinator/ Facilitator</i>
5. Present the claim stub on the date indicated therein	5.1. Release the requested certificate and have it signed as received by the client 5.2. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	2 Minutes	<i>Staff of the Office of the Dean</i>
	TOTAL:	Php 15.00	1 Day, 10 Minutes	



3. Borrowing of Nursing Arts and Midwifery Arts Laboratory

This procedure shows how CON provides students with clinical/laboratory area for training of competency skills

Office or Division: Office of the Dean

Classification: Simple

Type of Transaction: G2C – Government to Citizen

Who may avail: All new and old nursing and midwifery students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Provided by the Student		
Request Slip		Office of the College of Nursing		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter noted by the Clinical Instructor for the use of Nursing Arts Laboratory /Midwifery Arts Laboratory	1.1. Accept the request letter for the approval of the College Dean	None	2 Minutes	<i>College Secretary</i>
2. Fill out the logbook indicating the approved	2.1. Accept the copy of the approved request letter and confirm the schedule	None	2 Minutes	<i>Laboratory Aide</i>
3. Inform the Instructor of the approved schedule	3.1. Arrange the NAL with complete set of clinical settings requested	None	2 Minutes	<i>Laboratory Aide</i>



4. Present the approved request letter by the Dean on the date indicated therein.	4.1. Ask a copy of Class attendance from the students.	None	2 Minutes	<i>Instructor</i>
5. Proceed to the Nursing Arts laboratory with the Clinical Instructors and sign attendance sheet for Laboratory use	5.1. Prepare necessary equipment and medical supplies	None	5 Minutes	<i>Laboratory Aide</i>
6. Receive the requested equipment and medical supplies.	6.1. Issue borrowers slip and provide the requested supplies and equipment	None	10 Minutes	<i>Laboratory Aide and Instructor</i>
7. Team leader to sign the borrowers slip	7.1. Accept the borrowers slip and records all items requested by the faculty and students	None	15 Minutes	<i>Laboratory Aide</i>
8. After laboratory use return the items to Laboratory Aide	8.1. Receive and check the returned items	None	10 Minutes	<i>Instructor and Laboratory Aide</i>
9. Leave the NAL clean and in order after use	9.1. Store the returned items for safekeeping.	None	3 Minutes	<i>Laboratory Aide</i>
	9.2. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			



	TOTAL:	None	51 Minutes	
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4. Utilization of College of Nursing Facilities

This procedure shows how CON provides service of nursing facilities to all nursing and midwifery students

Office or Division:	Office of the Dean
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All nursing and midwifery students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter from the students and instructors with Coordinators/Program Chairs and Dean approval		Office of the College of Nursing		
Logbook schedule to Laboratory Aid		Office of the College of Nursing		
Attendance sheet of students		Office of the College of Nursing		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1.1. Receive the request letter for the approval of the Dean	None	2 Minutes	<i>College Secretary</i>
	1.2. Check the availability of the requested date and time	None	2 Minutes	<i>Faculty and staff in charge for the use of facility</i>
2. Fill up the log in logbook for the approved schedule	2.1. Confirm the approved schedule and coordinate with Laboratory Aide for the use of facility	None	3 Minutes	<i>Students and staff in charge for the use of facility.</i>



	2.2. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	7 Minutes	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
**COLLEGE OF SPORTS, PHYSICAL EDUCATION AND
RECREATION**

External and Internal Services



1. Processing of Documents for Approval / Endorsement

This procedure aims to ensure that complete staff work (CSW) is properly observed prior to the approval/endorsement of the Dean of College of Sports, Physical Education and Recreation

Office or Division:	Office of the Dean
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. Personal or via email at cspear@cvsu.edu.ph	1.1. Acknowledge receipt of the document	None	2 Minutes	<i>College Clerk.</i>
	1.2. Review the completeness of attached documents	None	2 Minutes	<i>College Clerk</i>
2. Receive the document to comply	2.1. If found incomplete, return to the end-user/origin	None	1 Minute	<i>College Clerk</i>



with all the needed attachments	2.2. If document is complete, encode the details to the computer for recording.	None	2 Minutes	<i>College Clerk</i>
	2.3. Forward the document to the Dean for approval / endorsement	None	1 Minute	<i>College Clerk</i>
	2.4. Endorse the document to the next office that needs to take action	None	2 Minutes	<i>College Dean</i>
3. Receive the documents	3.1. Request the client sign on the Receiving Logbook	None	1 Minute	<i>College Clerk</i>
	3.2. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
TOTAL:		None	11 Minutes	



2. Issuance of Certificate of Good Moral Character (<i>for College and University use only</i>)				
This procedure covers how the Office of the Dean facilitate the issuance of the Certificate of Good Moral Character for the use of the College/University offices and other student organizations inside the Campus.				
Office or Division:	Office of the Dean			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of payment		Secured personally by the student from the University Cashier's Office		
Accomplished request slip		Secured personally by the student from the Office of the Guidance Facilitator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request slip from the Office of the Dean	1.1. Check and receive accomplished request form	None	2 Minutes	<i>College Guidance Coordinator/ Facilitator</i>
2. Pay to the Cashier's Office	2.1. Receive the payment 2.2. Issue Official Receipt	Php 15.00	5 Minutes	<i>Staff of the Cashier's Office</i>



3. Check the proof of payment	3.1. Check the receipt/proof of payment form the Cashier's Office	None	1 Minute	<i>College Guidance Coordinator/ Facilitator</i>
4. Receive the claim stub bearing the date of release of the requested certificate	4.1 Prepare the requested certificate by the staff of the Office of the Dean	None	1 Day	<i>Staff of the Office of the Dean</i>
	4.2 Evaluate the students' records by the Guidance Coordinator			<i>Guidance Coordinator/ Facilitator</i>
	4.3 Issue the certificate			<i>Guidance Coordinator/ Facilitator</i>
5. Present the claim stub on the date indicated therein	5.1 Release the requested certificate and have it signed as received by the client	None	2 Minutes	<i>Staff of the Office of the Dean</i>
	5.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	Php 15.00	1 Day, 8 Minutes	



3. Use of University Sports Facilities for Various Activities (*Non-University Related Activities*)

This procedure shows how the College of Sports Physical Education and Recreation facilitates the approved activity requests for conference, sports activities, cultural programs and concerts for the use of the University gymnasium and other sports facilities of other government agencies, non-government organizations (NGOs) and private organizations.

Office or Division:	Office of the Dean
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	Government and Non-Government Organizations (NGOs), Private, Cultural and Religious Organizations

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request to Office of the President (OP)		Personally written by Client		
Details of the activity request for Date/Facility to be used		Personally written by Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a letter of request for the use of facilities with specific activity and other amenities needed. Personal or via email at office.president@cvsu.edu.ph Upon approval, payment of fees via personal or internet.	1.1. Receive the request letter approved by the Office of the President (OP) and acknowledge receipt of letter		2 Minutes	<i>Office of the Dean/Secretary/Reservation Officer</i>
	1.2. Receive the payment which should be made 2 weeks before the scheduled date	Fees depend on the number of hours/days of activity	5 Minutes	<i>Reservation Officer</i>



	1.3. Assign the staff and utility who will assist the client		5 Minutes	<i>Reservation Officer</i>
	1.4. Coordinate with the concerned unit/s for the access of requesting party		30 Minutes	<i>Reservation Officer/ Security Force</i>
	1.5 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	Fees depend on the number of hours/days of duty	42 Minutes	



4. Use of University Sports Facilities (<i>for University Related Activities</i>)				
This procedure covers how the College of Sports, Physical Education and Recreation facilitates the use of Sports Facilities for official purposes activities of the University Students, Faculty members and employees.				
Office or Division:	Office of the Dean			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	University Students/ Faculty Members/ Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request to be sent to OVPAA/OP		Personally, written by Students/Faculty Members/Employees		
Additional Details for the use of Facilities		Personally provided by the requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request to the Office of Vice President for Academic Affairs (OVPAA) and University President (OP). Personal or via email at ovpaa@cvsu.edu.ph and office.president@cvsu.edu.ph	1.1. Receive letter of request including additional details and purpose	None	2 Minutes	Dean/Office Staff Reservation Officer



2. Coordinate with the office of the Dean regarding final schedule and details of the activity	2.1. Coordinate with the concerned office/s in relation to the conduct of the activity	None	30 Minutes	<i>Dean/Office Staff Reservation Officer</i>
3. Conduct the activity	3.1 Assist the requesting party throughout the activity	None	*1 Day	<i>CSPEAR Staff/Other offices concerned</i>
	3.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	*1 Day, 32 Minutes	

**depending on the duration of the activity*



CAVITE STATE UNIVERSITY – MAIN CAMPUS
COLLEGE OF VETERINARY MEDICINE AND BIOMEDICAL
SCIENCES

External and Internal Services



1. Registration of Old Students

This procedure aims to provide registration forms to old students.

Office or Division: Office of College Registrar

Classification: Simple

Type of Transaction: G2C-Government to Citizen

Who may avail: All old students

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

UREG-QF-05 (Pre-Registration Form)

Office of College Registrar

UREG-QF-03 (Registration Form)

Office of College Registrar

CLIENT STEPS

AGENCY ACTION

FEES TO BE PAID

PROCESSING TIME

PERSON RESPONSIBLE

1. Fill out UREG-QF-05 (Pre-Registration Form)

1.1. Verification of document

None

3 Hours

Registration adviser

2. Fill out UREG-QF-03 (Registration Form)

2.1. Verification of document

None

2 Hours

Registration adviser

3. The student will be informed to claim their printed registration form.

3.1. Enlisting of subject in the database and printing of registration form.

None

1 Hour

College registrar

TOTAL:

None

6 Hours



2. Deployment of Clinician students (Junior and Senior)

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

Office or Division:	Chair, Department of Clinical			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All DVM Junior and Senior students enrolled in subjects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registration form		College Registrar		
2. Curriculum Checklist		Registration Adviser		
3. Resume		Student		
4. Written Consent		Parents/ Legal Guardian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attends mandatory Pre OJT Orientation	1.1. Explains the concept, objectives, mechanics, and requirements of the OJT program; 1.2. Provides tips on grooming, customer relations, work values and online etiquette;	None	3 Hours	<i>OJT Coordinators and OJT advisers</i>



	1.3. Briefs students about the qualifications, compensation levels, and post- ECQ outlook in the various sectors of the industry; 1.4. Orients the students about the nature of work that awaits them in the establishment.			
2. Submits all required documents to OJT advisers	2.1. Reviews all documented papers for validity and credibility	None	1 Day	<i>OJT Adviser</i>
3. Attends the virtual OJT in the comforts of their home	3.1. Facilitates virtual training arrangements 3.2. Prepares students for the “new normal” conduct of transactions in the industry	None	3 Hours*	<i>OJT Adviser</i>
4. Attends the virtual OJT conducted by alumni of the University	4.1. Contacts alumni working in the industry and sets schedule for a training regarding industry practices	None	3 Hours	<i>OJT Adviser and Alumni working in the industry</i>
5. Attends webinars and other online tourism and hospitality resources for supplemental learning	5.1. Provides links for webinars; 5.2. Suggests online resources	None	3 Hours	<i>OJT Adviser</i>



	5.3. Conducts post-webinars discussion hours			
6. Submits all required activities like info graphics and video demonstration for the assessment of learning	6.1. Evaluates performance of students through submitted activities	None	3 Hours*	<i>OJT Adviser</i>
	TOTAL:		2 Days, 7 Hours	

*Weekly

* Depending on the place from CvSU



3. Issuance of the Certificate of Good Moral Character (for College and University use only)

The Office of the Dean together with the Office of the College Guidance Coordinator facilitates the issuance of the Certificate of Good Moral Character for the use of the College/University offices and other student organizations inside the Campus.

Office or Division:	Office of the Dean			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of payment		Personally, secured by the student from the University Cashier's Office		
Accomplished request slip		Personally filled-up by the student from the Office of the Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out request slip from the Office of the Dean	1.1. Checks and receives accomplished request form	None	2 Minutes	<i>Staff of the Office of the Dean</i>
2. Pays to the Cashier's Office	2.1 Receives the payment 2.2. Issues proof of payment	P15.00	10 Minutes	<i>Staff of the Cashier's Office</i>



3. Checks the proof of payment	3.1. Checks the receipt/proof of payment form the Cashier's Office	None	1 Minute	<i>Staff of the Office of the Dean</i>
4. Receives the claim stub bearing the date of release of the requested certificate	4.1. Prepares the requested certificate by the staff of the Office of the Dean 4.2. Evaluates the students' records by the Guidance Coordinator 4.3. Issues the certificate	None	1 Day	<i>Staff of the Office of the Dean</i> <i>Guidance Coordinator</i> <i>Guidance Coordinator</i>
5. Presents the claim stub on the date indicated therein	5.1. Releases the requested certificate and has it signed as received by the client	None	2 Minutes	<i>Staff of the Office of the Dean</i>
	TOTAL:	P 15.00	1 Day, 15 Minutes	



4. Procedure on Implementation of Retention Policy for the degree in Doctor of Veterinary Medicine				
Office or Division:	College of VETMED			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Incoming 2 nd Year DVM Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificates of Grades (COG)		College Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits COG to registration advisers	1.1. Registration advisers evaluates the submitted COG if the student has no failing mark in any academic subject and a general weighted average (GWA) of 2.00.	None	1 Hour	<i>Registration adviser</i>
2. Communicate with the registration adviser about the result of the evaluation	2.1. Registration adviser will inform the student about their status and advise whether they can continue with the DVM program.	None	1 Hour	<i>Registration adviser</i>
TOTAL:		None	2 Hours	



5. Patient consultation (New Patients)				
Providing veterinary medical services to companion and farm animals				
Office or Division:	College of Veterinary Medicine and Biomedical Sciences – Veterinary Medical Center			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the client logbook	1.1. Assist client in accomplishing information in the logbook	None	1 Minute	Laboratory Aide
2. Accomplish patient data sheet	2.1. Assist client in accomplishing needed information in patient data sheet	None	3 Minutes	Laboratory Aide
3. Inquire about needed veterinary service	3.1. Interview about chief complaint and general patient history	None	5 Minutes	Laboratory Aide



	3.2. Endorse case to the veterinarian-on-duty			
4. Present any documents relevant to patient's medical history (e.g. vaccination record, past prescriptions)	4.1. Validates the documents presented	None	1 Minute	Veterinarian-on-Duty
5. Wait for veterinarian's clinical evaluation of patient	5.1. Interviews client about relevant patient history 5.2. Assesses health status of patient 5.3. Encodes findings in patient data sheet 5.4 . Informs owner	None	10-15 Minutes	Veterinarian-on-Duty
6. Proceed to Cashier for payment of necessary fees	6.1. Receives payment for veterinary services	Depends on the clinical case	3 Minutes	University Cashier
7. Return to Veterinary Medical Center	7.1. Receives official receipt from Cashier 7.2. Informs Veterinarian-on-Duty of accomplished payment	None	At least 10 Minutes	Laboratory Aide



8. Wait for resolution of consult	8.1. Conducts diagnostic tests, if applicable			
	8.2. Provides prophylaxis or treatment to patient	Depends on the clinical case	Depends on the clinical case	Veterinarian-on-Duty Laboratory Aide
	8.3. Gives back patient to owner			
	8.4. Informs owner			
9. Receives recommended schedule of next visit	9.1. Schedules next visit of patient	None	2 Minutes	Veterinarian-on-Duty
	TOTAL:	Depends on the clinical case	*40 Minutes	

**time varies depending on the complexity of the clinical case (time specified is for routine single vaccination only)*



6. Patient consultation (Old Patients)				
This procedure shows how the CVMBS assists old patients in follow up consultation about their health needs.				
Office or Division:	College of Veterinary Medicine and Biomedical Sciences – Veterinary Medical Center			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the client logbook	1.1. Assist client in accomplishing information in the logbook	None	1 Minute	Laboratory Aide
2. Wait for patient record to be retrieved	2.1. Retrieve patient's medical record in the filing cabinet	None	3 Minutes	Laboratory Aide
3. Inquire about needed veterinary service	3.1. Interview about chief complaint and general patient history 3.2. Endorse case to the veterinarian-on-duty	None	5 Minutes	Laboratory Aide



4. Present any documents relevant to patient's medical history (e.g. vaccination record, past prescriptions)	4.1. Validates the documents presented	None	1 Minute	Veterinarian-on-Duty
5. Wait for veterinarian's clinical evaluation of patient	5.1. Interviews client about relevant patient history 5.2. Assesses health status of patient 5.3. Encodes findings in patient data sheet 5.4. Informs owner	None	10-15 Minutes	Veterinarian-on-Duty
6. Proceed to Cashier for payment	6.1. Receives payment for veterinary services	Depends on the clinical case	3 Minutes	University Cashier
7. Return to Veterinary Medical Center	7.1. Receives official receipt from Cashier 7.2. Informs Veterinarian-on-Duty of accomplished payment	None	At least 10 Minutes	Laboratory Aide
8. Wait for resolution of consult	8.1. Conducts diagnostic tests, if applicable	Depends on the clinical case	Depends on the clinical case	Veterinarian-on-Duty Laboratory Aide



	8.2. Provides prophylaxis or treatment to patient 8.3. Gives back patient to owner 8.4. Informs owner			
9. Receives recommended schedule of next visit	9.1. Schedules next visit of patient	None	2 Minutes	Veterinarian-on-Duty
	TOTAL:	Depends on the clinical case	*40 Minutes	

**time varies depending on the complexity of the clinical case (time specified is for routine single vaccination only)*



CAVITE STATE UNIVERSITY – MAIN CAMPUS
GRADUATE SCHOOL AND OPEN LEARNING COLLEGE
External and Internal Services



1. Processing of Documents for Approval / Endorsement

This procedure aims to ensure that complete staff work (CSW) is properly observed prior to the approval/endorsement of the Dean of Graduate School and Open Learning College.

Office or Division:	Office of the Dean
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	1.1. Acknowledge receipt of the document	None	1 Minute	<i>College Clerk.</i>
	1.2. Review the completeness of attached documents	None	2 Minutes	<i>College Clerk</i>
2. Receive the document to comply with all the needed attachments	2.1. If found incomplete, return to the end-user/origin	None	1 Minute	<i>College Clerk</i>
	2.2. If document is complete, encode the details to the computer for recording.	None	2 Minutes	<i>College Clerk</i>
	2.3. Endorse the document to the Dean for approval / endorsement	None	1 Minute	<i>College Clerk</i>



	2.4. Endorse the document to the next office that needs to take action	None	2 Minutes	<i>College Dean</i>
3. Receive the documents	3.1. Request the client sign on the Receiving Logbook	None	1 Minute	<i>College Clerk</i>
	3.2. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	10 Minutes	



2. Procedure on Admission of New Students

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

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

Classification: Simple

Type of Transaction: G2C-Government to Citizen

Who may avail: All graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Form for Admission	Office of the Graduate School and Open Learning or through tiny.cc/qsolcadmission
Recommendation Forms (2 sealed letters of recommendation) Accomplished from the former professor and or immediate supervisor	Applicant
Original or Authenticated Transcript of Records	Previous Institution
Approved permit to study (for public school teachers only)	Workplace
Application fee	Applicant
3 pcs passport size ID picture (white background) Certified true copy of students' visa and passport (for Foreign Nationals)	Applicant Applicant



TOEFL certificate (for foreign nationals from countries where English is not medium of instruction)		Applicant		
Short brown envelope		Applicant		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the original requirements to the office of the Graduate School or by putting in the drop box located at the guard house or send the documents via courier delivery service addressed to Graduate School and Open Learning College	1.1 Collect, receive and check all the requirements 1.2 Receive and check the requirements	None	15 Minutes	<i>GS-OLC Staff</i>



2. Take admission examination as scheduled	2.1. Administer the examination.	None	30 Minutes	<i>GS-OLC Staff</i>
	2.1.a. After consolidation of the requirements/ credentials, send the documents to the concerned college for evaluation.		4 Days	<i>Evaluation Committee</i>
	2.1.b. Evaluate the submitted documents. 2.1.c. Once accepted , the GS-OLC Dean to approve and sign the evaluation sheet of the application		2 Minutes	<i>Dean of the Graduate School</i>
3. Secure notice of admission thru phone call or email	3.1. Inform the applicant if qualified or not.	None	2 Minutes	<i>GS – OLC Staff</i>
4. Qualified applicant to submit the following accomplished forms to to the College Registrar : Admission Slip Application form for Admission	4.1 Check and collect the forms from the applicant. 4.2 Provide client with Stakeholders' Feedback Form or Google Form using the link	None	3 Minutes	<i>GS-OLC College Registrar</i>



Notice of Admission Pre-registration form Student information sheet	http://119.92.116.149/hrdo feedback form			
	TOTAL:	None	4 Days, 52 Minutes	



3. Procedure on Enrollment for Graduate Studies

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

Office or Division: Registrar's Office

Classification: Simple

Type of Transaction: G2C-Government to Citizen

Who may avail: All graduate students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pre enrollment form		Office of the Graduate School and Open Learning or through tiny.cc/gsolcenrollment		
Approved Plan of Course Work (for the continuing student)		To be provided personally by the student		
Payment of Fees		Cashier or Landbank		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the pre-registration form and submit to the GS Registrar or through online using the list of courses and schedule uploaded to cvsu.edu.ph/registrar	1. Collect, receive and check all the requirements 1.1. Verify and process the registration	None	15 Minutes	GS-OLC Staff



and send to tiny.cc/gsolcenrollment				
	TOTAL:	None	15 Minutes	



Conduct of Comprehensive Examination	
This process aims to provide student the mechanics for taking online Comprehensive Examination using Google Classroom	
Office or Division:	Registrar's Office
Classification:	Complex
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Graduate Students completed all the Academic Requirements
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Gmail account	Student
Google Form (http://tiny.cc/gsolc-onlinecompre)	Office of the Graduate School and Open Learning College
Questionnaire in the Google Classroom	Office of the Graduate School and Open Learning College
Answer Sheet	Office of the Graduate School and Open Learning College
Accomplished Plan of Course Work	Student
Nomination for Members of Advisory Committee	Office of the Graduate School and Open Learning College
Application for Written Comprehensive Examination	Office of the Graduate School and Open Learning College
Pay Compre Fee	Cashier Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enroll the Comprehensive Examination in the Graduate School once all the requirements were submitted.	1.1. Facilitate enrolment. 1.2. Set the schedule date of the examination 1.3. Provide announcement to the student.	Comprehensive Exam Fee for Masters/ Diploma Oral – Php 2,700 Written – Php 2,700 For Doctorate Oral – Php 3,400 Written – Php 3,400	15 Minutes	<i>GS-OLC Registrar</i>
2. Access the announcements including the breakdown of subjects to be taken.	2.1. Post the announcement to be accessed by the student.	None	5 Minutes	<i>GS-OLC Technical Staff</i>
3. During examination date, student must be in testing room before the scheduled time. Note: Sign the Special Instructions before the start of the examination.	3.1. Impose time limit rule in taking the examination per subject 3.2. Discuss the instructions	None	5 Minutes	<i>GS – OLC Technical Staff</i>
4. Use the official answer sheet while taking the examination.	4.1. Monitor and facilitate the examination.	None	30 Minutes	<i>GS – OLC Technical Staff</i>



	<p>4.2. Collect the answer sheet.</p> <p>4.3. Send the answer sheet to the concerned faculty member for evaluation.</p> <p>4.4. Send the result of the evaluation thru email of the students</p>			
5. Receive the results after evaluation.	5.1. Confirm the receipt of the results of evaluation thru email.	None	5 Minutes	<i>GS – OLC Technical Staff</i>
Conduct of Online Comprehensive Examination				
1. Enroll in the Comprehensive Examination.	<p>1.1. Facilitate enrolment.</p> <p>1.2. Set the schedule date of the examination</p>	<p>Comprehensive Exam Fee for Masters/Diploma</p> <p>Oral – Php 2,700 Written – Php 2,700</p> <p>For Doctorate</p> <p>Oral – Php 3,400 Written – Php 3,400</p>	15 Minutes	<i>GS-OLC Registrar</i>



2. Sign up for a Gmail account and fill up personal information on a Google form accessible using the link: http://tiny.cc/gsolc-onlinecompre	2.1. Inform student thru email or facebook account on the schedule date of examination.	None	2 Minutes	<i>GS-OLC Technical Staff</i>
3. Access the announcements containing the breakdown of subjects to be taken together with the answer sheet.	3.1. Post the Questionnaires for each assigned subject	None	5 Minutes	<i>GS-OLC Technical Staff</i>
4. During examination date, student accesses the posted Questionnaires in the Google Classroom as Classwork Assignments.	4.1. Impose time limit rule in taking the examination per subject	None	1 Hour	<i>GS – OLC Technical Staff</i>
5. Use the official answer sheet while taking the examination	5.1. Monitor the submitted answer sheet by the examiner 5.2. Facilitate the checking of the uploaded answer sheets by the examiner.	None	30 Minutes	<i>GS – OLC Technical Staff</i>



	<p>5.3. Send the answer sheet to the concerned faculty members for evaluation.</p> <p>5.4. Send the result of the evaluation thru email of the students</p>			
6. Receive the results after evaluation.	6.1 Confirm the receipt of the results of evaluation thru email.	None	5 Minutes	GS – OLC Technical Staff
	<p>6.2 Provide client with Stakeholders' Feedback Form or Google Form using the link</p> <p>http://119.92.116.149/hrdo_feedback_form</p>			
	TOTAL:	<p>Comprehensive Exam Fee for Masters/ Diploma</p> <p>Oral – Php 2,700</p> <p>Written – Php 2,700</p>	1 Hour, Face to Face Comprehensive Examination	
	TOTAL:	For Doctorate	1 Hour, 57 Minutes	



		Oral – Php 3,400 Written – Php 3,400	Online Comprehensive Examination	
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5. Conduct of Thesis / Dissertation Proposal / Final Oral Defense				
This process aims to provide proper implementation of virtual oral defense.				
Office or Division:	Registrar's Office			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Qualified Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Passed the general comprehensive examination		Office of the Graduate School and Open Learning College		
Approved thesis/dissertation outline /final paper recommended by the advisory committee		Student		
Approved request form for oral presentation		Student		
Online platform link		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enroll in Thesis Writing	1.1. Facilitate enrolment	Tuition fee Oral defense fee External Panel Fee	15 Minutes	GSOLC Registrar



2. Request and secure form for approval of the advisory committee and submit to the office of the Dean of the Graduate School for approval before the presentation.	2.1. Send appropriate form to the student.	None	2 Minutes	<i>GS-OLC Staff</i>
3. Submit the copy of the final draft of the thesis/dissertation manuscript to panel members for approval	3.1. Advise the student for the protocols	None	5 Minutes	<i>GSOLC staff Panel of Examiners/Members</i>
4. Submit the approved form for schedule of oral defense	4.1. Check for availability of panel members and approve the schedule of defense.	None	5 Minutes	<i>GS-OLC Staff</i>
5. Present thesis /dissertation	5.1 Facilitate the thesis/ dissertation 5.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo feedback form	None	1 Hour	<i>Panel members, Dean of the Graduate School and Technical staff</i>



Conduct of Virtual Thesis / Dissertation Proposal / Final Oral Defense				
1. Enroll in Thesis Writing following the procedures posted in FB page of the Graduate School and Open learning College.	1.1. Facilitate enrolment	Tuition fee Oral defense fee External Panel Fee	15 Minutes	<i>GSOLC Registrar</i>
2. Request and secure form for approval of the advisory committee and submit to the office of the Dean of the Graduate School for final approval.	2.1. Send appropriate form to the student.	None	2 Minutes	<i>GS-OLC Staff</i>
3. Submit the copy of the final draft of the thesis/dissertation manuscript through email to each panel members one week prior to the defense scheduled time.	3.1. Advise the student for the protocols	None	5 Minutes	<i>GSOLC staff Panel of Examiners/Members</i>
4. Send the approved form for oral defense to the office of the Graduate School through email.	4.1. Check the available schedule for confirmation of the scheduled defense.	None	5 Minutes	<i>GS-OLC Staff</i>



5. Set the Online platform link and sends to the advisory committee and other panel members.	5.1. Approve and verify the correct schedule	None	2 Minutes	<i>GS – OLC Staff</i>
6. Present the prepared thesis/dissertation through teleconference	6.1 Facilitate the teleconference.	None	1 Hour	<i>Panel members, Dean of the Graduate School and Technical staff</i>
	TOTAL:	Tuition fee Oral defense fee External Panel Fee	1 Hour, 27 Minutes Face to Face / Online	



CAVITE STATE UNIVERSITY – MAIN CAMPUS
UNIVERSITY SPORTS DIRECTOR
External and Internal Services



1. Admission Procedure for Selection of Varsity Athletes

This procedure covers screening and evaluation of applications for varsity athletes.

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Information Sheet		University Sports Development Office		
Admission Form		University Sports Development Office		
2 copies of 1x1 ID picture		Student Athlete Applicant		
Certification/Credentials as an Athlete		Student Athlete Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present student credentials for initial evaluation of concern coaches for interview	1.1. Evaluate the credentials of the student and conduct initial interview	None	15 Minutes	<i>Concerned Coaches</i>
2. Proceed to the University Sports Director for final interview and evaluation	2.1. Conduct final evaluation and interview	None	30 Minutes	<i>Director, Sports</i>



3. Receive admission form	3.1 Sign and issue admission form	None	5 Minutes	<i>USDO Director</i>
	3.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			<i>USDO Staff</i>
	TOTAL:	None	50 Minutes	



2. Issuance of Certification of Scholarship and Other Purposes				
This procedure covers how the USDO providing student-athlete the certification for scholarship and/or for other legal purposes.				
Office or Division:	Office of the Director			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Admission form		University Sports Development Office		
Request Slip		University Sports Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request slip for certification and attach approved Admission Form	1.1. Receive the accomplished Request Slip	None	5 Minutes	<i>USDO Staff</i>
	1.2. Issue certification for submission to the University Scholarship Coordinator	None	2 Minutes	<i>Director, Sports</i>
	1.3. Validate and affix signature for the issued certification			
2. Receive issued certification	2.1. Request the client sign on the Receiving Logbook	None	2 Minutes	<i>Director, Sports</i>
	2.2. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			<i>USDO Staff</i>



	TOTAL:	None	9 Minutes	
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CAVITE STATE UNIVERSITY – MAIN CAMPUS
HOSTEL TROPICANA
External and Internal Services



1. Food Service Operation

This procedure covers how the Hostel Tropicana Food Services cater to various events and banquet functions such as meetings, seminars, trainings, and conferences conducted within University premises.

Office or Division:	Hostel Tropicana			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	University Officials, Personnel, University Guest and other Government and Non- Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request		Requesting Party		
Banquet Event Order Form		Hostel Tropicana		
Billing Statement		Hostel Tropicana		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out foodservice reservation form	1.1 Verify reservation/banquet event function details prior to the event	None	1 Minute	<i>Hostel Personnel</i>
2. Present Approved Purchase request form	2.1 Validate presented purchase request form	None	3 Minutes	<i>University Chef</i>
	2.2 Confirm orders base from the presented purchase request	None	10 Minutes	<i>University Chef</i>



3. Conduct banquet event/ functions	3.1 Prepare and serve ordered food on the stated date and time	Depending on the incurred amount indicated on the billing statement issued	1 Day	<i>Hostel Banquet event staff</i>
4. Received Billing Statement	4.1 Issue billing statement signed by the University Chef and Hostel Manager	None	10 Minutes	<i>Hostel Authorized Personnel</i>
5. Pay the necessary fee	5.1 Collect necessary payment	Depending on the incurred amount indicated on the billing statement issued	10 Minutes	<i>University Cashier/Collecting officer</i>
	5.2 Issue official receipt from the University Cashier's office			
	5.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	Depending on the incurred amount indicated on the billing statement issued	1 Day, 34 Minutes	



2. Lodging/Billeting Services

This procedure covers how the Hostel Tropicana arrange for the board and lodging services of University guests, and other individuals needing accommodation within the University premises

Office or Division:	Hostel Tropicana			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Employees, Students, Parent/Guardian, Graduates and other University guests and Government and Non-Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Guest registration form		Hostel Tropicana front desk officer		
Billing statement		Hostel Tropicana front desk officer		
Banquet Event Order		Hostel Tropicana		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out guest reservation form upon arrival	1.1. Verify registration details indicated 1.2. Log in the visitors logboook and check personal belongings for security purposes	None	1 Minute	<i>Front desk officer / Receptionist</i>
2. Check in	2.1. Designate guestroom	None	1 Minute	<i>Front desk officer</i>



	5.2. Accompany guest to the assigned guestroom	None	1 Minute	<i>Bellman/ housekeeper</i>
3. Check out	3.1. Check the vacated rooms	None	1 Minute	<i>Bellman/ housekeeper</i>
	3.3. Issue billing statement	None	1 Minute	<i>Front desk officer</i>
4. Pay the necessary fee	4.1. Collect necessary fees and issue official receipt from the University Cashiers office 4.2. Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	Depending on the incurred amount indicated on the billing statement issued	3 Minutes	<i>University Cashier/Collecting Officer</i>
	TOTAL:	Depending on the incurred amount indicated on the billing statement issued	8 Minutes	



CAVITE STATE UNIVERSITY - BRANCH CAMPUSES



CAVITE STATE UNIVERSITY – BACCOOR CAMPUS
HUMAN RESOURCE DEVELOPMENT OFFICE
External and Internal Services



1. Acceptance of Applicants for Academic and Non-Academic Positions				
This procedure aims to ensure that receiving of application of university personnel are made in accordance with CvSU Guidelines, CSC Revised Omnibus Rules on Appointment and Other Human Resource Actions (ORA-OHRA) and DBM Circulars.				
Office or Division:	Campus Human Resource Development Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All aspiring applicants (Academic and Non-Academic)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter addressed to HR Director		Applicant		
Personal Data Sheet		www.csc.gov.ph or CSC website		
Photocopy of certificate of eligibility/rating/license		Civil Service Commission		
Photocopy of Transcript of Records		School Registrar		
Latest Performance Rating if applicable		Employer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/send complete documents via cvsuabacoord@cvsu.edu.ph hr.cvsuabacoord@yahoo.com a. Application Letter b. CV/Resume c. other credentials	1.1 Check and receive all the submitted documents	None	2 Minutes	Campus HR Coordinator
	1.2 Review the documents and acknowledge receipt of e-mail application and notify via text message the potential applicants for the vacant position.		2 Days	Campus HR Coordinator
	1.3 Schedule initial interview and demo teaching (for academic applicants) via zoom video conferencing.	None	30 Minutes per applicant	Committee composed of



	<p>1.4 Schedule a final interview via zoom video conferencing for qualified applicants.</p> <p>1.5 Tally the scores of each applicant.</p> <p>1.6 Endorse to the University Selection Board the list of qualified applicants.</p> <p>1.7 Call up the qualified applicants.</p>		<p>30 Minutes per applicant</p> <p>1 Day</p> <p>5 Minutes</p>	<p><i>Local HR, Department Chairperson concerned, Campus Faculty AFA President Campus Administrator</i></p> <p><i>Campus HR Coordinator</i></p> <p><i>Campus HR Coordinator</i></p> <p><i>Campus HR Coordinator</i></p>
2. Report to the Campus HRDO.	2.1 Give some reminders and provide the qualified applicant a checklist of documents to be submitted.	None	10 Minutes per applicant	<i>Campus HR Coordinator</i>
3. Report to the Main Campus	3.1 Evaluate the applicant.	None	30 Minutes per applicant	<i>Campus Administrator, HRMO Director, VPs and FA President</i>
	TOTAL:	None	3 Days, 1 Hour, 47 Minutes	



2. Selection and Hiring for Academic Positions

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

Office or Division:	Campus Human Resource Development Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Qualified Applicants for the vacant academic position			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Applicant Interview Rating Sheet		Campus Human Resource Development Office		
Oral Interview Evaluation Score Sheet		Campus Human Resource Development Office		
Evaluation Checklist for Demo Teaching – for Academic Personnel only		Campus Human Resource Development Office		
Written Examination		Campus Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to the campus for written examination, teaching demo and interview	1.1 Notify the applicant via phone call, email or text message regarding the schedule of evaluation.	None	1 Minute	<i>Campus HRD Coordinator / Assistant</i>
	1.2 Give questionnaire for written examination.	None	10 Minutes	<i>Campus HRD Coordinator / Assistant</i>
	1.3 Gather the local Personnel Selection Board for evaluation of the applicant.	None	5 Minutes	<i>Campus HRD Coordinator / Assistant</i>
	1.4 Evaluate the applicant for demo teaching and through panel interview.	None	30 Minutes	<i>Campus Personnel</i>



				<i>Selection Board/ Committee</i>
	1.5 Advise that the applicant will be notified on the status of application.	None	2 Minutes	<i>Campus HRD Coordinator</i>
	1.6 Tally and summarize the evaluation ratings of applicant.	none	30 Minutes	<i>Campus HRD Coordinator / Assistant</i>
2. Receive notification on the status of application.	2.1 Inform the applicant through phone call, text message, or email of the result of evaluation and of the employment requirements.	None	3 Minutes	<i>Campus HRD Coordinator</i>
	2.2 Submit the recommendation for hiring signed by the Campus Administrator for approval by the University President thru channels	None	1 Minute	<i>Campus HRD Coordinator</i>
	2.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	1 Hour, 22 Minutes	



3. Processing of Appointment of Job Order Academic Personnel (Campus)

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

Office or Division:	Campus HRDO - Recruitment, Selection and Placement (RSP) Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All selected applicants

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Data Sheet (CS Form No. 212)		www.csc.gov.ph or CSC website		
Personal Description Form (DBM-CSC Form No. 10)		www.csc.gov.ph or CSC website		
Medical Certificate (CS Form No. 211)		University Infirmary		
TOR, Diploma, eligibility, PSA Birth Certificate and NBI Clearance, TIN		Concerned Agencies		
Certificate of first day of service		Office of the Campus Administrator		
Community Tax Certificate		Barangay/Municipal/City Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents for appointment on Job Order status For newly hired: ○ PDS ○ PDF	1.1 Receive the submitted requirements of the Job Order academic personnel.	None	1 Minute	HR Coordinator
	1.2 Review and validate the submitted documents for completeness and accuracy.	None	5 Minutes	HR Coordinator
	1.3 Submit the original and photocopied documents for authentication to the Records Office through the Liaison Officer.	None	5 Minutes	HRDO Coordinator, Liaison Officer



<ul style="list-style-type: none"> ○ TOR/Diploma ○ Medical Certificate ○ NBI Clearance ○ Other pertinent documents ○ Evaluation Result <p>For rehired:</p> <ul style="list-style-type: none"> ○ Photocopy of I.D. ○ Medical Certificate 	1.4 Prepare the contract of service to be signed by the Job Order Academic Personnel.	None	3 Minutes	<i>HR Coordinator</i>
	1.5 Read and sign the contract of service.	None	3 Minutes	<i>Job Order Academic Personnel</i>
	1.6 Verify and endorse the signed contract of service to the Campus Administrator for signature.	None	3 Minutes	<i>HR Coordinator</i>
	1.7 Check and sign the contract of service.	None	3 Minutes	<i>Campus Administrator</i>
	1.8 Submit the signed contract of service together with the employment requirements to the HRDO for processing.	None	5 Minutes	<i>HR Coordinator/Liaison Officer/Any authorize representative</i>
2. Receive the signed contract of service for notarization	2.1 Receive the completely signed contract of service from the HRDO and release to the client	None	2 Minutes	<i>HR Coordinator</i>
3. Submit the notarized contract of service	3.1 Accept and verify the notarized contract of service	None	2 Minutes	<i>HR Coordinator</i>
	3.2 Submit the notarized contract of service to HRDO Main with the required attachments.	None	2 Minutes	<i>HR Coordinator</i>
	3.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			



	TOTAL:	None	34 Minutes	
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4. Processing of Appointment of Job Order Non-Academic Personnel (Campus)

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

Office or Division:	Campus HRDO - Recruitment, Selection and Placement (RSP) Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Job Order Non-Academic Personnel

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Data Sheet (CS Form No. 212)		www.csc.gov.ph or CSC website		
Personal Description Form (DBM-CSC Form No. 10)		www.csc.gov.ph or CSC website		
Medical Certificate (CS Form No. 211)		University Infirmary		
Certificate of first day of service		College/Unit		
TOR, Diploma, eligibility, PSA Birth Certificate and NBI Clearance		Concerned Agencies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents and credentials	1.1 Check and validate accuracy and completeness of the submitted documents to be endorsed to the Campus Administrator for signature.	None	5 Minutes	Human Resource Coordinator
	1.2 Sign and endorse the verified documents.	None	5 Minutes	Human Resource Coordinator and Campus Administrator



	1.3 Submit credentials to the University Recruitment, Selection and Placement (RSP) Unit for the issuance of job order contract and appointment of job order Non-Academic personnel.	None	5 Minutes	<i>Human Resource Coordinator/ Recruitment, Selection and Placement (RSP) staff</i>
	1.4 Receive the submitted documents/requirements and furnish the campus with the job order contract.	None	3 Minutes	<i>Human Resource Coordinator/ Recruitment, Selection and Placement (RSP) staff</i>
	1.5 Check for the authenticity of signatures and certify that the job order contract is complete.	None	10 Minutes	<i>Human Resource Coordinator/ Recruitment, Selection and Placement (RSP) staff</i>
	1.6 Endorse to the University Recruitment, Selection and Placement (RSP) Unit and submit to the accounting office for payroll processing.			
	1.7 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	28 Minutes	



CAVITE STATE UNIVERSITY – BACoor CAMPUS
HUMAN RESOURCE DEVELOPMENT OFFICE – RECORDS MANAGEMENT
SECTION

External and Internal Services



1. Processing and Issuance of HR Records to Active and Employees who are no longer connected with the University

This procedure aims to provide personnel employment records to active and employees who are no longer connected with the University for personal and professional transaction purposes.

Office or Division:	Campus HRDO - Records Management Section
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All Active and Employees who are no longer connected with the University

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Record Request Form		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Record Request form and submits to the HR Coordinator.	1.1 Receive and review the duly accomplished form for the completeness of entries.	None	3 Minutes	<i>HR Coordinator/Staff</i>
	1.2 Check and verify from file the requested record. If requested record /document is not available in the campus, request will be endorsed to the University HRDO.	None	10 Minutes	<i>HR Coordinator/ Liaison Officer</i>
	1.3 Prepare the requested documents.	None	5 Minutes	<i>HRDO Personnel</i>
	1.4 Release the requested document/s.	None	5 Minutes	<i>HR Coordinator</i>
2. Claim the requested document/s.	2.1 Have the client sign on the Receiving Logbook.	None	2 minutes	<i>HR Coordinator</i>



	2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	25 Minutes	



2. Online Processing and Issuance of HR Records to Active and Employees who are no longer connected with the University

This procedure covers how personnel employment records is provided thru on-line platform to active and employees who are no longer connected with the University for personal and professional transaction purposes.

Office or Division:	Records Management Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Active and Employees who are no longer connected with the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Record Request Form		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the accomplished Record Request Form to cvsuacoord@cvsu.edu.ph hr.cvsuacoord@yahoo.com	1.1 Receive and review the duly accomplished form for the completeness of entries.	None	3 minutes	<i>HR Coordinator/staff</i>
	1.2 Check and verify from file the requested record. If requested record/document is not available in the campus, request will be endorsed to the University HRDO.	None	10 minutes	<i>HR Coordinator/ Liaison Officer</i>
	1.3 Prepare the requested document.	None	5 minutes	<i>HRDO Personnel</i>
	1.4 Release the requested records/documents to the client through the official email of the HRDO cvsuhrd@cvsu.edu.ph cvsuacoord@cvsu.edu.ph hr.cvsuacoord@yahoo.com	None	5 minutes	



2. Receive and acknowledge receipt of the requested records/documents.	2.1 Confirm and record the receipt of the records/documents requested by the client.	None	2 minutes	<i>HRDO Personnel</i>
	2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	25 minutes	



CAVITE STATE UNIVERSITY – BACoor CAMPUS
HUMAN RESOURCE DEVELOPMENT OFFICE - REWARDS AND RECOGNITION
(R&R) SECTION

External and Internal Services



1. Receiving and Evaluation of Documents for Salary Preparation of Part-time Faculty members and Job Order Non-Academic Employees

This procedure covers the computation of the total number of hours or days to be paid based on actual service rendered. This will serve as basis of the Accounting Office for payroll preparation.

Office or Division:	Rewards and Recognition (R & R) Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All part-time faculty and job order employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplishment Report		Job Order non-academic employees		
Signed Daily Time Record		Part-time faculty members and job order non-academic employees		
Authority to Pay (for first salary only)		Recruitment, Selection and Placement unit of Human Resource Development Office		
Clearance Certification (for last salary)		Recruitment, Selection and Placement unit of Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplishment	1.1 Receive the submitted DTR and accomplishment report.	None	2 Minutes	<i>HR Coordinator</i>



report and the Daily Time Record to the HR Coordinator every 16 th day of the month and 1 st day of the succeeding month.	1.2 Check DTR if services rendered is in accordance with the approved official schedule and contact hours.	None	1 Minute per DTR	<i>HR Coordinator</i>
	1.3 Check accomplishment report as to accuracy and completeness.		1 Minute per accomplishment report	
	1.4 Compute the number of hours of services rendered.		30 Minutes	
	1.5 Prepare summary of the hours to be paid per COS and job order employees and attach the required supporting documents for endorsement to the Campus Administrator.	None	30 Minutes	<i>HR Coordinator</i>
	1.6 Sign and approve the document.	None	3 Minutes	<i>Campus Administrator</i>
	1.7 Prepare Disbursement Voucher and Budget Utilization Request and Status and Payroll of the salaries.	None	15 Minutes	<i>HR Coordinator</i>
	1.8 Attach the Summary of Hours to be paid, DTR and Accomplishment Report to the DV, BURS and payroll.	None	5 Minutes	<i>HR Coordinator</i>
	1.9 Affix the signature/s of authorized personnel to the BURS.	None	3 Minutes	<i>Campus Administrator/ Campus' Budget Officer</i>
	1.10 Submit the payroll to the Main Campus for processing.	None	5 Minutes	<i>HR Coordinator/ Liaison Officer/</i>



	1.11 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			<i>Authorized Representative</i>
	TOTAL:	None	1 Hour, 35 Minutes	



2. Receiving and Evaluation of Documents for Salary Preparation of Contractual Faculty members and Casual Non-Academic Employees

This procedure covers the computation of the total number of hours or days to be paid based on actual service rendered. This will serve as basis of the Accounting Office for payroll preparation.

Office or Division:	Rewards and Recognition (R & R) Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All contractual faculty and casual employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplishment Report	Casual non-academic employees
Signed Daily Time Record	Contractual faculty members and casual non-academic employees
Authority to Pay (for first salary only)	Recruitment, Selection and Placement unit of Human Resource Development Office
Clearance Certification (for last salary)	Recruitment, Selection and Placement unit of Human Resource Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Daily Time Record to the HR Coordinator every 16 th day of the month and 1 st day of the succeeding month.	1.1 Receive the submitted DTR and accomplishment report.	None	2 Minutes	HR Coordinator
	1.2 Check DTR if services rendered is in accordance with the approved official schedule and contact hours.	None	3 Minutes per DTR	HR Coordinator
	1.3 Check accomplishment report as to accuracy and completeness.	None	1 Minute per report	HR Coordinator



	1.4 Compute the number of hours of services rendered.	None	15 Minutes	<i>HR Coordinator</i>
	1.5 Prepare the Summary of Attendance for endorsement to the Campus Administrator.	None	15 Minutes	<i>HR Coordinator</i>
	1.6 Sign and approve the document.	None	3 Minutes	<i>Campus Administrator</i>
	1.7 Prepare the Disbursement Voucher and Budget Utilization Request and Status and Payroll of salaries.	None	15 Minutes	<i>HR Coordinator</i>
	1.8 Attach the Summary of Attendance, DTR and Accomplishment Report to the DV, BURS and payroll.	None	5 Minutes	<i>HR Coordinator</i>
	1.9 Affix the signature/s of authorized personnel to the BURS.	None	3 Minutes	<i>Campus Administrator/ Campus' Budget Officer</i>
	1.10 Submit the payroll to the Main Campus for processing.	None	5 Minutes	<i>HR Coordinator/ Liaison Officer/ Authorized Representative</i>
	1.11 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	1 Hour, 7 Minutes	



CAVITE STATE UNIVERSITY – BACoor CAMPUS

OFFICE OF STUDENT AFFAIRS AND SERVICES

External and Internal Services



1. Application/Renewal Procedure for Scholarship				
This procedure shows how OSAS assists applicants in the availment/renewal of scholarship/financial assistance.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who are qualified to apply or renew for scholarship/ financial assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Scholarship		OSAS and CvSU website (downloadable at www.cvsu.edu.ph)		
Photocopy of certification of grades in the previous semester		Concerned College Registrar		
Photocopy of the registration form in the current semester		Concerned College Registrar		
1 pc. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1.1 Receive and evaluate the required documents.	None	5 Minutes	Scholarship Coordinator
	1.2 Issue Certificate of Scholarship.			
2. Receive the Scholarship Certification	2.1 Sign the logbook under the column "Released by". 2.2 Advise the student to proceed to the Registrar / Cashier's Office for reassessment of fees.	None	5 Minutes	Scholarship Coordinator



3. New and old scholars submit Certification of Scholarship to the Registrar's Office and Cashier Office for the reassessment of fees.	3.1 Receive the Certification of Scholarship and reassess fees accordingly.	None	5 Minutes	<i>Registrar / Cashier</i>
	3.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	15 Minutes	



2. Admission of First Year Students				
This procedure aims to define the system on how to assist all students who will submit requirements and ensure that they will be guided in seeking admission to the University in their desired program.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All incoming first year students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		Bacoor Campus https://www.facebook.com/CvSU.B.Admission		
Photocopy of G-12 report card		Senior High School		
Photocopy of good moral certificate		Senior High School		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents.	1.1 Receive the required documents	None	5 Minutes	<i>Admission Officer</i>
2. Receive admission examination permit.	2.1 Schedule the date of examination	None	2 Minutes	<i>Admission Officer</i>
3. Take the admission examination as scheduled.	3. Administer Admission Examination	None	*1 Hour	<i>Guidance Counselor or Psychometrician</i>
4. For applicants seeking admission	4a. Release interview form.	None	2 Minutes	<i>Admission Officer</i>



<p>to the BS Nursing, BS Midwifery, BS Medical Technology, Diploma in Midwifery, BS Criminology, Education Courses, Engineering Courses, BS Psychology, BS Hospitality Management, and BS Tourism Management, the applicant is required to undergo interview:</p> <p>Get interview form.</p> <p>Undergo interview at College/ Department.</p> <p>Return to OSAS and submit accomplished interview form.</p>	4b. Conduct the interview.	None	*1 Hour	<i>*Department Chair or Program Head</i>
	4c. Receive the accomplished interview form.			
	4d. Issue Notice of Admission (NOA).	None	1 Minute	<i>Admission Officer</i>
5. Receive the NOA.	5. Log the NOA number and name of student and sign the logbook under the column "Released by".	None	10 Minutes	<i>Admission Officer</i>



				<i>Guidance Counselor or Psychometrician</i>
6. Present the NOA to the Campus Health Services unit for medical examination.	6.1 Receive the NOA and assist the student for medical examination.	None	2 Minutes	<i>Campus Health Services Unit</i>
	6.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	2 Hours, 22 Minutes	

**Qualified for multi-stage processing*



3. Admission Procedure for Transferees from Other School				
This procedure aims to define the system on how to assist all transferees from other schools who will submit requirements and ensure that they will be guided in seeking admission to the University in their desired program.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who preferred to transfer to the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		Bacoor Campus https://www.facebook.com/CvSU.B.Admission		
Photocopy of transfer credentials		Applicant's previous school		
Photocopy of NBI clearance or Police clearance		National Bureau of Investigation or Police station		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present credentials for initial evaluation.	1.1 Evaluate and compute the GPA.	None	10 Minutes	<i>Admission Officer</i>
2. Secure the Notice for Evaluation form and proceed to concerned College for their evaluation.	2.1 Issue interview form.	None	5 Minutes	<i>Admission Officer</i>
3. Undergo interview with respective college.	3.1 Conduct the interview.	None	1 Hour	<i>College Registrar or Department</i>



				<i>Chair or Program Head</i>
4. Return to OSAS and submit the accomplished Notice for Evaluation form.	4.1 Receive the accomplished interview form.	None	2 Minutes	<i>Admission Officer</i>
5. If qualified from the evaluation of the College/Department, submit the following documents to OSAS: <ul style="list-style-type: none"> ○ Photocopy of Certificate of Grades ○ Photocopy of Certificate of Good Moral ○ Photocopy of Honorable Dismissal ○ Photocopy of NBI Clearance or Police Clearance ○ 2 copies of 1x1 ID Picture ○ Short Folder 	5.1 Receive and file the documents. 5.2 Issue Examination Permit.	None	5 Minutes	<i>Admission Officer</i>
6. Receive examination permit.	6.1 Schedule examination.	None	2 Minutes	<i>Admission Officer</i>



7. Take the admission examination as scheduled.	7.1 Administer admission examination. 7.2 Issue Notice of Admission (NOA).	None	1 Hour	<i>Guidance Counselor or Psychometrician</i>
8. Receive the NOA.	8.1 Log the NOA number and name of student and sign the logbook under the column "Released by".	None	10 Minutes	<i>Admission Officer or Guidance Counselor or Psychometrician</i>
9. Present the NOA to the Campus Health Services unit for medical examination.	9.1 Receive the NOA and assist the student for medical examination 9.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	2 Minutes	<i>Campus Health Services Unit</i>
	TOTAL:	None	2 Hours, 36 Minutes	



4. Admission Procedure for Transferees from CvSU System

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

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		Bacoor Campus https://www.facebook.com/CvSU.B.Admission		
Photocopy of transfer credentials		Applicant's previous school		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present credentials for initial evaluation.	1.1 Evaluate and compute the GPA.	None	10 Minutes	<i>Admission Officer</i>
2. Secure Notice of Interview Form and Proceed to concerned college /department for their evaluation	2.1 Issue interview form.	None	5 Minutes	<i>Admission Officer</i>
3. Undergo interview with respective college /department.	3.1 Conduct the interview.	None	1 Hour	<i>College Registrar/Depart</i>



				<i>ment Chair / Program Head</i>
4. Return to OSAS and submit the accomplished interview form.	4.1 Receive the accomplished interview form.	None	2 Minutes	<i>Admission Officer</i>
5. If qualified from the evaluation of the College, submit the following documents to OSAS: <ul style="list-style-type: none"> ○ Photocopy of Certificate of Grades ○ Photocopy of Certificate of Good Moral ○ Photocopy of Honorable Dismissal ○ 2 Copies of 1x1 ID Picture ○ Short Folder 	5.1 Receive and file the documents 5.2 Issue the Notice of Admission (NOA)	None	5 Minutes	<i>Admission Officer</i>
6. Receive the NOA.	6.1 Log the NOA number and name of student and sign the logbook under the column "Released by"	None	5 Minutes	<i>Admission Officer / Guidance Counselor or Psychometrician</i>
7. Present the NOA to the Campus Health	7.1 Receive the NOA and assist the student for medical examination	None	2 Minutes	



Services unit for medical examination.	7.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			<i>Campus Health Services Unit</i>
	TOTAL:	None	1 Hour, 29 Minutes	



5. Procedure on Admission of Second Courser

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

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students who are already a graduate of a bachelor's degree and wanted to pursue another program

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		Bacoor Campus https://www.facebook.com/CvSU.B.Admission		
Photocopy of transfer credentials		Applicant's previous school		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present credentials for initial evaluation.	1.1 Evaluate and compute the GPA.	None	10 Minutes	<i>Admission Officer</i>
2. Secure Notice for Evaluation form and Proceed to concerned college / department for their evaluation	2.1 Issue interview form.	None	5 Minutes	<i>Admission Officer</i>
3. Undergo interview with respective college/department.	3.1 Conduct the interview.	None	1 Hour	<i>Department Chair / Program Head</i>



4. Return to OSAS and submit the accomplished Notice for Evaluation form.	4.1 Receive the accomplished interview form.	None	2 Minutes	<i>Admission Officer</i>
5. If qualified from the evaluation of the College, pay for the testing fee at the Cashier's office (for paying students only).	5.1 Issue official receipt.	Php 150.00	2 Minutes	<i>Cashier</i>
6. Submit the required documents.	6.1 Receive the required documents.	None	5 Minutes	<i>Admission Officer</i>
7. Receive examination permit.	7.1 Schedule the date of examination.	None	2 Minutes	<i>Admission Officer</i>
8. Take the admission examination as scheduled.	8.1 Administer Admission Examination. 8.2 Issue Notice of Admission (NOA).	None	1 Hour	<i>Guidance Counselor or Psychometrician</i>
9. Receive the NOA	9.1 Log the NOA number and name of student and sign the logbook under the column "Released by".	None	5 Minutes	<i>Admission Officer/Guidance Counselor or Psychometrician</i>
10. Present the NOA to the Campus Health Services Unit for medical examination	10.1 Receive the NOA and assist the student for medical examination.	None	2 Minutes	<i>Campus Health Services Unit</i>
	10.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			



	TOTAL:	Php 150.00	2 Hours, 33 Minutes	
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**Paying students refers to applicants who already obtained a Bachelor's degree and wants to pursue another degree.*



6. Recognition and Accreditation Procedure for Student Organizations

This procedure aims to assist the students, enumerate the requirements and facilitate the recognition and accreditation of student organizations.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All student organizations who applied for University Organization Recognition

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
List of Officers	Applicant
Calendar of Activities	Applicant
Resume/CV of the Adviser (s)	Applicant
Latest Certificate of Grades of the Officers	Campus Registrar/ Adviser
Picture of the Officers with caption identifying the individual position	Applicant
Constitution-and By-Laws approved by the Officers and the Advisers	Applicant
Updated list of members	Applicant
Bio data of the Organization Officers	Applicant
Certificate of Good Moral Character of the Officers	Campus Guidance Facilitator / Counselor / Campus Department
Acceptance Letter from the Adviser	SDS Unit – OSAS
*Additional Requirements for Old Organization	
Accomplishment report	Applicant
Financial report	Applicant



Previous plan of activities		Applicant		
Certificate of audit		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for initial evaluation.	1.1 Receive and evaluate the required documents.	None	10 Minutes	<i>SDS Head or OSAS Staff</i>
2. Receive notice if submitted documents are complete.	2.1 Issue notice of completion of requirements.	None	5 Minutes	<i>SDS Head or OSAS Staff</i>
3. Receive the Notice of Completion.	3.1 Conduct the recognition and accreditation program of student organizations and induction of officers for the entire school year.	None	15 Minutes	<i>SDS Head or OSAS Staff</i>
4. Attend the recognition and accreditation program Receive a certificate of recognition	4.1 Document the program. 4.2 File the submitted documents of the recognized student organizations. 4.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	15 Minutes	<i>SDS Head or OSAS Staff</i>
TOTAL:		None	45 Minutes	



7. Approval of Student Activities Procedure for Student Organizations

This procedure aims to provide avenues to mold students' talents and interest to ensure social and cultural growth and offer leadership trainings to enhance leadership effectiveness of students both at personal and organizational levels.

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All recognized student organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request letter addressed to the University President, recommended by the adviser/s, Head of SDS, Dean of OSAS and Vice President for Academic Affairs.		Applicant		
Activity Proposal		Applicant		
Copy of the approved Plan of Activities		Applicant		
Notarized Parent's Permit if the activity is scheduled on weekends or 6:00 pm onwards.		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter for initial evaluation.	1.1 Evaluate requirements. 1.2 Issue notice of completion of requirements.	None	10 Minutes	<i>SDS Head or OSAS Staff</i>



2. Receive Notice of Completion.	2.1 Sign and recommend the request letter to the Dean of OSAS/ Director/Head of OSAS.	None	10 Minutes	<i>SDS Head or OSAS Staff</i>
	2.2 Endorse to the Vice President for Academic Affairs or Campus Administrator for approval.			
	2.3 Release the approved letter of request to the concerned organization.			<i>VPAA or Campus Administrator</i>
3. Conduct the event or activity.	3.1 Monitor the event or activity.	None	15 Minutes	<i>SDS Head or OSAS Staff</i>
4. Submit accomplishment report, financial report, and accomplished evaluation forms.	4.1 Receive accomplishment report, financial report, and accomplished evaluation forms.	None	5 Minutes	<i>SDS Head or OSAS Staff</i>
	4.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
TOTAL:		None	40 Minutes	



8. Off-Campus Activities Procedure of Student Organizations

This procedure aims to provide avenues to mold students' talents and interest to ensure social and cultural growth and offer leadership trainings to enhance leadership effectiveness of students both at personal and organizational levels.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All recognized student organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter from the president of the recognized organization	Applicant
Activity proposal	Applicant
Invitation letter from the organizer of the activity	Applicant
CHED Memorandum	SDS Personnel (downloadable from the CHED website)
List of requirements from CHED	SDS Personnel (downloadable from the CHED website)
**Before the off- campus activities	
Curriculum	Applicant
Destination	Applicant
Handbook or manual	Applicant
Notarized parent's permit	Applicant
Medical clearance of the students	Campus Health Services unit
Personnel-in-charge (ID's)	Applicant
First aid kit	Applicant
Fees/ resources	Applicant



Mobility of students		Campus Dean		
Insurance		SDS Personnel		
Certificate of compliance		SDS Personnel (downloadable from the CHED website)		
** After the off- campus activities				
Learning journals of students		Applicant		
Assessment report/ evaluation report		Applicant		
Expenditure report		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter for initial evaluation.	1.1 Evaluate requirements.	None	10 Minutes	SDS Head or OSAS Staff
	1.2 Issue notice of completion of requirements.			
2. Receive Notice of Completion.	2.1 Sign and recommend the request letter to the Dean of OSAS.	None	10 Minutes	SDS Head or OSAS Staff
	2.2 Endorse to the Vice President for Academic Affairs for approval.			
	2.3 Release the approved letter of request to the concerned organization.			VPAA or Campus Administrator
3. Conduct the event or activity.	3.1 Monitor the event or activity.	None	15 Minutes	SDS Head or OSAS Staff
4. Submit accomplishment report, financial report, and	4.1 Receive accomplishment report, financial report, and accomplished evaluation forms.	None	5 Minutes	SDS Head or OSAS Staff
	4.2 Provide client with Stakeholders' Feedback Form or Google Form using			



accomplished evaluation forms.	the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	40 Minutes	



9. Counseling Procedure for Students				
This procedure shows how to facilitate positive change in the behavior, feelings, and attitudes of the students to promote academic, personal, social, and career development.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who are enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Form		Office of Student Affairs and Services		
Counseling Form		Office of Student Affairs and Services		
Appointment/Commitment Slip Informed Consent Form		Office of Student Affairs and Services		
Counseling Completion Form		Office of Student Affairs and Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seek counseling and fill out Counseling Form.	1.1 Receive counseling form for walk in and referred clients.	None	5 Minutes	<i>Guidance Counselor or Guidance Facilitator or designated faculty member</i>
2. Undergo initial interview.	2.1 Conduct initial interview. 2.2 Give appointment/ commitment slip for student to fill-out.	None	10 Minutes	<i>Guidance Counselor or Guidance Facilitator or</i>



				<i>designated faculty member</i>
3. Fill out the appointment / commitment slip and undergo counseling session.	3.1 Conduct counseling/ consultation process and document the process.	None	1 Hour, 30 Minutes per session	<i>Guidance Counselor or Guidance Facilitator or designated faculty member</i>
4. Fill out counselling / consultation logbook	4.1 Issue Counseling /Consultation Completion Form. 4.2 Advise the student to expect a call or text message for follow up consultation. 4.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	5 Minutes	<i>Guidance Counselor or Guidance Facilitator or designated faculty member</i>
	TOTAL:	None	1 Hour, 50 Minutes	



10. Follow-up Counseling Procedure for Students				
This procedure aims to facilitate positive change in the behavior, feelings, and attitudes of the students to promote academic, personal, social, and career development.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who are enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Contact number Email Address		To be provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive phone call, text message, e-mail or if necessary, face to face for a follow up consultation meeting.	1.1 Inquire about the current status of the student since prior consultation.	None	5 Minutes	<i>Guidance Counselor or Guidance Facilitator or designated faculty member</i>
2. Inform OSAS of their current status and have them fill out the consultation logbook.	2.1 Record and file the current status of student for future reference.	None	10 Minutes	<i>Guidance Counselor or Guidance Facilitator or designated faculty member</i>
	2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	15 Minutes	



11. Consultation Procedure for Parents				
This procedure shows how the OSAS assists parents/guardians in identifying problems of their students, their causes, and possible alternatives or solutions				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All parents whose children are enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Anecdotal Form		Office of Student Affairs and Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in and log in the visitor's information log book.	1.1 Receive parent or guardian.	None	5 minutes	<i>Guidance Counselor or Guidance Facilitator or designated faculty member</i>
2. Undergo initial interview and assessment	2.1 Conduct initial interview.	None	30 minutes	<i>Guidance Counselor or Guidance Facilitator or designated faculty member</i>
3. When necessary, parent/ guardian is referred to concerned college/ department for more appropriate	3.1 Write letter of referral to college/ department. 3.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	15 minutes	<i>Guidance Counselor or Guidance Facilitator or designated faculty member</i>



intervention or action				
	TOTAL:	None	50 minutes	



12. Complaint on Student and Grievance

This procedure shows how to assist students, faculty members and employees who have complaints against students.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Student, faculty member or employee who has a complaint against student

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint letter		Complainant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complaint letter.	1.1 Receive the complaint letter.	None	5 Minutes	<i>Secretary, Committee on Misdemeanor</i>
	1.2 Endorse the letter to the Committee on Misdemeanor.		5 Minutes	
	1.3 Decide whether the complaint has to be acted upon and call for the investigation.		2 Hours	<i>Committee on Misdemeanor</i>
	1.4 Issue response letter.			
2. Receive the response letter and sign the logbook under the column "Received by".	2.1 Sign the logbook under the column "Released by"	None	5 Minutes	<i>Secretary, Committee on Misdemeanor</i>
	2.2 Provide client with Stakeholders' Feedback Form or Google Form using			



	the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	2 Hours, 15 Minutes	



3. Issuance of Certificate of Good Moral Character				
This procedure shows how to assist bonafide students and graduates who would want to secure Certificate of Good Moral Character.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All bonafide students and graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished University Clearance		Applicant's concerned college		
Official Receipt for Certification of Good Moral Character		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay for the Certification of Good Moral Character at the Cashier's Office.	1.1 Receive payment and issue an official receipt.	Php 15.00	2 Minutes	Cashier
2. Present the required documents to the Office of Student Affairs.	2.1 Receive and check the required documents.	None	5 Minutes	MIS Officer/ OSAS Staff
3. Fill out the request for good moral certificate sheet	3.1 Prepare and release the Certificate of Good Moral Character.	None	5 Minutes	MIS Officer/ OSAS Staff



4. Receive the Good Moral Character Certificate	4.1 Sign Good Moral Certificate Sheet under the column "Released by" 4.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	5 Minutes	<i>MIS Officer/ OSAS Staff</i>
	TOTAL:	Php 15.00	17 Minutes	



CAVITE STATE UNIVERSITY – BACCOOR CAMPUS

CAMPUS REGISTRAR

External and Internal Services



1. Issuance of School Credential/Documents				
This procedure aims to facilitate the issuance of school credentials and other documents to CvSU graduates to be used for employment, evaluation or further studies and including those who opt to transfer to other schools.				
Office or Division:	Office of Campus Registrar			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Graduates and continuing students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Google Form		Posted on Official Facebook Page		
Certificate of Admission		Office of the Campus Registrar		
Personal Information Sheet		Office of the Campus Registrar		
Registration Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for University Clearance Form (first request) or fill out Request Slip (for subsequent request) For online request: Register and fill out the google form posted at cvsuacoord@cvsu.edu.ph	1.1 Receive the accomplished University Clearance or Request Slip	None	5 Minutes	<i>Registrar Staff</i>



cvsbacoor.registrar@cvsu.edu.ph				
2. Pay the necessary fee for the requested documents at the Cashier Office or thru online payment.	2.1 Check the Official Receipt and issue the claim stub	Php 50.00/ page for TOR Php15.00/ page for Certification	5 Minutes	<i>Cashier/Registrar Staff</i>
3. Receive the claim stub or e-copy bearing the date of release of the requested documents.	3.1 Evaluate the student's records and prepare the requested documents.	None	7 working days/ processing	<i>Registrar Staff</i>
4. Claim the document on the specified date of release.	4.1 Check the claim stub and release the requested documents to the client. 4.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	2 Minutes	<i>Registrar Staff</i>
	TOTAL:	Php 50.00/ page for TOR Php15.00/ page for Certification	7 days, 12 minutes	



2. Registration of New Students

This procedure aims to facilitate registration processes of new students that ensures safekeeping of student records and accurate enrolment to a particular program.

Office or Division:	Office of Campus Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All new students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required original documents for enrolment including the Accomplished Personal Information Sheet or via ccvsubacoor@cvsu.edu.ph cvsuacoor.registrar@cvsu.edu.ph	1.1 Check, receive all the required original documents and a copy of the uploaded Personal Information of student. 1.2 Assign Student Number and issue Certificate of Admission and Registration Form.	None	6 Minutes	<i>Registrar Staff</i>
2. Receive Certificate of Admission and Registration Form.	2.1 Validate the Registration Form and keep a copy.	None	6 Minutes	<i>Registrar Staff</i>
3. Sign the validated Registration Form.	3.1 Return another copy to student. 3.2 Advise the student to keep a copy of the Registration Form for future reference.	None	2 Minutes	<i>Registrar Staff</i>



	3.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	14 Minutes	



3. Registration of Continuing Students

This procedure aims to facilitate the registration of the continuing students in different colleges.

Office or Division:	Office of Campus Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All new students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Clearance		Office of the Campus Registrar		
Certificate of Grades				
Pre-Registration				
Registration Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and submit an approved student clearance.	1.1 Check the completeness of the submitted clearance and Issue Certificate of Grades and Pre-registration form.	None	2 Minutes	Registrar Staff
2. Fill out Pre-registration form with subjects to be enrolled through consultation with respective Registration Adviser and submit the same together with a photocopy of Certificate of	2.1 Receive and evaluate the filled-out pre-registration form. 2.2 Prepare and issue Registration form to student.	None	6 Minutes	Registrar Staff



Grades (COG) to the college registrar.				
3. Receive and sign the Registration Form and return the same to the College Registrar for validation.	3.1 Receive and validate the duly signed Registration Form of student by putting a "Registered" stamp. 3.2 Provide a copy to the student and keep a copy for submission to the Office of the University Registrar.	None	6 Minutes	<i>Registrar Staff</i>
4. Receive a copy of the duly stamped Registration form and keep it for future references.	4.1 Consolidate all the copies of registration forms received from the students and submit to the University Registrar for system validation. 4.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	1 Minute	<i>Registrar Staff</i>
	TOTAL:	None	17 Minutes	



4. Registration of Transferees				
This procedure aims to facilitate the registration of all transfer students.				
Office or Division:	Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All new transfer students.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required original documents for enrolment including results of interview, checklist of subjects credited by the college or department concerned and the Accomplished Personal Information Sheet or via cvsuacoor@cvsu.edu.ph	1.1 Check, receive all the required original documents; copy of the uploaded Personal Information Sheet and Pre-registration form issued by the college. 1.2 Assign Student Number and issue Certificate of Admission and Registration Form	None	6 Minutes	<i>Registrar staff</i>



cvsuacoordinator@csu.edu.ph				
<p>2. Receive Certificate of Admission and Registration Form.</p> <p>Sign the issued Registration Form and return the same to the University Registrar for validation.</p>	<p>2.1 Receive and validate the duly signed Registration Form of student by putting a “Registered” stamp.</p> <p>2.2 Provide a copy to the student and keep a copy for system validation.</p> <p>2.3 Advise the student to keep a copy of the Registration Form for future reference</p> <p>2.4 Provide client with Stakeholders’ Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form</p>	None	6 Minutes	<i>Registrar staff</i>
	TOTAL:	None	12 Minutes	



5. Registration of Shiftees				
This procedure aims to facilitate the registration of all shiftees.				
Office or Division:	Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All student shiftees.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Letter of Intent and have it signed by College officials indicated in the form.	1.1 Evaluate grades of student.	None	5 Minutes	<i>Department Chair or Faculty assigned to program the student intends to shift.</i>
2. Undergo interview at the Department/ College the student intends to transfer.	2.1 Conduct interview for further assessment. 2.2 Issue Pre-registration Form.	None	10 Minutes	<i>Department Chair or Faculty assigned to program the student intends to shift.</i>
3. Fill out Pre-registration form with subjects to be enrolled in accordance to what the Department advises and submit the same together	3.1 Receive and evaluate the accomplished pre-registration form. 3.2 Prepare and issue Registration form to student.	None	5 Minutes	<i>College Registrar</i>



with a photocopy of Certificate of Grades (COG) to the college registrar.				
4. Receive and sign the Registration Form and return the same to the College Registrar for validation.	<p>4.1 Receive and validate the duly signed Registration Form of student by putting a “Registered” stamp.</p> <p>4.2 Provide a copy to the student and keep a copy for submission to the Office of the University Registrar for system validation.</p> <p>4.3 Provide client with Stakeholders’ Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form</p>	None	5 Minutes	<i>College Registrar</i>
	TOTAL:	None	25 Minutes	



6. Registration of Old Student Returnees

This procedure aims to facilitate the registration of all Old Student Returnees.

Office or Division:	Campus Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Old Student Returnees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Readmission Form downloadable at cvsuacoordinator@cvsu.edu.ph and have it signed by College officials indicated in the form	1.1 Evaluate grades of student.	None	5 Minutes	<i>Registration Adviser</i>
2. Undergo interview at the Department / College last attended.	2.1 Conduct interview to determine the student's eligibility for readmission 2.2 Issue Pre-Registration Form	None	10 Minutes	<i>College Registrar</i>



3. Fill out Pre-registration form with subjects to be enrolled in consultation with the Registration Adviser and submit the same together with a photocopy of Certificate of Grades (COG) to the college registrar.	3.1 Receive and evaluate the filled-out pre-registration form. 3.2 Issue Registration form.	None	5 Minutes	<i>College Registrar</i>
4. Receive and sign the Registration Form and return the same to the College Registrar for validation.	4.1 Receive and validate the duly signed Registration Form of student by putting a “Registered” stamp. 4.2 Provide a copy to the student and keep a copy for submission to the Office of the University Registrar for system validation. 4.3 Provide client with Stakeholders’ Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	5 Minutes	<i>College Registrar</i>
	TOTAL:	None	25 minutes	



CAVITE STATE UNIVERSITY – BACoor CAMPUS

CASHIER'S OFFICE

External and Internal Services



1. Cash Disbursement / Check Disbursement				
This procedure covers payment obligation to employees/individuals/creditors for goods purchase or services rendered.				
Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Employees, Students, Parent/Guardian, Graduates and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		Claimant		
Authorization letter/Special Power of Attorney		Claimant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the Cashier/Collecting Officer on nature of the claim and present valid ID and authorization Receive the cash from the Cashier/Collecting Officer and count it before leaving the counter. Receive check from the Cashier/Collecting Officer	1.1 Verify the name of the claimant on the list of checks for release. 1.1.1 Client to sign on the payroll or voucher.	None	5 Minutes	Cashier/Collecting Officer
	1.2 Verify the signature of the clients on the payroll/voucher.			
	1.3 Stamp" PAID" on the payroll/voucher then file.	None	2 Minutes	Cashier/Collecting Officer
	1.4 Provide client with Stakeholders' Feedback Form or Google Form using			



and verify the accuracy and completeness of the entries	the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	7 Minutes	



2. Collection of Fees				
This procedure covers how the Cashier's Office process collection of fees, charges and other assessments from departments, bureaus, offices and other agencies in the exercise of their functions				
Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Employees, Students, Parent/Guardian, Graduates and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		Concerned unit		
Registration From		Student		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the corresponding amount of a certain transaction:	1.1 Issue Official Receipt			<i>Cashier/ Collecting Officer</i>
○ Authentication of TOR/Diploma		Php. 15.00	2 Minutes	
○ Authentication and Verification (CAV)		Php 15.00/ page	2 Minutes	
○ Official Transcript of Record		Php 20.00/ page	2 Minutes	



<ul style="list-style-type: none"> ○ Certificates ○ Good Moral Character ○ Grades ○ Honorable Dismissal ○ Thesis Adviser Fee and Technical Critic Fee ○ English Critic Fee 		<p>Php 50.00/page with scanned picture</p> <p>Php 15.00</p> <p>Php 15.00</p> <p>Php 15.00</p> <p>Php 2,300.00</p> <p>Php 20.00/page</p>	<p>2 Minutes</p> <p>2 Minutes</p> <p>2 Minutes</p> <p>2 Minutes</p> <p>2 Minutes</p> <p>2 Minutes</p>	
2. Remit Collection from Income Generating Projects	<p>2.1 Issue Official Receipt</p> <p>2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form</p>	Cash/ Installment	3 Minutes	<i>Cashier/Collecting Officer</i>
	TOTAL:	Depending on the transaction	5 Minutes per transaction	



CAVITE STATE UNIVERSITY – BACOR CAMPUS

HEALTH SERVICES UNIT

External and Internal Services



1. Consultation and Referrals

This procedure shows how the Campus Health Services Unit provide assistance in assessing the physical condition of a patient as well as in the administration of treatment.

Office or Division:	Campus Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	University Officials, Faculty Members and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		Patient/Client		
Consultation Form		University Health Services Unit		
Dental Record Form				
Medical Certificate Form				
Prescription Form				
Request Form				
Laboratory Result Form				
X-Ray/ Diagnostic Result Form				
Monitoring Sheet				
Referral Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Identification Card to the Nurse on Duty (NOD).	1.1 Confirm personal information from identification card and accomplish consultation form.	None	1 Minute	Nurse-On-Duty (NOD)



2. Submit oneself to the assessment of vital signs.	2.1 Check and record vital signs, refer and accompany patient to the physician or dentist depending on the case.	None	3 Minutes	<i>NOD</i>
3. Submit to the consultation process.	<p>3.1 Examine the patient and prescribe medication.</p> <p>3.2 Physician may refer patient for the following procedures if necessary:</p> <ul style="list-style-type: none"> ○ Wound Care ○ Laboratory/ Radiologic Exam ○ Observation in Ward & Confinement ○ Referral to a Medical Specialist ○ Transfer to hospital <p>3.3 Refer patient to the NOD.</p>	None	15 Minutes / depending on the case	<i>Physician or Dentist</i>
4. Present prescription and submit the medical or dental card to the NOD.	<p>4.1 Receive the prescription form and dispense available prescribed medication (initial dose only).</p> <p>4.2 Advise the patient on proper use and intake of medicines.</p>	None	2 Minutes	<i>NOD</i>
5. Sign the logbook.	<p>5.1 Log the name of patient, name and quantity of dispensed medicines, and have it signed by the patient.</p> <p>5.2 Encode the accomplished consultation form, medical or dental record, and file for safekeeping.</p> <p>5.3 Provide client with Stakeholders' Feedback Form or Google Form using</p>	<p>None</p> <p>None</p>	<p>1 Minute</p> <p>1 Minute</p>	<p><i>NOD</i></p> <p><i>NOD</i></p>



	the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	23 Minutes	



2. Physical, Dental, and Laboratory Examination of Students

This procedure aims to provide assistance in the conduct of Physical, Dental and Laboratory Examination of students for qualification to perform various school functions and activities.

Office or Division:	Campus Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Admission (NOA)		Guidance Office		
Request for Medical Clearance		Office of the University Registrar		
Personal Information Sheet or Identification Form,		University Health Services Unit		
Student Health Record Form				
Request Form				
Laboratory/X-Ray Result Form				
Dental Record Form				
Medical Clearance Form		Medical Specialist		
Medical Certificate				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Day 1 1. Present the NOA for new and transferee students/ Request for Medical Clearance for returnee students.	1.1 Confirm schedule of student and secure copy of NOA or Request for Medical Clearance 1.2 Issue Request Form for diagnostic procedures (if to be done outside, advise to accomplish diagnostic examination at any DOH-Accredited Diagnostic Center and proceed to DAY 2)	None	2 Minutes	<i>NOD</i>
Day 1	TOTAL:	None	2 Minutes	
Day 2 1. Present the laboratory results to the NOD.	1.1 Check the laboratory and diagnostic results for completeness then issue Personal Information Sheet.	None	1 Minute	<i>NOD</i>
2. Fill out Personal Information Sheet and submit to the NOD.	2.1 Encode/fill out the data to the Student Health Record Form. 2.2 Check and record the vital signs. 2.3 Issue the Student Health Record Form and Medical Clearance Form.	None	3 Minutes	<i>NOD</i>
3. Proceed to the dental section for examination.	3.1 Administer dental examination and sign Medical Clearance Form.	None	5 Minutes	<i>Dentist</i>
4. Proceed to the medical section for examination.	4.1 Administer physical examination and issue Medical Clearance Form for enrolment if fit for schooling.	None	10 Minutes	<i>Physician / Nurse-On-Duty</i>
5. Proceed to the nurse on duty.	5.1 Secure a copy of Student Health Record Form and file student record for safekeeping. 5.2 Advise the student to proceed to the University Registrar for registration.	None	1 minute	<i>NOD</i>



	5.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
6. *Additional Procedure (For student with findings upon examination)	6.1 Advise the student to undergo special diagnostic procedure; or refer to medical specialist.	None	3 minutes	<i>Physician</i>
Day 2	TOTAL:	None	23 Minutes	



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

This procedure covers the pre-employment physical, dental and laboratory examination, including treatment, advises, and referrals of applicant employee and faculty.

Office or Division:	Campus Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	University Officials, Faculty Members and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Endorsement Form		Human Resource and Development Office		
Medical Certificate		University Health Services Unit		
Personal Information Sheet or Identification Form				
Medical Form				
Request Form				
Laboratory Result Form				
X-Ray Result Form				
Dental Record Form				
Medical Certificate		Medical Specialist		
Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Day 1	1.1 Secure a copy of the Medical Endorsement Form.	None	2 Minutes	NOD



1. Present Medical Endorsement Form issued by HRDO.	1.2 Issue Request Form for diagnostic procedures and CSC Medical Certificate.			
If Laboratory and Diagnostic Examination will be done outside: 1a. Proceed to the Cashier's Office for payment of physical and dental examination *Skip next step and advance to DAY 2	1a.1 Issue charge slip for payment of physical and dental examination. 1a.1 Advise the applicant/employee to accomplish laboratory and diagnostic examination at any DOH-Accredited Diagnostic Center. 1a.1 Instruct the applicant/employee to return and bring the results the following day for physical and dental examination.	Php 125.00	2 Minutes	NOD
If Laboratory and Diagnostic Examination will be done at the UHS: 1b. Proceed to the Cashier's Office for payment of laboratory and diagnostic examination	1b.1 Issue charge slip for payment of diagnostic examination. 1b.2 Advise the applicant/ employee to return to UHS after payment.	Php 1,425.00 for Contractual, Permanent, and Temporary Php 475.00 for Job Order (Php 125.00 physical and dental examination fee is already included)	1 Minute	NOD
2. Present the Official Receipt to the NOD.	2.1 Secure copy of official receipt.	None	1 Minute	NOD



	2.2 Advise the applicant/employee or instruct the applicant to proceed to the Diagnostic section for the necessary procedures.			
3. Proceed to the Diagnostic Section for examination.	3.1 Perform necessary procedures. 3.2 Instruct the applicant/ employee to return the following day to claim the results. 3.3 Advise the applicant/ employee to accomplish other tests not available in the UHS (eg. Neuropsychiatric test, drug test).	None	6 Minutes	<i>Medical/X-ray Technologist</i>
Day 1	TOTAL:	Php 1,425.00 for Contractual, Permanent, and Temporary Php 475.00 for Job Order (Php 125.00 physical and dental examination fee is already included)	12 Minutes	
Day 2 1. Present official receipt and CSC	1.1 Secure copy of official receipt, one photocopy of results and triplicate copy of accomplished CSC medical certificate.	None	1 Minute	<i>NOD</i>



Medical Certificate Form.	1.2 Issue Personal Information Sheet.			
2. Fill out the Personal Information Sheet and submits to the NOD.	2.1 Encode data to the Medical Form, take picture and print the form. 2.2 Check and record vital signs. 2.3 Issue the medical form with attached photocopy of laboratory and diagnostic results.	None	3 Minutes	NOD
3. Proceed to the dental section for dental examination.	3.1 Administer dental examination and sign the medical form.	None	5 Minutes	Dentist
4. Proceed to medical section for physical examination.	4.1 Administer physical examination and sign the medical form together with the triplicate copy of CSC medical form for fitness or unfitness to work.	None	10 Minutes	Physician
5. Additional Procedure (For applicant with findings upon examination).	5.1 Advise the applicant/ employee to undergo additional laboratory and or special diagnostic procedures and or refer to medical specialist	None	3 Minutes	Physician
6. Proceed to the NOD.	6.1 Secure copy of one (1) medical form and CSC medical certificate form with attached photocopy of diagnostic results for encoding and safekeeping.	None	1 Minute	NOD
	6.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	23 Minutes	





4. Provision of Emergency Care and Treatment				
This procedure shows how emergency care and treatment are provided to patients in the University.				
Office or Division:	Campus Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, CvSU Faculty Members, Employees, University Officials and their Dependents, and Out Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Consultation Form		University Health Services Unit		
Medical Certificate Form				
Prescription Form				
Request Form				
Laboratory Result Form				
X-Ray/ Diagnostic Result Form				
Monitoring Sheet				
Referral Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The patient to come in or brought in as emergency case.	1.1 Place the patient in a comfortable position and ask for the ID of the patient for proper identification and recording purposes.	None	2 Minutes	Nurse-On-Duty (NOD)
1a. If unconscious and pulseless:	1a. Administer First Aid treatment and call other medical staff for assistance.	None	*10 Minutes / depending on the case	NOD / Physician



1b. If conscious, the patient gives medical history (if accident in nature) and submit to assessment of vital signs.	1b.1 Elicit medical history or incidence report, check, monitor and record vital signs 1b.2 Refer patient to physician on duty	None	5 Minutes	<i>NOD</i>
2. Submit to the consultation process.	2.1 Administer intensive medical assessment, start initial treatment and explain condition and necessary steps to be done to the immediate head/guardian. 2.2 Monitor patient condition until he/she becomes stable.	None	*30 Minutes / depending on the case	<i>Physician</i>
3. Manifest improvement and stability of condition.	3.1 Prescribe medication with proper instructions and give advices and issue medical certificate if necessary. 3.2 Report to the security office if the emergency case is accident and or medico-legal in nature 3.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None None	2 Minutes 1 Minute	<i>Physician</i> <i>NOD</i>
TOTAL:		None	50 Minutes	



5. Verification of Physical, Dental, Laboratory and Diagnostic Examination Results of Students Enrollees and Issuance of Medical Clearance for Enrollment

This procedure covers how enrollees can submit their Physical, Dental and Laboratory Examination results /report through online and drop box system for verification and issuance of medical clearance for enrolment purposes,

Office or Division:	Campus Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Student Health Record		University Health Services Unit		
Online Student Request Form				
Medical Clearance Form				
Medical Certificate		Medical Specialist		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements through online/drop box system.	1.1 Check and verify the completeness of the scanned copies or drop box copies of documents and present it to the physician.	None	2 Minutes	<i>Nurse-On-Duty</i>
	1.2 Assess the results for comments and recommendation.	None	5 Minutes	<i>Physician</i>
	1.3 If the assessment is clear/normal, issue medical clearance through e-mail, electronically signed for confirmation to enrollment.			



	1.4 If upon verification and assessment, results are unfavorable or noted with communicable diseases, advise the student enrollee through e-mail, advise to undergo additional laboratory or special diagnostic procedures and or refer to medical specialist before given clearance for confirmation to enrollment.	None	2 Minutes	<i>Physician</i>
2. Receive medical clearance through e-mail.	2.1 Encode, save, print and file the documents. 2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	1 Minute	<i>Nurse-On-Duty</i>
	TOTAL:	None	10 Minutes	



6. Health Monitoring of All CvSU Personnel and Visitors Upon Entry to University during Pandemic

This procedure aims to monitor the present health status of all CvSU personnel and visitors who enter the university campus during pandemic occurrence. This includes health survey, contact tracing, and safety precautions.

Office or Division:	Campus Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CvSU Personnel and Visitors

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Declaration Form		University Health Services Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Health Declaration Form and submit it to the Guard on Duty.	1.1 Provide the copy of health declaration form to the Security Unit.	None	1 Minute	<i>Nurse-on-duty</i>
	1.2 Distribute copy of health declaration form to every CvSU personnel and visitors that enter the University.	None	1 Minute	<i>Security Guard</i>
	1.3 Check the answers in the health survey portion of the Health Declaration Form If the answer in the health survey portions are all <u>NO</u> and the personnel or visitor had no fever, he/she will be allowed to enter the campus If there is one or more <u>YES</u> answer/s with or without fever, the security personnel will refer employee to the	None	1 Minute	<i>Security Guard</i>



	University Health Services Unit for further evaluation, management and advises.			
	1.4 Return the Health Declaration Form to the Health Services Unit.	None	1 Minute	<i>Security Guard</i>
	TOTAL:	None	4 Minutes	



CAVITE STATE UNIVERSITY – BACOR CAMPUS

CAMPUS LIBRARY

External and Internal Services



1. Use of Library Facilities, Services and Resources				
This procedure shows how the library assists interested clients in using library facilities, services and resources.				
Office or Division:	Campus Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students, Faculty Members, Employees and Alumnus and Library Patrons from Other Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid CvSU Student, Staff, or Alumni IDs		Office of University Registrar, HRDO, or Alumni Office		
Latest Registration Form		Office of University Registrar		
Referral Letter (Library Patrons from Other Institutions)		From the Librarian of their Institution (for students), from the Dean (for the faculty members) or the Head of Unit (for employees)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For CvSU student, faculty member, employee and alumni				
1. Present their valid CvSU ID and latest registration form.	1.1 Check the presented CvSU ID and latest Registration Form.	None	1 Minute	<i>Assigned Clerk</i>
2. Write in the logbook and leave unnecessary things in the baggage area of the section where they can avail the services.	2.1 Assist the client in filing out the logbook.	None	1 Minute	<i>Assigned Clerk</i>



3. Proceed to the OPAC station for the title/author and call number needed for research.	3.1 If necessary, assist library patrons in using the OPAC Stations. 3.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	1 minute	<i>Assigned Clerk</i>
<u>For Visitor</u>				
1. Present referral letter.	1.1 Receive a letter of referral.	None	1 minute	<i>Assigned Clerk</i>
2. Sign the record book and pay for the library fee.	2.1 Receive payment and issue Official Receipt.	Php 30.00	2 minutes	<i>Assigned Clerk/Cashier</i>
3. Log in the visitors' logbook and leaves unnecessary things in the baggage area of the section where they will avail the services.	3.1 Assist the client in filling out the logbook.	None	2 minutes	<i>Assigned Clerk</i>
4. Proceed to the OPAC station for the title/author and call number needed for research.	4.1 If necessary, assist the visitors in using the OPAC Stations 4.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	1 minute	<i>Assigned Clerk</i>
	TOTAL:	Php 30.00 (for Visitors only)	5 minutes (CvSU Students, Employees and Alumni)	



			8 minutes (for Visitors only)	
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2. Borrowing and Returning of Books and Other Library Materials				
This procedure shows how the library assists interested clients in the borrowing and returning of books and other 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 students: CvSU Registration Form or any valid Identification card		Campus Registrar's Office/Other Agency		
For Faculty Members and Employees CvSU- Identification card or any valid Identification card		Human Resource Management Office/Other Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>1. Borrowing of books:</u> 1a. Present book/s to be borrowed and fill out book card.	1a.1 Encode details of the borrowers and the description of book/s to be borrowed. 1a.2 Get the book card and the ID or Registration Form of the client presented. 1a.3 Fill out due date book card and attach it to the borrower's file card.		2 Minutes	<i>Librarian</i>



<u>Returning of books:</u> 1b. Present book/s to be returned.	1b.1 Verify and check the returned book.		1 Minute	<i>Librarian</i>
	1b.2 Return the ID card presented by the client.		1 Minute	
	1b.3 Insert the book card and return it to the shelf		1 Minute	
	Provide client with Stakeholders Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	4 Minutes (Borrowing) 5 Minutes (Returning)	



3. Library Card for New Registrants				
This procedure shows how Library facilitate the issuance of borrower's card for new registrants.				
Office or Division:	Campus Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students: Registration Form 1 pc. 1x1 ID picture		Office of the University Registrar Student		
For faculty members and employees: CvSU identification card		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about issuance of Borrower's card.	1.1 Provide the students, faculty members and employees with Application Slip to be filled out.	None	1 Minute	<i>Assigned Clerk</i>
2. Fill out the Application Slip.	2.1 Receive the accomplished Application Slip and encode the data	None	2 Minutes	<i>Assigned Clerk</i>
3. Pay the corresponding fee and present the Registration Form (for students).	3.1 Counter sign the Registration form of students and validate the Library Card. 3.2 Release the Library Card. 3.3 Provide client with Stakeholders' Feedback Form or Google Form using	Php 20.00	2 Minutes	<i>Assigned Clerk</i>



	the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	Php 20.00	5 Minutes	



4. Replacement of Lost Library Cards				
This procedure covers how Library provides new library cards for students.				
Office or Division:	Campus Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest Registration Form		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present latest registration form.	1.1 Receive the latest registration form.	None	1 Minute	<i>Assigned Clerk</i>
	1.2 Check the database of registered clients and update data if necessary.	None	2 Minutes	<i>Assigned Clerk</i>
2. Pay the corresponding fee.	2.1 Issue official receipt. 2.2 Countersign and stamp validity date on the Library Card. 2.3 Release new Library Card to client upon payment. 2.4 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	Php 20.00	2 Minutes	<i>Assigned Clerk</i>



	TOTAL:	Php 20.00	5 Minutes	
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5. Issuance of Referral Letter				
This procedure shows how interested clients are assisted to allow them to conduct research in other libraries/institutions				
Office or Division:	Campus Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students: CvSU- Identification Card or Registration Form		Registrar's Office		
For Faculty Members and Employees CvSU- Identification card or any valid Identification Card		Human Resource Development Office/Other Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>Issuance of referral request:</u> 1. Present Registration Form/School ID.	1.1 Check for registration form and ID presented. 1.2 Issue the Referral Request Form.	None	2 Minutes	<i>Librarian</i>
2. Fill out Referral Request Form.	2.1 Assist the client/s in filling out of the form. 2.2 Encode the details written in the form.	None	10 Minutes	<i>Librarian</i>
3. Pay the corresponding fee.	3.1 Release the referral letter 3.2 Provide client with Stakeholders' Feedback Form or Google Form using	Php 10.00	2 Minutes	<i>Librarian</i>



	the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	Php 10.00	14 Minutes	



CAVITE STATE UNIVERSITY – CARMONA CAMPUS
**HUMAN RESOURCE DEVELOPMENT OFFICE – RECRUITMENT, SELECTION AND
PLACEMENT (RSP) SECTION**

External and Internal Services



1. Acceptance of Applicants for Academic and Non-Academic Positions				
This procedure aims to ensure that receiving of application of university personnel are made in accordance with CvSU Guidelines, CSC Revised Omnibus Rules on Appointment and Other Human Resource Actions (ORA-OHRA) and DBM Circulars.				
Office or Division:	Campus Human Resource Development Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All aspiring applicants (Academic and Non-Academic)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter addressed to HR Director		Applicant		
Personal Data Sheet		www.csc.gov.ph or CSC website		
Photocopy of certificate of eligibility/rating/license		Civil Service Commission		
Photocopy of Transcript of Records		School Registrar		
Latest Performance Rating if applicable		Employer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/send complete documents via carmonahrdo@cvsu.edu.ph a. Application Letter b. CV/Resume c. other credentials	1.1 Check and receive all the submitted documents.	None	2 Minutes	Campus HR Coordinator
	1.2 Review the documents and acknowledge receipt of application e-mail and notify via text message the potential applicants for the vacant position.		2 Days	Campus HR Coordinator
	1.3 Schedule initial interview and demo teaching (for academic applicants).		30 Minutes per applicant	Committee composed of Local HR,



	<p>1.4 Schedule a final interview for qualified applicants.</p> <p>1.5 Tally the scores of each applicant.</p> <p>1.6 Endorse to the University Selection Board the list of qualified applicants.</p> <p>1.7 Call up the qualified applicants.</p>		<p>30 Minutes per applicant</p> <p>1 Day</p> <p>5 Minutes</p>	<p><i>Department Chairperson concerned, Campus Faculty Association President</i></p> <p><i>Campus Administrator</i></p> <p><i>Campus HR Coordinator</i></p> <p><i>Campus HR Coordinator</i></p> <p><i>Campus HR Coordinator</i></p>
2. Report to the Campus HRDO.	2.1 Give some reminders and provide the qualified applicant a checklist of documents to be submitted.	None	10 Minutes per applicant	<i>Campus HR Coordinator</i>
3. Report to the Main Campus.	3.1 Evaluate and interview the applicant.	None	30 Minutes per applicant	<i>Campus Administrator, HRMO Director, VPs and FA President</i>
	TOTAL:	None	3 Days, 1 Hour, 47 Minutes	



2. Selection and Hiring for Academic Positions

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

Office or Division:	Campus Human Resource Development Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Qualified Applicants for the vacant academic position			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Applicant Interview Rating Sheet		Campus Human Resource Development Office		
Oral Interview Evaluation Score Sheet		Campus Human Resource Development Office		
Evaluation Checklist for Demo Teaching – for Academic Personnel only		Campus Human Resource Development Office		
Written Examination		Campus Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to the campus for written examination, teaching demo and interview.	1.1 Notify the applicant via phone call, email or text message regarding the schedule of evaluation.	None	1 Minute	<i>Campus HRD Coordinator / Assistant</i>
	1.2 Give questionnaire for written examination.	None	10 Minutes	<i>Campus HRD Coordinator / Assistant</i>
	1.3 Gather the local Personnel Selection Board for evaluation of the applicant.	None	5 Minutes	<i>Campus HRD Coordinator / Assistant</i>
	1.4 Evaluate the applicant for demo teaching and through panel interview.	None	30 Minutes	<i>Campus Personnel</i>



				<i>Selection Board/ Committee</i>
	1.5 Advise the applicant of notification on the status of application.	None	2 Minutes	<i>Campus HRD Coordinator</i>
	1.6 Tally and summarize the evaluation ratings of applicant.	none	30 Minutes	<i>Campus HRD Coordinator / Assistant</i>
2. Receive notification on the status of application.	2.1 Inform the applicant through phone calls, text, or email of the result of evaluation and of the employment requirements.	None	3 Minutes	<i>Campus HRD Coordinator</i>
	2.2 Endorse the recommendation for hiring signed by the Campus Administrator for approval by the University President thru channels	None	1 Minute	<i>Campus HRD Coordinator</i>
	2.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	1 Hour, 22 Minutes	



CAVITE STATE UNIVERSITY – CARMONA CAMPUS
**HUMAN RESOURCE DEVELOPMENT OFFICE – RECRUITMENT, SELECTION AND
PLACEMENT (RSP) SECTION**

Internal Services



1. Processing of Appointment of Job Order Academic Personnel (Campus)				
This procedure aims to ensure that processing of appointments of University personnel are made in accordance with CvSU Guidelines, CSC Revised Omnibus Rules on Appointment and Other Human Resource Actions (ORA-OHRA) and DBM Circulars				
Office or Division:	Campus HRDO - Recruitment, Selection and Placement (RSP) Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All selected applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Data Sheet (CS Form No. 212)		www.csc.gov.ph or CSC website		
Personal Description Form (DBM-CSC Form No. 10)		www.csc.gov.ph or CSC website		
Medical Certificate (CS Form No. 211)		University Infirmary		
TOR, Diploma, Eligibility, PSA Birth Certificate and NBI Clearance, TIN		Concerned Agencies		
Certificate of first day of service		Office of the Campus Administrator		
Community Tax Certificate		Barangay/Municipal/City Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents for appointment on Job Order status For newly hired: ○ PDS ○ PDF	1.1 Receive the submitted requirements of the Job Order academic personnel.	None	1 Minute	HR Coordinator
	1.2 Review and validate the submitted documents for completeness and accuracy.	None	5 Minutes	HR Coordinator
	1.3 Submit the original and photocopied documents for authentication to the Records Office through the Liaison Officer.	None	5 Minutes	HRDO Coordinator, Liaison Officer



<ul style="list-style-type: none"> Work Experience Sheet TOR/Diploma Medical Certificate NBI Clearance Other pertinent documents Evaluation Result <p>For rehired:</p> <ul style="list-style-type: none"> Photocopy of I.D. Medical Certificate 	1.4 Prepare the contract of service to be signed by the Job Order Academic Personnel.	None	3 Minutes	<i>HR Coordinator</i>
	1.5 Read and sign the contract of service.	None	3 Minutes	<i>Job Order Academic Personnel</i>
	1.6 Verify and endorse the signed contract of service to the Campus Administrator for signature.	None	3 Minutes	<i>HR Coordinator</i>
	1.7 Check and sign the contract of service.	None	3 Minutes	<i>Campus Administrator</i>
	1.8 Submit the signed contract of service together with the employment requirements to the HRDO for processing.	None	5 Minutes	<i>HR Coordinator/ Liaison Officer/Any Authorized Representative</i>
2. Receive the signed contract of service for notarization.	2.1 Receive the completely signed contract of service from the HRDO for notarization.	None	2 Minutes	<i>HR Coordinator</i>
3. Submit the notarized contract of service.	3.1 Accept and verify the notarized contract of service.	None	2 Minutes	<i>HR Coordinator</i>
	3.2 Submit the notarized contract of service to HRDO Main with the required attachments.	None	2 Minutes	<i>HR Coordinator</i>
	3.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			



	TOTAL:	None	34 Minutes	
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2. Processing of Appointment of Job Order Non-Academic Personnel (Campus)

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

Office or Division:	Campus HRDO - Recruitment, Selection and Placement (RSP) Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Job Order Non-Academic Personnel

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Data Sheet (CS Form No. 212)		www.csc.gov.ph or CSC website		
Personal Description Form (DBM-CSC Form No. 10)		www.csc.gov.ph or CSC website		
Medical Certificate (CS Form No. 211)		University Infirmary		
Certificate of first day of service		College/Unit		
TOR, Diploma, Eligibility, PSA Birth Certificate and NBI Clearance		Concerned Agencies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents and credentials	1.1 Check and validate accuracy and completeness of the submitted documents to be endorsed to the Campus Administrator for signature.	None	5 Minutes	Human Resource Coordinator
	1.2 Sign and endorse the verified documents.	None	5 Minutes	Human Resource Coordinator and Campus Administrator



	1.3 Endorse credentials to the University Recruitment, Selection and Placement (RSP) Unit for the issuance of job order contract and appointment of job order Non-Academic personnel.	None	5 Minutes	<i>Human Resource Coordinator/ Recruitment, Selection and Placement (RSP) staff</i>
	1.4 Receive the submitted documents/requirements and furnish the campus with the job order contract.	None	3 Minutes	<i>Human Resource Coordinator/ Recruitment, Selection and Placement (RSP) staff</i>
	1.5 Check for the authenticity of signatures and certify that the job order contract is complete.	None	10 Minutes	<i>Human Resource Coordinator/ Recruitment, Selection and Placement (RSP) staff</i>
	1.6 Endorse to the University Recruitment, Selection and Placement (RSP) Unit and submit to the accounting office for payroll processing.			
	1.7 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	28 Minutes	



CAVITE STATE UNIVERSITY – CARMONA CAMPUS
HUMAN RESOURCE DEVELOPMENT OFFICE – RECORDS MANAGEMENT
SECTION

External and Internal Services



1. Processing and Issuance of HR Records to Active and Employees who are no longer connected with the University

This procedure aims to provide personnel employment records to active and employees who are no longer connected with the University for personal and professional transaction purposes.

Office or Division: Campus HRDO - Records Management Section

Classification: Simple

Type of Transaction: G2C-Government to Citizen

Who may avail: All Active and Employees who are no longer connected with the University

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Record Request Form		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Record Request form and submit to the HR Coordinator.	1.1 Receive and review the duly accomplished form for the completeness of entries.	None	3 Minutes	<i>HR Coordinator/Staff</i>
	1.2 Check and verify from file the requested record. If requested record /document is not available in the campus, request will be endorsed to the University HRDO.	None	10 Minutes	<i>HR Coordinator/ Liaison Officer</i>
	1.3 Prepare the requested documents.	None	5 Minutes	<i>HRDO Personnel</i>
	1.4 Release the requested document/s.	None	5 Minutes	<i>HR Coordinator</i>
2. Claim the requested document/s.	2.1 Have the client sign on the Receiving Logbook.	None	2 minutes	<i>HR Coordinator</i>



	2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	25 Minutes	



2. Online Processing and Issuance of HR Records to Active and Employees who are no longer connected with the University

This procedure covers how personnel employment records is provided thru on-line platform to active and employees who are no longer connected with the University for personal and professional transaction purposes.

Office or Division:	Records Management Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Active and Employees who are no longer connected with the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Record Request Form		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the accomplished Record Request Form to carmonahrdo@cvsu.edu.ph	1.1 Receive and review the duly accomplished form for the completeness of entries.	None	3 minutes	<i>HR Coordinator/staff</i>
	1.2 Check and verify from file the requested record. If requested record/document is not available in the campus, request will be endorsed to the University HRDO.	None	10 minutes	<i>HR Coordinator/ Liaison Officer</i>
	1.3 Prepare the requested document.	None	5 minutes	<i>HRDO Personnel</i>
	1.4 Release the requested records/documents to the client from the respective offices or via the official email address of the HRDO cvsuhrd@cvsu.edu.ph carmonahrdo@cvsu.edu.ph	None	5 minutes	



2. Receive and acknowledge receipt of the requested records/documents.	2.1 Confirm and record the receipt of the records/documents requested by the client.	None	2 minutes	<i>HRDO Personnel</i>
	2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			<i>Campus HR Coordinator</i>
	TOTAL:	None	25 minutes	



CAVITE STATE UNIVERSITY – CARMONA CAMPUS
HUMAN RESOURCE DEVELOPMENT OFFICE - REWARDS AND RECOGNITION
(R&R) SECTION

Internal Services



1. Receiving and Evaluation of Documents for Salary Preparation of Part-time Faculty Members and Job Order Non-Academic Employees

This procedure covers the computation of the total number of hours or days to be paid based on actual service rendered. This will serve as basis of the Accounting Office for payroll preparation.

Office or Division:	Rewards and Recognition (R & R) Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All part-time faculty and job order employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplishment Report		Job Order non-academic employees		
Signed Daily Time Record		Part-time faculty members and job order non-academic employees		
Authority to Pay (for first salary only)		Recruitment, Selection and Placement unit of Human Resource Development Office		
Clearance Certification (for last salary)		Recruitment, Selection and Placement unit of Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplishment	1.1 Receive the submitted DTR and accomplishment report.	None	2 Minutes	<i>HR Coordinator</i>



report and the Daily Time Record to the HR Coordinator every 16 th day of the month and 1 st day of the succeeding month.	1.2 Check DTR if services rendered is in accordance with the approved official schedule and contact hours.	None	1 Minute per DTR	<i>HR Coordinator</i>
	1.3 Check accomplishment report as to accuracy and completeness.		1 Minute per accomplishment report	
	1.4 Compute the number of hours of services rendered.		30 Minutes	
	1.5 Prepare summary of the hours to be paid per COS and job order employees and attach the required supporting documents for endorsement to the Campus Administrator.	None	30 Minutes	<i>HR Coordinator</i>
	1.6 Sign and approve the document.	None	3 Minutes	<i>Campus Administrator</i>
	1.7 Prepare Disbursement Voucher and Budget Utilization Request and Status and Payroll of the salaries.	None	15 Minutes	<i>HR Coordinator</i>
	1.8 Attach the Summary of Hours to be paid, DTR and Accomplishment Report to the DV, BURS and payroll.	None	5 Minutes	<i>HR Coordinator</i>
	1.9 Affix the signature/s of authorized personnel to the BURS.	None	3 Minutes	<i>Campus Administrator/ Campus' Budget Officer</i>
	1.10 Submit the payroll to the Main Campus for processing.	None	5 Minutes	<i>HR Coordinator/ Liaison Officer/</i>



	1.11 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			<i>Authorized Representative</i> <i>Campus HR Coordinator</i>
	TOTAL:	None	1 Hour, 35 Minutes	



2. Receiving and Evaluation of Documents for Salary Preparation of Contractual Faculty members and Casual Non-Academic Employees

This procedure covers the computation of the total number of hours or days to be paid based on actual service rendered. This will serve as basis of the Accounting Office for payroll preparation.

Office or Division:	Rewards and Recognition (R & R) Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All contractual faculty and casual employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplishment Report	Casual non-academic employees
Signed Daily Time Record	Contractual faculty members and casual non-academic employees
Authority to Pay (for first salary only)	Recruitment, Selection and Placement unit of Human Resource Development Office
Clearance Certification (for last salary)	Recruitment, Selection and Placement unit of Human Resource Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Daily Time Record to the HR Coordinator every 16 th day of the month and 1 st day of the succeeding month.	1.1 Receive the submitted DTR and accomplishment reports from the client.	None	2 Minutes	HR Coordinator
	1.2 Check per DTR if services rendered is in accordance with the approved official schedule and contact hours.	None	3 Minutes per DTR	HR Coordinator
	1.3 Check accomplishment report as to accuracy and completeness.	None	1 Minute per accomplishment report	HR Coordinator



	1.4 Compute the number of hours of services rendered.	None	15 Minutes	<i>HR Coordinator</i>
	1.5 Prepare the Summary of Attendance for endorsement to the Campus Administrator.	None	15 Minutes	<i>HR Coordinator</i>
	1.6 Sign and approve the document.	None	3 Minutes	<i>Campus Administrator</i>
	1.7 Prepare the Disbursement Voucher and Budget Utilization Request and Status and Payroll of salaries.	None	15 Minutes	<i>HR Coordinator</i>
	1.8 Attach the Summary of Attendance, DTR and Accomplishment Report to the DV, BURS and payroll.	None	5 Minutes	<i>HR Coordinator</i>
	1.9 Affix the signature/s of authorized personnel to the BURS.	None	3 Minutes	<i>Campus Administrator/ Campus' Budget Officer</i>
	1.10 Submit the payroll to the Main Campus for processing.	None	5 Minutes	<i>HR Coordinator/ Liaison Officer/ Authorized Representative</i>
	1.11 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	1 Hour, 7 Minutes	



CAVITE STATE UNIVERSITY – CARMONA CAMPUS

OFFICE OF STUDENT AFFAIRS AND SERVICES

External Services



1. Application Procedure for Admission of Incoming First Year

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

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		OSAS and CvSU website (downloadable at www.cvsu.edu.ph)		
Photocopy of G-11 report card		Senior High School		
Certification that the applicant is currently enrolled as G-12 indicating the strand to be signed by the School Principal/Class Adviser		Senior High School		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at CvSU website www.cvsu.edu.ph		None	15 Minutes	<i>Admission Officer</i>
2. Submit the required documents at the Office. Online transaction: Submit the	2.1 Review and receive the required documents at the Office. Online transaction: Receive the required documents through online	None	5 Minutes	<i>Admission Officer</i>



required documents online (lnk to be announced)				
3. Receive admission examination permit.	<p>3.1 Schedule the date of examination and release admission exam permit.</p> <p>Online: Send email notification re acknowledgement receipt of application.</p>	None	5 Minutes	<i>Admission Officer</i>
4. Take the admission examination as scheduled.	<p>4.1 Administer Admission Examination</p> <p>4.2 Release the result of the admission examination via official Facebook page of the Campus.</p>	None	*1 Hour	<i>Guidance Counselor or Psychometrician</i>
<p>5. For applicants seeking admission to the Education Course and BS Hospitality Management, the applicant is required to undergo interview:</p> <p>Gets interview form.</p>	<p>5.1 Release notice for interview or evaluation form.</p> <p>Online: Forward interview/evaluation slip to the respective department for the grade evaluation of the application.</p>	None	2 Minutes	<i>Admission Officer</i>



Undergo interview at college (where the applied course is under).	5.2 Conduct the interview.	None	10 Minutes	<i>Campus Registrar/ Department Chair or Program Head</i>
Online: Attend to the online interview set by the college evaluator.				
Return to OSAS and submit accomplished interview form.	5.3 Receive the accomplished interview form.	None	2 Minutes	<i>Admission Officer</i>
6. Receive the NOA.	6.1 Issue Notice of Admission (NOA) and log the NOA number and name of student and sign the logbook under the column "Released by".	None	5 Minutes	<i>Admission Officer</i>
Online: Receive the result by logging-in to the online admission system.	Online: Release the result of the application through onlin admission system.			
6. Present the NOA to the Campus Health Services unit for medical examination.	7.1 Receive the NOA and assist the student for medical examination.	None	2 Minutes	<i>Campus Health Services Unit</i>
	7.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			<i>Admission Officer</i>
	TOTAL:	None	1 Hour, 46 Minutes	

*Qualified for multi-stage processing



2. Application Procedure for Admission of Transferees from Other School				
This procedure aims to define the system on how to assist all transferees from other schools who will submit requirements and ensure that they will be guided in seeking admission to the University in their desired program.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who preferred to transfer to the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		OSAS and CvSU website (downloadable at www.cvsu.edu.ph)		
Photocopy of transfer credentials		Applicant's previous school		
Photocopy of NBI clearance or Police clearance		National Bureau of Investigation or Police station		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at CvSU website www.cvsu.edu.ph		None	15 Minutes	<i>Admission Officer</i>
2. Submit credentials (application form and copy of grades) for initial evaluation. Online: Submit the initial required documents	2.1 Receive the initial required documents (application form and copy of grades). Online: Print the submitted application form and copy of grades from the online.	None	5 Minutes	<i>Admission Officer</i>



(application form and copy of grades) online (link to be announced).				
3. Secure the notice for interview or evaluation form and proceed to the concerned department for their evaluation.	<p>3.1 Issue notice for interview or evaluation form.</p> <p>Online: Attach interview form in the application and forward the application to the respective college for evaluation.</p>	None	5 Minutes	<i>Admission Officer</i>
4. Undergo interview with respective college. Online: Attend to the online interview set by the college evaluator.	4.1 Conduct the interview.	None	10 Minutes	<i>Campus Registrar/ Department Chair/ Program Head</i>
5. Return to OSAS and submit the accomplished Notice for Evaluation form.	<p>5.1 Receive the accomplished Notice for Interview or Evaluation form from the College.</p> <p>Online: Receive the accomplished Notice for Interview or Evaluation form from the College.</p>	None	2 Minutes	<i>Admission Officer</i>
6. If qualified from the evaluation of the Department, submit the following documents:	<p>6.1 Receive the required documents and issue Notice of Admission (NOA)</p> <p>Online: Notify applicant about accessing the result of evaluation in the online admission system</p>	None	5 Minutes	<i>Admission Officer</i>



<ul style="list-style-type: none"> a. Photocopy of Certificate of Grades b. Photocopy of Certificate of Good Moral c. Photocopy of Honorable Dismissal d. 2 copies of 1x1 ID Picture e. Short Folder <p>Online: Received email notification about the result of evaluation in the online admission system</p>				
<p>7. Receive the NOA.</p> <p>Online: Confirm slot in the admission system</p>	<p>7.1 Log the NOA number and name of student and sign the logbook under the column “Released by”.</p> <p>Online: release the result of application through the online admission system.</p>	None	5 Minutes	<i>Admission Officer</i>
<p>8. Present the NOA to the Campus Health Services unit for medical examination.</p>	<p>8.1 Receive the NOA and assist the student for medical examination</p>	None	2 Minutes	<i>Campus Health Services Unit</i>
	<p>8.2 Provide client with Stakeholders’ Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form</p>			<i>Admission Officer</i>



	TOTAL:	None	49 Minutes	
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3. Procedure on Admission of Second Courser

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

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students who are already a graduate of a bachelor's degree and wanted to pursue another program

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		OSAS and CvSU website (downloadable at www.cvsu.edu.ph)		
Photocopy of transfer credentials		Applicant's previous school		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at CvSU website www.cvsu.edu.ph		None	15 Minutes	
2. Present credentials (application form and copy of grades) for initial evaluation Online: Submit the initial required documents (application form and	2.1 Review and receive the initial required documents (application form and copy of grades). Online: Print the submitted application form and copy of grades from the online.	None	5 Minutes	<i>Admission Officer</i>



copy of grades) online (link to be announced)				
3. Get Notice for Evaluation/ Interview form and proceed to concerned college / department for their evaluation Online: Receive email notification re acknowledgement receipt of application	3.1 Issue Notice for Evaluation/ Interview form. Online: Attach Notice for Evaluation/ Interview form in the application and forward the application to the respective College for evaluation	None	5 Minutes	<i>Admission Officer</i>
4. Undergo interview with respective department. Online: Attend to the online interview set by the department evaluator.	4.1 Conduct the Interview	None	10 Minutes	<i>Campus Registrar/ Department Chair / Program Head</i>
5. Return to OSAS and submit the accomplished Notice for Evaluation form. Online: Wait for email notification.	5.1 Receive the accomplished interview form. Online: Receive the accomplished Notice for Evaluation/ Interview form from the respective college	None	2 Minutes	<i>Admission Officer</i>
For qualified applicants: 6. Submit the following documents to OSAS:	6.1 Receive the required documents.	None	5 Minutes	<i>Admission Officer</i>



<ul style="list-style-type: none"> a. Photocopy of Transcript of Records b. Photocopy of Honorable Dismissal c. 2 copies of 1x1 ID Picture d. Short Folder <p>Online: Submit the remaining required documents through online.</p>	Online: Receive the required documents through online submission			
<p>7. Receive the NOA.</p> <p>Online: Receive result by logging-in to the online admission system and confirm slot.</p>	<p>7.1 Log the NOA number and name of student and sign the logbook under the column "Released by".</p> <p>Online: Release the result of application through online admission system.</p>	None	2 Minutes	<i>Admission Officer</i>
<p>8. Present the NOA to the Campus Health Services Unit for medical examination.</p>	8.1 Receive the NOA and assist the student for medical examination.	None	2 Minutes	<i>Campus Health Services Unit</i>
	8.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			<i>Admission Officer</i>
TOTAL:		None	46 Minutes	

*Qualified for a multi-stage processing

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



4. Issuance of Certificate of Good Moral Character				
This procedure shows how to assist bonafide students and graduates who would want to secure Certificate of Good Moral Character.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All bonafide students and graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished University Clearance		Applicant's concerned college		
Official Receipt for Certification of Good Moral Character		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay for the Certification of Good Moral Character at the Cashier's Office.	1.1 Receive payment and issue an official receipt.	Php 45.00 <i>(Php 30.00 is for documentary stamp as required)</i>	2 Minutes	Cashier
2. Present the required documents to the Office of Student Affairs.	2.1 Receive and check the required documents.	None	5 Minutes	OSAS Staff
3. Fill out the request for good moral certificate sheet	3.1 Prepare and release the Certificate of Good Moral Character.	None	5 Minutes	MIS Officer/ OSAS Staff



4. Receive the Good Moral Character Certificate	4.1 Sign Good Moral Certificate Sheet under the column "Released by" 4.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	5 Minutes	<i>MIS Officer/ OSAS Staff</i>
	TOTAL:	Php 15.00	17 Minutes	



5. Consultation Procedure for Parents

This procedure shows how the OSAS assists parents/guardians in identifying problems of their students, their causes, and possible alternatives or solutions

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All parents whose children are enrolled in the University

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Anecdotal Form		Office of Student Affairs and Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in and log in the visitor's information log book. Online: contact the Guidance Counselor through online (email, or text message, or other access) for consultation.	1.1 Accommodate the parent or guardian (face-to-face or online).	None	5 Minutes	<i>Guidance Counselor</i>
2. Undergo initial interview and assessment (face-to-face or online)	2.1 Conduct initial interview (face-to-face or online).	None	30 Minutes	<i>Guidance Counselor</i>



<p>3. As referred and necessary, parent/ guardian is referred to concerned college/ department for more appropriate intervention or action</p>	<p>3.1 Write letter of referral to college/ department.</p> <p>Online: Send online communication of referral to the concerned college/department for appropriate intervention or action</p> <p>3.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Guidance Counselor</i></p>
	<p>TOTAL:</p>	<p>None</p>	<p>50 minutes</p>	



CAVITE STATE UNIVERSITY – CARMONA CAMPUS

OFFICE OF STUDENT AFFAIRS AND SERVICES

Internal Services



1. Admission Procedure for Transferees from CvSU System				
This procedure aims to define the system on how to assist all transferees from the CvSU System who will submit requirements and ensure that they will be guided in seeking admission to the University in their desired program.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who preferred to transfer to the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		OSAS and CvSU website (downloadable at www.cvsu.edu.ph)		
Photocopy of transfer credentials		Applicant's previous school		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at CvSU website www.cvsu.edu.ph		None	15 Minutes	
2. Present credentials (application form and copy of grades) for initial evaluation.	2.1 Receive initial documents.	None	5 Minutes	<i>Admission Officer</i>
3. Get Notice of Evaluation/ Interview Form and Proceed to concerned	3.1 Issue Notice of Evaluation/ Interview Form.	None	5 Minutes	<i>Admission Officer</i>



college/department for their evaluation.				
4. Undergo interview with respective department.	4.1 Conduct the interview.	None	10 minutes	<i>Campus Registrar/ Department Chair/ Program Head</i>
5. Return to OSAS and submit the accomplished interview form.	5.1 Receive the accomplished interview form.	None	2 Minutes	<i>Admission Officer</i>
6. If qualified from the evaluation of the College, submit the following documents to OSAS: a. Photocopy of Certificate of Grades b. Photocopy of Certificate of Good Moral c. Photocopy of Honorable Dismissal d. 2 copies of 1x1 ID Picture e. Short Folder	6.1 Receive and file the documents.	None	5 Minutes	<i>Admission Officer</i>
7. Receive the NOA.	7.1. Issue Notice of Admission (NOA) and log the NOA number and name of student and sign the logbook under the column "Released by".	None	5 Minutes	<i>Admission Officer</i>



8. Present the NOA to the Campus Health Services unit for medical examination.	8.1 Receive the NOA and assist the student for medical examination	None	2 Minutes	<i>Campus Health Services Unit</i>
	8.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			<i>OSAS Staff</i>
	TOTAL:	None	49 Minutes	

**Qualified for a multi-stage processing.*



2. Application/Renewal Procedure for Scholarship				
This procedure shows how OSAS assists applicants in the availment/renewal of scholarship/financial assistance.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who are qualified to apply or renew for scholarship/ financial assistance			
CHECKLIST OF REQUIREMENTS FOR NEW APPLICANT		WHERE TO SECURE		
Accomplished Application form for Scholarship		OSAS and CvSU website (downloadable at www.cvsu.edu.ph)		
Photocopy of certification of grades in the previous semester		Concerned College Registrar		
Photocopy of the registration form in the current semester		Concerned College Registrar		
1 pc. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CHECKLIST OF REQUIREMENTS FOR OLD APPLICANT		WHERE TO SECURE		
Photocopy of certification of grades in the previous semester		Concerned College Registrar		
Photocopy of the registration form in the current semester		Concerned College Registrar		
Certificate of Scholarship in the previous semester		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents.	1.1 Review and receive and evaluate the required documents.	None	5 Minutes	Scholarship Coordinator
	1.2 Issue Certificate of Scholarship.			



2. Receive the Scholarship Certification	<p>2.1 Sign the logbook under the column "Released by".</p> <p>2.2 Advise the student to proceed to the Registrar / Cashier's Office for reassessment of fees.</p>	None	5 Minutes	<i>Scholarship Coordinator</i>
3. New and old scholars submit Certification of Scholarship to the Registrar's Office and Cashier Office for the reassessment of fees.	3.1 Receive the Certification of Scholarship and reassess fees accordingly.	None	5 Minutes	<i>Registrar / Cashier</i>
	3.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	15 Minutes	

*Qualified for a multi-stage processing.



3. Recognition and Accreditation Procedure for Student Organizations

This procedure aims to assist the students, enumerate the requirements and facilitate the recognition and accreditation of student organizations.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All student organizations who applied for University Organization Recognition

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
List of Officers	Applicant
Calendar of Activities	Applicant
Resume/CV of the Adviser (s)	Applicant
Latest Certificate of Grades of the Officers	Office of University Registrar (www.cvsu.edu.ph) / Campus Registrar/ Adviser
Picture of the Officers with caption identifying the individual position	Applicant
Constitution-and By-Laws approved by the Officers and the Advisers	Applicant
Updated list of members	Applicant
Bio data of the Organization Officers	Applicant
Certificate of Good Moral Character of the Officers	College Guidance Facilitator / Counselor / Campus Department
Acceptance Letter from the Adviser	SDS Unit – OSAS
*Additional Requirements for Old Organization	
Accomplishment report	Applicant
Financial report	Applicant



Previous plan of activities		Applicant		
Certificate of audit		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for initial evaluation.	1.1 Receive and evaluate the required documents.	None	10 Minutes	<i>SDS Head or OSAS Staff</i>
2. Receive notice of submitted documents are complete. Online: received notice of document thru email from carmonaosas@cvsu.edu.ph	2.1 Issue notice of completion of requirements Online: Issue notice of completion of requirements thru email at carmonaosas@cvsu.edu.ph	None	5 Minutes	<i>SDS Head or OSAS Staff</i>
3. Receive the Notice of Completion. Online: received the notice of completion thru email from carmonaosas@cvsu.edu.ph	3.1 Conduct the recognition and accreditation program of student organizations and induction of officers for the entire school year. Online: Conduct the recognition and accreditation program of student organizations and induction of officers for the entire school year thru online platforms.	None	15 Minutes	<i>SDS Head or OSAS Staff</i>
4. Attend the recognition and accreditation program Receive a certificate of recognition	4.1 Document the program. 4.2 File the submitted documents of the recognized student organizations. 4.3 Provide client with Stakeholders' Feedback Form or Google Form using	None	15 Minutes	<i>SDS Head or OSAS Staff</i>



	the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	45 Minutes	



4. Approval of Student Activities Procedure for Student Organizations				
This procedure aims to provide avenues to mold students' talents and interest to ensure social and cultural growth and offer leadership trainings to enhance leadership effectiveness of students both at personal and organizational levels.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All recognized student organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request letter addressed to the University President, recommended by the adviser/s, Head of SDS, Dean of OSAS and Vice President for Academic Affairs.		Applicant		
Activity Proposal		Applicant		
Copy of the approved Plan of Activities		Applicant		
Notarized Parent's Permit if the activity is scheduled on weekends or 6:00 pm onwards.		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter for initial evaluation Online: Submit request letter for initial evaluation thru email carmonaosas@cvsu.edu.ph	1.1 Evaluate requirements. 1.2 Issue notice of completion of requirements.	None	10 Minutes	<i>SDS Head or OSAS Staff</i>



<p>2. Receive notice of completion.</p> <p>Online: Receive notice of completion thru email from carmonaosas@cvsu.edu.ph</p>	<p>2.1 Sign and recommend the request letter to the Head of OSAS.</p> <p>2.2 Endorse to the Vice President for Academic Affairs or Campus Administrator for approval.</p> <p>2.3 Release the approved letter of request with activity permit to the concerned organization.</p> <p>Online: Release the approved letter of request to the concerned organization thru email at carmonaosas@cvsu.edu.ph</p>	None	10 Minutes	<p><i>SDS Head or OSAS Staff</i></p> <p><i>OVPAA Staff/OSAS Staff</i></p>
<p>3. Conduct the event or activity.</p>	<p>3.1 Monitor the event or activity.</p>	None	15 Minutes	<p><i>SDS Head or OSAS Staff</i></p>
<p>4. Submit accomplishment report, financial report, and accomplished evaluation forms.</p> <p>Online: Submit accomplishment report, financial report, and accomplished evaluation forms thru email at carmonaosas@cvsu.edu.ph</p>	<p>4.1 Receive accomplishment report, financial report, and accomplished evaluation forms.</p> <p>4.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form</p>	None	5 Minutes	<p><i>SDS Head or OSAS Staff</i></p>



	TOTAL:	None	40 Minutes	
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5. Off-Campus Activities Procedure of Student Organizations

This procedure aims to provide avenues to mold students' talents and interest to ensure social and cultural growth and offer leadership trainings to enhance leadership effectiveness of students both at personal and organizational levels.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All recognized student organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter from the president of the recognized organization	Applicant
Activity proposal	Applicant
Invitation letter from the organizer of the activity	Applicant
CHED Memorandum	SDS Personnel (downloadable from the CHED website)
List of requirements from CHED	SDS Personnel (downloadable from the CHED website)
**Before the off- campus activities	
Curriculum	Applicant
Destination	Applicant
Handbook or manual	Applicant
Notarized parent's permit	Applicant
Medical clearance of the students	University Health Services Unit/Campus Health Services Unit
Personnel-in-charge (ID's)	Applicant
First aid kit	Applicant



Fees/ resources		Applicant		
Mobility of students		Physical Plant and Security Services / Campus Dean		
Insurance		SDS Personnel		
Certificate of compliance		SDS Personnel (downloadable from the CHED website)		
** After the off- campus activities				
Learning journals of students		Applicant		
Assessment report/ evaluation report		Applicant		
Expenditure report		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter for initial evaluation.	1.1 Evaluate requirements.	None	10 Minutes	SDS Head or OSAS Staff
	1.2 Issue notice of completion of requirements.			
2. Receive Notice of Completion.	2.1 Sign and recommend the request letter to the Dean of OSAS.	None	10 Minutes	SDS Head or OSAS Staff
	2.2 Endorse to the Vice President for Academic Affairs for approval.			
	2.3 Release the approved letter of request to the concerned organization.			VPAA or Campus Administrator
3. Conduct the event or activity.	3.1 Monitor the event or activity.	None	15 Minutes	SDS Head or OSAS Staff
4. Submit accomplishment report, financial	4.1 Receive accomplishment report, financial report, and accomplished evaluation forms.	None	5 Minutes	SDS Head or OSAS Staff



report, and accomplished evaluation forms.	4.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	40 Minutes	



6. Counseling Procedure for Students

This procedure shows how to facilitate positive change in the behavior, feelings, and attitudes of the students to promote academic, personal, social, and career development.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Referral Form	Office of Student Affairs and Services
Counseling Form	Office of Student Affairs and Services
Appointment/Commitment Slip Informed Consent Form	Office of Student Affairs and Services
Counseling Completion Form	Office of Student Affairs and Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Counseling Form (through hard copy or online copy) <i>*on line or on site</i>	1.1 Receive counseling form (hardcopy or online copy) for walk-in and referred clients	None	5 Minutes	<i>Guidance Counselor</i>
2. Undergo initial interview. Online: Attend to online interview set by the Guidance Counselor.	2.1 Conduct initial interview (offline or online).	None	10 Minutes	<i>Guidance Counselor</i>



3. Fill out the Appointment/ Commitment form (through hard copy or online copy).	3.1 Provide Appointment/ Commitment form (through hard copy or online copy) for student to fill out.	None	5 Minutes	<i>Guidance Counselor</i>
4. Undergo counseling session. Online: Attend to online counseling set by the Guidance Counselor.	4.1 Conduct counseling/consultation process (through face to face or online) and document the process.	None	*45-minute to one-hour and a-half per session	<i>Guidance Counselor</i>
5. Fill out counselling/ consultation logbook (through hard copy or online copy).	5.1 Accomplish Counseling /Consultation Completion Form after the counseling process. 5.2 Advise the student to expect a call or text message for follow up consultation. 5.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	5 Minutes	<i>Guidance Counselor</i>
TOTAL:		None	*1 Hour, 20 Minutes	



7. Follow-up Counseling Procedure for Students				
This procedure aims to facilitate positive change in the behavior, feelings, and attitudes of the students to promote academic, personal, social, and career development.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who are enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Contact number Email Address		To be provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive phone call, text message, e-mail or if necessary, face to face for a follow up consultation meeting.	1.1 Inquire about the current status of the student since prior consultation.	None	5 Minutes	Guidance Counselor
2. Inform OSAS of their current status (face-to-face or if online - through phone call, or text message, or email) and fill out the consultation logbook (hard copy or online copy as provided by	2.1 Record and file the current status of student for future reference.	None	10 Minutes	Guidance Counselor
	2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			OSAS Staff



the Guidance Counselor)				
	TOTAL:	None	15 Minutes	



8. Complaint on Student and Grievance Procedure				
This procedure shows how to assist students, faculty members and employees who have complaints against students.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Student, faculty member or employee who has a complaint against student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint letter		Complainant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complaint letter.	1.1 Receive the complaint letter.	None	5 Minutes	<i>Secretary, Committee on Misdemeanor</i>
	1.2 Endorse the letter to the Committee on Misdemeanor.		5 Minutes	
	1.3 Decide whether the complaint has to be acted upon and call for the investigation.		1-2 Hours	<i>Committee on Misdemeanor</i>
	1.4 Issue response letter.			
2. Receive the response letter and sign the logbook under the column "Received by". *If via online: Send acknowledgment	2.1 Sign the logbook under the column "Released by"	None	5 Minutes	<i>Secretary, Committee on Misdemeanor</i>
	2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			<i>OSAS Staff</i>



receipt of response letter				
	TOTAL:	None	2 Hours, 15 Minutes	



CAVITE STATE UNIVERSITY – CARMONA CAMPUS

CAMPUS REGISTRAR

External and Internal Services



1. Issuance of School Credential/Documents				
This procedure aims to facilitate the issuance of school credentials and other documents to CvSU graduates to be used for employment, evaluation or further studies and including those who opt to transfer to other schools.				
Office or Division:	Office of Campus Registrar			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Graduates and continuing students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Google Form		Posted on Official Facebook Page		
Certificate of Admission		Office of the Campus Registrar		
Personal Information Sheet		Office of the Campus Registrar		
Registration Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for University Clearance Form (first request) or fill out Request Slip (for subsequent request) For online request: Register and fill out the google form posted at cvsu.carmonacampus@gmail.com	1.1 Receive the accomplished University Clearance or Request Slip	None	5 Minutes	<i>Registrar Staff</i>



carmonaregistrar@cvsu.edu.ph				
2. Pay the necessary fee for the requested documents at the Cashier Office or thru online payment.	2.1 Check the Official Receipt and issue the claim stub	Php 50.00/ page for TOR Php15.00/ page for Certification	5 Minutes	<i>Cashier/Registrar Staff</i>
3. Receive the claim stub or e-copy bearing the date of release of the requested documents.	3.1 Evaluate the student's records and prepare the requested documents.	None	7 working days/ processing	<i>Registrar Staff</i>
4. Claim the document on the specified date of release.	4.1 Check the claim stub and release the requested documents to the client. 4.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	2 Minutes	<i>Registrar Staff</i>
	TOTAL:	Php 50.00/ page for TOR Php15.00/ page for Certification	7 days, 12 minutes	



CAVITE STATE UNIVERSITY – CARMONA CAMPUS

CAMPUS REGISTRAR

External Services



1. Registration of New Students				
This procedure aims to facilitate registration processes of new students that ensures safekeeping of student records and accurate enrolment to a particular program.				
Office or Division:	Office of Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All new students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required original documents for enrolment including the Accomplished Personal Information Sheet personally.	1.1 Check, receive all the required original documents and a copy of the uploaded Personal Information of student. 1.2 Assign Student Number and issue Certificate of Admission and Registration Form.	None	2 Minutes	<i>Registrar Staff</i>
2. Receive Certificate of Admission and Registration Form.	2.1 Validate the Registration Form and keep a copy.	None	2 Minutes	<i>Registrar Staff</i>
3. Sign the validated Registration Form.	3.1 Return another copy to student. 3.2 Advise the student to keep a copy of the Registration Form for future reference.	None	2 Minutes	<i>Registrar Staff</i>



	3.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	6 Minutes	



2. Registration of Continuing Students				
This procedure aims to facilitate the registration of the continuing students in different colleges.				
Office or Division:	Office of Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All new students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Clearance		Office of the Campus Registrar		
Certificate of Grades				
Pre-Registration				
Registration Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and submit an approved student clearance.	1.1 Check the completeness of the submitted clearance and Issue Certificate of Grades and Pre-registration form.	None	2 Minutes	Registrar Staff
2. Fill out Pre-registration form with subjects to be enrolled through consultation with respective Registration Adviser and submit the same together with a photocopy of Certificate of Grades	2.1 Receive and evaluate the filled-out pre-registration form. 2.2 Prepare and issue Registration form to student.	None	2 Minutes	Registrar Staff



(COG) to the college registrar.				
3. Receive and sign the Registration Form and return the same to the College Registrar for validation.	3.1 Receive and validate the duly signed Registration Form of student by putting a “Registered” stamp. 3.2 Provide a copy to the student and keep a copy for submission to the Office of the University Registrar.	None	2 Minutes	<i>Registrar Staff</i>
4. Receive a copy of the duly stamped Registration form and keep it for future references.	4.1 Consolidate all the copies of registration forms received from the students and submit to the University Registrar for system validation. 4.2 Provide client with Stakeholders’ Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	1 Minute	<i>Registrar Staff</i>
	TOTAL:	None	7 Minutes	



3. Registration of Transferees				
This procedure aims to facilitate the registration of all transfer students.				
Office or Division:	Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All new transfer students.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required original documents for enrolment including results of interview, checklist of subjects credited by the college or department concerned and the Accomplished Personal Information Sheet personally.	1.1 Check, receive all the required original documents; copy of the uploaded Personal Information Sheet and Pre-registration form issued by the college. 1.2 Assign Student Number and issue Certificate of Admission and Registration Form	None	2 Minutes	<i>Registrar staff</i>



<p>2. Receive Certificate of Admission and Registration Form.</p> <p>Sign the issued Registration Form and return the same to the University Registrar for validation.</p>	<p>2.1 Receive and validate the duly signed Registration Form of student by putting a “Registered” stamp.</p> <p>2.2 Provide a copy to the student and keep a copy for system validation.</p> <p>2.3 Advise the student to keep a copy of the Registration Form for future reference</p> <p>2.4 Provide client with Stakeholders’ Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form</p>	None	2 Minutes	<i>Registrar staff</i>
	TOTAL:	None	4 Minutes	



4. Registration of Shiftees				
This procedure aims to facilitate the registration of all shiftees.				
Office or Division:	Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All student shiftees.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Letter of Intent and have it signed by College officials indicated in the form.	1.1 Evaluate grades of student.	None	2 Minutes	<i>Department Chair or Faculty assigned to program the student intends to shift.</i>
2. Undergo interview at the Department/ College the student intends to transfer.	2.1 Conduct interview for further assessment. 2.2 Issue Pre-registration Form.	None	5 Minutes	<i>Department Chair or Faculty assigned to program the student intends to shift.</i>
3. Fill out Pre-registration form with subjects to be enrolled in accordance to what the Department advises and submit the same together	3.1 Receive and evaluate the accomplished pre-registration form. 3.2 Prepare and issue Registration form to student.	None	2 Minutes	<i>College Registrar</i>



with a photocopy of Certificate of Grades (COG) to the college registrar.				
4. Receive and sign the Registration Form and return the same to the College Registrar for validation.	<p>4.1 Receive and validate the duly signed Registration Form of student by putting a “Registered” stamp.</p> <p>4.2 Provide a copy to the student and keep a copy for submission to the Office of the University Registrar for system validation.</p> <p>4.3 Provide client with Stakeholders’ Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form</p>	None	2 Minutes	<i>College Registrar</i>
	TOTAL:	None	11 Minutes	



5. Registration of Old Student Returnees				
This procedure aims to facilitate the registration of all Old Student Returnees.				
Office or Division:	Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Old Student Returnees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Readmission Form.	1.1 Evaluate grades of student.	None	2 Minutes	<i>Registration Adviser</i>
2. Undergo interview at the Department / College last attended.	2.1 Conduct interview to determine the student's eligibility for readmission 2.2 Issue Pre-Registration Form	None	5 Minutes	<i>College Registrar</i>
3. Fill out Pre-registration form with subjects to be enrolled in consultation with the Registration Adviser and submit the same together with a photocopy of Certificate of	3.1 Receive and evaluate the filled-out pre-registration form. 3.2 Issue Registration form.	None	2 Minutes	<i>College Registrar</i>



Grades (COG) to the college registrar.				
4. Receive and sign the Registration Form and return the same to the College Registrar for validation.	<p>4.1 Receive and validate the duly signed Registration Form of student by putting a “Registered” stamp.</p> <p>4.2 Provide a copy to the student and keep a copy for submission to the Office of the University Registrar for system validation.</p> <p>4.3 Provide client with Stakeholders’ Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form</p>	None	2 Minutes	<i>College Registrar</i>
	TOTAL:	None	11 Minutes	



CAVITE STATE UNIVERSITY – CARMONA CAMPUS

CASHIER'S OFFICE

External and Internal Services



1. Cash Disbursement / Check Disbursement				
This procedure covers payment obligation to employees/individuals/creditors for goods purchase or services rendered.				
Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Employees, Students, Parent/Guardian, Graduates and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		Claimant		
Authorization letter/Special Power of Attorney		Claimant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the disbursing officer on nature of claim and present valid ID and authorization.	1.1 Verify the name of the claimant on the list of checks for release. 1.1.1 Client to sign on the payroll or voucher. 1.2 Verify the signature of the clients on the payroll/voucher.	None	5 Minutes	<i>Disbursing Officer</i>
2.1 Receive the cash from the Cashier/Collecting Officer and count it before leaving the counter. 2.2 Receive check from the Cashier/	2.1 Stamp" PAID" on the payroll/voucher then file. 2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	2 Minutes	<i>Disbursing Officer</i>



Collecting Officer and verify the accuracy and completeness of the entries.				
	TOTAL:	None	7 Minutes	



2. Collection of Fees				
This procedure covers how the Cashier's Office process collection of fees, charges and other assessments from departments, bureaus, offices and other agencies in the exercise of their functions				
Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Employees, Students, Parent/Guardian, Graduates and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		Concerned unit		
Registration From		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present completely filled-out request slip certification, registration forms etc.	1.1 Evaluate registration form and other requirements as to completeness and accuracy	None	1 Minute	<i>Cashier/Collecting Officer</i>
2. Pay tuition and miscellaneous fees.	2.1 Issue Official Receipt.	Cash/ Installment	2 Minutes	<i>Cashier/Collecting Officer</i>
3. Pay other fees:	1.1 Issue Official Receipt			<i>Cashier/ Collecting Officer</i>
○ Authentication of TOR/Diploma		Php 50.00	2 Minutes	
○ Authentication and Verification (CAV)		Php 170.00	2 Minutes	



<ul style="list-style-type: none"> Official Transcript of Record 		<p>Php. 50.00/ page</p> <p>Php 100.00/ page with scanned picture</p>	<p>2 Minutes</p>	
Certificates				
<ul style="list-style-type: none"> Good Moral Character 		<p>Php 15.00/ page</p>	<p>2 Minutes</p>	
<ul style="list-style-type: none"> Copy of Grades (2nd Copy) 		<p>Php 15.00/ page</p>	<p>2 Minutes</p>	
<ul style="list-style-type: none"> Honorable Dismissal 		<p>Php 15.00/ page with</p>	<p>2 Minutes</p>	
<ul style="list-style-type: none"> Testing/ Application Fee 		<p>Php 150.00</p>	<p>2 Minutes</p>	
<ul style="list-style-type: none"> Completion Form (Grade of 4.0) 		<p>Php 15.00/ unit</p>	<p>2 Minutes</p>	
<ul style="list-style-type: none"> Thesis Adviser Fee and Technical Critic Fee 		<p>Php 2,300.00</p>	<p>2 Minutes</p>	
<ul style="list-style-type: none"> English Critic Fee 		<p>Php 20.00/ page</p>	<p>2 Minutes</p>	
<ul style="list-style-type: none"> Documentary Stamp 		<p>Php 30.00/ document</p>	<p>2 Minutes</p>	



2. Remit Collection from Income Generating Projects	2.1 Issue Official Receipt 2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	Cash/ Installment	3 Minutes	<i>Cashier/Collecting Officer</i>
	TOTAL:	Depending on the request/transaction	3 Minutes per transaction	



CAVITE STATE UNIVERSITY – CARMONA CAMPUS

HEALTH SERVICES UNIT

Internal Services



1. Consultation and Referrals

This procedure shows how the Campus Health Services Unit provide assistance in assessing the physical condition of a patient as well as in the administration of treatment.

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		Patient/Client		
Consultation Form		Campus Health Services Unit		
Dental Record Form				
Medical Certificate Form				
Prescription Form				
Request Form				
Laboratory Result Form				
X-Ray/ Diagnostic Result Form				
Monitoring Sheet				
Referral Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Identification Card to the Nurse on Duty (NOD).	1.1 Confirm personal information from identification card and accomplish consultation form.	None	1 Minute	Nurse-On-Duty (NOD)



2. Assessment of vital signs.	2.1 Check and record vital signs.	None	1 Minute	<i>NOD</i>
3. Consultation process.	<p>Nurse on Duty:</p> <p>3.1 Provides First Aid. If the patient's assessment didn't show any signs of a severe condition, patient/s may stay in the clinic for certain duration. If the Patient's condition worsens, he/she/they will be transferred to the nearest hospital.</p> <p>Scheduled Doctor:</p> <p>3.2 Examination and Prescription of medication.</p> <p>Physician may refer the patient to the following procedures if necessary:</p> <ul style="list-style-type: none"> a. Wound Care b. Laboratory/Radiologic Referral c. Observation in Ward & Confinement d. Referral to a Medical Specialist e. Transfer to hospital <p>Refer the patient to the Nurse on Duty (NOD).</p>	None	15 Minutes / depending on the case	<p><i>Nurse on Duty</i></p> <p><i>Physician/ Dentist, if available and based on their schedule of visit.</i></p>
4. Present prescription.	4.1 Receive the prescription form and dispense available prescribed medication (initial dose only).	None	2 Minutes	<i>NOD</i>



	4.2 Advise the patient on proper use and intake of medicines.			
5. The patient signs the logbook.	5.1 Log the name of patient, name and quantity of dispensed medicines, and have it signed by the patient.	None	1 Minute	<i>NOD</i>
	5.2 Encode the accomplished consultation form, medical or dental record, and file for safekeeping.	None	1 Minute	<i>NOD</i>
	5.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	21 Minutes	



2. Physical, Dental, and Laboratory Examination of Students (New, Transferee, and Returning Students)				
This procedure aims to provide health and wellness to students for their qualification for the courses to be attended.				
Office or Division:	Campus Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Admission (NOA)		Office of Student Affairs and Services		
Personal Information Sheet		Campus Health Services Unit		
Request Form/Laboratory Referral		Campus Health Services Unit		
Laboratory/X-Ray Result Form		Campus Health Services Unit		
Additional Requirements:				
2 pieces 2x2 ID picture		Client		
Dental Clearance		Dentist		
Medical Clearance Form (to be passed in the Registrar's Office)		Campus Health Services Unit/Registrar's Office		
Medical Certificate		Medical Specialist		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Day 1				
1. Presents the Notice of Student Admission (NOA) for new and transferee students/ Request laboratory referral.	1.1 Confirm NOA 1.2 Issues Personal Information Sheet 1.3 Issues request form/ laboratory referral for diagnostic procedure (if to be done outside, advise to accomplish diagnostic examination at any DOH-Accredited Diagnostic Center and proceed to Day 2).	None	30 Seconds	<i>Nurse on Duty</i>
2. Students signs the logbook	2.1 Log the student's name, address, age, sex, course and contact number and NOA number.	None	30 Seconds	<i>Nurse on Duty</i>
Day 1	TOTAL:	None	1 Minute	
Day 2				
1. Present the laboratory results to the NOD.	1.1 Secure copy of Notice of Student Admission (NOA). 1.2 Collect laboratory results (photocopy), and Personal Information Sheet. 1.3 Return the original results to the student. 1.4 Health Teachings were provided.	None	2 Minutes	<i>Nurse on Duty</i>
2. Students signs the logbook	2.1 Issue Medical Clearance to be presented at the Registrar's Office. 2.2 Log the student's name, address, age, sex, course and contact number and NOA number.	None	1 Minute	<i>Nurse on Duty</i>



	2.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
Additional Procedures: If, with medical findings especially X-ray results.	Advise the student to undergo special diagnostic procedure; or refer to a medical specialist Return if there is clearance from medical specialist	None	3 Minutes	<i>Nurse on Duty</i> <i>Physician (Specialist)/ Hospital accredited to the specialist</i>
Day 2	TOTAL:	None	6 Minutes	



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

This procedure covers the pre-employment physical, dental and laboratory examination, including treatment, advises, and referrals of applicant employee and faculty.

Office or Division:	Campus Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Campus Officials, Faculty Members and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Medical Endorsement Form	Human Resource and Development Office
Medical Certificate (CSC Form No. 211)	Campus Health Services Unit
Personal Information Sheet	Campus Health Services Unit
Request Form/Laboratory Referral	Campus Health Services Unit
For Pre-Employment: Employees are the one decided to go in University Health Services Unit (Main Campus) to undergone Physical Examination or in any Government Physician.	Any Government Physician/University Health Services Unit
Official receipt (if Physical Exam done at the University Health Services Unit- Main Campus)	Cashier's Office (Main Campus)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Day 1 If Laboratory and Diagnostic Examination will be done outside:		None	1 minute	Nurse on Duty



1. The client presents Medical Endorsement Form issued by HR-Satellite Campus or any letter that the employees are hired in the campus as employee.	1.1 Secures copy of Medical Endorsement Form or letter from HR-Satellite Campus.	None	1 Minute	<i>Nurse on Duty</i>
	1.2 Issues Personal Information Sheet.			
	1.3 Issues Request Form for diagnostic procedures and CSC Medical Certificate.			
	1.4 Advises to accomplish laboratory and diagnostic examination at any DOH-Accredited Diagnostic Center and advises to accomplish other tests (including Neuropsychiatric test for Newly-hired Faculty and for Promotion)	None	2 Minutes	<i>Nurse on Duty</i>
	1.5 Instructs to go to any Government Physician for Physical Examination and if the employees decide to do it in University Health Services Unit, they need to bring all the result of the laboratory including Drugtest and Neuropsychiatric Exam Result.			
	*Advance to DAY 2 of Physical Examination in UHS if patient decided to undergone P.E at UHS.			
Day 1	TOTAL:	None	3 Minutes	



Day 2 Physical Examination 1. The client presents laboratory result, Neuro-psychiatric Result including CSC Medical Certificate signed by any Government Physician.	1.1 Collects medical results including signed CSC Medical Certificate and Personal Information Sheet. 1.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	2 Minutes	<i>Nurse on Duty</i>
*Additional Procedures (If there is abnormal findings)	Advises to undergo additional laboratory and or special diagnostic procedures and or refers to medical specialist.	None	2 Minutes	<i>Physician (Specialist)/ Hospital accredited to the specialist</i>
Day 2 (Physical Examination)	TOTAL:	None	4 Minutes	
Day 2 Physical Examination (If the University Physician is available for visit) 1. Proceed to the Cashier's Office for payment of Physical Examination.	1.1 Issue charge slip for payment of Physical Examination 1.2 Advises to return to Clinic after payment.	Php 125.00	1 Minute	<i>Nurse on Duty</i>
2. Present the Official Receipt to the NOD.	2.1 Secures copy of official receipt	None	30 Seconds	<i>Nurse on Duty</i>



3. The client presents laboratory result, Neuro-psychiatric Result including CSC Medical Certificate.	3.1 Collects medical results, Three (3) copies of CSC Medical Certificate and Personal Information Sheet 3.2 Checks and records vital signs 3.3 Issues the medical form with attached photocopy of laboratory and diagnostic results	None	2 Minutes	<i>Nurse on Duty</i>
4. The client proceeds to medical section for physical examination.	4.1 Does physical examination and signs the medical form together with the triplicate copy of CSC medical form for fitness or unfitness to work.	None	7 Minutes	<i>University Physician available</i>
5. The client proceeds to the NOD.	5.1 Secures copy of one (1) medical form and CSC medical certificate form with attached photocopy of diagnostic results for encoding and safekeeping 5.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	2 Minutes	<i>Nurse on Duty</i>
*Additional Procedures (For applicant with findings upon examination)	Advises the applicant to undergo additional laboratory and or special diagnostic procedures and or refer to medical specialist	None	2 Minutes	<i>Physician</i>
Day 2 Physical Examination (If the University Physician is available for visit)	TOTAL	PHP125.00	14 Minutes, 30 Seconds	
Day 1				



Laboratory and Diagnostic Examination will be done at the UHS: 1. The client presents Medical Endorsement Form issued by HRDO.	1.1 Secures copy of Medical Endorsement Form. 1.2 Issues Request Form for diagnostic procedures and CSC Medical Certificate.	None	1 Minute	<i>Nurse on Duty</i>
2. The client proceeds to the Cashier's Office for payment of laboratory and diagnostic examination.	2.1 Issue charge slip for payment of diagnostic examination. 2.2 Advises to return to UHS after payment.	Php 1,425.00 for Contractual, Permanent, and Temporary Php 475.00 for Job Order (Php 125.00 physical and dental examination fee is already included)	1 Minute	<i>Nurse on Duty</i>
3. The client proceeds to the Diagnostic Section for examination.	3.1 Performs necessary procedures. 3.2 Instructs to return the following day to claim the results.	None	30 Minutes	<i>Medical/X-ray Technologist</i>



	3.3 Advises to accomplish other tests not available in the UHS (eg. Neuropsychiatric test, drug test)			<i>Nurse on Duty</i>
Day 1 (Laboratory and Diagnostic Examination done at the UHS)	TOTAL:	Php 1,425.00 for Contractual, Permanent, and Temporary Php 475.00 for Job Order	32 Minutes	
Day 2 Physical Examination Done at UHS:				
1. The client presents official receipt and CSC Medical Certificate Form.	1.1 Secures copy of official receipt, one photocopy of results and triplicate copy of accomplished CSC medical certificate. 1.2 Issues Personal Information Sheet.	None	1 Minute	<i>Nurse on Duty</i>
2. The client fills-out the Personal Information Sheet and submits to the Nurse on Duty.	2.1 Encodes data to the Medical Form, takes picture and prints the form. 2.2 Checks and records vital signs. 2.3 Issues the medical form with attached photocopy of laboratory and diagnostic results.	None	3 Minutes	<i>Nurse on Duty</i>
3. The client proceeds to the dental section	3.1 Does dental examination and signs the Medical form.	None	5 Minutes	<i>Dentist</i>



for dental examination.				
4. The client proceeds to medical section for physical examination.	4.1 Does physical examination and signs the medical form together with the triplicate copy of CSC medical form for fitness or unfitness to work.	None	10 Minutes	<i>Physician</i>
*Additional Procedures:	Advises to undergo additional laboratory and or special diagnostic procedures and or refers to medical specialist	None	3 Minutes	<i>Physician</i>
5. The client proceeds to the Nurse on Duty.	5.1 Secures copy of one (1) medical form and CSC medical certificate form with attached photocopy of diagnostic results for encoding and safekeeping.	None	1 Minute	<i>Nurse on Duty</i>
6. The client proceeds to the NOD.	6.1 Secures copy of one (1) medical form and CSC medical certificate form with attached photocopy of diagnostic results for encoding and safekeeping. 6.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_for_m	None	1 Minute	<i>Nurse on Duty</i>
Day 2	TOTAL	None	24 Minutes	



4. Physical, Dental and Laboratory Examination of Applicant Employee, Faculty and Staff for Pre-employment and Re-employment (Online Physical Examination) (Advisory No. 3, s. 2021)

This procedure covers the pre-employment physical of applicant employee and faculty through online physical examination.

Office or Division:	Campus Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Faculty Members and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Endorsement Form		Human Resource and Development Office (Notice)		
Medical Certificate (CSC Form No. 211)		Campus Health Services Unit		
Laboratory Results		Client (All requirements are needed for the signing of CSC Form No. 211 Medical Certificate)		
Physical Exam done by Private Physician				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
If Laboratory and Diagnostic Examination will be done outside: 1. Submit all scanned copies of laboratories, physical exam and excel format of CSC Medical Certificate to the email address of Nurse on Duty.	1.1 Gathers all the scanned copies and medical certificate received by the client. 1.2 Sends all copies to the email address of the infirmary.	None	2 Minutes onwards (depends on the availability if doctor)	Nurse on Duty/ University Physician



	1.3 Advises to wait for the availability of the doctor.			
*Additional Procedures (with findings upon examination)	Advises to undergo additional laboratory and or special diagnostic procedures and or refers to medical specialist	None	3 Minutes	<i>Physician</i>
2. Once the CSC Medical Certificate received via email	<p>2.1 Forwards the CSC Medical Certificate to the employees.</p> <p>2.2 Provides client with Stakeholders' Feedback using the link</p> <p>Main Campus: http://119.92.116.149/hrdo_feedback_for_m Carmona Campus: https://docs.google.com/forms/d/e/1FAIpQLSf6Wbju_Ce3hJDc-keRGi-YBk3_tsyDcrQ_qubrM4isguITUg/viewform</p>	None	2 Minutes	<i>Nurse on Duty</i>
	TOTAL:	None	7 Minutes onwards	



5. Annual Physical, Dental and Laboratory Examination of University Officials, Faculty Members and Employees (Scheduled on University Health Services)

This procedure aims to determine systematic procedure of the annual physical, dental and laboratory examination of University officials, faculty members, and employees for qualification to continue various school function and activities.

Office or Division:	University Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	University/Campus Officials, Faculty Members and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Information Sheet or Identification Form		University Health Services Unit		
Medical Form				
Request Form				
Laboratory Result Form				
X-ray Result Form				
Dental Record Form				
Medical Certificate		Medical Specialist		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Day 1				
1. The client proceeds to the UHS for examination based on their schedule.	1.1 Confirms the schedule for laboratory and X-ray examination. 1.2 Issues Personal Information Sheet (Identification form).	None	2 Minutes	<i>Nurse on Duty</i>



2. Fill-out Personal Information Sheet.	2.1 Encodes the date of the Medical- Dental Form, takes picture and prints the form. 2.2 Checks and records vital signs. 2.3 Issues request form and claim stub.	None	3 Minutes	<i>Nurse on duty</i>
3. The client presents the request form to the diagnostic section for examination.	3.1 Performs necessary examinations. 3.2 Advises to claim the results on the following day to continue with the physical and dental examination.	None	5 Minutes	<i>Medical/ X-ray Technologists</i>
Day 1	TOTAL:		10 Minutes	
Day 2				
1. Proceed to the NOD to claim results and submit to physical and dental examination.	1.1 Releases examination results and issues Medical and Dental Form. 1.2 Advises to proceed to the dental section for examination.	None	1 Minute	<i>Nurse on Duty</i>
2. The client proceeds to the medical and dental section for examination.	2.1 Does Dental/Medical examination and signs the Medical - Dental Form for fit and unfit to work.	None	15 Minutes	<i>Dentist/Physician</i>
3. The client proceeds to the NOD.	3.1 Secures copy of one Medical - Dental Form for encoding and safekeeping. 3.2 Provide client with Stakeholders' Feedback using the link http://119.92.116.149/hrdo_feedback_form	None	1 Minute	<i>Nurse on Duty</i>



Day 2	TOTAL:	None	17 Minutes	
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6. Provision of Emergency Care and Treatment

This procedure aims to provide systematic procedure and immediate actions to patient who needs urgent emergency care and treatment.

Office or Division: Campus Health Services Unit

Classification: Simple

Type of Transaction: G2C – Government to Citizen

Who may avail: Students, CvSU Faculty Members, Employees, and Campus Officials

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Consultation Form		Campus Health Services Unit		
Request Form				
Monitoring Sheet				
Referral Form				
Medical Certificate Form				
Prescription Form				
Request Form				
Laboratory Result Form				
X-ray/Diagnostic Result Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The patient comes in or brought in as emergency case.	1.1 Place the patient in a comfortable position. 1.2 Provides necessary assistance/treatment.	None	2 Minutes	<i>Nurse-On-Duty</i>



	1.3 Secure the patient's identity.			
<ul style="list-style-type: none"> Unconscious and pulseless: 	<ul style="list-style-type: none"> Administer First Aid treatment, call other medical staff for assistance and assess if needed to transfer to the nearest hospital. 	None	10 Minutes / depending on the case	<i>Nurse on Duty/ Physician Available</i>
<ul style="list-style-type: none"> If conscious, the patient gives medical history (if accident in nature) and submits to assessment of vital signs 	<ul style="list-style-type: none"> Elicits medical history or incident report/s, checks, monitors and records vital signs. Refers patient to physician on duty if applicable or transfer to the nearest hospital. 	None	10 Minutes/ depending on the case	<i>Nurse on Duty</i>
2. The patient signifies improvement and stability of condition .	<ul style="list-style-type: none"> Prescribes medication with proper instructions and give advises. May issue medical certificate if necessary and if physician is available. Reports to the security office if the emergency case is accident and or medico-legal in nature Provide client with Stakeholders' Feedback using the link http://119.92.116.149/hrdo_feedback_f orm 	None	3 Minutes	<i>Nurse on Duty / Physician</i>
	TOTAL:	None	18 Minutes onwards	



7. Issuing of Letter (Excuse letter, OJT Medical Clearance, etc.)

This procedure aims to provide a letter for students who are not able to attend class because of their condition and for their OJT purposes, on which this letter may provide one of their requirements to their OJT Center.

Office or Division:	Campus Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Excuse letter from their Parents/Guardian		Client		
Medical Certificate from Government or Private Physician				
Identification Card				
Consultation Form		Campus Health Services Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Identification Card to the Nurse on Duty (NOD).	1.1 Confirms personal information from identification card and accomplishes consultation form.	None	1 minute	Nurse on Duty
2. Assessment of vital signs and present Medical Certificate of Excuse letter from their Guardian/Parent.	2.1 Check and record vital signs. 2.2 Assesses the results for comments and recommendation.	None	1 minute	Nurse on Duty
3. The student receives letter and the patient signs the logbook.	3.1 Encodes, saves and prints the online documents for filing and safekeeping. 3.2 Log the student's name, address, age, sex, course and contact number.	None	2 minutes	Nurse on duty



	3.3 Provide client with Stakeholders' Feedback using the link http://119.92.116.149/hrdo_feedback fo rm			
	TOTAL:	None	4 Minutes	



CAVITE STATE UNIVERSITY – CARMONA CAMPUS

CAMPUS LIBRARY

External and Internal Services



1. Use of Library Facilities, Services and Resources				
This procedure shows how the library assists interested clients in using library facilities, services and resources.				
Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty Members, Employees and Alumnus and Library Patrons from Other Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid CvSU Student, Staff, or Alumni IDs		Office of University Registrar, HRDO, or Alumni Office		
Latest Registration Form		Office of University Registrar		
Referral Letter (Library Patrons from Other Institutions)		From the Librarian of their Institution (for students), from the Dean (for the faculty members) or the Head of Unit (for employees)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For CvSU student, faculty member, employee and alumni				
1. Present their valid CvSU ID and latest registration form.	1.1 Check the presented CvSU ID and latest Registration Form.	None	1 Minute	<i>Assigned Clerk</i>
2. Write in the logbook and leave unnecessary things in the baggage area of the section where they can avail the services.	2.1 Assist the client in filing out the logbook.	None	1 Minute	<i>Assigned Clerk</i>



3. Proceed to the OPAC station for the title/author and call number needed for research.	3.1 If necessary, assist library patrons in using the OPAC Stations. 3.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	1 minute	<i>Assigned Clerk</i>
<u>For Visitor</u>				
1. Present referral letter.	1.1 Receive a letter of referral.	None	1 minute	<i>Assigned Clerk</i>
2. Sign the record book and pay for the library fee.	2.1 Receive payment and issue Official Receipt.	Php 30.00	2 minutes	<i>Assigned Clerk/Cashier</i>
3. Log in the visitors' logbook and leaves unnecessary things in the baggage area of the section where they will avail the services.	3.1 Assist the client in filling out the logbook.	None	2 minutes	<i>Assigned Clerk</i>
4. Proceed to the OPAC station for the title/author and call number needed for research.	4.1 If necessary, assist the visitors in using the OPAC Stations 4.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	1 minute	<i>Assigned Clerk</i>
	TOTAL:	Php 30.00 (for Visitors only)	3 minutes (CvSU Students, Employees and Alumni)	



			6 minutes (for Visitors only)	
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CAVITE STATE UNIVERSITY – CARMONA CAMPUS

CAMPUS LIBRARY

Internal Services



1. Borrowing and Returning of Books and Other Library Materials				
This procedure shows how the library assists interested clients in the borrowing and returning of books and other library materials.				
Office or Division:	Campus Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For new students: Library Card or Registration form for with clerk counter sign (if library card is still on process)		Campus Library (Registration form/ Campus Registrar)		
For old registrants: Library Card		Campus Library		
For Faculty Members and Employees Library Card or Campus ID (if library card is still on process)		Campus Library (Campus ID/ Dean's Office)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students, faculty members and employees present books to be borrowed.	<u>Borrowing of books:</u> 1.1 Check out the books to be borrowed by scanning the barcodes of these and print slips for the borrowed books. 1.2 Stamp due date on the date due slip. 1.3 File book cards of the books borrowed.	None	3 Minutes	Assigned Library Clerk
2. Present the books to be returned.	<u>Returning of books:</u> 2.1 Check in the books borrowed by scanning their barcodes.			



	<p>2.2 Insert the book cards and shelves these books.</p> <p>2.3 Provide client with Stakeholders Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form</p>	None	2 Minutes	<i>Assigned Library Clerk</i>
	TOTAL:	None	3 Minutes (Borrowing) 2 Minutes (Returning)	



2. Borrower's Card for New Registrants				
This procedure shows how Library facilitate the issuance of borrower's card for new registrants.				
Office or Division:	Campus Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students: Registration Form 1 pc. 1x1 ID picture		Campus Library		
For faculty members and employees: CvSU identification card		Office of the Campus Administrator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. New students, faculty members and employees inquire about issuance of Borrower's card.	1.1 Provide the students, faculty members and employees with slips to be filled up.	None	1 Minute	<i>Assigned Library Clerk</i>
	1.2 Students/faculty members/ employees encode their data.		2 Minutes per client	
	1.3 Collect 1x1 ID picture of the client, layout library ID, validate the borrower' card, encode to system and counter sign Registration form of students		10 Minutes per client	
	1.4 Issue Borrowers Card.		3 working days if demand is on peak	



	1.5 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	*3 Days 13 Minutes	



3. Replacement of Lost Library Cards				
This procedure aims to provide new library cards for students, faculty members and employees.				
Office or Division:	Campus Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Affidavit of Loss		Attorney's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Affidavit of Loss.	1.1 Receive Affidavit of Loss.	None	1 Minute	Assigned Library Clerk
	1.2 Check the database of registered clients and update data if necessary		2 Minutes per client	
	1.3 Countersign and stamp validity date on the Borrower's card.			
2. Pay the corresponding fee.	2.1 Release new borrower's card to client upon payment.	Php 20.00	2 Minutes	Assigned Library Clerk/Cashier
	2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
TOTAL:		Php 20.00	5 Minutes	



4. Ask a Librarian (Online)				
This procedure serves as e-resources cites available and queries on collection availability for faculty member and employees.				
Office or Division:	Campus Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PC, Laptop, Smart Phone		Campus Library Official Facebook Page <ul style="list-style-type: none"> • @cvsucarmonalibrary • Cavite State University – Carmona Library Campus Library Gmail <ul style="list-style-type: none"> • carmonalibrary@cvsu.edu.ph 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in with your Facebook and browse Cavite State University – Carmona Library timeline select e-resources links or via Gmail carmonalibrary@cvsu.edu.ph and send a request for available e-resources links.	1.1 Post e-resources cites/ links on the campus library official page or send list of e-resources via official gmail.	None	Updated when additional links are available 2 Minutes (upon message read)	<i>Assigned Library Clerk</i>



<p>2. <u>For acquired collection</u> request for e-resource account user and password, fill information needed in google form; for open-access resources just simply click the link and explore collection freely.</p>	<p>2.1 Check the availability of collection in the E-Library System.</p> <p>2.2 Send recommendation of e-resource titles/ platform.</p> <p>2.3 Review/ verify submitted information in google form.</p> <p>2.4 Send user's account and password to clients.</p> <p>2.5 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form</p>	None	5 Minutes (upon message read)	<i>Assigned Library Clerk</i>
	TOTAL:	None	7 Minutes (upon message read)	



5. Ask a Librarian (Online) (Borrowing of Books Online)				
Process of borrowing and returning books online.				
Office or Division:	Campus Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PC, Laptop, Smart Phone		Campus Library Official Facebook Page <ul style="list-style-type: none"> • @cvsucarmonalibrary • Cavite State University – Carmona Library Campus Library Gmail <ul style="list-style-type: none"> • carmonalibrary@cvsu.edu.ph 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>Borrowing of books</u> 1. Send a direct message on Carmona's Official Facebook page Cavite State University – Carmona Library or email carmonalibrary@cvsu.edu.ph the specific data needed such as, title, author, copyrighted date and	<u>Borrowing of books:</u> 1.1 Checks out the books to be borrowed by scanning the barcodes of these and prints slips for the borrowed books. Stamps due date (1 month) on the date due slip. Files book cards of the books borrowed. If collection is a limited copy, it will be summoned for return once needed by others. 1.2. Prepare books borrowed for pick-up to Campus Library.	None	10 Minutes	<i>Assigned Library Clerk</i>



<p>house their Library Card temporarily in the care of Campus Library to limit face-to-face transaction.</p> <p>2. Provide date/schedule for pick-up.</p> <p><u>Returning of books:</u></p> <p>1. Inform Campus Library online.</p> <p>2. Place books to Campus Library book drop.</p>	<p><u>Returning of books:</u></p> <p>1.1 Check in the borrowed books records by scanning their barcodes. Insert the book cards,</p> <p>1.2. Sanitize and isolate book(s) and expose to UVC Lights in 30 minutes before returning books in the shelves</p> <p>1.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form</p>	<p>None</p>	<p>2 minutes</p> <p>3 Minutes (after the quarantine period)</p>	<p><i>Assigned Library Clerk</i></p>
	<p>TOTAL:</p>	<p>None</p>	<p>15 Minutes</p>	



CAVITE STATE UNIVERSITY – CAVITE CITY CAMPUS
HUMAN RESOURCE DEVELOPMENT OFFICE
External and Internal Services



1. Acceptance of Applicants for Academic and Non-Academic Positions				
This procedure aims to ensure that receiving of application of university personnel are made in accordance with CvSU Guidelines, CSC Revised Omnibus Rules on Appointment and Other Human Resource Actions (ORA-OHRA) and DBM Circulars.				
Office or Division:	Campus Human Resource Development Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All aspiring applicants (Academic and Non-Academic)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter addressed to HR Director		Applicant		
Personal Data Sheet		www.csc.gov.ph or CSC website		
Photocopy of certificate of eligibility/rating/license		Civil Service Commission		
Photocopy of Transcript of Records		School Registrar		
Latest Performance Rating if applicable		Employer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/send complete documents via cvsuccchrdo@cvsu.edu.ph a. Application Letter b. CV/Resume c. other credentials	1.1 Check and receive all the submitted documents.	None	2 Minutes	Campus HR Coordinator
	1.2 Review the documents and acknowledge receipt of e-mail if the application has been sent through email and notify via text message the potential applicants for the vacant position.		2 Days	Campus HR Coordinator



	<p>1.3 Schedule initial interview and demo teaching (for academic applicants) via zoom video conferencing.</p> <p>1.4 Schedule a final interview for qualified applicants.</p> <p>1.5 Tally the scores of each applicant.</p> <p>1.6 Endorse to the University Selection Board the list of qualified applicants.</p> <p>1.7 Call up the qualified applicants.</p>	None	<p>30 Minutes per applicant</p> <p>30 Minutes per applicant</p> <p>1 Day</p> <p>5 Minutes</p>	<p><i>Committee composed of Local HR, Department Chairperson concerned, Campus Faculty AFA President</i></p> <p><i>Campus Administrator</i></p> <p><i>Campus HR Coordinator</i></p> <p><i>Campus HR Coordinator</i></p> <p><i>Campus HR Coordinator</i></p>
2. Report to the Campus HRDO.	2.1 Give some reminders and provide the qualified applicant a checklist of documents to be submitted.	None	10 Minutes per applicant	<i>Campus HR Coordinator</i>
3. Report to the Main Campus	3.1 Evaluate the applicant.	None	30 Minutes per applicant	<i>Campus Administrator, HRMO Director, VPs and FA President</i>
	TOTAL:	None	3 Days, 1 Hour, 47 Minutes	



2. Selection and Hiring for Academic Positions

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

Office or Division:	Campus Human Resource Development Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Qualified Applicants for the vacant academic position			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Applicant Interview Rating Sheet		Campus Human Resource Development Office		
Oral Interview Evaluation Score Sheet		Campus Human Resource Development Office		
Evaluation Checklist for Demo Teaching – for Academic Personnel only		Campus Human Resource Development Office		
Written Examination		Campus Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to the campus for written examination, teaching demo and interview.	1.1 Notify the applicant via phone call, email or text message regarding the schedule of evaluation.	None	1 Minute	<i>Campus HRD Coordinator / Assistant</i>
	1.2 Give questionnaire for written examination.	None	10 Minutes	<i>Campus HRD Coordinator / Assistant</i>
	1.3 Gather the local Personnel Selection Board for evaluation of the applicant.	None	5 Minutes	<i>Campus HRD Coordinator / Assistant</i>
	1.4 Evaluate the applicant for demo teaching and through panel interview.	None	30 Minutes	<i>Campus Personnel</i>



				<i>Selection Board/ Committee</i>
	1.5 Advise that the applicant will be notified on the status of application.	None	2 Minutes	<i>Campus HRD Coordinator</i>
	1.6 Tally and summarize the evaluation ratings of applicant.	none	30 Minutes	<i>Campus HRD Coordinator / Assistant</i>
2. Receive notification on the status of application.	2.1 Inform the applicant through phone calls, text, or email of the result of evaluation and of the employment requirements.	None	3 Minutes	<i>Campus HRD Coordinator</i>
	2.2 Endorse the recommendation for hiring signed by the Campus Administrator for approval by the University President thru channels.	None	1 Minute	<i>Campus HRD Coordinator</i>
	2.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	1 Hour, 22 Minutes	



3. Processing of Appointment of Job Order Academic Personnel (Campus)

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

Office or Division:	Campus HRDO - Recruitment, Selection and Placement (RSP) Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All selected applicants

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Data Sheet (CS Form No. 212)		www.csc.gov.ph or CSC website		
Personal Description Form (DBM-CSC Form No. 10)		www.csc.gov.ph or CSC website		
Medical Certificate (CS Form No. 211)		University Infirmary		
TOR, Diploma, Eligibility, PSA Birth Certificate and NBI Clearance, TIN		Concerned Agencies		
Certificate of first day of service		Office of the Campus Administrator		
Community Tax Certificate		Barangay/Municipal/City Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents for appointment on Job Order status For newly hired: ○ PDS ○ PDF	1.1 Receive the submitted requirements of the Job Order academic personnel.	None	1 Minute	HR Coordinator
	1.2 Review and validate the submitted documents for completeness and accuracy.	None	5 Minutes	HR Coordinator
	1.3 Submit the original and photocopied documents for authentication to the Records Office through the Liaison Officer.	None	5 Minutes	HRDO Coordinator, Liaison Officer



<ul style="list-style-type: none"> ○ TOR/Diploma ○ Medical Certificate ○ NBI Clearance ○ Other pertinent documents ○ Evaluation Result <p>For rehired:</p> <ul style="list-style-type: none"> ○ Photocopy of I.D. ○ Medical Certificate 	1.4 Prepare the contract of service to be signed by the Job Order Academic Personnel.	None	3 Minutes	<i>HR Coordinator</i>
	1.5 Read and sign the contract of service.	None	3 Minutes	<i>Job Order Academic Personnel</i>
	1.6 Verify and endorse the signed contract of service to the Campus Administrator for signature.	None	3 Minutes	<i>HR Coordinator</i>
	1.7 Check and sign the contract of service.	None	3 Minutes	<i>Campus Administrator</i>
	1.8 Submit the signed contract of service together with the employment requirements to the HRDO for processing.	None	5 Minutes	<i>HR Coordinator/ Liaison Officer/ Any authorized representative</i>
2. Receive the signed contract of service for notarization.	2.1 Receive the completely signed contract of service from the HRDO and release to the client	None	2 Minutes	<i>HR Coordinator</i>
3. Submit the notarized contract of service.	3.1 Accept and verify the notarized contract of service	None	2 Minutes	<i>HR Coordinator</i>
	3.2 Submit the notarized contract of service to HRDO Main with the required attachments.	None	2 Minutes	<i>HR Coordinator</i>
	3.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			



	TOTAL:	None	34 Minutes	
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4. Processing of Appointment of Job Order Non-Academic Personnel (Campus)

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

Office or Division:	Campus HRDO - Recruitment, Selection and Placement (RSP) Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Job Order Non-Academic Personnel

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Data Sheet (CS Form No. 212)		www.csc.gov.ph or CSC website		
Personal Description Form (DBM-CSC Form No. 10)		www.csc.gov.ph or CSC website		
Medical Certificate (CS Form No. 211)		University Infirmary		
Certificate of first day of service		College/Unit		
TOR, Diploma, eligibility, PSA Birth Certificate and NBI Clearance		Concerned Agencies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents and credentials.	1.1 Check and validate accuracy and completeness of the submitted documents to be endorsed to the Campus Administrator for signature.	None	5 Minutes	Human Resource Coordinator
	1.2 Sign and endorse the verified documents.	None	5 Minutes	Human Resource Coordinator and Campus Administrator



	1.3 Submit credentials to the University Recruitment, Selection and Placement (RSP) Unit for the issuance of job order contract and appointment of job order Non-Academic personnel.	None	5 Minutes	<i>Human Resource Coordinator/ Recruitment, Selection and Placement (RSP) staff</i>
	1.4 Receive the submitted documents/requirements and furnish the campus with the job order contract.	None	3 Minutes	<i>Human Resource Coordinator/ Recruitment, Selection and Placement (RSP) staff</i>
	1.5 Check for the authenticity of signatures and certify that the job order contract is complete.	None	10 Minutes	<i>Human Resource Coordinator/ Recruitment, Selection and Placement (RSP) staff</i>
	1.6 Endorse to the University Recruitment, Selection and Placement (RSP) Unit and submit to the accounting office for payroll processing.			
	1.7 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	28 Minutes	



CAVITE STATE UNIVERSITY – CAVITE CITY CAMPUS
HUMAN RESOURCE DEVELOPMENT OFFICE – RECORDS MANAGEMENT
SECTION

External and Internal Services



1. Processing and Issuance of HR Records to Active and Employees who are no longer connected with the University

This procedure aims to provide personnel employment records to active and employees who are no longer connected with the University for personal and professional transaction purposes.

Office or Division:	Campus HRDO - Records Management Section
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All Active and Employees who are no longer connected with the University

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Record Request Form		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Record Request form and submits to the HR Coordinator.	1.1 Receive and review the duly accomplished form for the completeness of entries.	None	3 Minutes	<i>HR Coordinator/Staff</i>
	1.2 Check and verify from file the requested record. If requested record /document is not available in the campus, request will be endorsed to the University HRDO.	None	10 Minutes	<i>HR Coordinator/ Liaison Officer</i>
	1.3 Prepare the requested documents.	None	5 Minutes	<i>HRDO Personnel</i>
	1.4 Release the requested document/s.	None	5 Minutes	<i>HR Coordinator</i>
2. Claim the requested document/s.	2.1 Request the client to sign on the Receiving Logbook.	None	2 minutes	<i>HR Coordinator</i>



	2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	25 Minutes	



2. Online Processing and Issuance of HR Records to Active and Employees who are no longer connected with the University

This procedure covers how personnel employment records is provided thru on-line platform to active and employees who are no longer connected with the University for personal and professional transaction purposes.

Office or Division:	Records Management Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Active and Employees who are no longer connected with the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Record Request Form		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the accomplished Record Request Form to cvsuccchrdo@cvsu.edu.ph	1.1 Receive and review the duly accomplished form for the completeness of entries.	None	3 minutes	<i>HR Coordinator/staff</i>
	1.2 Check and verify from file the requested record. If requested record/document is not available in the campus, request will be endorsed to the University HRDO.	None	10 minutes	<i>HR Coordinator/ Liaison Officer</i>
	1.3 Prepare the requested document.	None	5 minutes	<i>HRDO Personnel</i>
	1.4 Release the requested records/documents to the client through the official email of the HRDO cvsuccchrdo@cvsu.edu.ph	None	5 minutes	
2. Receive and acknowledge	2.1 Confirm and record the receipt of the records/documents requested by the client.	None	2 minutes	<i>HRDO Personnel</i>



receipt of the requested records/ documents.	2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	25 minutes	



CAVITE STATE UNIVERSITY – CAVITE CITY CAMPUS
HUMAN RESOURCE DEVELOPMENT OFFICE - REWARDS AND RECOGNITION
(R&R) SECTION

External and Internal Services



1. Receiving and Evaluation of Documents for Salary Preparation of Part-time Faculty Members and Job Order Non-Academic Employees

This procedure covers the computation of the total number of hours or days to be paid based on actual service rendered. This will serve as basis of the Accounting Office for payroll preparation.

Office or Division:	Rewards and Recognition (R & R) Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All part-time faculty and job order employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplishment Report		Job Order non-academic employees		
Signed Daily Time Record		Part-time faculty members and job order non-academic employees		
Authority to Pay (for first salary only)		Recruitment, Selection and Placement unit of Human Resource Development Office		
Clearance Certification (for last salary)		Recruitment, Selection and Placement unit of Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplishment	1.1 Receive the submitted DTR and accomplishment report.	None	2 Minutes	<i>HR Coordinator</i>



report and the Daily Time Record to the HR Coordinator every 16 th day of the month and 1 st day of the succeeding month.	1.2 Check DTR if services rendered is in accordance with the approved official schedule and contact hours.	None	1 Minute per DTR	<i>HR Coordinator</i>
	1.3 Check accomplishment report as to accuracy and completeness.		1 Minute per accomplishment report	
	1.4 Compute the number of hours of services rendered.		30 Minutes	
	1.5 Prepare summary of the hours to be paid per COS and job order employees and attach the required supporting documents for endorsement to the Campus Administrator.	None	30 Minutes	<i>HR Coordinator</i>
	1.6 Sign and approve the document.	None	3 Minutes	<i>Campus Administrator</i>
	1.7 Prepare Disbursement Voucher and Budget Utilization Request and Status and Payroll of the salaries.	None	15 Minutes	<i>HR Coordinator</i>
	1.8 Attach the Summary of Hours to be paid, DTR and Accomplishment Report to the DV, BURS and payroll.	None	5 Minutes	<i>HR Coordinator</i>
	1.9 Affix the signature/s of authorized personnel to the BURS.	None	3 Minutes	<i>Campus Administrator/ Campus' Budget Officer</i>
	1.10 Submit the payroll to the Main Campus for processing.	None	5 Minutes	<i>HR Coordinator/ Liaison Officer/</i>



	1.11 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			<i>Authorized Representative</i>
	TOTAL:	None	1 Hour, 35 Minutes	



2. Receiving and Evaluation of Documents for Salary Preparation of Contractual Faculty Members and Casual Non-Academic Employees

This procedure covers the computation of the total number of hours or days to be paid based on actual service rendered. This will serve as basis of the Accounting Office for payroll preparation.

Office or Division:	Rewards and Recognition (R & R) Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All contractual faculty and casual employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplishment Report	Casual non-academic employees
Signed Daily Time Record	Contractual faculty members and casual non-academic employees
Authority to Pay (for first salary only)	Recruitment, Selection and Placement unit of Human Resource Development Office
Clearance Certification (for last salary)	Recruitment, Selection and Placement unit of Human Resource Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Daily Time Record to the HR Coordinator every 16 th day of the month and 1 st day of the succeeding month.	1.1 Receive the submitted DTR and accomplishment report.	None	2 Minutes	HR Coordinator
	1.2 Check DTR if services rendered is in accordance with the approved official schedule and contact hours.	None	3 Minutes per DTR	HR Coordinator
	1.3 Check accomplishment report as to accuracy and completeness.	None	1 Minute per report	HR Coordinator



	1.4 Compute the number of hours of services rendered.	None	15 Minutes	<i>HR Coordinator</i>
	1.5 Prepare the Summary of Attendance for endorsement to the Campus Administrator.	None	15 Minutes	<i>HR Coordinator</i>
	1.6 Sign and approve the document.	None	3 Minutes	<i>Campus Administrator</i>
	1.7 Prepare the Disbursement Voucher and Budget Utilization Request and Status and Payroll of salaries.	None	15 Minutes	<i>HR Coordinator</i>
	1.8 Attach the Summary of Attendance, DTR and Accomplishment Report to the DV, BURS and payroll.	None	5 Minutes	<i>HR Coordinator</i>
	1.9 Affix the signature/s of authorized personnel to the BURS.	None	3 Minutes	<i>Campus Administrator/ Campus' Budget Officer</i>
	1.10 Submit the payroll to the Main Campus for processing.	None	5 Minutes	<i>HR Coordinator/ Liaison Officer/ Authorized Representative</i>
	1.11 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	1 Hour, 7 Minutes	



CAVITE STATE UNIVERSITY – CAVITE CITY CAMPUS

OFFICE OF STUDENT AFFAIRS AND SERVICES

External and Internal Services



1. Application Procedure for Admission of Incoming First Year – G12 Student				
This procedure aims to define the system on how to assist all applicants who will submit requirements and ensure that they will be guided in seeking admission to the University in their desired program.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All incoming first-year students who are G12 students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		Downloadable at CvSU website www.cvsu.edu.ph		
Photocopy of G-11 report card		Senior High School		
Certification that the applicant is currently enrolled as G-12 indicating the strand to be signed by the School Principal/ Class Adviser		Senior High School		
2 pcs. 1x1 picture with white background		Applicant		
1 short/A4 ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Login at CvSU website www.cvsu.edu.ph Fill out the online application and download the application form for admission.		None	15 Minutes	



2. Submit the required documents at the Office.	2.1 Review and receive the required documents at the Office.	None	5 Minutes	<i>Admission Officer</i>
3. Receive admission exam permit.	3.1. Schedule the date of examination and release the admission exam permit.	None	5 Minutes	<i>Admission Officer</i>
4. Take the admission examination as scheduled.	4.1. Administer Admission Examination 4.2. Release the result of the admission examination via the official website and official Campus Facebook page.	None	1 Hour	<i>Guidance Counselor or Psychometrician</i>
5. All applicants are required to undergo an interview.				
5.1. Get interview form.	5.1. Release Notice for Interview or Evaluation form.	None	2 Minutes	<i>Admission Officer</i>
5.2 Undergo an interview at the department (where the applied course is under).	5.2. Conduct the interview.	None	10 Minutes	<i>Department Chairperson / Program Head</i>
5.3. Return to OSAS and submit the completed interview form.	5.3. Receive the accomplished interview form.	None	2 Minutes	<i>Admission Officer</i>
6. Receive the NOA	6.1 Issue a Notice of Admission (NOA). Log the NOA number and name of the student and sign the logbook under the column "Released by".	None	5 Minutes	<i>Admission Officer</i>



7. Present the NOA to the Campus Clinic for medical examination.	7. Receive the NOA and assist the student for the medical examination.	None	2 Minutes	<i>Campus Clinic</i>
	TOTAL:	None	*1 Hour and 46 Minutes	

**Qualified for a multi-stage processing.*



2. Application Procedure for Admission of Incoming First Year – SHS Graduates

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

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All incoming first-year students who are SHS Graduates

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		Downloadable at CvSU website www.cvsu.edu.ph		
Photocopy of completed G-12 report card		Senior High School		
Certificate of non-issuance of Form 137 for College Admission		Senior High School		
2 pcs. 1x1 picture with white background		Applicant		
1 short/A4 ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Login at CvSU website www.cvsu.edu.ph Fill out the online application and download the application form for admission		None	15 Minutes	
2. Submit the required	2.1 Review and receive the required documents at the Office.	None	5 Minutes	<i>Admission Officer</i>



documents at the Office.				
3. Receive admission exam permit.	3.1. Schedule the date of examination and release the admission exam permit.	None	5 Minutes	<i>Admission Officer</i>
4. Take the admission examination as scheduled.	4.1. Administer Admission Examination. 4.2. Release the result of the admission examination via the official website and official Campus Facebook page.	None	1 Hour	<i>Guidance Counselor or Psychometrician</i>
5. All applicants are required to undergo an interview.				
5.1. Get interview form.	5.1. Release Notice for Interview or Evaluation form.	None	2 Minutes	<i>Admission Officer</i>
5.2 Undergo an interview at the department (where the applied course is under).	5.2. Conduct the interview.	None	10 Minutes	<i>Department Chairperson / Program Head</i>
5.3. Return to OSAS and submit the completed interview form.	5.3. Receive the accomplished interview form.	None	2 Minutes	<i>Admission Officer</i>
6. Receive the NOA	6.1 Issue a Notice of Admission (NOA). Log the NOA number and name of the student and sign the logbook under the column "Released by".	None	5 Minutes	<i>Admission Officer</i>
7. Present the NOA to the Campus Clinic	7.1 Receive the NOA and assist the student for the medical examination.	None	2 Minutes	<i>Campus Clinic</i>



for medical examination.				
	TOTAL:	None	*1 Hour, 46 Minutes	

**Qualified for multi-stage processing.*



3. Admission Procedure for Transferees from CvSU System				
This procedure aims to define the system on how to assist all transferees from the CvSU System who will submit requirements and ensure that they will be guided in seeking admission to the University in their desired program.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who preferred to transfer to the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		Downloadable at CvSU website www.cvsu.edu.ph		
Photocopy of transfer credentials		Applicant's previous school		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Login at the CvSU website www.cvsu.edu.ph Fill out the online application and download the application form for admission		None	15 minutes	
2. Present credentials (application form and copy of grades) for initial evaluation.	2.1 Receive initial documents.	None	5 minutes	<i>Admission Officer</i>



3. Get Notice of Evaluation/ Interview Form and Proceed to the concerned department for their evaluation.	3.1 Issue Notice of Evaluation/ Interview Form.	None	5 minutes	<i>Admission Officer</i>
4. Undergo evaluation and interview with the respective department.	4.1 Fill out the certificate of equivalency of course and checklist of courses for credited subjects. 4.2 Conduct the interview.	None	20 minutes	<i>Department Chairperson/ Program Head</i>
5. Return to OSAS and submit the accomplished interview form.	5.1 Receive the accomplished interview form.	None	2 minutes	<i>Admission Officer</i>
6. If qualified after the evaluation of the College, submit the following documents to OSAS: a. Photocopy of Certificate of Grades b. Photocopy of Certificate of Good Moral c. Photocopy of Honorable Dismissal d. 2 copies of 1x1 ID Picture e. Short Folder	6.1 Receive and file the documents.	None	5 minutes	<i>Admission Officer</i>



7. Receive the NOA.	7.1 Issue Notice of Admission (NOA). Log the NOA number and name of the student and sign the logbook under the column "Released by".	None	5 minutes	<i>Admission Officer</i>
8. Present the NOA to the Campus Clinic for medical examination.	8.1 Receive the NOA and assist the student for medical examination	None	2 minutes	<i>Campus Clinic</i>
	TOTAL:	None	59 Minutes	

**Qualified for a multi-stage processing.*



4. Admission Procedure for Admission of Transferees from Other Schools				
This procedure aims to define the system on how to assist all transferees from other schools who will submit requirements and ensure that they will be guided in seeking admission to the University in their desired program.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who preferred to transfer to the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		Downloadable at CvSU website www.cvsu.edu.ph		
Photocopy of transfer credentials		Applicant's previous school		
Photocopy of NBI clearance or Police clearance		National Bureau of Investigation or Police station		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at the CvSU website www.cvsu.edu.ph Fill in the online application and download the application form for admission.		None	15 minutes	
2. Submit credentials (application form and	2.1 Receive the initial required documents (application form and copy of grades).	None	5 minutes	<i>Admission Officer</i>



copy of grades) for initial evaluation.				
3. Secure the Notice for Interview or Evaluation form and proceed to the concerned department for their evaluation.	3. 1 Issue Notice for Interview or Evaluation form.	None	5 minutes	<i>Admission Officer</i>
4. Undergo evaluation and interview with the respective department.	4.1 Fill out the certificate of equivalency of course and checklist of courses for credited subjects. 4.2 Conduct the interview.	None	20 minutes	<i>Department Chairperson/ Program Head</i>
5. Return to OSAS and submit the accomplished Notice for Evaluation form.	5.1 Receive the accomplished Notice for Interview or Evaluation form from the College.	None	2 minutes	<i>Admission Officer</i>
6. If qualified after the evaluation of the department, submit the following documents: a. Photocopy of Certificate of Grades b. Photocopy of Certificate of Good Moral c. Photocopy of Honorable Dismissal d. 2 copies of 1x1 ID Picture	6.1 Receive the required documents and issue the Notice of Admission (NOA).	None	5 minutes	<i>Admission Officer</i>



e. Short Folder				
7. Receive the NOA.	7.1 Log the NOA number and name of the student and sign the logbook under the column "Released by".	None	5 minutes	<i>Admission Officer</i>
8. Present the NOA to the Campus Clinic for medical examination	8.1 Receive the NOA and assist the student for medical examination.	None	2 minutes	<i>Campus Clinic</i>
	TOTAL:	None	59 Minutes	



5. Application Procedure for Admission of Second Courser

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

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students who have already finished a bachelor's degree and wanted to pursue another program.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		Downloadable at CvSU website www.cvsu.edu.ph		
Photocopy of transfer credentials		Applicant's previous school		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Login at CvSU website www.cvsu.edu.ph Fill in the online application and download the application form for admission		None	15 minutes	
2. Present credentials (application form and copy of grades) for initial evaluation.	2.1 Review and receive the initial required documents (application form and copy of grades).	None	5 minutes	<i>Admission Officer</i>



3. Get Notice for Evaluation/ Interview form and proceed to the concerned department for their evaluation.	3.1 Issue Notice for Evaluation/ Interview form.	None	5 minutes	<i>Admission Officer</i>
4. Undergo evaluation and interview with the respective department.	4.1 Fill out the certificate of equivalency of course and checklist of courses for credited subjects. 4.2 Conduct the interview.	None	20 minutes	<i>Department Chairperson/ Program Head</i>
5. Return to OSAS and submit the accomplished Notice for Evaluation form	5.1 Receive the accomplished interview form.	None	2 minutes	<i>Admission Officer</i>
6. If qualified after the evaluation by the department, the applicant will pay for the testing fee at the Cashier's office (for paying students only)	6.1 Issue Official Receipt	Php 150.00	5 minutes	<i>Cashier</i>
7. Submit the following documents to OSAS: a. Photocopy of Transcript of Records b. Photocopy of Honorable Dismissal c. 2 copies of 1x1 ID Picture d. Short Folder	7.1 Receive the required documents.	None	5 minutes	<i>Admission Officer</i>



8. Receive the NOA.	8.1 Log the NOA number and name of the student and sign the logbook under the column "Released by"	None	2 minutes	<i>Admission Officer</i>
9. Present the NOA to the Campus Clinic for medical examination.	9. Receive the NOA and assist the student for medical examination.	None	2 minutes	<i>Campus Clinic</i>
	TOTAL:	Php 150.00	1 Hour, 1 Minutes	

**Qualified for a multi-stage processing*

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



6. Issuance of Certificate of Good Moral Character

This procedure shows how to assist the bonafide students and graduates who would want to secure a Certificate of Good Moral Character.

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished University Clearance		Applicant's concerned college		
Official Receipt for Certification of Good Moral Character		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay for the Certification of Good Moral Character at the Cashier's Office.	1.1 Receive payment and issue an official receipt.	Php 15.00	2 Minutes	<i>Cashier</i>
2. Present the required documents to the Office of Student Affairs.	2.1 Receive and check the required documents.	None	5 Minutes	<i>OSAS Staff</i>
3. Prepare a copy of the TOR/COG/ Registration Form.	3.1 Prepare and release the Certificate of Good Moral Character.	None	5 Minutes	<i>OSAS Staff</i>



4. Receive the Certificate of Good Moral Character.	4.1 Sign Good Moral Certificate Sheet under the column "Released by"	None	5 Minutes	OSAS Staff
	TOTAL:	Php 15.00	17 Minutes	



7. Application/Renewal Procedure for Scholarship

This procedure shows how OSAS assist applicants in the availment/renewal of scholarship/financial assistance.

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who are qualified to renew for scholarship/financial assistance.			
CHECKLIST OF REQUIREMENTS FOR NEW APPLICANT		WHERE TO SECURE		
Accomplished Application form for Scholarship		OSAS and CvSU website (downloadable at www.cvsu.edu.ph)		
Photocopy of certification of grades in the previous semester		Campus Registrar		
Photocopy of the registration form in the current semester		Campus Registrar		
1 pc. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CHECKLIST OF REQUIREMENTS FOR OLD APPLICANT		WHERE TO SECURE		
Photocopy of certification of grades in the previous semester		Campus Registrar		
Photocopy of the registration form in the current semester		Campus Registrar		
Certificate of Scholarship in the previous semester		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents.	1.1. Review, receive and evaluate the required documents.	None	5 minutes	<i>Scholarship Coordinator</i>
	1.2. Issue of Certificate of Scholarship.			



2. Receive the Scholarship Certification.	2.1. Sign the logbook under the column "Released by". 2.2. Advise the student to proceed to the Registrar / Cashier's Office for reassessment of fees.	None	5 minutes	<i>Scholarship Coordinator</i>
3. New and old scholars submit Certification of Scholarship to the Registrar's Office and Cashier Office for the reassessment of fees.	3.1 Receive the Certification of Scholarship and reassess fees accordingly.	None	5 minutes	<i>Campus Registrar/ Cashier</i>
	TOTAL:	None	15 Minutes	



8. Recognition and Accreditation Procedure for Student Organizations

This procedure aims to assist the students, enumerate the requirements, and facilitate the recognition and accreditation of student organizations.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All student organizations who applied for University Organization Recognition.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
List of Officers	Applicant
Calendar of Activities	Applicant
Resume/CV of the Adviser (s)	Applicant
Latest Certificate of Grades of the Officers	Campus Registrar
Picture of the Officers with a caption identifying the individual position	Applicant
Constitution and By-Laws approved by the Officers and the Advisers	Applicant
Updated list of members	Applicant
Biodata of the Organization Officers	Applicant
Certificate of Good Moral of the Officers	OSAS Staff
Acceptance Letter from the Adviser	SDS Unit – OSAS
*Additional Requirements for Old Organization	
Accomplishment report	Applicant
Financial report	Applicant



Previous plan of activities		Applicant		
Certificate of audit		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for initial evaluation.	1. Receive and evaluate the required documents.	None	10 minutes	<i>SDS Coordinator or OSAS Staff</i>
2. Receive notice of submitted documents are complete.	2. Issue notice of completion of requirements.	None	5 minutes	<i>SDS Coordinator or OSAS Staff</i>
3. Receive the Notice of Completion.	3. Conduct the recognition and accreditation program of student organizations and induction of officers for the entire school year.	None	15 minutes	<i>SDS Coordinator or OSAS Staff</i>
4. Attend the recognition and accreditation program. Receive a certificate of recognition.	4.1 Document the program. 4.2 File the submitted documents of the recognized student organizations.	None	15 minutes	<i>SDS Coordinator or OSAS Staff</i>
TOTAL:		None	45 Minutes	



9. Approval of Student Activities Procedure for Student Organizations

This procedure aims to provide avenues to mold students' talents and interests to ensure social and cultural growth and offer leadership training to enhance the leadership effectiveness of students both at personal and organizational levels.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All recognized student organization

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request letter addressed to the University President, recommended by the adviser/s, Head of SDS, OSAS Head and Vice President for Academic Affairs.		Applicant		
Activity Proposal		Applicant		
Copy of the approved Plan of Activities		Applicant		
Notarized Parent's Permit if the activity is scheduled on weekends or from 6:00 pm onwards.		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter for initial evaluation.	1.1 Evaluate requirements. 1.2 Issue notice of completion of requirements.	None	10 Minutes	<i>SDS Head or OSAS Staff</i>



2. Receive Notice of Completion.	2.1 Sign and recommend the request letter to the OSAS Head and Campus Administrator.	None	10 Minutes	<i>SDS Head or OSAS Staff</i>
	2.2 Endorse to the Vice President for Academic Affairs and University President for approval.			
	2.3 Release the approved letter of request with activity permit to the concerned organization.			<i>OVPAAs Staff/ OSAS Staff</i>
3. Conduct the event or activity.	3.1 Monitor the event or activity.	None	15 Minutes	<i>SDS Head or OSAS Staff</i>
4. Submit accomplishment report, financial report, and accomplished evaluation forms.	4.1 Receive accomplishment report, financial report, and accomplished evaluation forms.	None	5 Minutes	<i>SDS Head or OSAS Staff</i>
TOTAL:		None	40 Minutes	



10. Off-Campus Activities Procedure of Student Organizations

This procedure aims to provide avenues to mold students' talents and interest to ensure social and cultural growth and offer leadership training to enhance the leadership effectiveness of students both at personal and organizational levels.

Office or Division: Office of Student Affairs and Services

Classification: Simple

Type of Transaction: G2C – Government to Citizen

Who may avail: All recognized student organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request a letter from the president of the recognized organization	Applicant
Activity proposal	Applicant
Invitation letter from the organizer of the activity	Applicant
CHED Memorandum	SDS Personnel (downloadable from the CHED website)
List of requirements from CHED	SDS Personnel (downloadable from the CHED website)
**Before the off- campus activities	
Curriculum	Applicant
Destination	Applicant
Handbook or manual	Applicant
Notarized parent's permit	Applicant
Medical clearance of the students	Campus Clinic
Personnel-in-charge (ID's)	Applicant
First aid kit	Applicant
Fees/ resources	Applicant



Mobility of students		Physical Plant and Security Services / Campus Administrator		
Insurance		Personnel		
Certificate of compliance		Personnel (downloadable from the CHED website)		
** After the off- campus activities				
Learning journals of students		Applicant		
Assessment report/ evaluation report		Applicant		
Expenditure report		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter for initial evaluation.	1.1 Evaluate requirements.	None	10 Minutes	SDS Head or OSAS Staff
	1.2 Issue notice of completion of requirements.			
2. Receive Notice of Completion.	2.1 Sign and recommend the request letter to the OSAS Head and Campus Administrator.	None	10 Minutes	SDS Head or OSAS Staff
	2.2 Endorse to the Vice President for Academic Affairs and University President for approval.			SDS Head or OSAS Staff
	2.3 Release the approved letter of request to the concerned organization.			
3. Conduct the event or activity.	3.1 Monitor the event or activity.	None	15 Minutes	SDS Head or OSAS Staff
4. Submit accomplishment report, financial	4.1 Receive accomplishment report, financial report, and accomplished evaluation forms.	None	5 Minutes	SDS Head or OSAS Staff



report, and accomplished evaluation forms.				
	TOTAL:	None	40 Minutes	



11. Counseling Procedure for Students

This procedure shows how to facilitate positive change in the behavior, feelings, and attitudes of the students to promote academic, personal, social, and career development.

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Form		Office of Student Affairs and Services		
Counseling Form		Office of Student Affairs and Services		
Appointment/Commitment Slip Informed Consent Form		Office of Student Affairs and Services		
Counseling Completion Form		Office of Student Affairs and Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Counseling Form.	1.1 Receive counseling form for walk in and referred clients.	None	5 Minutes	<i>Guidance Counselor</i>
2. Undergo the initial interview.	2.1 Conduct initial interview.	None	10 Minutes	<i>Guidance Counselor</i>
3. Fill out the appointment / commitment form.	3.1 Provide an appointment/commitment form for students to fill-out.	None	5 Minutes	<i>Guidance Counselor</i>
4. Undergo counseling session.	4.1 Conduct counseling/consultation process and document the process.	None	*45-minute to one hour and a half per session	<i>Guidance Counselor</i>



5. Fill-out the counseling/consultation logbook.	5.1 Accomplish the counseling/consultation completion form after the counseling process.	None	5 minutes	<i>Guidance Counselor</i>
	TOTAL:	None	*1 Hour, 20 Minutes	



12. Follow-up Counseling Procedure for Students				
This procedure aims to facilitate positive change in the behavior, feelings, and attitudes of the students to promote academic, personal, social, and career development.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who are enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Contact number Email Address		To be provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive phone call, a text message, an e-mail or if necessary, face-to-face for a follow-up consultation meeting.	1.1 Inquire about the current status of the student since prior consultation.	None	5 Minutes	<i>Guidance Counselor</i>
2. Inform OSAS of their current status and fill out the consultation logbook.	2.1 Record and file the current status of student for future reference.	None	10 Minutes	<i>Guidance Counselor</i>
	TOTAL:	None	15 Minutes	



13. Complaint on Student and Grievance Procedure				
This procedure shows how to assist students, faculty members, and employees who have complaints against students.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Student, faculty member, or employee who has a complaint against a student.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint letter		Complainant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a complaint letter.	1.1 Receive the complaint letter.	None	5 Minutes	<i>Secretary, Committee on Misdemeanor</i>
	1.2 Endorse the letter to the Committee on Misdemeanor.		5 Minutes	
	1.3 Decide whether the complaint has to be acted upon and call for the investigation.		1-2 Hours	<i>Committee on Misdemeanor</i>
	1.4 Issue response letter.			
2. Receive the response letter and sign the logbook under the column "Received by".	2.1 Sign the logbook under the column "Released by"	None	5 Minutes	<i>Secretary, Committee on Misdemeanor</i>
	TOTAL:	None	2 Hours, 15 Minutes	





14. Consultation Procedure for Parents

This procedure shows how the OSAS assists parents in identifying problems of their students, their causes, and possible alternatives or solutions.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All parents whose children are enrolled in the University

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Anecdotal Form		Office of Student Affairs and Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in and log in to the visitor's logbook. Online: please send an email to cvsu.ccc.guidance@gmail.com	1.1 Accommodate the parent or guardian or send an email to the parent/guardian for the schedule of the appointment and the link for online consultation.	None	5 minutes	<i>Guidance Counselor</i>
2. Undergo initial interview and assessment.	2.1 Conduct an initial interview.	None	30 minutes	<i>Guidance Counselor</i>
3. When necessary, parent/ guardian is referred to concerned	3.1 Write letter of referral to the department.	None	15 minutes	<i>Guidance Counselor</i>



department for more appropriate intervention or action				
	TOTAL:	None	50 minutes	



CAVITE STATE UNIVERSITY – CAVITE CITY CAMPUS

CAMPUS REGISTRAR

External and Internal Services



1. Issuance of School Credential/Certification				
This procedure aims to facilitate the issuance of school credentials and other documents to CvSU graduates and continuing students to be used for employment, evaluation or further studies and including those who opt to transfer to other schools.				
Office or Division:	Office of Campus 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		
University Clearance		Office of the Campus Registrar		
Request Slip		Office of the Campus Registrar		
Official Receipt		Office of the Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and accomplish University Clearance Form (first request) or Request Slip (for subsequent request).	1.1 Receive the accomplished University Clearance or Request Slip and advise the client to pay the necessary fee.	None	2 Minutes	<i>Registrar Staff</i>
2. Pay the necessary fee for the requested documents.	2.1 Issue an official receipt.	Php 20.00/ page for TOR for Evaluation Purposes Php 150.00 for TOR for Board	2 Minutes	<i>Cashier</i>



		<p>Examination Purposes of Graduates</p> <p>Php 110.00 for TOR for Board Examination Purposes of TCP Students</p> <p>Php 15.00/ page for Certification</p> <p>Php 35.00/ page for CAV</p>		
3. Present the OR for recording and reference purposes.	3.1 Check the Official Receipt and issue the claim stub.	None	1 minute	<i>Registrar Staff</i>
4. Receive the claim stub bearing the date of release of therequested documents and the list of requirements (Form 137/TOR with remarks "Copy for CvSU-CCC" (for first request), documentary stamp).	4.1 Evaluate the student's records and preparethe requested documents.	None	<p>7 working days for TOR</p> <p>4 working days for Certification</p>	<i>Registrar Staff</i>
5. Present the claim stub and	5.1 Check the claim stub and release the requested documents to the client.	None	2 Minutes	<i>Registrar Staff</i>



requirements. Claim the document on the specified date of release.	5.2 Provide client with Stakeholders' Feedback Form.			
	TOTAL:	Php 20.00/ page for TOR for Evaluation Purposes Php 150.00 for TOR for Board Examination Purposes of Graduates Php 110.00 for TOR for Board Examination Purposes of TCP Students Php 15.00/ page for Certification Php 35.00/ page for CAV	7 Days, 7 Minutes 4 Days, 7 Minutes	



2. Registration of New Students

This procedure aims to facilitate registration processes of new students that ensures safekeeping of student records and accurate enrolment to a particular program.

Office or Division:	Office of Campus Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All new students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Admission		Office of Student Affairs and Services		
SHS Card / Form 138		High School or Senior High School		
Certificate of Good Moral Character		High School or Senior High School		
Medical Clearance		Campus Clinic		
Personal Information Sheet		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required original documents for enrolment including the Accomplished Personal Information Sheet.	1.1 Receive, check all the required original documents and the accomplished Personal Information Sheet of student. 1.2 Assign Student Number and issue Certificate of Admission and Registration Form.	None	5 Minutes	<i>Registrar Staff</i>
2. Register in the Student Portal online.	2.1 Accept the registration of the new student in the Student Portal.	None	3 Minutes	<i>Registrar Staff</i>



3. May request for a copy of validated Registration Form if needed	3.1 Release the validated Registration Form upon request 3.2 Provide client with Stakeholders' Feedback Form.	None	5 Minutes	<i>Registrar Staff</i>
	TOTAL:	None	13 Minutes	



3. Registration of Continuing Students (Second to Fifth Year Level)				
This procedure aims to facilitate the registration of the continuing students.				
Office or Division:	Office of Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All continuing students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Grades		Student Portal/System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Using the Student Portal, request for evaluation.	1.1 System/Evaluators will evaluate the students.	None	1 Minute	<i>Department Chairperson/ Program Head</i>
2. Review the evaluated subjects & schedule then confirm for assessment of fees.	2.1 System will display the subjects and schedule.	None	3 Minutes	<i>(Student Portal/System)</i>
3. Proceed to Cashier's Office for payment, if payee. If covered by the Free Higher Education, click Confirm button.	3.1 System will display the assessed fees for payment, is student is payee. 3.2 Cashier will receive the payment.	(Depends on the units enrolled) None	5 Minutes	<i>Cashier</i>



4. View the e-Registration Form in the Student Portal. Request a copy of validated Registration Form if needed.	4.1 System will provide client with Stakeholders' Feedback Form. 4.2 Release a copy of validated Registration Form upon request.	None	5 Minute	(Student Portal/System) Registrar Staff
	TOTAL:	None	14 Minutes	



4. Registration of Transferees				
This procedure aims to facilitate the registration of all transfer students.				
Office or Division:	Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All new transfer students.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Admission		Office of Student Affairs and Services		
Transcript of Records		Previous school attended		
Certificate of Eligibility to Transfer (Honorable Dismissal)		Previous school attended		
Certificate of Good Moral Character		Previous school attended		
Police/NBI Clearance		Police Station/NBI Office		
Medical Clearance		Campus Clinic		
Checklist of Course (with grades of credited subjects)		Department concerned		
Equivalency Form		Department concerned		
Result of the Interview Form		Department concerned		
Certificate of Admission		Office of the Campus Registrar		
Personal Information Sheet		Office of the Campus Registrar		
Registration Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit all the required original documents for enrolment including results of interview, checklist of subjects credited by the department concerned and the accomplished Personal Information Sheet.	1.1 Check, receive all the required original documents and the accomplished Personal Information Sheet. 1.2 Assign Student Number and issue Temporary ID.	None	5 Minutes	<i>Registrar staff</i>
2. Register in the Student Portal online.	2.1 Accept the registration of the new student in the Student Portal.	None	3 Minutes	<i>Registrar staff</i>
3. Review the evaluated subjects & schedule then confirm for assessment of fees.	3.1 System will display the subjects and schedule.	None	2 Minutes	<i>(Student Portal/System)</i>
4. Proceed to Cashier's Office for payment, if payee. If covered by the Free Higher Education, click Confirm button.	4.1 System will display the assessed fees for payment, if student is payee. 4.2 Cashier will receive the payment.	(Depends on the units enrolled) None	5 Minutes	<i>Cashier</i>



<p>5. View the e-Registration Form in the Student Portal.</p> <p>Request a copy of validated Registration Form if needed.</p>	<p>5.1 System will provide client with Stakeholders' Feedback Form.</p> <p>5.2 Release a copy of validated Registration Form upon request</p>	None	5 Minute	<p><i>(Student Portal/System)</i></p> <p><i>Registrar Staff</i></p>
	TOTAL:	None	20 Minutes	



5. Registration of Shiftee				
This procedure aims to facilitate the registration of all shiftees.that ensures accurate evaluation of students' grade for enrolment to different program.				
Office or Division:	Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All student shiftee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Checklist of Course (with grades of credited subjects)		Department concerned		
Letter of Intent		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Letter of Intent and have it signed by the officials indicated in the form.	1.1 Evaluate grades of students.	None	5 Minutes	<i>Department Chair or Faculty assigned to program the student intends to shift.</i>
2. Undergo interview at the Department/ College the student intends to transfer.	2.1 Conduct interview for further assessment.	None	10 Minutes	<i>Department Chair or Faculty assigned to program the student intends to shift.</i>
3. Submit the approved Letter of Intent.	3.1 Receive and check the approved Letter of Intent.	None	2 Minutes	<i>Registrar Staff</i>
4. Proceed to the MIS Officer to have the	4.1 Updates the student's course.	None	3 Minutes	<i>MIS Officer</i>



status updated and change the course.				
5. Using the Student Portal, request for evaluation.	5.1 System/Evaluators will evaluate the students.	None	1 Minute	<i>Department Chairperson/Program Head</i>
6. Review the evaluated subjects & schedule then confirm for assessment of fees.	6.1 System will display the subjects and schedule.	None	3 Minutes	<i>(Student Portal/System)</i>
7. Proceed to Cashier's Office for payment, if payee. If covered by the Free Higher Education, click Confirm button.	7.1 System will display the assessed fees for payment, is student is payee. 7.2 Cashier will receive the payment.	(Depends on the units enrolled) None	5 Minutes	<i>Cashier</i>
7. View the e-Registration Form in the Student Portal. Request a copy of validated Registration Form if needed.	8.1 System will provide client with Stakeholders' Feedback Form. 8.2 Release a copy of validated Registration Form upon request.	None	5 Minutes	<i>(Student Portal/System)</i> <i>Registrar Staff</i>
	TOTAL:	None	34 Minutes	



6. Registration of Old Student Returnees

This procedure aims to facilitate the registration of all student returnee that ensures accurate evaluation of students' grades for re-enrolment to the university.

Office or Division:	Campus Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Old Student Returnees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Clearance		Campus Clinic		
Re-admission Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Readmission Form have it signed by the officials indicated in the form.	1.1 Evaluate grades of student	None	5 Minutes	<i>Department Chair or Faculty assigned</i>
2. Undergo interview at the Department/ College last attended.	2.1 Conduct interview to determine the student's eligibility for readmission.	None	10 Minutes	<i>Department Chair or Faculty assigned</i>
3. Submit the approved Readmission Form.	3.1 Receive and check the approved Readmission Form.	None	2 Minutes	<i>Registrar staff</i>
4. Proceed to the MIS Officer to have the status updated and	4.1 Updates the student's status and activates the Student Portal.	None	3 Minutes	<i>MIS Officer</i>



reactivate the Student Portal.				
5. Using the Student Portal, request for evaluation.	5.1 System/Evaluators will evaluate the students.	None	1 Minute	<i>Department Chairperson/ Program Head</i>
6. Review the evaluated subjects & schedule then confirm for assessment of fees.	6.1 System will display the subjects and schedule.	None	3 Minutes	<i>(Student Portal/System)</i>
7. Proceed to Cashier's Office for payment, if payee. If covered by the Free Higher Education, click Confirm button.	7.1 System will display the assessed fees for payment, is student is payee. 7.2 Cashier will receive the payment.	(Depends on the units enrolled) None	5 Minutes	<i>Cashier</i>
8. View the e-Registration Form in the Student Portal. Request a copy of validated Registration Form if needed.	8.1 System will provide client with Stakeholders' Feedback Form 8.2 Release a copy of validated Registration Form upon request	None	5 Minutes	<i>(Student Portal/System) Registrar Staff</i>
	TOTAL:	None	34 minutes	



7. Adding/Dropping/Changing of Subject				
This procedure aims to facilitate the process of application for adding/dropping/changing of subjects of a student that ensures accurate and correct input of subject and schedule.				
Office or Division:	Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All continuing students.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Adding/Dropping/Changing Form		Office of the Campus Registrar		
Registration Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the adding/dropping/ changing form and attach a copy of Registration Form.	1.1 Receives, evaluates and signs the accomplished adding/dropping/changing form.	None	5 Minutes	<i>Department Chair or Faculty assigned</i>
2. Submit the duly accomplished and signed adding/dropping/ changing form.	2.1 Checks and updates the student record if slots are still available and student do not exceed the maximum allowable units to take 2.2A copy is retained with the Registrar, other copies will be kept by the student and by instructor.	None	10 Minutes	<i>Registrar staff</i>



	2.3 Provide client with Stakeholders' Feedback Form.			
	TOTAL:	None	15 minutes	



8. Withdrawal of Registration				
This procedure aims to facilitate the process on withdrawal of registration that ensures accurate evaluation of students' reason for withdrawal.				
Office or Division:	Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Withdrawal of Registration Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Request for Withdrawal of Registration Form and have it signed by the indicated signatories.	1.1 Receives and updates student record and place the copy of approved Request for Withdrawal of Registration Form in the student jacket. 1.2 Provide client with Stakeholders' Feedback Form.	None	5 Minutes	<i>Registrar staff</i>
	TOTAL:	None	5 minutes	



9. Filing for Leave of Absence				
This procedure aims to facilitate the process on application of leave of absence.				
Office or Division:	Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Leave of Absence Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Request for Leave of Absence Form and have it signed by the indicated signatories.	1.1 Receives and updates student record and place the copy of approved Request for Leave of Absence Form in the student jacket. 1.2 Provide client with Stakeholders' Feedback Form.	None	5 Minutes	<i>Registrar staff</i>
	TOTAL:	None	5 minutes	



10. Request for Completion of Grades				
This procedure aims to facilitate the process of completing the incomplete grades of students.				
Office or Division:	Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Faculty members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Report of Completion Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and accomplish the Report of Completion Form and have it signed by the indicated signatories.	1.1 Receives, evaluates, signs, and updates student record and place the copy of approved Report of Completion Form in the student jacket. 1.2 Provide client with Stakeholders' Feedback Form.	None	5 Minutes	<i>Registrar staff</i>
	TOTAL:	None	5 minutes	



11. Request for Change of Grades				
This procedure aims to facilitate the process of application for change of grades of a student that ensures correct and legal modification of grades.				
Office or Division:	Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Faculty members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Grading Sheet		Concerned faculty member		
Notarized Affidavit of Correction		Concerned faculty member		
Request for Change of Grades Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and accomplish the Request for Change of Grades Form and have it signed by the indicated signatories. Submit to the Registrar with attached approved grading sheet and notarized affidavit of correction.	<p>1.1 Receives, evaluates, and updates student grade and place the copy of approved Request for Change of Grades Form and attachments in the student jacket.</p> <p>1.2 Provide client with Stakeholders' Feedback Form.</p>	None	5 Minutes	<i>Registrar staff</i>



	TOTAL:	None	5 minutes	
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12. Granting of Degree and Honor

This procedure aims to define the system of granting of appropriate degrees to students who have satisfactorily completed all the requirements appertaining to their respective curricular program.

Office or Division:	Campus Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Graduating students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Graduation Form		Office of the Campus Registrar		
Checklist of Course		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and accomplish the Application for Graduation/Honor Form and have it signed by the indicated signatories. Submit to the Registrar with attached Checklist of Course.	1.1 Receives the accomplished Application for Graduation/Honor Form and evaluates student academic records.	None	10 Minutes	<i>Registrar staff</i>
	1.2 Prepares the list of candidates for graduation for presentation to the Campus Committee on Curriculum and Instruction and prepares the graduation resolution.			
	1.3 Campus Administrator presents the qualified candidates to the University Academic Council for approval and subsequent endorsement to the University Board of Regents.			<i>Campus Administrator</i>



	1.4 The university organizes a Graduation Ceremony and the President confirms. 1.5 Provide client with Stakeholders' Feedback Form			
	TOTAL:	None	10 minutes	



CAVITE STATE UNIVERSITY – CAVITE CITY CAMPUS

CASHIER'S OFFICE

External and Internal Services



1. Cash Disbursement / Check Disbursement				
This procedure covers payment obligation to employees/individuals/creditors for goods purchase or services rendered.				
Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Employees, Students, Parent/Guardian, Graduates and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		Claimant		
Authorization letter/Special Power of Attorney		Claimant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the Cashier/Collecting Officer on nature of the claim and present valid ID and authorization	1.1 Verify the name of the claimant on the list of checks for release. 1.2 Let the client sign on the payroll or voucher (if not available, inform the client). 1.3 Verify the signature of the clients on the payroll/voucher.	None	5 Minutes	<i>Cashier/Collecting Officer</i>
2.a. Receive the cash from the Cashier/Collecting Officer and count it before leaving the counter.	2.1 Stamp" PAID" on the payroll/voucher then file. 2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	2 Minutes	<i>Cashier/Collecting Officer</i>



2.b. Receive check from the Cashier/ Collecting Officer and verify the accuracy and completeness of the entries.				
	TOTAL:	None	7 Minutes	



2. Collection of Fees				
This procedure covers how the Campus Cashier process collection of fees, records, and provision of receipts to student payment transactions.				
Office or Division:	Cavite City Campus Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		Office of Campus Registrar		
Order of Payment		Office of Campus Registrar		
Registration Form		Office of Campus Registrar		
Completion Form		Office of Campus Registrar		
Adding and Changing Form		Office of Campus Registrar		
Dropping Form		Office of Campus Registrar		
Official Receipt		Campus Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present completely filled out request slip, certification, registration form, etc. or submit email or transaction to cvsuccccashier@cvsu.edu.ph	1.1 Evaluate registration forms and other requirement as to completeness and accuracy or evaluate email of transaction.	None	2 Minutes	Cashier/Collecting Officer



<p>2. Pay the corresponding amount:</p> <ul style="list-style-type: none"> ○ Completion ○ Official Transcript of Record <p>Certificates:</p> <ul style="list-style-type: none"> ○ Good Moral Character and Grades ○ Honorable Dismissal ○ Authentication and verification 	<p>2.1 Issue official receipt.</p> <p>2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form</p>	<p>Php 10.00/unit</p> <p>Php 20.00/page</p> <p>Php 50.00/page with scanned picture</p> <p>Php 15.00/copy</p> <p>Php 15.00/copy from 2nd copy</p> <p>Php 20.00/page</p> <p>Php 50.00/page with scanned picture</p> <p>Php 15.00</p>	<p>2 minutes</p> <p>2 minutes</p> <p>2 minutes</p> <p>2 minutes</p> <p>2 minutes</p> <p>2 minutes</p>	<p><i>Cashier/Collecting Officer</i></p> <p><i>Cashier/Collecting Officer</i></p> <p><i>Cashier/Collecting Officer</i></p> <p><i>Cashier/Collecting Officer</i></p> <p><i>Cashier/Collecting Officer</i></p> <p><i>Cashier/Collecting Officer</i></p>
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<ul style="list-style-type: none"> ○ Authentication of TOR and diploma 		Php 15.00/set	2 minutes	<i>Cashier/Collecting Officer</i>
<ul style="list-style-type: none"> ○ Adding/changing of subjects 		None	2 minutes	<i>Cashier/Collecting Officer</i>
<ul style="list-style-type: none"> ○ Dropping of subjects 		None	2 minutes	<i>Cashier/Collecting Officer</i>
<ul style="list-style-type: none"> ○ Thesis adviser and technical adviser's fee 		Php 2,300.00	2 minutes	<i>Cashier/Collecting Officer</i>
	TOTAL:	Depending on the transaction	4 Minutes per transaction	



CAVITE STATE UNIVERSITY – CAVITE CITY CAMPUS

HEALTH SERVICES UNIT

External and Internal Services



1. Consultation and Referrals				
This procedure shows how the Campus Health Services Unit to provide assistance in assessing the physical condition of a patient as well as in the administration of treatment.				
Office or Division:	Campus Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	University Officials, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		Patient/Client		
Consultation Form		Campus Health Services Unit		
Dental Record Form				
Medical Certificate Form				
Prescription Form				
Request Form				
Laboratory Result Form				
X-Ray/ Diagnostic Result Form				
Monitoring Sheet				
Referral Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Identification Card to the Nurse on Duty (NOD).	1.1 Confirm personal information from identification card and accomplish consultation form.	None	1 Minute	Nurse-On-Duty (NOD)



2. Submit oneself to the assessment of vital signs.	2.1 Check and record vital signs, accompany patient to the ward if the patient needed to lay-in bed or give medicine (depending on the case) to ease the complaint.	None	3 Minutes	NOD
3. Submit to the consultation process.	3.1 Examine the patient. May refer patient for the following procedures if necessary: a. Wound Care b. Laboratory/ Radiologic Exam c. Observation in Ward & Confinement d. Referral to a Medical Specialist e. Transfer to hospital	None	15 Minutes / depending on the case	NOD / If physician is available for visiting
4. Present prescription and submit the medical or dental card to the NOD.	4.1 Receive the prescription form and dispense available prescribed medication (initial dose only). 4.2 Advise the patient on proper use and intake of medicines.	None	2 Minutes	NOD
5. Sign the logbook.	5.1 Log the name of patient, name and quantity of dispensed medicines, and have it signed by the patient.	None	1 Minute	NOD
	5.2 Encode the accomplished consultation form, medical or dental record, and file for safekeeping.	None	1 Minute	NOD
	5.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			



	TOTAL:	None	23 Minutes	
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2. Physical, Dental, and Laboratory Examination of Students

This procedure aims to provide assistance in the conduct of Physical, Dental and Laboratory Examination of students for qualification to perform various school functions and activities.

Office or Division:	Campus Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Admission (NOA)		Office of Student Affairs and Services		
Personal Information Sheet or Identification Form,		Campus Health Services Unit		
Student Health Record Form				
Request Form				
Laboratory/X-Ray Result Form				
Dental Record Form				
Medical Clearance Form		Medical Specialist		
Medical Certificate				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Day 1 1. Present the NOA for new and transferee students/ Request for Medical Clearance for returnee students.	1.1 Confirm schedule of student and secure copy of NOA or Request for Medical Clearance 1.2 Issue Request Form for diagnostic procedures, request for dental and physical examination (this is to be done on affiliated diagnostic clinic that is DOH-Accredited Diagnostic Center and proceed to Day 2).	None	2 Minutes	NOD
Day 1	TOTAL:	None	2 Minutes	
Day 2 1. Present the laboratory results to the NOD.	1.1 Check and collect the laboratory and diagnostic results with medical and dental clearance for completeness and issue Personal Information Sheet. 1.2 Collect photocopy of the medical result and give back the original copy to the student.	None	1 Minute	NOD
2. The student fill out Personal Information Sheet and submit to the NOD.	2.1 Encode/fill out the data to the Student Health Record Form. 2.2 Check and record the vital signs. 2.3 Issue the Student Health Record Form and Medical Clearance Form.	None	3 Minutes	NOD
3. Proceed to the nurse on duty.	3.1 Secure a copy of Student Health Record Form and file student record for safekeeping. 3.2 Advise to proceed to the University Registrar for registration.	None	1 Minute	NOD



	5.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
*Additional Procedures (For student with findings upon examination)	6.1 Advise the student to undergo special diagnostic procedure; or refer to medical specialist.	None	3 minutes	<i>NOD/ Physician (Specialist/Hospital accredited to the specialist)</i>
Day 2	TOTAL:	None	8 Minutes	



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

This procedure covers the pre-employment physical, dental and laboratory examination, including treatment, advises, and referrals of applicant employee and faculty.

Office or Division:	Campus Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	University Officials, Faculty Members and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Endorsement Form		Human Resource and Development Office		
Medical Certificate		University Health Services Unit		
Personal Information Sheet or Identification Form				
Medical Form				
Request Form				
Laboratory Result Form				
X-Ray Result Form				
Dental Record Form				
Medical Certificate		Medical Specialist		
Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Day 1	1.1 Secure a copy of Medical Endorsement Form.	None	2 Minutes	NOD



1. Present Medical Endorsement Form issued by HRDO.	1.2 Issue Request Form for diagnostic procedures and CSC Medical Certificate.			
If Laboratory and Diagnostic Examination will be done outside: 1a. Proceed to the Cashier's Office for payment of physical and dental examination *Skip next step and advance to DAY 2	1a.1 Issue charge slip for payment of physical and dental examination. 1a.1 Advise to accomplish laboratory and diagnostic examination at any DOH-Accredited Diagnostic Center. 1a.1 Instruct to return and bring the results the following day for physical and dental examination.	Php 125.00	2 Minutes	NOD
If Laboratory and Diagnostic Examination will be done at the UHS: 1b. Proceed to the Cashier's Office for payment of laboratory and diagnostic examination	1b.1 Issue charge slip for payment of diagnostic examination. 1b.2 Advise to return to UHS after payment.	Php 1,425.00 for Contractual, Permanent and Temporary Php 475.00 for Job Order	1 Minute	NOD
2. Present the Official Receipt to the NOD.	2.1 Secure copy of official receipt. 2.2 Advise or instruct the applicant to proceed to the Diagnostic section for the necessary procedures.	None	1 Minute	NOD



3. Proceed to the Diagnostic Section for examination.	3.1 Perform necessary procedures. 3.2 Instruct to return the following day to claim the results. 3.3 Advise to accomplish other tests not available in the UHS (eg. Neuropsychiatric test, drug test).	None	6 Minutes	<i>Medical/X-ray Technologist</i>
Day 1	TOTAL:	Php 1,425.00 for Contractual, Permanent, and Temporary Php 475.00 for Job Order	12 Minutes	
Day 2 1. Present official receipt and CSC Medical Certificate Form.	1.1 Secure copy of official receipt, one photocopy of results and triplicate copy of accomplished CSC medical certificate. 1.2 Issue Personal Information Sheet.	None	1 Minute	<i>NOD</i>
2. Fill out the Personal Information Sheet and submit to the NOD.	2.1 Encode data to the Medical Form, take picture and print the form. 2.2 Check and record vital signs. 2.3 Issue the medical form with attached photocopy of laboratory and diagnostic results.	None	3 Minutes	<i>NOD</i>



3. Proceed to the dental section for dental examination.	3.1 Administer dental examination and sign the medical form.	None	5 Minutes	<i>Dentist</i>
4. Proceed to medical section for physical examination.	4.1 Administer physical examination and sign the medical form together with the triplicate copy of CSC medical form for fitness or unfitness to work.	None	10 Minutes	<i>Physician</i>
5. Additional Procedure (For applicant with findings upon examination).	5.1 Advise the applicant to undergo additional laboratory and or special diagnostic procedures and or refer to medical specialist	None	3 Minutes	<i>Physician</i>
6 Proceed to the NOD.	6.1 Secure copy of one (1) medical form and CSC medical certificate form with attached photocopy of diagnostic results for encoding and safekeeping.	None	1 Minute	<i>NOD</i>
	6.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
Day 2	TOTAL:	None	23 Minutes	
If Laboratory and Diagnostic Examination will be done outside and will undergo Online Physical Examination: (Advisory No. 3 s. 2021)				
1. Submit all scanned	1.1 Gather all the scanned copies and	None	2 Minutes (depending on the availability of doctor)	<i>Nurse on Duty/ University Physician</i>



copies of laboratories, physical exam and excel format of CSC Medical Certificate to the email address of Nurse on Duty	<p>medical certificate received by the client.</p> <p>1.2 Send all copies to the email address of infirmary.</p> <p>1.3 Advise to wait for the availability of doctor</p>			
Additional Procedures (for those with findings upon examination)	Advise to undergo additional laboratory and or special diagnostic procedures and/or refer to medical specialist	None	3 Minutes	<i>NOD</i>
	TOTAL:	None	5 Minutes	



4. Procedures on Provision of Emergency Care and Treatment				
This procedure shows how emergency care and treatment are provided to patients in the University.				
Office or Division:	Campus Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, CvSU Faculty Members, Employees, University Officials and their Dependents, and Out Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Consultation Form		University Health Services Unit		
Medical Certificate Form				
Prescription Form				
Request Form				
Laboratory Result Form				
X-Ray/ Diagnostic Result Form				
Monitoring Sheet				
Referral Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The patient to come in or brought in as emergency case.	1.1 Place the patient in a comfortable position and ask for the ID of the patient for proper identification and recording purposes.	None	2 Minutes	Nurse-On-Duty (NOD)
1a. If unconscious and pulseless:	1a. Administer First Aid treatment and call other medical staff for assistance.	None	*10 Minutes / depending on the case	NOD / Physician



1b. If conscious, the patient gives medical history (if accident in nature) and submit to assessment of vital signs.	1b.1 Elicit medical history or incidence report, check, monitor and record vital signs. 1b.2 Refer patient to physician on duty.	None	5 Minutes	<i>NOD</i>
2. Submit to the consultation process.	2.1 Administer intensive medical assessment, start initial treatment and explain condition and necessary steps to be done to the immediate head/guardian. 2.2 Monitor patient condition until he/she becomes stable.	None	*30 Minutes / depending on the case	<i>Physician</i>
3. Manifest improvement and stability of condition.	3.1 Prescribe medication with proper instructions and give advices. May issue medical certificate if necessary. 3.2 Report to the security office if the emergency case is accident and or medico-legal in nature 3.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None None	2 Minutes 1 Minute	<i>Physician</i> <i>NOD</i>
	TOTAL:	None	50 Minutes	



5. Verification of Physical, Dental, Laboratory and Diagnostic Examination Results of Students Enrollees and Issuance of Medical Clearance for Enrollment

This procedure covers how enrollees can submit their Physical, Dental and Laboratory Examination results /report through online and drop box system for verification and issuance of medical clearance for enrolment purposes,

Office or Division:	Campus Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Student Health Record		University Health Services Unit		
Online Student Request Form				
Medical Clearance Form				
Medical Certificate		Medical Specialist		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements through online/drop box system.	1.1 Check and verify the completeness of the scanned copies or drop box copies of documents and present it to the physician.	None	2 Minutes	<i>Nurse-On-Duty</i>
	1.2 Assess the results for comments and recommendation.	None	5 Minutes	<i>Physician</i>
	*If the assessment is clear/normal, issue medical clearance through e-mail, electronically signed for confirmation to enrollment.			



	1.3 If upon verification and assessment, results are unfavorable or noted with communicable diseases, advise the student enrollee through e-mail to undergo additional laboratory or special diagnostic procedures and or refer to medical specialist before given clearance for confirmation to enrollment.	None	2 Minutes	<i>Physician</i>
2. Receive medical clearance through e-mail.	2.1 Encode, save, print and file the documents. 2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	1 Minute	<i>Nurse-On-Duty</i>
	TOTAL:	None	10 Minutes	



CAVITE STATE UNIVERSITY – CAVITE CITY CAMPUS

CAMPUS LIBRARY

External and Internal Services



1. Use of Library Facilities, Services and Resources				
This procedure shows how the library assists interested clients in using library facilities, services and resources.				
Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students, Faculty Members, Employees and Alumnus and Library Patrons from Other Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid CvSU Student, Staff, or Alumni IDs		Office of University Registrar, HRDO, or Alumni Office		
Latest Registration Form		Office of University Registrar		
Referral Letter (Library Patrons from Other Institutions)		From the Librarian of their Institution (for students), from the Dean (for the faculty members) or the Head of Unit (for employees)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For CvSU student, faculty member, employee and alumni				
1. Present their valid CvSU ID and latest registration form.	1.1 Check the presented CvSU ID and latest Registration Form.	None	1 Minute	<i>Assigned Clerk</i>
2. Log in and leaves unnecessary things in the baggage area of the section where they will avail the services.	2.1 Assist the client in logging into the library monitoring system.	None	1 Minute	<i>Assigned Clerk</i>



3. Proceed to the OPAC station for the title/author and call number needed for research.	3.1 If necessary, assist library patrons in using the OPAC Stations.	None	1 Minute	<i>Assigned Clerk</i>
<u>For Visitor</u>				
1. Present referral letter.	1.1 Receive a letter of referral.	None	1 Minute	<i>Assigned Clerk</i>
2. Sign the record book and pay for the library fee.	2.1 Receive payment and issue Official Receipt.	Php 30.00	2 Minutes	<i>Assigned Clerk/Cashier</i>
3. Log in the visitors' logbook and leave unnecessary things in the baggage area of the section where they will avail the services.	3.1 Assist the client in filling out the logbook.	None	2 Minutes	<i>Assigned Clerk</i>
4. Proceed to the OPAC station for the title/author and call number needed for research.	4.1 If necessary, assist the visitors in using the OPAC Stations 4.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	1 Minute	<i>Assigned Clerk</i>
	TOTAL:	Php 30.00 (for Visitors only)	3 Minutes (CvSU Students, Employees and Alumni) 6 Minutes (for Visitors only)	



2. Borrowing and Returning of Books and Other Library Materials				
This procedure shows how the library assists interested clients in the borrowing and returning of books and other library materials.				
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 and old students: Library Card		Campus Library		
For Faculty Members and Employees Campus Library Card		Campus Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1a. Present book/s to be borrowed and fill out book card.	<u>Borrowing of books:</u> 1a.1 Check out the books to be borrowed by filling up the book card. 1a.2 Stamp due date on the date due slip. 1a.3 File book cards of the books borrowed.	None	2 Minutes	<i>Assigned Library Clerk</i>
1b. Present the books to be returned.	<u>Returning of books:</u> 1b.1 Check in the books borrowed. 1b.2 Insert the book cards and shelves these books.	None	2 Minutes	<i>Assigned Library Clerk</i>



	1c. Provide client with Stakeholders Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	2 Minutes (Borrowing) 2 Minutes (Returning)	



3. Issuance of Library Card for New Registrants				
This procedure shows how Library facilitate the issuance of borrower's card for new registrants.				
Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students: Registration Form 1 pc. 1x1 ID picture		Office of the University Registrar Student		
For faculty members and employees: CvSU identification card		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about issuance of Borrower's card.	1.1 Provide the students, faculty members and employees with Application Slip to be filled out.	None	1 Minute	<i>Assigned Clerk</i>
2. Fill out the Application Slip.	2.1 Receive the accomplished Application Slip and encode the data	None	2 Minutes	<i>Assigned Clerk</i>
3. Pay the corresponding fee and present the Registration Form (for students).	3.1 Counter sign the Registration form of students and validate the Library Card. 3.2 Release the Library Card. 3.3 Provide client with Stakeholders' Feedback Form or Google Form using	Php 20.00	2 Minutes	<i>Assigned Clerk</i>



	the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	Php 20.00	5 Minutes	



4. Replacement of Lost Library Cards				
This procedure covers how Library provides new library cards for students.				
Office or Division:	Campus Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest Registration Form		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present latest registration form.	1.1 Receive the latest registration form.	None	1 Minute	Assigned Clerk
	1.2 Check the database of registered clients and update data if necessary.	None	2 Minutes	Assigned Clerk
2. Pay the corresponding fee.	2.1 Issue official receipt. 2.2 Countersign and stamp validity date on the Library Card. 2.3 Release new Library Card. 2.4 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	Php 20.00	2 Minutes	Assigned Clerk



	TOTAL:	Php 20.00	5 Minutes	
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5. Validation of Library Card for Old Registrants

This procedure covers how Library facilitates the verification of the students' records in the database and validation of borrower's card for old registrants.

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students: Latest Registration Form Student Identification Card		Office of the University Registrar		
For Faculty Members and Employees CvSU Identification Card		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students, instructors and employees to request for validation of library or borrower's cards.	1.1 Check the library card presented.	None	1 Minute	<i>Assigned Clerk</i>
2. Student to present their latest registration form while faculty members and	2.1 Receive the registration form.	None	1 Minute	<i>Assigned Clerk</i>
	2.2 Verify the encoded data of the client and update the record if necessary.	None	1 Minute	<i>Assigned Clerk</i>



employees present their ID.	2.3 Countersign and stamp validity date on the library card. 2.4 Release validated library card. 2.5 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	1 Minute	<i>Assigned Clerk</i>
	TOTAL:	Php 10.00	4 Minutes	



CAVITE STATE UNIVERSITY – CCAT CAMPUS
HUMAN RESOURCE AND DEVELOPMENT OFFICE
External and Internal Services



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

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

Office or Division:	Recruitment, Selection and Placement (RSP) Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All qualified applicants

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter address to the Campus Administrator		Applicant		
Personal Data Sheet		www.csc.gov.ph or CSC website		
Photocopy of certificate of eligibility/rating/license		Civil Service Commission		
Photocopy of Transcript of Records		School Registrar		
Latest Performance Rating if applicable		Employer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application letter and credentials. For online submission, scan and attach the document(s) to: cvsuccat.hrmo@gmail.com	1.1 Check and record the documents submitted to the Application Monitoring Database.	None	4 Minutes	HR Staff
	1.2 Conduct initial screening of documents based on the Qualification Standards for vacant positions.	None	5 Minutes	HR Staff



	1.3 Notify the client of the status of application through e-mail or text message.	None	2 Minute	<i>HR Staff</i>
	TOTAL:	None	11 Minutes	



2. Creating, Maintaining, Processing and Reporting Payroll Information				
This procedure shows how attendance records are maintained by gathering, calculating, and inputting data.				
Office or Division:	Human Resource Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Active CvSU-CCAT Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Biometric devise physically present on-site Approved request to render service (i.e. after regular office hours, during Saturdays, Sundays, Holidays, and summer vacation)		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. All active CvSU-CCAT personnel are required to use the biometric system to track employee attendance.	1.1 Scanners or cameras, captures the biometric information that needs to be authenticated.	None	Real Time	HR Staff
	1.2 A software system translates the biometric information and validate it against the person's record.	None	Real Time	HR Staff
	1.3 Daily time record summary is downloaded every payroll cut-off period and validate against employee's schedule.	None	2 Days	HR Staff
	TOTAL:	None	2 Days	



3. 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:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Record Request Form		Human Resource Development Office ONSITE and ONLINE via email: cvsuccat.hrmo@gmail.com		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests and fill-out Record Request Form. For online submission, scan and attach the document(s) to: cvsuccat.hrmo@gmail.com	1.1 Review the duly accomplished form for completeness of entries.	None	3 Minutes	HR Staff
	1.2 Check and verify from file the requested record as to the correctness and accuracy.	None	3 Days (Certificate of Employment)	HR Staff
	1.3 Encode and print the requested record and Endorse to the Director for Administration for signature.	None	3 Days (Service Record)	HR Staff
	1.4 Review and sign the documents.	None	10 Minutes	Director for Administration
	1.5 Release the requested record to the faculty member or employee.	None	1 Minute	HR Staff



	TOTAL:	None	6 Days 14 Minutes	
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4. Preparation and Processing of Employee's Retirement Documents for GSIS Purposes				
The procedures cover the processing of documents for <i>retirement pay</i> , <i>pensions</i> , <i>gratuities</i> and other <i>benefits</i> of retiring <i>government employees</i> .				
Office or Division:	Recruitment, Selection and Placement (RSP) Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Retiring/retired personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Three (3) copies of the following: - Agency Clearance of No Pending Admin. Case - Certification of Last Day of Service Filled-up application form for retirement from GSIS		Requesting client		
Original service record		HRMO		
Certificate of Last day of service		HRMO		
Leave form		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Retirees submits the application for retirement.	1.1 HRMO Receives employee's application for retirement approved by the President.	None	3 Minutes	HR Staff
	1.2 Prints and verifies Service Record of retiring employee indicating last day of service and Leave of Absence Without Pay (LWOP).	None	20 Minutes	HR Staff



	1.3 Reviews and Signs Service Record.	None	15 Minutes	<i>HR Staff</i>
	1.4 Prepares Certificate of Leave of Absence Without Pay (if any).	None	10 Minutes	<i>HR Staff</i>
	1.5 Reviews supporting documents.	None	15 Minutes	<i>HR Staff</i>
	1.6 Forwards the application for retirement to the President's Office for signature with supporting documents. (hard copies sent to be sent to the Main Campus).	None	15 Minutes via email/ Hard copies to be sent to the Main Campus 1 Day	<i>HR Staff</i>
	1.7 Receives back the documents signed by the President.	None	7 Working Days	<i>HR Staff</i>
	1.8 Released to the concerned employee, the approved documents	None	1 Day	<i>HR Staff</i>
	TOTAL:	None	9 Days 1 Hour 18 Minutes	



CAVITE STATE UNIVERSITY – CCAT CAMPUS

OFFICE OF STUDENT AFFAIRS AND SERVICES

External and Internal Services



1. Application Procedure for Admission of Incoming First Year

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

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		OSAS and CvSU website downloadable at www.cvsu.edu.ph		
Photocopy of G-11 report card		Senior High School		
Certification that the applicant is currently enrolled as G-12 indicating the strand to be signed by the School Principal/ Class Adviser		Senior High School		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at CvSU website www.cvsu.edu.ph		None	15 Minutes	<i>Admission Officer</i>
2. Submit the required documents at the Office. Online transaction: Submit the required	2.1 Review and receive the required documents at the Office. Online transaction: Receive the required documents through online.	None	5 Minutes	<i>Admission Officer</i>



documents online (link to be announced)				
3. Receive admission exam permit. Online: Receive email notification re acknowledgment receipt of application.	3.1. Schedule the date of examination and release admission exam permit Online: Send email notification re acknowledgment receipt of application	None	5 Minutes	<i>Admission Officer</i>
4. Take the admission examination as scheduled.	4.1. Administer Admission Examination. 4.2. Release the result of the admission examination via official website and official facebook page of the University.	None	*1 Hour	<i>Guidance Counselor or Psychometrician</i>
5. For applicants seeking admission to the BS Nursing, BS Medical Technology, Diploma in Midwifery, BS Criminology, Education Courses, Engineering Courses, BS Psychology, BS Hospitality Management, and BS Tourism Management, the applicant is required to undergo interview				



<ul style="list-style-type: none"> ○ Gets interview form. 	<p>5.1. Release Notice for Interview or Evaluation form. Online: Forward interview/evaluation slip to the respective College for the grade evaluation of the application</p>	None	2 Minutes	<i>Admission Officer</i>
<ul style="list-style-type: none"> ○ Undergo interview at the college (where the applied course is under). <p>Online: Attend to the online interview set by the college evaluator</p>	5.2. Conduct the interview.	None	10 Minutes	<i>College Registrar/ Department Chair / Program Head</i>
<ul style="list-style-type: none"> ○ Return to OSAS and submit accomplished interview form. 	5.3. Receive the accomplished interview form.	None	2 Minutes	<i>Admission Officer</i>
<p>6. Receive the NOA.</p> <p>Online: Receive the result by logging-in to the online admission system.</p>	<p>6.1 Issue Notice of Admission (NOA) and log the NOA number and name of student and sign the logbook under the column “Released by”.</p> <p>Online: Release the result of the application through online admission system</p>	None	5 Minutes	<i>Admission Officer</i>
<p>7. Present the NOA to the University Health Services unit/ for</p>	7.1 Receive the NOA assist the student for medical examination	None	2 Minutes	<i>University Health Services Unit</i>



medical examination.				
	TOTAL:	None	*1 hour and 46 minutes	



2. Application Procedure for Admission of Transferees from Other School

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

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		OSAS and CvSU website (downloadable at www.cvsu.edu.ph)		
Photocopy of transfer credentials		Applicant's previous school		
Photocopy of NBI clearance or Police clearance		National Bureau of Investigation or Police station		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at CvSU website www.cvsu.edu.ph		None	15 Minutes	<i>Admission Officer</i>
2. Submit credentials (application form and copy of grades) for initial evaluation. Online: Submit the initial required documents (application form and copy of grades) online (link to be announced)	2.1 Receive the initial required documents (application form and copy of grades). Online: Print the submitted application form and copy of grades from the online	None	5 Minutes	<i>Admission Officer</i>



3. Secure the Notice for Interview or Evaluation form and proceed to concerned College for their evaluation. Online: Receive email notification re acknowledgment receipt of application.	3.1 Issue Notice for Interview or Evaluation form. Online: Attach interview form in the application and forward the application to the respective College for evaluation	None	5 Minutes	<i>Admission Officer</i>
4. Undergo interview with respective college. Online: Attend to the online interview set by the college evaluator.	4.1 Conduct the interview.	None	10 Minutes	<i>College Registrar/ Department Chair / Program Head</i>
5. Return to OSAS and submit the accomplished Notice for Evaluation form.	5.1 Receive the accomplished Notice for Interview or Evaluation form from the College. Online: Receive the accomplished Notice for Interview or Evaluation form from the College.	None	2 Minutes	<i>Admission Officer</i>
6. If qualified from the evaluation of the College/Department, submit the following documents: a. Photocopy of Certificate of Grades b. Photocopy of Certificate of Good Moral c. Photocopy of Honorable Dismissal	6.1 Receive the required documents and issue Notice of Admission (NOA). Online: Notify applicant about accessing the result of evaluation in the online admission system	None	5 Minutes	<i>Admission Officer</i>



d. 2 copies of 1x1 ID Picture e. Short Folder Online: Received email notification about the result of evaluation in the online admission system.				
7. Receive the NOA. Online: Confirm slot in the admission system.	7.1 Log the NOA number and name of student and sign the logbook under the column “Released by”. Online: release the result of application through the online admission system	None	5 Minutes	<i>Admission Officer</i>
8. Present the NOA to the University Health Services Unit for medical examination.	8.1 Receive the NOA assist the student for medical examination.	None	2 Minutes	<i>University Health Services Unit</i>
	TOTAL:	None	49 minutes	



3. Application Procedure for Admission of Second Courser

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

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students who are already a graduate of a bachelor’s degree and wanted to pursue another program

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		OSAS and CvSU website (downloadable at www.cvsu.edu.ph)		
Photocopy of transfer credentials		Applicant’s previous school		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at CvSU website www.cvsu.edu.ph		None	15 Minutes	
2. Present credentials (application form and copy of grades) for initial evaluation. Online: Submit the initial required documents (application form and	2.1 Review and receive the initial required documents (application form and copy of grades) Online: Print the submitted application form and copy of grades from the online	None	5 Minutes	<i>Admission Officer</i>



copy of grades) online (link to be announced).				
<p>3. Get Notice for Evaluation/ Interview form and proceed to concerned college / department for their evaluation.</p> <p>Online: Receive email notification re acknowledgement receipt of application.</p>	<p>3.1 Issue Notice for Evaluation/ Interview form.</p> <p>Online: Attach Notice for Evaluation/ Interview form in the application and forward the application to the respective College for evaluation.</p>	None	5 Minutes	<i>Admission Officer</i>
<p>4. Undergo interview with respective college/ department.</p> <p>Online: Attend to the online interview set by the College evaluator.</p>	<p>4.1 Conduct the Interview.</p>	None	10 Minutes	<i>College Registrar/ Department Chair / Program Head</i>
<p>5. Return to OSAS and submit the accomplished Notice for Evaluation form.</p> <p>Online: Wait for email notification.</p>	<p>5.1 Receive the accomplished interview form.</p> <p>Online: Receive the accomplished Notice for Evaluation/ Interview form from the respective college.</p>	None	2 Minutes	<i>Admission Officer</i>
<p>For qualified applicants:</p> <p>6. Submit the following documents to OSAS:</p>	<p>6.1 Receive the required documents.</p>	None	5 Minutes	<i>Admission Officer</i>



a. Photocopy of Transcript of Records b. Photocopy of Honorable Dismissal c. 2 copies of 1x1 ID Picture d. Short Folder Online: Submit the remaining required documents through online.	Online: Receive the required documents through online submission.			
7. Receive the NOA. Online: Receive result by logging-in to the online admission system and confirm slot.	7.1 Log the NOA number and name of student and sign the logbook under the column "Released by". Online: Release the result of application through online admission system.	None	2 Minutes	<i>Admission Officer</i>
8. Present the NOA to the University Health Services Unit for medical examination.	8.1 Receive the NOA assist the student for medical examination.	None	2 Minutes	<i>University Health Services Unit</i>
	TOTAL:	None	46 minutes	



4. Issuance of Certificate of Good Moral Character

This procedure shows how to assist bonafide students and graduates who would want to secure Certificate of Good Moral Character.

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished University Clearance		Applicant’s concerned college		
Official Receipt for Certification of Good Moral Character		Cashier’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay for the Certification of Good Moral Character at the Cashier’s Office.	1.1 Receive payment and issue an official receipt.	Php 45.00 (<i>Php 30.00 is for documentary stamp as required</i>)	2 Minutes	Cashier
2. Present the required documents to the Office of Student Affairs.	2.1 Receive and check the required documents.	None	5 Minutes	OSAS Staff
3. Fill out the request form for Good Moral Certificate Sheet.	3.1 Prepare and release the Certificate of Good Moral Character.	None	5 Minutes	OSAS Staff



4. Receive the Certificate Good Moral Character.	4.1 Sign Good Moral Certificate Sheet under the column “Released by”.	None	5 Minutes	OSAS Staff
	TOTAL:	Php 45.00	17 minutes	



5. Consultation Procedure for Parents

This procedure shows how the OSAS assists parents in identifying problems of their students, their causes, and possible alternatives or solutions.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All parents whose children are enrolled in the University

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Anecdotal Form		OSAS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in and log in the visitor's information logbook. Online: contact the Guidance Counselor through online (email, or text message, or other access) for consultation.	1.1 Accommodate the parent or guardian (face-to-face or online).	None	5 Minutes	<i>Guidance Counselor</i>
2. Undergo initial interview and assessment (face-to-face or online)	2.1 Conduct initial interview (face-to-face or online).	None	30 Minutes	<i>Guidance Counselor</i>
3. As referred and necessary, parent/ guardian is referred to concerned college/ department for more appropriate intervention or action	3.1 Write letter of referral to college/ department. Online: Send online communication of referral to the concerned college/department for appropriate	None	15 Minutes	<i>Guidance Counselor</i>



	intervention or action.			
	TOTAL:	None	50 Minutes	



6. Application Procedure for Transferees from CvSU System

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

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		OSAS and CvSU website (downloadable at www.cvsu.edu.ph)		
Photocopy of transfer credentials		Applicant's previous school		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at CvSU website www.cvsu.edu.ph		None	15 Minutes	
2. Present credentials (application form and copy of grades) for initial evaluation. Online: Submit the initial required documents (application form and copy of grades) online (link to be announced).	2.1 Receive initial documents. Online: Print the submitted application form and copy of grades from the online submission.	None	5 Minutes	<i>Admission Officer</i>



<p>3. Get Notice of Evaluation/ Interview Form and Proceed to concerned college/department for their evaluation.</p> <p>Online: Receive email notification re acknowledgement receipt of application.</p>	<p>3.1 Issue Notice of Evaluation/ Interview Form.</p> <p>Online: Attach Notice of Evaluation/ Interview Form in the application and forward the documents to the College for evaluation.</p>	None	5 Minutes	<i>Admission Officer</i>
<p>4. Undergo interview with respective college/ department.</p> <p>Online: attend to online interview set by the College evaluator.</p>	<p>4.1 Conduct the interview.</p>	None	10 Minutes	<i>College Registrar/ Department Chair/ Program Head</i>
<p>5. Return to OSAS and submit the accomplished interview form.</p> <p>Online: wait for email notification about the result from Admission Office.</p>	<p>5.1 Receive the accomplished interview form.</p> <p>Online: Receive the accomplished Notice of Evaluation/ Interview form from the respective college.</p>	None	2 Minutes	<i>Admission Officer</i>
<p>6. If qualified from the evaluation of the College, submit the following documents to OSAS:</p> <ul style="list-style-type: none"> a. Photocopy of Certificate of Grades b. Photocopy of Certificate of Good Moral c. Photocopy of Honorable Dismissal 	<p>6.1 Receive and file the documents.</p>	None	5 Minutes	<i>Admission Officer</i>



d. 2 copies of 1x1 ID Picture e. Short Folder				
7. Receive the NOA. Online: Received email notification from Admission office about passing the evaluation and the process of confirming slot for admission.	7.1 Issue Notice of Admission (NOA) and log the NOA number and name of student and sign the logbook under the column “Released by”. Online: Release the result of application through the online system.	None	5 Minutes	<i>Admission Officer</i>
8. Present the NOA to the University Health Services Unit for medical examination.	8.1 Receive the NOA assist the student for medical examination.	None	2 Minutes	<i>University Health Services Unit</i>
	TOTAL:	None	49 minutes	



7. Application/Renewal Procedure for Scholarship

This procedure shows how OSAS assists applicants in the availment/ renewal of scholarship/financial assistance.

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who are qualified to apply or renew for scholarship/ financial assistance			
CHECKLIST OF REQUIREMENTS FOR NEW APPLICANT		WHERE TO SECURE		
Accomplished Application form for Scholarship		OSAS and CvSU website (downloadable at www.cvsu.edu.ph)		
Photocopy of certification of grades in the previous semester		Concerned College Registrar		
Photocopy of the registration form in the current semester		Concerned College Registrar		
1 pc. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CHECKLIST OF REQUIREMENTS FOR OLD APPLICANT		WHERE TO SECURE		
Photocopy of certification of grades in the previous semester		Concerned College Registrar		
Photocopy of the registration form in the current semester		Concerned College Registrar		
Certificate of Scholarship in the previous semester		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents.	1.1. Review and receive and evaluate the required documents.	None	5 Minutes	Scholarship Coordinator
Online: Submit the	1.2. Issue of Certificate of Scholarship.			



required documents thru email at: osasmain.scholarship@cv-su.edu.ph				
2. Receive the Scholarship Certification.	2.1. Sign the logbook under the column “Released by”. 2.2. Advise the student to proceed to the Registrar / Cashier’s Office for reassessment of fees.	None	5 Minutes	<i>Scholarship Coordinator</i>
3. New and old scholars submit Certification of Scholarship to the Registrar’s Office and Cashier Office for the reassessment of fees.	3.1 Receive the Certification of Scholarship and reassess fees accordingly.	None	5 Minutes	<i>Registrar / Cashier</i>
	TOTAL:	None	15 minutes	



8. Recognition and Accreditation Procedure for Student Organizations

This procedure aims to assist the students, enumerate the requirements, and facilitate the recognition and accreditation student organizations.

Office or Division:	Office of Student Affairs and Services		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All student’s organization who applied for University Organization Recognition		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
List of Officers		Applicant	
Calendar of Activities		Applicant	
Resume/CV of the Adviser (s)		Applicant	
Latest Certificate of Grades of the Officers		Office of University Registrar (https://cvsu-rosario.edu.ph/) / Campus Registrar/ Adviser	
Picture of the Officers with caption identifying the individual position		Applicant	
Constitution-and By-Laws approved by the Officers and the Advisers		Applicant	
Updated list of members		Applicant	
Bio data of the Organization Officers		Applicant	
Certificate of Good Moral of the Officers		College Guidance Facilitator / Counselor / Campus Department	
Acceptance Letter from the Adviser		SDS Unit – OSAS	
*Additional Requirements for Old Organization			
Accomplishment report		Applicant	
Financial report		Applicant	



Previous plan of activities		Applicant		
Certificate of audit		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for initial evaluation. Online: submit requirements thru email at osasmain.studentdevelopment@cvsu.edu.ph	1.1 Receive and evaluate the required documents. Online: Receive and evaluate the required documents thru email at osasmain.studentdevelopment@cvsu.edu.ph	None	10 Minutes	<i>SDS Head or OSAS Staff</i>
2. Receive notice of submitted documents are complete. Online: received notice of document thru email from osasmain.studentdevelopment@cvsu.edu.ph	2.1 Issue notice of completion of requirements. Online: Issue notice of completion of requirements thru email at osasmain.studentdevelopment@cvsu.edu.ph	None	5 Minutes	<i>SDS Head or OSAS Staff</i>
3. Receive the Notice of Completion. Online: received the notice of completion thru email from osasmain.studentdevelopment@cvsu.edu.ph	3.1 Conduct the recognition and accreditation program of student organizations and induction of officers for the entire school year. Online: Conduct the recognition and accreditation program of student organizations and induction of officers for the entire school year thru online platforms.	None	15 Minutes	<i>SDS Head or OSAS Staff</i>
4. Attend the recognition and accreditation program.	4.1 Document the program.	None	15 Minutes	<i>SDS Head or OSAS Staff</i>



Receive a certificate of recognition. Online: attend the recognition and accreditation program thru online platforms (facebook/googlemeet/zoom)	4.2 File the submitted documents of the recognized student organizations. Online: File the submitted documents of the recognized student organizations thru google drive.			
	TOTAL:	None	45 minutes	



9. Approval of Student Activities Procedure for Student Organizations

This procedure aims to provide avenues to mold students' talents and interest to ensure social and cultural growth and offer leadership trainings to enhance leadership effectiveness of students both at personal and organizational levels.

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All recognized student organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request letter addressed to the University President, recommended by the adviser/s, Head of SDS, Dean of OSAS and Vice President for Academic Affairs.		Applicant		
Activity Proposal		Applicant		
Copy of the approved Plan of Activities		Applicant		
Notarized Parent's Permit if the activity is scheduled on weekends or 6:00 pm onwards.		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter for initial evaluation. Online: Submit request letter for initial evaluation thru email osasmain.studentdevelopment@cvsu.edu.ph	1.1 Evaluate requirements. 1.2 Issue notice of completion of requirements.	None	10 minutes	SDS Head or OSAS Staff
2. Receive notice of completion.	2.1 Sign and recommend the request letter to the Dean of OSAS/ Director/Head of OSAS.	None	10 Minutes	SDS Head or OSAS Staff



Online: Receive notice of completion thru email from osasmain.studentdevelopment@cvsu.edu.ph	<p>2.2 Endorse to the Vice President for Academic Affairs or Campus Administrator for approval.</p> <p>2.3 Release the approved letter of request with activity permit to the concerned organization.</p> <p>Online: Release the approved letter of request to the concerned organization thru email at osasmain.studentdevelopment@cvsu.edu.ph</p>			OVPAA Staff/OSAS Staff
3. Conduct the event or activity.	3.1 Monitor the event or activity.	None	15 Minutes	SDS Head or OSAS Staff
<p>4. Submit accomplishment report, financial report, and accomplished evaluation forms.</p> <p>Online: Submit accomplishment report, financial report, and accomplished evaluation forms thru email at osasmain.studentdevelopment@cvsu.edu.ph</p>	<p>4.1 Receive accomplishment report, financial report, and accomplished evaluation forms.</p> <p>Online: Receive accomplishment report, financial report, and accomplished evaluation forms thru email at osasmain.studentdevelopment@cvsu.edu.ph</p>	None	5 Minutes	SDS Head or OSAS Staff
	TOTAL:	None	40 Minutes	



10. Off-Campus Activities Procedure of Student Organizations

This procedure aims to provide avenues to mold students’ talents and interest to ensure social and cultural growth and offer leadership trainings to enhance leadership effectiveness of students both at personal and organizational levels.

Office or Division:	Office of Student Affairs and Services	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All recognized students organization	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request letter from the president of the recognized organization		Applicant
Activity proposal		Applicant
Invitation letter from the organizer of the activity		Applicant
CHED Memorandum		SDS Personnel (downloadable to CHED website)
List of requirements from CHED		SDS Personnel (downloadable to CHED website)
*Before the off- campus activities		
Curriculum		Applicant
Destination		Applicant
Handbook or manual		Applicant
Notarized parent’s permit		Applicant
Medical clearance of the students		University Health Services unit/Campus Health Services unit
Personnel-in-charge (ID’s)		Applicant
First aid kit		Applicant



Fees/ resources		Applicant		
Mobility of students		Physical Plant and Security Services / Campus Dean		
Insurance		SDS Personnel		
Certificate of compliance		SDS Personnel (downloadable to CHED website)		
*After the off- campus activities				
Learning journals of students		Applicant		
Assessment report/ evaluation report		Applicant		
Expenditure report		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter for initial evaluation. Online: submit request letter thru email at osasmain.studentdevelopment@cvsu.edu.ph	1.1 Evaluate requirements. 1.2 Issue notice of completion of requirements. Online transaction: Issue notice of completion of requirements thru email at osasmain.studentdevelopment@cvsu.edu.ph	None	10 Minutes	SDS Head or OSAS Staff



<p>2. Receive Notice of Completion.</p> <p>Online: Receive thru provided email from osasmain.studentdevelopment@cvsu.edu.ph</p>	<p>2.1 Sign and recommend the request letter to the Dean of OSAS.</p> <p>2.2 Endorse to the Vice President for Academic Affairs for approval.</p> <p>2.3 Release the approved letter of request to the concern organization.</p> <p>Online transaction: Release the approved letter of request to the concern organization thru email at osasmain.studentdevelopment@cvsu.edu.ph</p>	None	10 Minutes	<i>SDS Head or OSAS Staff</i>
<p>3. Conduct the event or activity.</p>	<p>3.1 Monitor the event or activity.</p>	None	15 Minutes	<i>SDS Head or OSAS Staff</i>
<p>4. Submit accomplishment report, financial report, and accomplished evaluation forms.</p> <p>Online: submit accomplishment report, financial report, and accomplished evaluation forms thru email at osasmain.studentdevelopment@cvsu.edu.ph</p>	<p>4.1 Receive accomplishment report, financial report, and accomplished evaluation forms.</p> <p>Online transaction: Receive accomplishment report, financial report, and accomplished evaluation forms thru email at osasmain.studentdevelopment@cvsu.edu.ph</p>	None	5 Minutes	<i>SDS Head or OSAS Staff</i>
	TOTAL:	None	40 minutes	



11. Counseling Procedure for Students

This procedure shows how to facilitate positive change in the behavior, feelings, and attitudes of the students to promote academic, personal, social, and career development.

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Form		OSAS		
Counseling Form		OSAS		
Appointment/Commitment Slip Informed Consent Form		OSAS		
Counseling Completion Form		OSAS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Counseling Form (through hard copy or online copy) <i>*on line or on site</i>	1.1 Receive counseling form (hardcopy or online copy) for walk-in and referred clients.	None	5 Minutes	<i>Guidance Counselor</i>
2. Undergo initial interview. Online: Attend to online interview set by the Guidance Counselor.	2.1 Conduct initial interview (offline or online).	None	10 Minutes	<i>Guidance Counselor</i>
3. Fill out the Appointment/	3.1 Provide Appointment/ Commitment	None	5 Minutes	<i>Guidance</i>



Commitment form (through hard copy or online copy).	form (through hard copy or online copy) for student to fill out.			<i>Counselor</i>
4. Undergo counseling session. Online: Attend to online counseling set by the Guidance Counselor.	4.1 Conduct counseling/consultation process (through face to face or online) and document the process.	None	*45 minute to one-hour and a-half per session	<i>Guidance Counselor</i>
5. Fill out counselling/consultation logbook (through hard copy or online copy).	5.1 Accomplish Counseling /Consultation Completion Form after the counseling process. 5.2 Advise the student to expect a call or text message for follow up consultation.	None	5 Minutes	<i>Guidance Counselor</i>
	TOTAL:	None	1 Hour 20 Minutes	



12. Follow-up Counseling Procedure for Students				
This procedure aims to facilitate positive change in the behavior, feelings, and attitudes of the students to promote academic, personal, social, and career development.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who are enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Contact number Email Address		To be provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive phone call, text message, e-mail or if necessary, face to face for a follow up consultation meeting.	1.1 Inquire about the current status of the student since prior consultation.	None	5 Minutes	<i>Guidance Counselor</i>
2. Inform OSAS of their current status (face-to-face or if online - through phone call, or text message, or email) and fill out the consultation logbook (hard copy or online copy as provided by the Guidance Counselor).	2.1 Record and file the current status of student for future reference.	None	10 Minutes	<i>Guidance Counselor</i>
	TOTAL:	None	15 Minutes	



13. Complaint on Student and Grievance Procedure				
This procedure shows how to assist students, faculty members and employees who have complaints against students.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Student, faculty member or employee who has a complaint against student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint letter		Complainant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complaint letter.	1.1. Receive the complaint letter.	None	5 Minutes	<i>Secretary, Committee on Misdemeanor</i>
	1.2. Endorse the letter to the Committee on Misdemeanor.		5 Minutes	
	1.3. Decide whether the complaint has to be acted upon and call for the investigation.		1-2 hours	<i>Committee on Misdemeanor</i>
	1.4. Issue response letter.			
2. Receive the response letter and sign the logbook under the column "Received by". *If via online: Send acknowledgment receipt of response letter	2.1 Sign the logbook under the column "Released by".	None	5 Minutes	<i>Secretary, Committee on Misdemeanor</i>



	TOTAL:	None	2 Hours 15 Minutes	
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CAVITE STATE UNIVERSITY – CCAT CAMPUS

CAMPUS REGISTRAR

External and Internal Services



1. Request for Issuance of School Credentials/Documents

This procedure aims to facilitate the issuance of school credentials and other documents to CvSU graduates to be used for employment, evaluation or further studies and including those who opt to transfer to other schools.

Office or Division:	Office of the Campus 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	Google Form link: https://docs.google.com/forms/d/e/1FAIpQLSc_1xziL-sljjNIF3_vltgGBy_egb7MBCUkk5W20NhZWzorsA/viewform
Official Receipt	Office of the Collection and Disbursement (Cashier)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Request and accomplish the application for records w/ clearance.</p> <p>Fill-out the request form thru https://docs.google.com/forms/d/e/1FAIpQLSc_1xziL-sljjNIF3_vltgGBy_egb7MBCUkk5W20NhZWzorsA/viewform</p>	<p>1.1 Receive the accomplished Application for Records form and advise the client to pay the necessary fee.</p>	None	2 Minutes	<i>Campus Registrar Staff</i>



2. Pay the necessary fee for the requested documents at the Cashier's Office.	2.1 Issue an Official Receipt.	Php 25.00/ page for TOR Php 20.00/ page for Certification	2 Minutes	Cashier's Office
3. Present the OR for recording and reference purposes.	3.1 Check the OR and issue claim stub/schedule slip to the client.	None	1 Minute	Campus Registrar Staff
4. Receive the claim stub bearing the date of release of the requested documents.	4.1 Evaluate the student's records and prepare the requested documents.	None	10 Days (TOR) 5 Days (Certification)	Campus Registrar Staff
5. Claim the document on the specified date of release.	5.1 Check the claim stub and release the requested documents to client.	None	2 Minutes	Campus Registrar Staff
	TOTAL:	Php 25.00 (TOR) Php 20.00 (Certification)	10 Days, 7 Minutes (TOR) 5 Days, 7 Minutes (Certification)	



2. Registration of New Students

This procedure aims to facilitate registration process of new students that ensures safekeeping of student records and accurate enrolment to a particular program.

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		
Virtual Registration Form		Student Portal Link https://cvsu-rosario.edu.ph/CVSU_Portal/registration.php		
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.	1.1 Receive the Notice of Admission and check the completeness of the documents.	None	5 Minutes	Campus Registrar Staff
2. Submit the approved Notice of Admission.	2.1 Receive the approved Notice of Admission, Enlist Subjects, Registered and send the student's virtual Registration Form to their Student Portal Account.	None	2 Minutes	<i>Campus Registrar Staff</i> <i>MIS Office</i>



3. Create Student Portal Account: link: https://cvsu-rosario.edu.ph/CVSU_Portal/registration.php Check the validated Registration Form through their Student Portal.	3.1 Students are considered officially enrolled if the system will generate a markings. “ENROLLED”	None	5 Minutes	<i>MIS Office</i>
	TOTAL:	None	12 Minutes	



3. Online Registration of Continuing Students				
This procedure aims to facilitate the registration of the continuing students in different departments.				
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. Enlistment of subjects to be taken: Link: https://cvsu-rosario.edu.ph/CVSU_Portal/student_portal	1.1 Online subject registration.	None	2 Minutes	<i>Registration Advisers MIS Office</i>
	1.2 Assessment of subjects enlisted.		2 Minutes	
2. Check the validated Registration Form through their Student Portal.	2.1.Enrolment (Students are considered officially enrolled if system will generate a markings. “enrolled”).	None	2 Minutes	<i>MIS Office</i>
	TOTAL:	None	6 Minutes	



4. Online Registration 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		
Virtual Registration Form		Student Portal Link https://cvsu-rosario.edu.ph/CVSU_Portal/registration.php		
Readmission Form		https://cvsu-rosario.edu.ph/downloadable-forms/		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out readmission form: Downloadable form link: https://cvsu-rosario.edu.ph/downloadable-forms/	1.1 Receive the approved re-admission form.	None	5 Minutes	Campus Registrar
	1.2 Enable the ONLINE enrolment for student.	None	5 Minutes	MIS
2. Enlistment of subjects to be taken:	2.1 Subject registration.	None	2 Minutes	Registration Adviser



Link: https://cvsu-rosario.edu.ph/CVSU_Portal/student_portal	2.2 Assessment of subjects enlisted.	None	2 Minutes	<i>MIS</i>
3. Check the validated Registration Form through their Student Portal.	3.1 Enrolment (Students are considered officially enrolled if system will generate a markings “enrolled”).	None	2 Minutes	<i>MIS</i>
	TOTAL:	None	16 Minutes	



5. Registration of Transferees

This procedure aims to facilitate the registration of all transfer students.

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		
Virtual Registration Form		Student Portal Link https://cvsu-rosario.edu.ph/CVSU_Portal/registration.php		
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.	1.1 Check & receive all the original documents.	None	15 Minutes	Registrar/ Campus Registrar Staff
	1.2 Evaluate all the credited subjects.			
	1.3 Plot the subjects to be enrolled.			
2. Submit the approved Notice of Admission and pre-enrollment form	2.1 Receive the approved Notice of Admission, pre-enrollment form.	None	2 Minutes	Campus Registrar Staff Office of the MIS



<p>3. Create Student Portal Account using the link: https://cvsu-rosario.edu.ph/CVSU_Portal/registration.php</p> <p>Check the validated Registration Form through their Student Portal.</p>	<p>3.1 Online Subject Registration.</p> <p>3.2 Subject Assessment.</p> <p>3.3 Enrolment.</p> <p>3.4 Students are considered officially enrolled if the system will generate a markings. “ENROLLED”.</p>	None	5 Minutes	<i>MIS</i>
	TOTAL:	None	22 Minutes	



6. Registration of Shiftees				
This procedure aims to facilitate the registration of all shiftees.				
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		
Virtual Registration Form		Student Portal Link https://cvsu-rosario.edu.ph/CVSU_Portal/registration.php		
Pre-enrollment Form		Office of the Campus Registrar		
Letter of Intent		https://cvsu-rosario.edu.ph/downloadable-forms/		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Letter of Intent and have it signed by the Campus Officials indicated in the form.	1.1 Evaluate grades of student.	None	5 Minutes	<i>Department Chair of Faculty assigned to program the student intends to shift</i>
2. Undergo interview at the Department the student intends to transfer.	2.1 Conduct interview for further assessment. 2.2 Issue Pre-registration Form.	None	10 Minutes	<i>Campus Registrar</i>



3. Fill-out the Pre-registration Form with subjects to be enrolled in accordance to what the Department advises and submit the same together with Certificate of Grades and GWA to the Campus Registrar.	3.1 Receive and evaluate the accomplished pre-registration form. 3.2 Online Subject Registration. 3.3 Assessment of Subjects. 3.4 Enrolment	None	10 Minutes	<i>MIS Office/ Campus Registrar</i>
4. Check the validated Registration Form through their Student Portal.	4.1.Students are considered officially enrolled if the system will generate a markings. “ENROLLED”	None	5 Minutes	<i>MIS Office</i>
	TOTAL	None	30 Minutes	



CAVITE STATE UNIVERSITY – CCAT CAMPUS

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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the disbursing officer on nature of claim and present valid ID/authorization.	1.1 Verify the name of the claimant on the list checks for release. Let the client sign on the payroll or voucher (if not available, inform the client). Verify the signature of the clients on the payroll/voucher. Counter sign on the side 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. Receive check from the disbursing officer and verify the completeness of the entries.	2.1 Stamp “PAID” the payroll/voucher then file. 2.2 Provide client with Stakeholders’ Feedback Form.	None	2 Minutes	<i>Disbursing Officer</i>
	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.	1.1 Evaluate registration form and other requirements as to completeness and accuracy.	None	1 Minute	Cashier/ Collecting Officer
2. Pay the corresponding amount of a certain transaction.	2.1 Issue Official Receipt.	None	2 Minute	Cashier/ Collecting Officer
3. Pay tuition and miscellaneous fees.	3.1 Issue Official Receipt			
4. Pay other Fees:	4.1 Issue Official Receipt	Php. 10.00	1 Minute	Cashier/ Collecting Officer
<ul style="list-style-type: none"> ○ Authentication of TOR/Diploma ○ Authentication and 		Php. 20.00	1 Minute	



<ul style="list-style-type: none"> Verification (CAV) <ul style="list-style-type: none"> Completion Official Transcript of Record Certificates: <ul style="list-style-type: none"> Good Moral Grades Honorable Dismissal Testing/Application Fee (LSHS AND TCP) Thesis Adviser Fee and Technical Fee English Critic Fee 		<ul style="list-style-type: none"> Php 10.00/ unit Php 25.00/ page Php 15.00 Php 10.00 Php 20.00 Php 150.00 Php 2,300.00 Php 15.00/ page 	<ul style="list-style-type: none"> 1 Minute 2 Minutes 1 Minute 1 Minute 1 Minute 2 Minutes 2 Minutes 2 Minutes 	
5. Remit collections from Income Generating Projects.	5.1 Issue Official Receipt.	Cash/ Installment	2 Minutes	Cashier/ Collecting Officer
	TOTAL:	Depending on the transaction	Within 5 Minutes per transaction	



CAVITE STATE UNIVERSITY – CCAT CAMPUS

CAMPUS HEALTH SERVICES UNIT

External and Internal Services



1. Consultation and Referrals				
This procedure shows how the Campus Health Services Unit provide assistance in assessing the physical condition of a patient as well as in the administration of treatment.				
Office or Division:	Campus Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		Patient/ Client		
Consultation Form		Campus Health Services Unit		
Dental Record Form				
Medical Certificate Form				
Prescription Form				
Request Form				
Laboratory Result Form				
X-Ray/ Diagnostic Result Form				
Monitoring Sheet				
Referral Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Identification Card to the Nurse on	1.1 Confirms personal information from identification card and accomplishes	None	1 Minute	Nurse on Duty



Duty (NOD).	consultation form.			
2. Submit oneself to the assessment of vital signs.	2.1 Check and record vital signs, refer and accompany patient to the physician or dentist depending on the case.	None	2 Minutes	<i>Nurse on Duty</i>
3. Submit to the consultation process.	3.1 Examine the patient and prescribe medication. 3.2 Physician may refer patient for the following procedures if necessary: a. Wound Care b. Laboratory/Radiologic Exam c. Observation in Ward & Confinement d. Referral to a Medical Specialist e. Transfer to hospital (NOD can also transfer patient if the cases is severe) 3.3 Refer patient to the Nurse on Duty (NOD).	None	15 Minutes/ depending on the case	<i>Nurse on Duty</i> <i>Physician/ Dentist, if available and based on their schedule of visit.</i>
4. Present prescription and submit the medical or dental card to the NOD.	4.1 Receive the prescription form and dispense available prescribed medication (initial dose only). 4.2 Advise the patient on proper use and intake of medicines.	None	2 Minutes	<i>Nurse on Duty</i>
5. The patient signs the logbook.	5.1 Log the name of patient, name, and quantity of dispensed medicines, and have it signed by the patient.	None	1 Minute	<i>Nurse on Duty</i>
	5.2 Encode the accomplished consultation form, medical or dental record, and files for safekeeping.	None	1 Minute	<i>Nurse on Duty</i>



	5.3 Provide client with Stakeholder’s Feedback Form.			
	TOTAL:	None	22 minutes	



2. Physical, Dental, and Laboratory Examination of Students

This procedure aims provide assistance in the conduct of Physical, Dental and Laboratory Examination of students for qualification to perform various school function and activities.

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Admission (NOA)		Office of Student Affairs and Services		
Student Health Record Form		Campus Health Services Unit		
Request Form				
Laboratory/X-Ray Result Form				
Dental Record Form				
Additional Requirements: 2 pieces of 2x2 ID picture Clearance Stub (to be passed in the Registrar’s Office)		Client Campus Health Services Unit/ Registrar’s Office		
Medical Clearance Form		Medical Specialist		
Medical Certificate				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Day 1 1. Presents the Notice of Student Admission (NOA) for new and transferee students/ Request for	1.1 Confirm NOA or Request for Medical Requirements. 1.2 Issues request form for diagnostic	None	1 Minute	<i>Nurse on Duty</i>



medical clearance for returnee students.	procedure (if to be done outside, advise to accomplish diagnostic examination at any DOH-Accredited Diagnostic Center and proceed to Day 2)			
Day 1	TOTAL:	None	1 Minute	
Day 2 1. Present the laboratory results to the NOD.	1.1 Secure copy of Notice of Student Admission (NOA). 1.2 Collect medical results (photocopy). 1.3 Give original results to the student and issues Student Health Record.	None	2 Minutes	<i>Nurse on Duty</i>
2. Fill out Student Health Record and submit to the NOD.	2.1 Issue clearance stub to be presented at the Registrar's Office. 2.2 Provide client with Stakeholders' Feedback Form.	None	2 Minutes	<i>Nurse on Duty</i>
*Additional Procedures: If, with medical findings especially X-ray results	Advise student to undergo special diagnostic procedure; or refers to medical specialist	None	3 Minutes	<i>Nurse on duty</i> <i>Physician (Specialist)/ Hospital accredited to the specialist</i>
Day 2	TOTAL:	None	7 Minutes	



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

This procedure covers the pre-employment physical, dental and laboratory examination, including treatment, advises, and referrals of applicant employee and faculty.

Office or Division:	Campus Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Campus Officials, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Endorsement Form		Human Resource and Development Office (Notice)		
CSC Form No. 211 Medical Certificate		Campus Health Services Unit		
Personal Information Sheet or Identification Form				
Medical Form				
Request Form				
X-Ray Result Form				
Dental Record Form		Medical Specialist depending on the schedule per satellite campus		
For Pre-Employment: Employees are the one decided to go in University Health Services Unit (Main Campus) to undergone Physical Examination or in any Government Physician. Official receipt (if Physical Exam done at the University Health Services Unit- Main Campus)		Any Government Physician/ University Health Services Unit Cashier's Office (Main Campus)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Day 1 1. The client presents Medical Endorsement Form issued by HRDO or any letter that the employees are hired in the campus as employee.	1.1 Secures copy of Medical Endorsement Form. 1.2 Issues Request Form for diagnostic procedures and CSC Medical Certificate.	None	2 Minutes	<i>Nurse on Duty</i>
If Laboratory and Diagnostic Examination will be done outside: 2. Fill out the Personal Information Sheet and submit to the NOD.	2.1 Advises to accomplish laboratory and diagnostic examination at any DOH-Accredited Diagnostic Center and advises to accomplish other tests (including Neuropsychiatric test for Newly-hired Faculty and for Promotion). 2.2 Instruct to go in any Government Physician for Physical Examination and if the employee decided to do it in University Health Services Unit, they need to bring all the result of the laboratory. *Advance to DAY 2 of Physical Examination in UHS if patient decided to undergone P.E at UHS.	None	2 Minutes	<i>Nurse on Duty</i>
Day 1	TOTAL:	None	4 Minutes	



Day 2 Physical Examination 1. The client presents laboratory result, Neuro-psychiatric Result including CSC Medical Certificate signed by any Government Physician.	1.1 Collect medical results including signed CSC Medical Certificate and Personal Information Sheet. 1.2 Provide client with Stakeholders' Feedback Form.	None	3 Minutes	<i>Nurse on Duty</i>
*Additional Procedures <i>(If there is abnormal findings)</i>	2.1 Advises to undergo additional laboratory and or special diagnostic procedures and or refers to medical specialist.	None	2 Minutes	<i>Physician (Specialist)/ Hospital accredited to the specialist</i>
Day 2 (Physical Examination)	TOTAL:	None	5 Minutes	
Day 2 Physical Examination (If the University Physician is available for visit) 1. Proceed to the Cashier's Office for payment of Physical Examination	1.1 Issue charge slip for payment of Physical Examination. 1.2 Advise to return to Clinic after payment.	Php 125.00	1 Minute	<i>Nurse on Duty</i>
2. Present the Official Receipt to the NOD.	2.1 Secure copy of official receipt.	None	1 Minute	<i>Nurse on Duty</i>



3. The client presents laboratory result, Neuro-psychiatric Result including CSC Medical Certificate.	3.1 Collect medical results, Three (3) copies of CSC Medical Certificate and Personal Information Sheet. 3.2 Checks and records vital signs. 3.3 Issues the medical form with attached photocopy of laboratory and diagnostic results.	None	3 Minutes	<i>Nurse on Duty</i> <i>University Physician available</i>
4. The client proceeds to medical section for physical examination.	4.1 Does physical examination and signs the medical form together with the triplicate copy of CSC medical form for fitness or unfitness to work.	None	7 Minutes	<i>Physician</i>
5. The client proceeds to the NOD.	5.1 Secures copy of one (1) medical form and CSC medical certificate form with attached photocopy of diagnostic results for encoding and safekeeping. 5.2 Provide client with Stakeholders' Feedback Form.	None	2 Minutes	<i>Nurse on Duty</i>
*Additional Procedures (For applicant with findings upon examination)	6.1 Advise the applicant to undergo additional laboratory and or special diagnostic procedures and or refer to medical specialist.	None	2 Minutes	<i>Physician</i>
Day 2 Physical Examination (If the University Physician is available for visit)	TOTAL	None	16 Minutes	
Day 1 Laboratory and Diagnostic Examination will be done at				



the UHS:				
1. The client presents Medical Endorsement Form issued by HRDO.	1.1 Secures copy of Medical Endorsement Form. 1.2 Issues Request Form for diagnostic procedures and CSC Medical Certificate.	None	1 Minute	<i>Nurse on Duty</i>
2. The client proceeds to the Cashier's Office for payment of laboratory and diagnostic examination.	2.1 Issue charge slip for payment of diagnostic examination. 2.2 Advises to return to UHS after payment.	Php 1,425.00 for Contractual, Permanent, and Temporary Php 475.00 for Job Order (Php 125.00 physical and dental examination fee is already included)	1 Minute	<i>Nurse on Duty</i>
3. The client proceeds to the Diagnostic Section for examination.	3.1 Performs necessary procedures. 3.2 Instructs to return the following day to claim the results. 3.3 Advises to accomplish other tests not available in the UHS (eg. Neuropsychiatric test, drug test)	None	30 Minutes	<i>Medical/X-ray Technologist</i> <i>Nurse on Duty</i>
Day 1 (Laboratory and		PHP1,425.00	32 Minutes	



Diagnostic Examination done at the UHS)	TOTAL:	for Contractual, Permanent, and Temporary PHP475.00 for Job Order		
Day 2 Physical Examination Done at UHS: 1. The client presents official receipt and CSC Medical Certificate Form.	1.1 Secure copy of official receipt, one photocopy of results and triplicate copy of accomplished CSC medical certificate. 1.2 Issue Personal Information Sheet.	None	1 Minute	<i>Nurse on Duty</i>
2. The client fills-out the Personal Information Sheet and submits to the Nurse on Duty.	2.1 Encodes data to the Medical Form, takes picture and prints the form. 2.2 Checks and records vital signs. 2.3 Issues the medical form with attached photocopy of laboratory and diagnostic results.	None	3 Minutes	<i>Nurse on Duty</i>
3. The client proceeds to the dental section for dental examination.	3.1 Does dental examination and signs the medical form.	None	5 Minutes	<i>Dentist</i>
4. The client proceeds to medical section for physical examination.	4.1 Does physical examination and signs the medical form together with the triplicate copy of CSC medical form for fitness or unfitness to work.	None	10 Minutes	<i>Physician</i>



*Additional Procedures	Advises to undergo additional laboratory and or special diagnostic procedures and or refers to medical specialist.	None	3 Minutes	<i>Physician</i>
5. The client proceeds to the Nurse on Duty.	5.1 Secures copy of one (1) medical form and CSC medical certificate form with attached photocopy of diagnostic results for encoding and safekeeping.	None	1 Minute	<i>Nurse on Duty</i>
6. The client proceeds to the NOD.	6.1 Secures copy of one (1) medical form and CSC medical certificate form with attached photocopy of diagnostic results for encoding and safekeeping. 6.2 Provide client with Stakeholders' Feedback Form.	None	1 Minute	<i>Nurse on Duty</i>
Day 2	TOTAL	None	24 Minutes	



4. Physical, Dental and Laboratory Examination of Applicant Employee, Faculty and Staff for Pre-employment and Re-employment (Online Physical Examination) (Advisory No. 3 s. 2021)				
This procedure covers the pre-employment physical of applicant employee and faculty through online physical examination.				
Office or Division:	Campus Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Medical Endorsement Form	Human Resource and Development Office (Notice)			
CSC Form No. 211 Medical Certificate	Campus Health Services Unit			
Laboratory Results	Client (All requirements are needed for the signing of CSC Form No. 211 Medical Certificate)			
Physical Exam done by Private Physician				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
If Laboratory and Diagnostic Examination will be done outside: 1. Submit all scanned copies of laboratories, physical exam and excel format of CSC Medical Certificate to the email address of Nurse on Duty	1.1 Gather all the scanned copies and medical certificate received by the client. 1.2 Send all copies to the email address of infirmary. 1.3 Advises to wait for the availability of doctor.	None	2 Minutes onwards (depends on the availability if doctor)	<i>Nurse on Duty/ University Physician</i>
*Additional Procedures				



<i>(with findings upon examination)</i>	Advises to undergo additional laboratory and or special diagnostic procedures and or refers to medical specialist	None	3 Minutes	<i>Physician</i>
2. Once the CSC Medical Certificate received via email.	2.1 Forward the CSC Medical Certificate to the employees. 2.2 Provide client with Stakeholders' Feedback Form.	None	2 Minutes	<i>Nurse on Duty</i>
	TOTAL:	None	7 Minutes onwards	



5. Annual Physical, Dental and Laboratory Examination of University Officials, Faculty Members and Employees (Scheduled on University Health Services)

This procedure aims to determine systematic procedure of the annual physical, dental and laboratory examination of University officials, faculty members, and employees for qualification to continue various school function and activities.

Office or Division: University Health Services Unit

Classification: Simple

Type of Transaction: G2C – Government to Client

Who may Avail: University/ Campus Officials, Faculty Members and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Information Sheet or Identification Form		University Health Services Unit		
Medical Form				
Request Form				
Laboratory Result Form				
X-Ray Result Form				
Dental Record Form				
Medical Certificate		Medical Specialist		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Day 1				
1. The client proceeds to the UHS for examination based on their schedule	1.1 Confirms the schedule for laboratory and X-ray examination.	None	2 Minutes	Nurse on Duty
	1.2 Issues Personal Information Sheet			



	(Identification form).			
2. Fill-out Personal Information Sheet.	2.1 Encodes the date to the Medical- Dental Form, takes picture and prints the form. 2.2 Checks and records vital signs. 2.3 Issues request form and claim stub.	None	3 Minutes	<i>Nurse on Duty</i>
3. The client presents the request form to the diagnostic section for examination.	3.1 Performs necessary examinations. 3.2 Advises to claim the results the following day to continue with the physical and dental examination.	None	5 Minutes	<i>Medical/X-ray Technologists</i>
Day 1	TOTAL:	None	11 Minutes	
Day 2				
1. Proceed to the NOD to claim results and submit to physical and dental examination.	1.1 Releases examination results and issues Medical and Dental Form. 1.2 Advises to proceed to the dental section for examination.	None	1 Minute	<i>Nurse on Duty</i>
2. The client proceeds to the medical and dental section for examination.	2.1 Does Dental/Medical examination and signs the Medical - Dental Form for fit and unfit to work.	None	15 Minutes	<i>Dentist/ Physician</i>
3. The client proceeds to the NOD.	3.1 Secures copy of one Medical - Dental Form for encoding and safekeeping. 3.2 Provide client with Stakeholders Feedback Form.	None	1 Minute	<i>Nurse on Duty</i>
Day 2	TOTAL	None	17 minutes	



6. Provision of Emergency Care and Treatment

This procedure aims to provide systematic procedure and immediate actions to patient who needs urgent emergency care and treatment.

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Consultation Form		Campus Health Services Unit		
Request Form				
Monitoring Sheet				
Referral Form				
Medical Certificate Form				
Prescription Form				
Request Form				
Laboratory Result Form				
X-Ray/ Diagnostic Result Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The patient comes in or brought in as emergency case.	1.1 Places the patient in a comfortable position and immediately looked or present identification of patient through ID card or other means of providing identity.	None	2 Minutes	<i>Nurse on Duty</i>



1a. Unconscious and pulseless:	1a.1 Administer First Aid treatment, call other medical staff for assistance and assess if needed to transfer to the nearest hospital.	None	10 Minutes / depending on the case	<i>Nurse on Duty/ Physician Available</i>
1b. If conscious, the patient gives medical history (if accident in nature) and submits to assessment of vital signs.	1b.1 Elicits medical history or incidence report, checks, monitors and records vital signs. 1b.2 Refers patient to physician on duty if applicable or transfer to the nearest hospital	None	10 Minutes/ depending on the case	<i>Nurse on Duty</i>
2. The patient signifies improvement and stability of condition.	2.1 Prescribes medication with proper instructions and give advises. May issue medical certificate if necessary and if physician is available. 2.2 Reports to the security office if the emergency case is accident and or medico-legal in nature. 2.3 Provide client with Stakeholders' Feedback Form.	None	3 Minutes	<i>Nurse on Duty / Physician</i>
	TOTAL:	None	25 Minutes onwards	



7. Verification of Physical, Dental, Laboratory and Diagnostic Examination Results of Students Enrollees and Issuance of Medical Clearance for Enrollment

This procedure covers how enrollees can submit their Physical, Dental and Laboratory Examination results/ report through online and drop box system, for verification and issuance of medical clearance for enrolment purposes.

Office or Division:	Campus Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Student Health Record		Campus Health Services Unit		
Online Student Request Form				
Medical Clearance Form				
Medical Certificate		Medical Specialist (Government Physician/ University Physician)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student submits requirements through online system/drop box system	1.1 Check if the students is in the list of enrollees verifies by the Office of the Student Affairs. 1.2 Checks and verifies the completeness of the scanned copies or drop box copies of documents and presents it to the physician.	None	2 Minutes	Nurse on Duty



	<p>2.1 Assesses the results for comments and recommendation.</p> <p>2.2 If the assessment is clear/normal, issues medical clearance through e-mail, electronically signed for confirmation to enrollment.</p> <p>2.3 If upon verification and assessment, results are unfavorable or noted with communicable diseases, the student enrollee through e-mail is advised to undergo additional laboratory or special diagnostic procedures and or refers to medical specialist before given clearance for confirmation to enrollment.</p>	None	7 Minutes	<i>Nurse on Duty</i>
3. The student receives medical clearance through e-mail.	<p>3.1 Encodes, saves and prints the online documents for filing and safekeeping.</p> <p>3.2 Provide client with Stakeholders' Feedback Form.</p>	None	1 Minute	<i>Nurse on Duty</i>
	TOTAL:	None	10 Minutes	



8. Health Monitoring of All CvSU Personnel and Visitors Upon Entry to University during Pandemic

This procedure aims to monitor the present health status of all CvSU personnel and visitors who enter the university campus during pandemic occurrence. This includes health survey, contact tracing, and safety precautions.

Office or Division:	Campus Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may Avail:	CvSU Personnel and Visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Declaration Form		University Health Services Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out Health Declaration Form and submits it to the Guard on Duty.	1.1 Provides the copy of health declaration form to the Security Unit.	None	1 Minute	<i>Nurse on Duty</i>
	1.2 Distributes copy of health declaration form to every CvSU personnel and visitors that enter the University.	None	1 Minute	<i>Security Guard</i>
	1.3 Checks the answers in the health survey portion of the Health Declaration Form. <ul style="list-style-type: none"> ○ If the answer in the health survey portions are all <u>NO</u> and the personnel or visitor had no fever, he/she will be allowed to enter the campus. ○ If there is one or more <u>YES</u> answer/s with or without fever, the security personnel will refer and send him/her 	None	1 Minute	<i>Security Guard</i>



	to the Campus Health Services Unit for further evaluation, management and advises			
	1.4 Returns back the Health Declaration Form to Health Services Unit.	None	1 Minute	<i>Security Guard</i>
	TOTAL:	None	4 Minutes	



CAVITE STATE UNIVERSITY – CCAT CAMPUS

CAMPUS LIBRARY

External and Internal Services



1. Use of the Library Facilities, Services and Resources

This procedure shows how library assist interested clients in using library facilities and resources.

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		University Library		
Referral Letter		CvSU-CCAT Library 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.	1.1 Receive referral letter.	None	1 Minute	<i>Assigned Library Staff</i>
2. Leave unnecessary things in the baggage area and register in the attendance registration system (for first time user only).	2.1 Assist the client in the registration.	None	1 Minute	<i>Assigned Library Staff</i>
3. Pay the library fee at the Cashier's Office and present Official Receipt at the Charging Desk.	3.1 Check the Official Receipt presented.	Php 30.00	2 Minutes	<i>Assigned Library Staff</i>



4. Fill out Library Usage Form (applicable only for Non-CvSU/Outside users).	4.1 Assist the client in filling out the Library Usage Form.	None	1 Minute	<i>Assigned Library Staff</i>
5. Log in the Reader's Registry Attendance.	5.1 Assist the client in filling out the Reader's Registry Attendance.	None	1 Minute	<i>Assigned Library Staff</i>
6. Proceed to the OPAC to search for the title/author and subject needed for research	6.1 If necessary, assist the client in using the OPAC Stations.			
	TOTAL:	Php 30.00	6 Minutes	



2. Borrowing and Returning of Books and Other Library Materials

This procedure shows how the library assists interested clients in the borrowing and returning of books and other 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		
Physical Services				
For new students: Registration Form Library validation sticker attached to the student's Identification Card		Registrar's Office or Portal CvSU-CCAT Library		
For old registrants: CvSU-CCAT Identification Card		External and Business Affairs Office (EBA)		
For Faculty Members and Employees CvSU-CCAT identification card		External and Business Affairs Office (EBA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Students, Faculty Members and Employees present books to be borrowed.	<u>Borrowing of books:</u> 1.1 Fill out library book card. 1.2 Present book/s to be borrowed and book card. Stamps due date on the date due slip. Attach book card to the borrower's file card.	None	1 Minute	<i>Assigned Library Staff</i>
	<u>Returning of books:</u> 1.1 Present book/s to be returned. 1.2 Pull-out Borrower's File Card and check due date. Insert the book/s and shelves these books		1 Minute	
			1 Minute	
			2 Minutes	
	TOTAL:	None	2 minutes (Borrowing)	
			3 minutes (Returning)	
Online Services:				
1. Check the available title of the book/s to be borrowed. Visit the Online Public Access Catalog (OPAC) on this link : http://172.96.176.20/cgi-bin/koha/opac-main.pl#	<u>Online Borrowing of Books:</u>	None	20 Minutes	<i>Library Staff</i>
	2.1 Send a confirmation message via email of the availability of library materials. (Send the scanned contents if needed)	None	3 Minutes	



http://172.96.176.20/cgi-bin/koha/opac-main.pl#				
3. Pick-up or received reserved library materials.	3.1 Send schedule date of pick-up or delivery of reserved books.	Depends on the courier's fee if for delivery	2 Minutes	<i>Library Staff</i>
1. Fill-out the Online Renewal Form and wait for the confirmation email : Link: https://forms.gle/shyXZWQ48TfQeJMUUA 2. Receive new date due of the book.	<u>Online Renewal of Books:</u>			
	1.1 Receive online request for the renewal of borrowed book/s and send a confirmation email with the new due date of the books.	None	3 Minutes	<i>Library Staff</i>
	2.1 Stamp new due date and attach to the file card of borrower.	None	1 Minute	<i>Library Staff</i>
	<u>Online Returning of Borrowed Books:</u>			
1. Send an email at libraryccat@cvsu.edu.ph to schedule for the returning of borrowed book/s.	1.1 Receive email notification from the borrower to return the book/s and book a schedule of delivery.	Depends on the courier's fee if for delivery	5 Minutes	<i>Library Staff</i>
2. Receive confirmation and successful schedule of date return of borrowed books.	2.1 Receive borrowed books and removed book card on the borrower's file card.		1 Minute	<i>Library Staff</i>
	TOTAL:	None	25 minutes (Borrowing) 4 minutes (Renewal) 6 minutes (Returning)	



3. Online Request for Thesis Abstract (Document Delivery Service Program)				
This procedure provides a copy of thesis abstract to its users via online request.				
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 or Portal		
For Faculty Members and Employees CvSU-CCAT identification card		External and Business Affairs Office (EBA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check the available title of Thesis/Manuscript. Visit the Online Public Access Catalog (OPAC) on this link. http://172.96.176.20/cgi-bin/koha/opac-main.pl#		None		
2. Fill out the Request for Thesis Abstract Form. This form is available at the left screen of the OPAC and wait for the confirmation email.	2.1 Receive Online Request for Thesis Abstract and send a confirmation email.	None	3 Minutes	<i>Library Staff</i>
3. Receive confirmation scanned thesis abstract.	3.1 Check available thesis title and scan the thesis abstract	None	10 Minutes (upon scanning of	<i>Library Staff</i>



	.		available Thesis Abstract)	
	TOTAL:		13 Minutes	



4. Online Request for Printed Book Document Delivery Service Program				
This procedure provides a copy of needed topics/subjects to its users via online request.				
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 or through Portal		
For Faculty Members and Employees CvSU-CCAT identification card		External and Business Affairs Office (EBA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check the available title of the print book or subject. Visit the Online Public Access Catalog (OPAC) on this link. http://172.96.176.20/cgi-bin/koha/opac-main.pl#		None		
2. Fill out the Online Request for Printed Book Delivery Form. This form is available at the left screen of the OPAC and wait for the confirmation email.	2.1 Receive Online Request for Printed Book Delivery Form and send a confirmation email.	None	3 Minutes	<i>Library Staff</i>



3. Receive confirmation scanned thesis abstract.	3.1 Check available print book title/subject and scan the requested pages.	None	20 Minutes (upon scanning of available requested print book topics.	<i>Library Staff</i>
	TOTAL:		23 Minutes	



5. 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 (EBA)		
For Faculty Members and Employees CvSU-CCAT identification card		External and Business Affairs Office (EBA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a referral letter.	<u>Issuance of referral request:</u>			
	1.1 Fill out Referral Request Form.	None	2 Minutes	<i>Assigned Library Staff</i>
	1.2 Stamp date of claim for the referral letter.	None	1 Minute	
	<u>Claiming the referral:</u>			
	1.1 Present slip claim for the referral	None	1 Minute	
	1.2 Receive the referral letter.	None	1 Minute	
	TOTAL:	None	5 Minutes	



6. ID Validation				
The procedure shows how to validate the Identification card.				
Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For students: CvSU-CCAT Identification Card			External and Business Affairs Office (EBA)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Identification card and updated Registration Form at the Charging Desk.	1.1 Check updated Registration Form and list of enrollment.	None	2 Minutes	<i>Assigned Library Staff</i>
2. Check Identification Card for the issued Validation Sticker.	2.1 Issue validation sticker on the Identification Card if registered. For non-registered client, proceed at the Registration System.	None	1 Minute	<i>Assigned Library Staff</i>
1. Fill-out the Library ID Registration (type all the needed information following the standard	For Client's Registration: 1.1 Assist client in accomplishing the ID Registration Form.	None	2 Minutes	<i>Assigned Library Staff</i>



format). 2. Type in student number at the Attendance Monitoring and check if your name appears on the screen. 3. Proceed at the Charging desk for the ID Validation sticker for the present semester.	3.1 Issue validation sticker on the Identification Card.	None	3 Minutes	<i>Assigned Library Staff</i>
	TOTAL:	None	8 Minutes	



CAVITE STATE UNIVERSITY – CCAT CAMPUS

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.	1.1 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.	2.1 Assist the client.	None	10 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.	3.1 Check the listing and actual items. 3.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	10 Minutes	<i>Guard-on-Duty</i>
4. Fill out and return the Stakeholders' Feedback form or Google Form	4.1 Inform the client to drop the form in the provided box located at the exit gate of the campus or acknowledge receipt of Google Form	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:	Simple			
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		Client		
Request for CCTV Playback Form		PPSS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the written request and ID.	1.1 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.	2.1 Assist the client in signing the form.	None	2 Minutes	<i>PPSS Staff</i>
3. Provide incident information to the guard-on-duty and personnel.	3.1 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 statement subject for investigation.	4.1 Accept the approved letter and provides the specific footage/s needed as evidence. 4.2 Provide the log sheet.	None	2 Days	<i>Administrative Aide Civil Security Unit Head Guard Chief for</i>



				<i>Operation Civil Security Officer Civil Security Unit</i>
5. Accomplish the information in the log sheet before leaving the office.	5.1 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	1 Minute	<i>Guard-on-Duty/ PPSS Staff</i>
	TOTAL:	None	2 Days, 34 Minutes	



3. Securing a Permit to Enter				
This procedure shows/allows the clients to list down the item/s brought in/out of the campus and be issued a gate pass for security purposes.				
Office or Division:	Physical Plant and Security Services (Civil Safety 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 / Campus Security Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get and fill out Permit to Enter Form from the PPSS Office/GuardHouse or write a formal request letter address to PPSS Director or Campus Administrator if necessary.	1.1 Provide the Permit to Enter form to the client.	None	1 Minute	PPSS office personnel /Guard on Duty / Campus Security Officer (watchman)
2. Bring the accomplished form to the Civil Security Unit Coordinator,PPSS Director and Campus Administrator for approval.	2.1 Assist the client and verify the filled-out form.	None	10 Minutes	Civil Security Unit Coordinator, PPSSstaff and Office of the Campus Administrator staff



3. Bring the form to the guard-on- duty for verification.	3.1 Check the listing of Name to Enter and the Signatories. 3.2 Provide client with Stakeholders' Feedback Form.	None	10 Minutes	<i>Guard-on-Duty</i>
4. Fill out and return the Stakeholders' Feedback form.	4.1 Inform the client to drop the form in the provided box located at the exit gate of the campus	None	2 Minutes	<i>Guard-on-Duty</i>
	TOTAL	None	23 Minutes	



4. Request for Materials (Ground Improvement / Electrical & Water / Construction)

This procedure allows the clients to list down and request the item/s for use in the repair/construction works, Electrical & Water, and Ground Improvement works.

Office or Division:	Physical Plant and Security Services (Repair and Maintenance, GIL, Motorpool/Electrical & Water)
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen G2B - Government to Business Entity/iesG2G -Government to Government
Who may avail:	CvSU-CCAT Employees such as Deans, Director, Unit Heads, students, Campus officeoccupants and stakeholders,Project Construction Site Engineer/Foreman

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Materials Requisition Form		PPSS Office		
Approved Work Request Form		PPSS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get and fill out the materials requisitionform from the PPSS Office.	1.1 Check if material/s requested is/are available.	None	5 Minutes	<i>Property Custodian</i>
2. Submit the form to the concerned coordinator for recommendation and approval	2.1 Approve the requisition form	None	2 Minutes	<i>Concerned coordinator</i>
3. Submit the approved form forApproval	3.1 Approve the request	None	1 Minute	<i>PPSS Director</i>



4. Submit the accomplished and approved materials requisition form to the property custodian for releasing of the requested materials	4.1 Sign the form and release the requested material/s. 4.2 Provide client with Stakeholders' Feedback Form	None	15 Minutes	<i>Property Custodian</i>
	TOTAL:	None	23 minutes	



5. Work/Job Request for Repair and Maintenance / Ground Improvement and Landscaping / Motorpool, Electrical & Water				
The procedure shows how the PPSS carry out the repair and maintenance of CvSU-CCAT Campus facilities and equipment as well as Ground Improvement and Landscaping and Motorpool, Electrical and Water.				
Office or Division:	Physical Plant and Security Services (Repair and Maintenance / GIL / Motorpool, Electrical & Water)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen G2B - Government to Business Entity/ies			
Who may avail:	CvSU-CCAT Employees such as Deans, Director, Unit Heads, students, Campus office occupants and stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Requisition Form		PPSS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get and fill out the Job requisition form from the PPSS Office.	1.1 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.	2.1 Check if there is available personnel-in-charge and available materials. 2.2 Approve the form to commence the requested work.	None	5 Minutes	<i>Concerned coordinator</i>



3. If there are no available materials and/or personnel to do the job, return request to the PPSS Office or to the concerned coordinator for proper action.	3.1 Check the availability of materials and/or personnel.	None	10 Minutes	<i>Concerned coordinator/PPSS Staff</i>
4. Acknowledge the work request.	4.1 Sign the Acknowledge form. 4.2 Provide client with Stakeholders' Feedback Form	None	2 Minutes	<i>Concerned coordinator/personnel who performed the work request</i>
5. Fill out and return the Stakeholders' Feedback form.	5.1 Receives the Stakeholders Feedback form.	None	2 Minutes	<i>PPSS Staff</i>
	TOTAL:	None	24 Minutes	



6. 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		
Stakeholders Feedback Form		Human Resource Office and PPSS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get and fill-out the trip ticket form from the PPSS Office.	1.1 Check if there is available driver and vehicle to dispatch. 1.2 Inform the client if the request is on Re-schedule due to unavailability of Service Vehicle.	None	1 Minute	<i>Vehicle Dispatcher</i>
2. 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.	2.1 Check if there is attached travel order prior to scheduling of the requested trip. 2.2 Assign Trip ticket number, driver, and vehicle to be dispatched. 2.3 Call the attention of the guard-on-duty to advise and inform the	None	3 Minutes	<i>Vehicle Dispatcher, Guard-on-Duty and assigned driver</i>



	assigned driver.			
3. Bring the trip ticket to O.C.A. for the approval of the Campus Administrator.	3.1 Check and receive the trip ticket form and the travel order form.	None	5 Minutes	<i>OCA staff</i>
	3.2 Release the approved trip ticket and travel order form.		1 Minute	<i>Head of the Party/Passenger and OCA staff</i>
4. Submit the approved trip ticket and travel order to the PPSS Office.	4.1 Check and receive the forms.	None	1 Minute	<i>Vehicle Dispatcher</i>
	4.2 Submit the approved forms to the guard- on-duty and call the attention of the driver.		1 Minute	
	4.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	12 Minutes	



7. Application Procedure for Support of LGU-Organized Activities and Events

This procedure aims to define the system on how to provide support and assistance to Local Government Units (LGUs) in organizing various activities and events within their jurisdiction.

Office or Division:	Physical Plant and Security Services
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	All accredited and recognized Local Government Units

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter from LGU		Requesting LGU		
Event Details and Program		Requesting LGU		
Projected Budget and Expenses		Requesting LGU		
Venue and Logistics Requirements		Requesting LGU		
Security and Safety Plan		Requesting LGU and Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request documents.	1.1 Review and evaluate request.	None	2 Days	<i>Auxiliary Staff</i>
2. Coordinate with relevant offices.	2.1 Facilitate coordination.	None	1 Day	<i>Assigned Personnel</i>
3. Attend pre-event meetings.	3.1 Provide guidance and support.	None	1 Day	<i>Assigned Security Personnel</i>



4. Participate in event execution.	4.1 Oversee and monitor activities.	None	1 Day	<i>Assigned Security Personnel</i>
5. Provide post-event report.	5.1 Review and assess report.	None	2 Days	<i>Assigned Security Personnel</i>
	TOTAL:	None	7 Days	



CAVITE STATE UNIVERSITY – CCAT CAMPUS

GENDER AND DEVELOPMENT OFFICE

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 Office			
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 Office		
Stakeholder Feedback Form (1 copy)		GAD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment with the GAD Office personally or via phone call at 437-9505 or email at gadccat@cvsu-rosario.edu.ph	1.1 Assess the needs of the client and schedule consultancy services with the Directors, GAD Coordinator, Alternate, Department Chairpersons, and Unit GAD Coordinator (Instruction and Curriculum, Research and Development, Training and Extension Services, and Counselling Services).	None	45 Minutes	GAD Coordinator/ Alternate/ Staff



	1.2 Inform the client of the scheduled appointment.	None	15 Minutes	<i>GAD Staff</i>
	1.3 Conduct consultation services	None	2 Hours	<i>GAD Coordinator, Alternate, and concerned Unit GAD Coordinator</i>
	1.4 Provide client with Stakeholders' Feedback Form	None	2 Minutes	<i>GAD Staff</i>
	TOTAL:	None	3 Hours, 2 Minutes	

**Depending on the needed consultancy services of the client and availability of the GAD Coordinator and/or concerned unit head.*



CAVITE STATE UNIVERSITY – CCAT CAMPUS

GENDER AND DEVELOPMENT OFFICE

External Services



1. 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 Office			
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 Campus Administrator (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 Campus Administrator for approval or via email at cvsuerosario@cvsu.edu.ph	1.1 The Campus Administrator approves the request letter.	None	1 Day	Campus Administrator
	1.2 Receive the approved request letter for implementation/assistance.	None	5 Minutes	OCA Staff
2. Submit a copy of the accomplishment report to the GAD Office or via email at gadccat@cvsu-rosario.edu.ph	2.1 Consolidate and evaluate reports.	None	45 Minutes	GAD Office Staff
	2.2 Provide client with Stakeholders' Feedback Form.			



	TOTAL:	None	1 Day 50 Minutes	
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2. 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 Office			
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 Campus Administrator (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 Campus Administrator or via email at cvsuurosario@cvsu.edu.ph .	1.1 Approve the request letter.	None	1 Day	Campus Administrator
	1.2 Receive the approved request letter to the GAD Office for identification and invitation of resource person.	None	5 Minutes	OCA Staff
	1.3 Identify and invite the resource person.	None	4 Days	GAD Coordinator/ Alternate/ GAD Office Staff



	1.4 Inform the client about the invited resource person.	None	30 Minutes	<i>GAD Office Staff</i>
	TOTAL:	None	5 Days, 35 Minutes	



CAVITE STATE UNIVERSITY – CCAT CAMPUS
GENDER AND DEVELOPMENT OFFICE
Internal Services



1. 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 Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government 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 Office or via email at gadccat@cvsu.edu.ph	1.1 Review the activity proposal/request letter. If the activity proposal/request letter is acceptable, recommend the activity proposal/request letter to the Office of the Campus Administrator for approval, but if not acceptable, return the proposal to the client for consideration of the comments and suggestions.	None	1 Hour, 30 Minutes	GAD Coordinator/ Alternate
2. Submit copy of the	2.1 Consolidate and evaluate the reports.	None	30 Minutes	GAD Office Staff



accomplishment report to the GAD Office.	2.2 Provide client with Stakeholders' Feedback Form.			
	TOTAL:	None	2 Hours	



2. 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 Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government 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 GAD Coordinator (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 Office or via email at gadccat@cvsu-rosario.edu.ph	1.1 Approve the request letter and return it to the client.	None	30 Minutes	GAD Coordinator, Alternate
	1.2 Identify and invite the resource person.	None	5 Hours	GAD Coordinator/Alternate/Staff
	1.3 Inform the client on the invited resource person.	None	30 Minutes	GAD Office Staff
2. Submit a copy of the accomplishment report to the	2.1 Consolidate and evaluate the reports.	None	30 Minutes	GAD Office Staff



GAD Office.	2.2 Provide client with Stakeholders' Feedback Form.			
	TOTAL:	None	6 Hours 30 Minutes	



CAVITE STATE UNIVERSITY – CCAT CAMPUS

RESEARCH SERVICES

External and Internal Services



1. Application for Funding of Research Proposals				
Receiving, processing and approval of research proposal for local funding.				
Office or Division:	Office of the Research and Extension Services Unit (RESU)			
Classification:	Highly technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All faculty members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Research proposal template (CCAT-RSF-01, CCAT-RSF-02)		Office of the Research and Extension Services Unit (RESU)		
Acknowledgement receipt form (CCAT-GRE-06)				
Pre-evaluation form (CCAT-RSF-03)				
Proposal review form (CCAT-RSF-04)				
Contract (CCAT-RSF-05)				
Special order (SO) (CCAT-RSF-06)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Proponent submits one (1) hard copy and an electronic copy of a detailed proposal for the program (if applicable) and for each component project using the prescribed format together with the proponent’s curriculum vitae. In the case of the designated faculty researchers, research proposals are directly submitted to the Research Center.</p> <p><i>Note: Proposals must be endorsed by the Gender and Development (GAD) Office and the Ethics Review Board (ERB).</i></p>	<p>1.1 The research coordinator provides an acknowledgment receipt to the proponent.</p> <p>1.2 The unit conducts pre-evaluation of the proposal based on completeness of the proposal details and attachments, and adherence to the University research agenda.</p> <p>1.3 The unit provides feedback to the proponents.</p>	<p>None</p>	<p>3 Days</p>	<p>Coordinator, Research Services</p>
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<p>2. The proponent resubmits the revised proposal based on the comments and suggestions during the pre-evaluation.</p>	<p>2.1 The unit acknowledges the receipt of the revised proposal. A technical review will be conducted to assess the technical merits.</p> <p>2.2 The proponents are notified of the result. Proposal that did not pass the review is returned to the proponent with the corresponding comments and suggestions.</p> <p>2.3 Proposals that require no revisions will be scheduled for oral presentation.</p>	<p>None</p>	<p>7 Days</p>	<p>Coordinator, Research Services</p>
<p>3. The proponents will revise the proposal based on the reviewers’ comments and suggestions on technical or ethical aspects and resubmit the proposal.</p>	<p>3.1 The unit acknowledges the receipt of the revised proposal.</p> <p>3.2 The proposal is re-evaluated for compliance to comments and suggestions.</p> <p>3.3 The unit notifies the proponents of their schedule of oral presentation.</p>	<p>None</p>	<p>7 Days</p>	<p>Coordinator, Research Services</p>



<p>4. The proponent attends the schedule of the oral presentation and defends the proposal.</p>	<p>4.1 The Research and Extension (R&E) Council evaluates the proposal during the oral presentation and notifies the proponent about the results.</p> <p>4.2 The proponent is given the time to do revision if necessary prior to final submission.</p> <p>4.3 The proposal is endorsed to the office of the Campus Administrator for final approval.</p> <p>4.4 Upon approval, the unit prepares a special order (SO) and contract for the program or project.</p>	<p>None</p>	<p>5 Days</p>	<p>Coordinator, Research Services/ Research and Extension Council/ Campus Administrator</p>
<p>5. The proponents sign a contract.</p>	<p>5.1 The unit facilitates the notarization of the contract and issues the SO to initialize the program/project.</p> <p>5.2 The unit will allow program/project commencement upon the receipt of SO.</p>	<p>None</p>	<p>3 Days</p>	<p>Coordinator, Research Services/ Coordinator, Monitoring and Evaluation</p>



6. The proponent submits required purchase requests.	6.1 The research unit facilitates the processing of program or project funds, release of budget, and approval of requests.	None	(Subject to the procurement policies)	Coordinator, Research Services/ Coordinator, Monitoring and Evaluation
	TOTAL:	None	25 Days	



2. Application for Financial Assistance to Thesis and/or Dissertation

Receiving, processing and approval of request to participate in advanced trainings and short course (training period>30days).

Office or Division: Office of the Research and Extension Services Unit (RESU)

Classification: Highly Technical

Type of Transaction: G2G – Government to Government

Who may avail: All permanent, temporary, and contractual faculty members

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter for financial assistance to thesis/dissertation	Applicant			
Approved outline				
Proof of approval of outline from the Graduate School where the applicant is currently enrolled				
Proof of enrolment				
Acknowledgement receipt form (CCAT-GRE-06)	Office of the Research and Extension Services Unit (RESU)			
Proposal review form (CCAT-RSF-04)				
Contract (CCAT-RSF-07)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. The applicant submits a formal letter requesting for financial support to thesis/dissertation and submits to the RESU together with the proof of enrolment, approved outline, and the proof of approval of the outline by the Graduate School where the applicant is currently enrolled.</p> <p><i>Note: The letter request should be endorsed by the Department Chairperson, ODI, and RESU to be approved by the campus administrator.</i></p>	<p>1.1 The RESU staff receives the letter request together with the attachments and issues an acknowledgement receipt to the applicant.</p> <p>1.2 The RESU staff endorses the request to the coordinator for research services.</p> <p>1.3 The coordinator for research services reviews the attachments and if complete, prepares a referendum to the Research and Extension Council.</p> <p>1.4 The RESU staff follows up the signing of the council members on the referendum and notifies the applicant.</p>	None	10 Days	RESU Staff/ Coordinator, Research Services
<p>2. If the application is approved, the applicant signs a contract.</p>	<p>2.1 If the application is approved, the coordinator for monitoring and evaluation prepares a contract for signing by the applicant.</p> <p>2.2 Upon signing the contract, the RESU staff forwards the application documents and referendum to the Accounting Office for the disbursement of the research grant.</p>	None	10 Days	Coordinator, monitoring and evaluation/ RESU staff



	2.3 The coordinator for monitoring and evaluation monitors the progress of the grantee and completion of the thesis/dissertation.			
	TOTAL	None	20 Days	



3. Request for Participation in Research Conference (Local and International as Paper Presenter)

Receiving, processing and approval of request to participate in local and international research conferences as paper presenter

Office or Division: Office of the Research and Extension Services Unit (RESU)

Classification: Simple

Type of Transaction: G2G – Government to Government

Who may avail: All permanent, temporary, and contractual faculty members

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter to participate in the conference	Applicant	Office of the Research and Extension Services Unit (RESU)		
Itinerary of travel				
Full paper				
Acknowledgement receipt form (CCAT-GRE-06)	Conference organizer	Conference organizer		
Notification of acceptance				
Conference flyer				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. The applicant submits a formal letter request to attend the research conference together with the notification of acceptance, tentative program of activities (if applicable), conference flyer, full paper, and the itinerary of travel.</p> <p><i>Note: The letter request should be endorsed by the Department Chairperson, ODI, and RESU to be approved by the campus administrator.</i></p>	<p>1.1 The RESU staff receives the letter request together with the attachments and issues an acknowledgment receipt to the applicant.</p> <p>1.2 The unit evaluates the conference based on its impact and credibility.</p> <p>1.3 The research coordinator validates all the documents and endorses the application for approval and updates the applicant of the status of the request.</p>	None	3 Days	RESU Staff/ Coordinator, Research Services/ Coordinator, Monitoring and Evaluation
	TOTAL	None	3 Days	



4. Request for Participation in Local Seminars, Workshops, and Trainings

Receiving, processing and approval of request to participate in local seminars, workshops, and trainings (training period ≤ 30 days).

Office or Division: Office of the Research and Extension Services Unit (RESU)

Classification: Simple

Type of Transaction: G-2-G Government-to-government

Who may avail: All permanent, temporary, and contractual faculty members

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter to participate in the event	Applicant	Office of the Research and Extension Services Unit (RESU)		
Itinerary of travel				
Acknowledgement receipt form (CCAT-GRE-06)	Event organizer	Event organizer		
Notification of acceptance				
Program of activities				
CHED Endorsement (if available)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. The applicant submits a formal letter request to attend the event together with the notification of acceptance, tentative program of activities (if applicable), CHED endorsement, and the itinerary of travel.</p> <p><i>Note: The letter request should be endorsed by the Department Chairperson, ODI, and RESU to be approved by the campus administrator.</i></p>	<p>1.1 The RESU staff receives the letter request together with the attachments and issues an acknowledgment receipt to the applicant.</p> <p>1.2 The unit evaluates the event based on its impact and credibility of the organizers.</p> <p>1.3 The research coordinator validates all the documents and endorses the application for approval and updates the applicant of the status of the request.</p>	None	3 Days	RESU Staff/ Coordinator, Research Services/ Coordinator, Monitoring and Evaluation
	TOTAL	None	3 Days	



5. Request for Participation in Reputable and High Impact Conferences (as Presenter or Speaker)

Receiving, processing and approval of request to participate in reputable and high impact conferences as presenter or resource speaker.

Office or Division:	Office of the Research and Extension Services Unit (RESU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All permanent, temporary, and contractual faculty members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter to participate in the conference		Applicant		
Itinerary of travel				
Letter of invitation				
Acknowledgement receipt form (CCAT-GRE-06)		RESU Administrative Staff		
Program of activities		Event organizer		
CHED Endorsement (optional)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. The applicant submits a formal letter request to participate in the conference together with the letter of invitation, tentative program of activities (if applicable), CHED endorsement (if available), and the itinerary of travel.</p> <p><i>Note: The letter request should be endorsed by the Department Chairperson, ODI, and RESU to be approved by the campus administrator.</i></p>	<p>1.1 The RESU staff receives the letter request together with the attachments and issues an acknowledgment receipt to the applicant.</p> <p>1.2 The unit evaluates the conference based on its impact and credibility of the organizers.</p> <p>1.3 The research coordinator validates all the documents and endorses the application for approval and updates the applicant of the status of the request.</p>	None	3 Days	RESU Staff/ Coordinator, Research Services/ Coordinator, Monitoring and Evaluation
	TOTAL	None	3 Days	



6. Request for Participation in Advanced Trainings and Short Courses

Receiving, processing and approval of request to participate in advanced trainings and short course (training period>30days)

Office or Division: Office of the Research and Extension Services Unit (RESU)

Classification: Simple

Type of Transaction: G2G – Government to Government

Who may avail: All permanent, temporary, and contractual faculty members

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter to participate in the training course	Applicant	Office of the Research and Extension Services Unit (RESU)	Event organizer	PERSON RESPONSIBLE
Itinerary of travel				
Notification of acceptance				
Acknowledgement receipt form (CCAT-GRE-06)	Event organizer	Office of the Research and Extension Services Unit (RESU)	Event organizer	PERSON RESPONSIBLE
Training program				
CHED Endorsement (optional)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. The applicant submits a formal letter request to participate in the conference together with the letter of invitation, tentative program of activities (if applicable), CHED endorsement (if available), and the itinerary of travel.</p> <p><i>Note: The letter request should be endorsed by the Department Chairperson, ODI, and RESU to be approved by the campus administrator.</i></p>	<p>1.1 The RESU staff receives the letter request together with the attachments and issues an acknowledgment receipt to the applicant.</p> <p>1.2 The unit evaluates the conference based on its impact and credibility of the organizers.</p> <p>1.3 The research coordinator validates all the documents and endorses the application for approval and updates the applicant of the status of the request.</p>	None	3 Days	RESU Staff/ Coordinator, Research Services/ Coordinator, Monitoring and Evaluation
	TOTAL	None	3 Days	



7. Request for the Assistance in Statistical Analysis, Plagiarism Check, and Use of Equipment and Facilities

Receiving, processing and approval of request for assistance in statistical analysis (using IBM-SPSS), plagiarism check (Turnitin), and use of equipment and facilities (various clerical and laboratory facilities).

Office or Division:	Office of the Research and Extension Services Unit (RESU)			
Classification:	Simple			
Type of Transaction:	G-2-G Government-to-government			
Who may avail:	All faculty members and students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client request form (CCAT-GRE-01)		Office of the Research and Extension Services Unit (RESU)		
Stakeholder’s feedback form (CCAT-GRE-02)				
Data set (for statistical analysis)		Client		
Research report (for plagiarism checking)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. The applicant fills out a client request form to indicate the technical assistance or service being request and submits the form to the RESU administrative staff.</p> <p><i>Note: For the statistical analysis services, the client must prepare the data set to be subjected to analysis (in soft copy) and for plagiarism checking, the portion or whole research report (in soft copy) must be ready.</i></p>	<p>1.1 The RESU staff receives and records the client request form and forwards the request form to the support team.</p> <p>1.2 For statistical analysis service, the request is assigned to the statistical analysis division while for the plagiarism checking, the request is assigned to the coordinator for research services.</p> <p>1.3 For the use of laboratory facilities and equipment, the RESU staff coordinates the request to the laboratory aides and/or lab managers.</p>	None	10 Minutes	RESU Staff
<p>2. Depending on the service being requested, the client approaches the assigned personnel to provide the service or do the task.</p>	<p>2.1 The personnel receives the client request form together with the data set/research report.</p> <p>2.2 The laboratory aide or manager receives the client request form and prepares the facility or the equipment and ensures the client follow the laboratory and safety procedures.</p>	None	10 Minutes	Coordinator, Research Services/ Laboratory Aide/ Laboratory Managers (IDD and Technovation Center)



3. Upon provision of the service or use of the facilities, the client accomplishes and submits the stakeholders' feedback form to the service provider.	3.1 The service provider receives the stakeholders' feedback form.	None	5 Minutes	Coordinator, Research Services/ Laboratory Aide/ Laboratory Managers (IDD and Technovation Center)
	TOTAL	None	25 Minutes	



8. Request for the Certification of Research Accomplishments

Processing and release of certification of accomplishments on research.

Office or Division: Office of the Research and Extension Services Unit (RESU)

Classification: Simple

Type of Transaction: G2G – Government to Government

Who may avail: All faculty members

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client request form (CCAT-GRE-01)		Office of the Research and Extension Services Unit (RESU)		
Acknowledgement receipt form (CCAT-GRE-06)				
Certification for accomplishments on research (CCAT-GRE-07)				
Stakeholders' feedback form (CCAT-GRE-02)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. The faculty member of staff fills out a client request form to indicate the request for certification of research accomplishments and submits the form to the RESU administrative staff.	<p>1.1 The RESU staff receives and records the client request form and forwards the request form to the coordinator for research services.</p> <p>1.2 The coordinator for research services summarizes the accomplishments and contributions of the faculty member or staff to the research program/project of the department/campus and prepares a certification of the accomplishments.</p>	None	1 Day	RESU Staff/ Coordinator, Research Services
2. If there activities that were not recorded in the database of the RE, the faculty members or staff must provide supporting documents to the coordinator for research services.	<p>2.1 The RESU staff records and archives the supporting documents.</p> <p>2.2 The coordinator for research validates the supporting documents.</p> <p>2.3 The certification is endorsed to the director for signing and release.</p> <p>2.4 The RESU staff releases the certificate.</p>	None	12 Hours	Coordinator, Research Services
3. Upon provision of the certification, the client accomplishes and submits the stakeholders' feedback form to the service provider.	3.1. The service provider receives the stakeholders' feedback form.	None	5 Minutes	Coordinator, Research Services



	TOTAL	None	1 Day 12 Hours 5 Minutes	



CAVITE STATE UNIVERSITY – CCAT CAMPUS

EXTENSION SERVICES

External and Internal Services



1. Application for Funding of Extension Proposals

Receiving, processing and approval of extension proposal for local funding.

Office or Division: Office of the Research and Extension Services Unit (RESU)

Classification: Highly technical

Type of Transaction: G2G – Government to Government

Who may avail: All faculty members

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Extension proposal template (CCAT-ESF-01, CCAT-ESF-02)		Office of the Research and Extension Services Unit (RESU) Client		
Acknowledgement receipt form (CCAT-GRE-06)				
Pre-evaluation form (CCAT-ESF-03)				
Proposal review form (CCAT-ESF-04)				
Contract (CCAT-ESF-10)				
Special order (SO) (CCAT-ESF-11)				
Curriculum vitae of project leader				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Proponent submits one (1) hard copy and an electronic copy of a detailed proposal for the program (if applicable) and for each component project using the prescribed format together with the proponent’s curriculum vitae.</p> <p><i>Note: Proposals must be endorsed by the Gender and Development (GAD) Office and the Ethics Review Board (ERB).</i></p>	<p>1.1 The extension coordinator provides an acknowledgment receipt to the proponent.</p> <p>1.2 The unit conducts pre-evaluation of the proposal based on completeness of the proposal details and attachments, and adherence to the University extension agenda.</p> <p>1.3 The unit provides feedback to the proponents.</p>	None	3 Days	Coordinator, Extension Services
<p>2. The proponent resubmits the revised proposal based on the comments and suggestions during the pre-evaluation.</p>	<p>2.1. The unit acknowledges the receipt of the revised proposal. A technical review will be conducted to assess the technical merits.</p> <p>2.2. The proponents are notified of the result. Proposal that did not pass the review is returned to the proponent with the corresponding comments and suggestions.</p> <p>2.3. Proposals that require no</p>	None	7 Days	Coordinator, Extension Services



	revisions will be scheduled for oral presentation.			
3. The proponents will revise the proposal based on the reviewers' comments and suggestions on technical or ethical aspects and resubmit the proposal.	<p>3.1 The unit acknowledges the receipt of the revised proposal.</p> <p>3.2 The proposal is re-evaluated for compliance to comments and suggestions.</p> <p>3.3 The unit notifies the proponents of their schedule of oral presentation.</p>	None	7 Days	Coordinator, Extension Services
4. The proponent attends the schedule of the oral presentation and defends the proposal.	<p>4.1 The Research and Extension (R&E) Council evaluates the proposal during the oral presentation and notifies the proponent about the results.</p> <p>4.2 The proponent is given the time to do revision if necessary prior to final submission.</p> <p>4.3 The proposal is endorsed to the office of the Campus Administrator for final approval.</p> <p>4.4 Upon approval, the unit prepares a special order (SO) and contract for the program or project.</p>	None	5 Days	Coordinator, Extension Services/ Research and Extension Council



5. The proponents sign a contract.	5.1 The unit facilitates the notarization of the contract and issues the SO to initialize the program/project. 5.2 The unit will allow program/project commencement upon the receipt of SO.	None	3 Days	Coordinator, Extension Services/ Coordinator, Monitoring and Evaluation
6. The proponent submits required purchase requests (PRs). PRs may include supplies and materials, meals, etc.	6.1 The extension unit facilitates the processing of program or project funds, release of budget, and approval of requests.	None	(Subject to the procurement policies)	Coordinator, Extension Services/ Coordinator, Monitoring and Evaluation
	TOTAL	None	25 Days	



2. Request for the Conduct of Seminars and Trainings

Receiving, processing and approval of proposals for the conduct of seminars and trainings.

Office or Division: Office of the Research and Extension Services Unit (RESU)

Classification: Complex

Type of Transaction: G2G – Government to Government

Who may avail: All faculty members

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Seminar/Training proposal template (CCAT-ESF-02)	Office of the Director for Research and Extension			
Acknowledgement receipt form (CCAT-GRE-06)				
Training evaluation form (livelihood training) (CCAT-ESF-05)				
Training evaluation form (technical training) (CCAT-ESF-08)				
Training evaluation form (seminar training)				
Seminar/Training proceedings template (CCAT-ESF-06)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. The department/unit extension coordinator submits training or seminar proposal to the Office of the Director of Research and Extension (RESU). Proposal should be endorsed by the department head/chairperson.</p> <p><i>Note: Before the conduct of seminar or training, all preparations and arrangements must be finalized. Reservations for the use of seminar or training rooms and other facilities should be confirmed. Resource persons/lecturers and participants should be informed on the definite schedule/s of the seminar or training program.</i></p>	<p>1.1. The extension coordinator provides an acknowledgment receipt to the proponent.</p> <p>1.2. The unit conducts pre-evaluation of the proposal based on completeness of the proposal details and attachments, and adherence to the University research agenda.</p> <p>1.3. The unit provides feedback to the proponents.</p> <p>1.4. The proposal will be endorsed by the Extension Coordinator to the director and campus administrator for approval.</p>	None	3 Days	Coordinator, Extension Services
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2. Upon approval, the proponent/s will implement or conduct the seminar or training.	2.1. The coordinator for extension and coordinator monitoring and evaluation facilitates the evaluation of the training using Training Evaluation Forms to assess the strengths and weaknesses of the training program including the course content, resource speakers, management venue based on the perception of the participants.	None	1 Day	Coordinator, Extension Services/ Coordinator, Monitoring and Evaluation
3. The proponent submits two (2) copies of the proceedings five (5) days after the conduct of the activity.	3.1 The coordinator for extension issues an acknowledgement receipt for the submission of the proceedings.	None	1 Day	Coordinator, Extension Services
	TOTAL	None	5 Days	



3. Request for the Certification of Extension Accomplishments

Processing and release of certification of accomplishments on extension.

Office or Division: Office of the Research and Extension Services Unit (RESU)

Classification: Simple

Type of Transaction: G-2-G Government-to-government

Who may avail: All faculty members

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client request form (CCAT-GRE-01)		Office of the Research and Extension Services Unit (RESU)		
Acknowledgement receipt form (CCAT-GRE-06)				
Certification for accomplishments on extension (CCAT-GRE-07)				
Stakeholders' feedback form (CCAT-GRE-02)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. The faculty member of staff fills out a client request form to indicate the request for certification of extension accomplishments and submits the form to the RESU administrative staff.	1.1 The RESU staff receives and records the client request form and forwards the request form to the coordinator for extension services. 1.2 The coordinator for extension summarizes the accomplishments and contributions of the faculty member or staff to the extension program/project of the department/campus and prepares a certification of the accomplishments.	None	1 Day	RESU Staff/ Coordinator, Extension Services
2. If there activities that were not recorded in the database of the RE, the faculty members or staff must provide supporting documents to the coordinator for extension services.	2.1 The RESU staff records and archives the supporting documents. 2.2. The coordinator for extension validates the supporting documents. 2.3 The certification is endorsed to the director for signing. 2.4 The RESU staff releases the certificate.	None	12 Hours	Coordinator, Extension Services
3. Upon provision of the certification, the client accomplishes and submits the stakeholders' feedback form to the service	3.1 The service provider receives the stakeholders' feedback form.	None	5 Minutes	Coordinator, Extension Services



provider.				
	TOTAL	None	1 Day 12 Hours 5 Minutes	



4. Request for Technical Advisory Services or Other Technical Assistance

Request, processing, and approval of requests for technical advisory services or other technical assistance by clients from government, non-government, and private agencies.

Office or Division:	Office of the Research and Extension Services Unit (RESU)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
Who may avail:	All clients from government and private agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client request form (CCAT-GRE-01)		Office of the Director for Research and Extension		
Acknowledgement receipt form (CCAT-GRE-06)				
Stakeholders' feedback form (CCAT-GRE-02)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1.1. The client sends an official letter to the Office of the Director of Research and Extension thru email at cvsuccatre@gmail.com stating his/her request/s for technical assistance addressed. The letter is enclosed with an accomplished client request form and description of the type of assistance and service being requested for.</p> <p>1.2. Walk-in client/s forwards the hard copy of the communication and fills out a client request form and submit to the RESU.</p>	<p>1.1 The RESU staff receives and records the communication and issues an acknowledgement receipt.</p> <p>1.2 The request is forwarded to the coordinator for extension services; then reviewed and endorsed for approval by the director and the campus administrator.</p> <p>1.3. Once the request is approved by the Campus Administrator the coordinator for extension services prepares a plan of activity.</p> <p>1.4. The RESU staff will send an official letter to the client stating the final schedule of the requested service and discuss</p>	None	5 Days	RESU Staff/ Coordinator, Extension Services
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	<p>conditions of the RESU for the conduct of such requested activity.</p> <p><i>Note: In any case that the client wanted to engage in a long term partnership with the the campus, a Memorandum of Understanding /Agreement (MOU/MOA) will be prepared and will be submitted to the University Legal Officer for review and endorsement to the Board of Regents.</i></p>			
	TOTAL	None	5 days	



CAVITE STATE UNIVERSITY – CCAT CAMPUS

INTELLECTUAL PROPERTY MANAGEMENT

External and Internal Services



1. Application for Copyright

Preparation and processing of copyrights applications and deposits.

Office or Division: Office of the Research and Extension Services Unit (RESU)

Classification: Highly Technical

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

Who may avail: All faculty members, staff, and students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Acknowledgement receipt form (CCAT-GRE-06)	Office of the Research and Extension Services Unit (RESU)			
Waiver form (CCAT-IPF-01)				
Technical description form (manuscript) (CCAT-IPF-02)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. The applicants submit the following documents to RESU:</p> <ul style="list-style-type: none"> a. duplicate copies of the waiver form; b. duplicate copies of the technical description form/manuscript (hardbound or softcopy); c. photocopies of IDs. 	<p>1.1 The RESU staff receives the application and issues an acknowledgement receipt for the submitted documents.</p> <p>1.2 The documents are forwarded to the coordinator for intellectual property management (IPM).</p> <p>1.3 The IPM Coordinator sends the documents to ITSO and secures an acknowledgement receipt from the office.</p> <p>1.4 IP Coordinator updates the applicants about the status of their copyright application.</p>	None	30 – 90 Days	RESU Staff/ Coordinator, Intellectual Property Management
	TOTAL	None	30 – 90 Days	



2. Application for Patent and Registration of Utility Models

Preparation and processing of documents for intellectual properties applying for patent and utility model registration.

Office or Division:	Office of the Research and Extension Services Unit (RESU)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen
Who may avail:	All faculty members, staff, and students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Acknowledgement receipt form (CCAT-GRE-06)		Office of the Research and Extension Services Unit (RESU)		
Invention Disclosure Form (CCAT-IPF-02)				
Patent search report (CCAT-IPF-05)				
Manuscript		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The applicant submits duplicate copies of the following to the RESU a non-disclosure form (hardcopy) with the following attachments: a. technical description form, b. patent search report:	1.1 The RESU staff receives the application and issues an acknowledgement receipt for the submitted documents. 1.2 The documents are forwarded to the coordinator for intellectual property management (IPM).	None	6 - 24 Months	RESU Staff/ Coordinator, Intellectual Property Management



<p>c. photocopies of IDs; and d. copies of the manuscript (softcopy).</p>	<p>1.3 Based on the documents submitted, the IPM coordinator conducts prior art search, patent search and preliminary assessment of novelty of the technology.</p> <p>1.4 The IPM Coordinator sends the documents to ITSO and secures an acknowledgement receipt from the office.</p> <p>1.5 The IP Coordinator will update the applicant about the status of the patent/utility model application.</p> <p><i>Note: All information collected on completed forms is treated as “confidential” and must be safeguarded from unauthorized public access.</i></p>			
	<p>TOTAL</p>	<p>None</p>	<p>6-24 months</p>	



3. Application for Trademark Registration

Preparation and processing of documents for applying for trademark registration.

Office or Division: Office of the Research and Extension Services Unit (RESU)

Classification: Highly Technical

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

Who may avail: All faculty members, staff, and students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Acknowledgement receipt form (CCAT-GRE-06)		Office of the Research and Extension Services Unit (RESU)		
Trademark form (CCAT-IPF-03)				
Disclaimer (CCAT-IPF-04)				
Technical description of the trademark		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. The applicant fills out and submits the triplicate copies of the following documents to the Intellectual Property (IP) Coordinator:</p> <ul style="list-style-type: none"> a. trademark form; b. technical description of the trademark or service mark; c. disclaimer; d. photocopies of applicants ID's; and e. trademark logo. 	<p>1.1 The RESU staff receives the application and issues an acknowledgement receipt for the submitted documents.</p> <p>1.2 The documents are forwarded to the coordinator for intellectual property management (IPM) for review.</p> <p>1.3 The IPM Coordinator sends the documents to ITSO and secures an acknowledgement receipt from the office.</p> <p>1.4 The IP Coordinator will update the applicant about the status of the patent/utility model application.</p>	None	5 - 30 Days	RESU Staff/ Coordinator, Intellectual Property Management
	TOTAL	None	5 – 30 Days	



4. Request for Research-related and Extension-related Information				
Request, processing and release of information related to research and extension.				
Office or Division:	Office of the Research and Extension Services Unit (RESU)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
Who may avail:	All internal and external stakeholders from government, non-government, and private agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client request form (CCAT-GRE-01)		Office of the Research and Extension Services Unit (RESU)		
Acknowledgement receipt form (CCAT-GRE-06)				
Stakeholders' feedback form (CCAT-GRE-02)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. The faculty member of staff fills out a client request form to indicate the information being requested and submits the form to the RESU staff.	<p>1.1 The RESU staff receives and records the client request form and forwards the client request form to the respective/ corresponding unit depending on the type of information requested.</p> <p>1.2 The coordinator(s) receives the client request and package the information for release to the client.</p>	None	3 Days	RESU Staff/ Various Coordinators
2. The client receives the information and signs a nondisclosure agreement.	<p>2.1 The RESU staff releases the information to the client upon signing a non-disclosure agreement.</p> <p>2.2 The coordinator for intellectual property management assures proper signing and processing of the non-disclosure form.</p>	None	10 Minutes	RESU Staff/ Coordinator, Intellectual Property Management
3. Upon provision of the certification, the client accomplishes and submits the stakeholders' feedback form to the service provider.	3.1 The service provider receives the stakeholders' feedback form.	None	5 Minutes	RESU Staff



	TOTAL	None	3 Days 15 Minutes	
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CAVITE STATE UNIVERSITY – CCAT CAMPUS
MONITORING AND EVALUATION AND QUALITY ASSURANCE
External and Internal Services



1. Application for Monetary Incentives for Publication of the Faculty and Staff in Peer-reviewed and Refereed Journals

Application and approval of monetary incentives for publications of the faculty members and staff in peer-reviewed and refereed journals.

Office or Division:	Office of the Research and Extension Services Unit (RESU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All faculty members and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application form for incentives (CCAT-MEQ-01)		Office of the Research and Extension Services Unit (RESU)		
Acknowledgement receipt form (CCAT-GRE-06)				
Evaluation form (CCAT-MEQ-04)				
Printed journal article		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. The applicant submits the accomplished application form to the RESU together with the following attachments:</p> <ul style="list-style-type: none"> a. printed copy of the Journal where the paper was published; b. copy of the table of contents bearing the title of the article and name of the author(s); and c. copy of the article published. <p><i>Note: The name of Cavite State University must indicated in the article i.e. CvSU appears under the author(s) name; d) certificate of acceptance for publication; e) comments/ suggestions of the reviewer or any proof that a peer-reviewed process took place.</i></p>	<p>1.1 The RESU staff issues an acknowledgement receipt for the submitted application and documents.</p> <p>1.2 The application is forwarded to the coordinator for research services for validation of the attachments.</p> <p>1.3 Publications that do not pass the evaluation are returned to the proponents with the results of the evaluation.</p> <p>1.4 Approved applications are endorsed to the director and campus administrator for signing.</p> <p>1.5 The RESU facilitates the processing of the monetary incentives and notifies the applicant for the release of the incentive.</p>	None	3 Days	RESU Staff/ Coordinator, Research Services
	TOTAL	None	3 Days	



2. Application for Monetary Incentives for Publication of the Faculty and Staff in Peer-reviewed and Refereed Book Chapter

Application and approval of monetary incentives for publications of the faculty members and staff in peer-reviewed and refereed Book Chapter.

Office or Division:	Office of the Research and Extension Services Unit (RESU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All faculty members and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application form for incentives (CCAT-MEQ-02)		Office of the Research and Extension Services Unit (RESU)		
Acknowledgement receipt form (CCAT-GRE-06)				
Evaluation form (CCAT-MEQ-05)				
Printed journal article		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. The applicant submits the accomplished application form to the RESU together with the following attachments:</p> <ul style="list-style-type: none"> a. printed copy of the Book chapter where the paper was published; b. copy of the table of contents bearing the title of the article and name of the author(s); c. copy of the article published. <p><i>Note: The name of Cavite State University must indicated in the article i.e. CvSU appears under the author(s) name; d)certificate of acceptance for publication; e) comments/ suggestions of the reviewer or any proof that a peer-reviewed process took place.</i></p>	<p>1.1 The RESU staff issues an acknowledgement receipt for the submitted application and documents.</p> <p>1.2 The application is forwarded to the coordinator for research services for validation of the attachments.</p> <p>1.3 Publications that do not pass the evaluation are returned to the proponents with the results of the evaluation.</p> <p>1.4 Approved applications are endorsed to the director and campus administrator for signing.</p> <p>1.5 The RESU facilitates the processing of the monetary incentives and notifies the applicant for the release of the incentive.</p>	None	3 Days	RESU Staff/ Coordinator, Research Services
	TOTAL	None	3 Days	



3. Application for Monetary Incentives for Research Paper Citation(s)				
Application and approval of monetary incentives for publications of the faculty members and staff in peer-reviewed and refereed research paper citation(s).				
Office or Division:	Office of the Research and Extension Services Unit (RESU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All faculty members and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application form for incentives (CCAT-MEQ-03)		Office of the Research and Extension Services Unit (RESU)		
Acknowledgement receipt form (CCAT-GRE-06)				
Evaluation form (CCAT-MEQ-06)				
Printed journal article		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The applicant submits the accomplished application form to the RESU together with the following attachments: a. printed copy of the Journal/Book chapter where the paper was cited:	1.1 The RESU staff issues an acknowledgement receipt for the submitted application and documents.	None	3 Days	RESU Staff/ Coordinator, Research Services
	1.2 The application is forwarded to the coordinator for research services for validation of the attachments.			
	1.3 Publications that do not pass the			



<p>b. name of the author(s);</p> <p>c. list of references bearing the title of the article and name of the author(s);</p> <p>d. copy of the article published (Note: The name of Cavite State University must be indicated in the article i.e. CvSU appears under the author(s) name);</p> <p>e. printed Google Scholar citation report.</p> <p><i>Note: The name of Cavite State University must indicated in the article i.e. CvSU appears under the author(s) name; d)certificate of acceptance for publication; e) comments/ suggestions of the reviewer or any proof that a peer reviewed process took</i></p>	<p>evaluation are returned to the proponents with the results of the evaluation.</p> <p>1.4 Approved applications are endorsed to the director and campus administrator for signing.</p> <p>1.5 The RESU facilitates the processing of the monetary incentives and notifies the applicant for the release of the incentive.</p>			
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<i>place.</i>				
	TOTAL	None	3 Days	



4. Implementation, Monitoring, and Evaluation of Externally-funded Researches

Implementation, monitoring and evaluation of research programs or projects funded by agencies other than Cavite State University.

Office or Division:	Office of the Research and Extension Services Unit (RESU)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	All faculty members and staff

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Acknowledgement receipt form (CCAT-GRE-06)		Office of the Research and Extension Services Unit (RESU)		
Annual agency in-house review form (CCAT-MEQ-07)		Applicant		
Quarterly Report External (CCAT-MEQ-08)				
(CCAT-MEQ-09)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. The researcher schedules a pre-implementation meeting with the funding agency and ensure that representatives from the units of RESU will be present.</p> <p><i>Note: The researcher submits a copy of the duly signed memorandum of agreement and/or contract detailing the title of the project, duration, budget and terms of reference.</i></p>	<p>1.1. The RESU confirms the schedule of pre-implementation meeting.</p> <p>1.2. The coordinator for monitoring and evaluation provides Acknowledgement Receipt upon receiving such submissions.</p>	None	1 Day	Coordinator, Monitoring and Evaluation
<p>2. The researcher furnishes the coordinator for monitoring and evaluation the one copy of the following reports (quarterly progress report, annual report, and others) as submitted to the external funding agencies.</p>	<p>2.1. The coordinator for monitoring and evaluation issues an acknowledgement receipt upon receiving the documents.</p> <p>2.2. The RESU requires the researcher to present their outputs during the Annual In-House Review.</p>	None	1 Day	Coordinator, Monitoring and Evaluation
<p>3. The researcher presents during the Annual In-House Review.</p>	<p>3.1. The RESU evaluates the project or program using the Annual In-House Review Evaluation Form.</p> <p>3.2. The results of the evaluation will be made known to the researcher.</p>	None	5 Days	Coordinator, Monitoring and Evaluation



<p>4. A researcher with completed or terminated research program or project submits three (3) copies of the terminal report within 30 days upon completion or termination of the project.</p>	<p>4.1 The coordinator for monitoring and evaluation issues an acknowledgement receipt upon receiving documents.</p> <p>4.2 The coordinator, with permission from the researcher, endorses to the coordinator for extension and coordinator for intellectual property the terminal report for evaluation of the technology generated whether for publication, transfer or intellectual property right application.</p> <p>4.3 The results of the evaluation will be made known to the researcher.</p>	None	3 Days	Coordinator. Monitoring and Evaluation/ Coordinator, Extension Services/ Coordinator, Intellectual Property
	TOTAL	None	10 Days	



5. Implementation, Monitoring, and Evaluation of Locally-funded Researches				
Implementation, monitoring and evaluation of research programs or projects funded by agencies other than Cavite State University				
Office or Division:	Office of the Research and Extension Services Unit (RESU)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All faculty members and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Acknowledgement receipt form (CCAT-GRE-06)		Office of the Research and Extension Services Unit (RESU)		
Annual agency in-house review (CCAT-MEQ-07)		Applicant		
Quarterly report form (CCAT-MEQ-08)				
Annual report form (CCAT-MEQ-10)				
On-site report form (CCAT-MEQ-11)				
Financial status report form (CCAT-MEQ-12)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. The researcher schedules a pre-implementation meeting with the funding agency and ensure that representatives from the units of RESU will be present.</p> <p><i>Note: The researcher submits a copy of the duly signed memorandum of agreement and/or contract detailing the title of the project, duration, budget and terms of reference.</i></p>	<p>1.1. The RESU confirms the schedule of pre-implementation meeting.</p> <p>1.2. The coordinator for monitoring and evaluation provides Acknowledgement Receipt upon receiving such submissions.</p>	None	1 Day	Coordinator, Monitoring and Evaluation
<p>2. The researcher furnishes the coordinator for monitoring and evaluation the one copy of the following reports (quarterly progress report, annual report, and others) as submitted to the external funding agencies.</p>	<p>2.1. The coordinator for monitoring and evaluation issues an acknowledgement receipt upon receiving the documents.</p> <p>2.2 The RESU requires the researcher to present their outputs during the Annual In-House Review.</p>	None	1 Day	Coordinator, Monitoring and Evaluation
<p>3. The researcher presents during the Annual In-House Review.</p>	<p>3.1. The RESU evaluates the project or program using the Annual In-House Review Evaluation Form.</p> <p>3.2. The results of the evaluation will be made known to the researcher.</p>	None	5 Days	Coordinator, Monitoring and Evaluation



<p>4. A researcher with completed or terminated research program or project submits three (3) copies of the terminal report within 30 days upon completion or termination of the project.</p>	<p>4.1 The coordinator for monitoring and evaluation issues an acknowledgement receipt upon receiving documents.</p> <p>4.2 The coordinator, with permission from the researcher, endorses to the coordinator for extension and coordinator for intellectual property the terminal report for evaluation of the technology generated whether for publication, transfer or intellectual property right application.</p> <p>4.3 The results of the evaluation will be made known to the researcher.</p>	None	3 Days	Coordinator. Monitoring and Evaluation/ Coordinator, Extension Services/ Coordinator, Intellectual Property
	TOTAL	None	10 Days	



6. Monitoring of Research and Extension-related Travels and Official Businesses

Monitoring of research and extension-related evaluation of research programs or projects funded by agencies other than Cavite State University.

Office or Division:	Office of the Research and Extension Services Unit (RESU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All faculty members and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Acknowledgement receipt form (CCAT-GRE-06)		Office of the Research and Extension Services Unit (RESU)		
Travel report form (CCAT-MEQ-13)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. A faculty member or staff endorsed by the RESU to attend any research or extension-related activity submits travel report to the RESU 5 days after the completion of the activity or travel. The attachments of the travel report includes the following:</p> <ul style="list-style-type: none"> a. program of activities; b. certificate of participation or attendance; c. revised itinerary of travel (optional), and d. photo documentation of activities. 	<p>1.1. The RESU staff issues an acknowledgement receipt of the documents submitted.</p> <p>1.2. The RESU staff checks the completeness of the attachments, records the submission, and archives the documents.</p>	None	1 Day	RESU Staff
	TOTAL	None	1 Day	



CAVITE STATE UNIVERSITY - CCAT CAMPUS
OTHER ADMINISTRATIVE AND SUPPORT SERVICES
External and Internal Services



1. Management of Documents and Communications

Effective receiving, recording, and management of documents and communications for fast-tracking and easier retrieval.

Office or Division:	Office of the Director for Research and Extension (RESU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business			
Who may avail:	All clients from government, non-government, and private agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. A client submits two (2) sets of communication to the RESU.</p>	<p>1.1. The RESU staff receives the communication, and checks if they are complete with signatories and attachments. If found incomplete, the RESU staff returns the communication to the sender.</p> <p>1.2. If found complete, the RESU staff places a “RECEIVED” stamp on the upper right corner of both original and receiving copy of communication, containing the date received, reference number, and the names and signatures of the forwarder and receiver. The receiving copy shall be returned to the sender.</p> <p>1.3. The RESU staff scans and archives the original copy of the communication to store a soft copy. The RESU staff also records the important details of</p>	None	15 Minutes	RESU Staff
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	<p>the communication in the RE service portal.</p> <p>1.4. For the releasing of the original copy, the RESU staff returns the original copy to the sender with “RELEASED” stamp on the bottom right of the communication containing the date of release, reference number, the names of signatures of the receiver and RESU staff.</p> <p>1.5. The RESU staff will update the archive or the RE service portal to store a released copy of the communication.</p>			
	TOTAL	None	15 Minutes	



2. Request for Supplies and Materials and Other Procurement Items for Research and Extension-related Activities				
Request and procurement of the supplies and materials and other items included in the annual Project Procurement Management Plan (PPMP) that are necessary for the conduct of approved research and extension-related activities.				
Office or Division:	Office of the Director for Research and Extension (RESU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All faculty members and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Acknowledgement receipt form (CCAT-GRE-06)		Office of the Director for Research and Extension		
Purchase Request Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. A faculty member or staff with approved research and/or extension project/activity requesting for supplies and materials and other items, submits an accomplished purchase request form (via email) with detailed specifications of the items being requested. The soft copy of the purchase request must be submitted to cvsuccatre@gmail.com .	<p>1.1. The RESU staff issues an acknowledgement receipt of the documents submitted.</p> <p>1.2. The RESU staff prepares another purchase request and submits the request to the Supply Office and campus administrator for approval and processing.</p> <p>1.3. The RESU staff updates the requisitioner about the status of the request.</p>	None	1 - 60 Days (depending on the procurement process)	RESU Staff
	TOTAL	None	1 – 60 Days	



3. Accommodation of Internal and External Visitors

Scheduling and accommodation of walk-in visitors from other CvSU offices and external agencies.

Office or Division:	Office of the Director for Research and Extension (RESU)
Classification:	Simple
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business
Who may avail:	All clients from government, non-government, and private agencies

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Visitors' log sheet				
Health declaration form				
Stakeholder's feedback form (CCAT-GRE-02)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The visitor fill-out the visitor Log Sheet and health declaration form.	1.1. The RESU staff assists and endorses the visitors to the coordinators and the director depending on the purpose of their visit. 1.2. The RESU staff ensures photo documentation during the period of visit and distributes the stakeholders' feedback form to the	None	3 Minutes	RESU Staff/ Various Coordinators/ Director



	visitors.			
2. The visitor(s) fill-out the stakeholders' feedback form and drop the form in the suggestion box.	2.1. In case that the visitors are working in other government institutions, the RESU staff will issue Certificate of Appearance as a proof of their visit.	None	5 Minutes	RESU Staff
	TOTAL	None	8 Minutes	



4. Request for Study Visits

Scheduling and accommodation of visitors from external agencies for the conduct of study visits

Office or Division: Office of the Director for Research and Extension (RESU)

Classification: Simple

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

Who may avail: All clients from external agencies

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Acknowledgement receipt form (CCAT-GRE-06)		Office of the Director for Research and Extension		
Visitors' log sheet				
Health declaration form				
Stakeholder's feedback form (CCAT-GRE-07)				
Request letter for study visit		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. The client sends thru email a formal request letter asking for a schedule of a study visit.</p> <p><i>Note: Visitors must observe procedures for walk-in clients upon approaching the office, once the study visit is approved.</i></p>	<p>1.1. The RESU staff issues an acknowledgment receipt for the request.</p> <p>1.2. The RESU staff endorses the request letter to the coordinators depending on the purpose of the visit.</p> <p>1.3. The coordinator communicates with the client regarding the schedule and preparations.</p> <p>1.4. The coordinator requests for the approval and endorsement of the activity from the director and the campus administrator.</p>	<p>None</p>	<p>3 Days</p>	<p>RESU Staff/ Various Coordinators/ Director</p>
	<p>TOTAL</p>	<p>None</p>	<p>3 Days</p>	



5. Validation of Research and Extension Accomplishments for the Granting of Workload Credits

Reliable and effective validation of research and extension accomplishments in the IPCR for the computation and granting of credits for the workload.

Office or Division:	Office of the Director for Research and Extension (RESU)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All faculty members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Acknowledgement receipt form (CCAT-GRE-06)		Office of the Director for Research and Extension		
Certificate of workload credits (CCAT-GRE-03)				
Faculty workload form		Client		
Individual performance commitment and review form (IPCR)				
Other supporting documents				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. The faculty member requesting for validation and certification of research and extension accomplishments submits to the RESU the following documents in print copy: a) faculty workload form reflecting the schedules for instruction, research, and extension; b) IPCR signed prior the start of the semester; and c) other supporting documents to prove the accomplishments.	<p>1.1. The RESU staff issues an acknowledgment receipt for the submitted documents.</p> <p>1.2. The RESU staff records the documents and forwards them to the coordinators for monitoring and evaluation for review and validation.</p> <p>1.3. The coordinator prepare a certificate of workload credits for signing of the director.</p> <p>1.4. The RESU staff releases the certificate to the faculty member.</p>	None	2 Days	RESU Staff/ Various Coordinators/ Director
	TOTAL	None	2 Days	



6. Application for Faculty Researcher				
Systematic procedure for application and appointment of faculty researchers				
Office or Division:	Office of the Director for Research and Extension (RESU)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All faculty members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Acknowledgement receipt form (CCAT-GRE-06)		Office of the Director for Research and Extension		
Application form/ Evaluation Form (CCAT-GRE-04)				
Other supporting documents		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. The faculty member submits an application form with supporting documents to the RESU, upon announcement of vacancy of faculty researcher appointments.	<p>1.1. The RESU staff issues an acknowledgment receipt for the submitted documents.</p> <p>1.2. The RESU staff forwards the application to the coordinators for research and extension services for initial screening and evaluation of documents.</p> <p>1.3. The coordinators prepare a shortlist of the applicants and endorses the list to the director.</p> <p>1.4. The director, through the selected members of the research and extension council, requests for a thorough evaluation of the</p>	None	15 Days	RESU Staff/ Various Coordinators/ Director
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	<p>submitted documents of the shortlisted applicants.</p> <p>1.5. Based on the evaluation, the applicants will be ranked and the top applicants will be considered for appointment, depending on the number of vacant slots.</p> <p>1.6. Applicants who will be appointed will be endorsed to the ODI and campus administrator for deloading of teaching load and approval of appointment.</p> <p>1.7. The applicants are informed of the progress and end result of the application.</p>			
	TOTAL	None	15 Days	



CAVITE STATE UNIVERSITY – CCAT CAMPUS

EXTERNAL AND BUSINESS AFFAIRS OFFICE

External and Internal Services



1. Issuance of University ID Card				
This procedure shows how to assist bonafide students, faculty and staffs to have an Identification Card.				
Office or Division:	External and Business Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All bonafide students, faculty and staffs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Google Form		EBA Office		
Receipt for University ID Printing		EBA Office		
Registration Form for Students		CvSU CCAT Portal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Google Form for University School ID data.	1.1 Encoding of data.	None	5 Minutes	<i>EBA Staff</i>
2. Pay the required amount to EBA Office	2.1 Receive payment and issue a receipt.	Php 170.00	2 Minutes	<i>EBA Staff Cashier's Office Staff</i>
3. Prepare for capturing	3.1 Capture picture and signature.	None	3 Minutes	<i>EBA Staff</i>
4. Receive the University ID	4.1 Releasing of University ID.	None	2 Minutes	<i>EBA Staff</i>
	TOTAL:	Php 170.00	12 Minutes	



2. Daily Sales / Income

This procedure shows how to assist bonafide students, faculty and staffs in availing the services of the External and Business Affairs.

Office or Division:	External and Business Affairs Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	All bonafide students, faculty and staffs

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for the services of the following: <ul style="list-style-type: none"> ○ School Uniform ○ PE Uniform ○ Photocopy Services ○ Test Booklet ○ ID Lace ○ Ring Binding ○ Hard Bounding 	1.1 Provide price list of the services offered.	None	2 Minutes	<i>EBA Staff</i>



2. Pay for the availed service	2.1 Receive payment and issue a receipt.	<p>School Uniform Polo Php 305.00 (S-L) Php 325.00 (XL) Php 340.00 (2XL) Php 360.00 (3XL)</p> <p>School Uniform Blouse Php 290.00 (S-L) Php 305.00 (XL) Php 310.00 (2XL) Php 315.00 (3XL)</p> <p>School Uniform Slacks Php 320.00 (XS) Php 340.00 (S) Php 360.00 (M) Php 375.00 (L) Php 400.00 (XL) Php 415.00 (2XL) Php 435.00 (3XL)</p> <p>PE T-Shirt Php 270.00 (S-XL) Php 290.00 (2XL) Php 310.00 (3XL)</p> <p>PE Short Php 270.00 (S-L) Php 275.00 (XL) Php 290.00 (2XL)</p>	3 Minutes	<i>EBA Staff</i>
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		Photocopying Services Php 1.00 per page Test Booklet Php 4.00 per pc ID Lace Php 80.00 per pc Ring Binding Php 100.00 per 500 pages Hard Bounding Php 240.00 per pc		
3. Receive the item.	3.1 Releasing of item purchased / availed.	None	1 Minute	<i>EBA Staff</i>
	TOTAL:	Depending on the service availed	6 Minutes	



3. Hostel Services				
This procedure shows how to assist external and internal clients who wants to avail hostel services.				
Office or Division:	External and Business Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All bonafide students, faculty and staffs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Quotation		Hostel Staff		
Official Receipt		Cashier’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for the services.	1.1 Provide information about the following: ○ Event Venues ○ Room Accommodation	None	1 - 5 Minutes	<i>Hostel Staff</i>
2. Avail the professional services for their inquiries.	2.1 Provide quotation for the events.	None	2 – 5 Minutes	<i>Hostel Staff</i>
3. Payment for the availed service.	3.1 Receive payment and reserve date.	Rental of Function Hall Php 6,000.00 (3-4 hours) Php 10,000.00 (5-8 hours)	1- 10 Minutes	<i>Hostel Staff</i> <i>Cashier’s Office Staff</i>



		Rental of VIP Room Php 4,000.00 (3-4 hours) Php 6,000.00 (5-8 hours) Rental of Rooms Php 2,000.00 (2 guests) Php 2,500.00 (3 guests) Php 3,000.00 (4 or more guests) Additional Php 500.00 for exceeding hour(s)		
4. Fill out Customer Satisfaction.	4.1 Provide the CSM / Feedback Form.	None	5 Minutes	<i>Hostel Staff</i>
	TOTAL:	Depending on the service availed	25 Minutes	



4. Special Training Scheme				
This procedure shows how to assist external and internal clients who wants to the special training scheme.				
Office or Division:	External and Business Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All bonafide students, faculty and staffs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		EBA Staff		
Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for the services.	1.1 Discuss the available training.	None	5 – 15 Minutes	<i>EBA Staff</i>
2. Avail the selected training scheme.	2.1 Provide forms for payment and registration.	None	5 – 10 Minutes	<i>EBA Staff</i>
3. Payment for training scheme.	3.1 Receive payment.	Php 8,000.00	10 – 15 Minutes	<i>Cashier's Office Staff</i>
4. Training proper.	4.1 Train for 40 hours.	None	5 days / 40 hours	<i>EBA Staff Trainor</i>



5. Submit completion of training.	5.1 Provide a signed certificate of completion.	None	3 days / 24 hours	<i>EBA Staff</i>
	TOTAL:	Php 8,000.00	8 Days 40 Minutes	



CAVITE STATE UNIVERSITY – GEN. TRIAS CAMPUS
**HUMAN RESOURCE DEVELOPMENT OFFICE – RECRUITMENT, SELECTION AND
PLACEMENT (RSP) SECTION**

External and Internal Services



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

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

Office or Division:	Campus Human Resource Development Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All aspiring applicants (Academic and Non-Academic)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter addressed to HR Director		Applicant		
Personal Data Sheet		www.csc.gov.ph or CSC website		
Photocopy of certificate of eligibility/rating/license		Civil Service Commission		
Photocopy of Transcript of Records		School Registrar		
Latest Performance Rating, if applicable		Employer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/send complete documents via cvsugeneraltrias@cvsu.edu.ph a. Application Letter b. CV/Resume c. other credentials	1.1 Check and receive all the submitted documents	None	2 Minutes	Campus HR Coordinator
	1.2 Review the documents and acknowledge receipt of e-mail application and notify via text message the potential applicants for the vacant position.		2 Days	Campus HR Coordinator
	1.3 Schedule initial interview and demo teaching (for academic applicants) via zoom video conferencing.		30 Minutes per applicant	Committee composed of Local HR.



	<p>1.4 Schedule a final interview via zoom video conferencing for qualified applicants.</p> <p>1.5 Tally the scores of each applicant.</p> <p>1.6 Endorse to the University Selection Board the list of qualified applicants.</p> <p>1.7 Call up the qualified applicants.</p>		<p>30 Minutes per applicant</p> <p>1 Day</p> <p>5 Minutes</p>	<p><i>Department Chairperson concerned, Campus Faculty AFA President</i></p> <p><i>Campus Administrator</i></p> <p><i>Campus HR Coordinator</i></p> <p><i>Campus HR Coordinator</i></p> <p><i>Campus HR Coordinator</i></p>
2. Report to the Campus HRDO.	2.1 Give some reminders and provide the qualified applicant a checklist of documents to be submitted.	None	10 Minutes per applicant	<i>Campus HR Coordinator</i>
3. Report to the Main Campus.	3.1 Evaluate the applicant.	None	30 Minutes per applicant	<i>Campus Administrator, HRMO Director, VPs and FA President</i>
	TOTAL:	None	3 Days, 1 Hour, 47 Minutes	



2. Selection and Hiring for Academic Positions

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

Office or Division:	Campus Human Resource Development Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Qualified Applicants for the vacant academic position			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Applicant Interview Rating Sheet		Campus Human Resource Development Office		
Oral Interview Evaluation Score Sheet		Campus Human Resource Development Office		
Evaluation Checklist for Demo Teaching – for Academic Personnel only		Campus Human Resource Development Office		
Written Examination		Campus Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to the campus for written examination, teaching demo and interview	1.1 Notify the applicant via phone call, email or text message regarding the schedule of evaluation.	None	1 Minute	<i>Campus HRD Coordinator / Assistant</i>
	1.2 Give questionnaire for written examination.	None	10 Minutes	<i>Campus HRD Coordinator / Assistant</i>
	1.3 Gather the local Personnel Selection Board for evaluation of the applicant.	None	5 Minutes	<i>Campus HRD Coordinator / Assistant</i>
	1.4 Evaluate the applicant for demo teaching and through panel interview.	None	30 Minutes	<i>Campus Personnel</i>



				<i>Selection Board/ Committee</i>
	1.5 Advise that the applicant will be notified on the status of application.	None	2 Minutes	<i>Campus HRD Coordinator</i>
	1.6 Tally and summarize the evaluation ratings of applicant.	none	30 Minutes	<i>Campus HRD Coordinator / Assistant</i>
2. Receive notification on the status of application.	2.1 Inform the applicant through phone call, text message, or email of the result of evaluation and of the employment requirements.	None	3 Minutes	<i>Campus HRD Coordinator</i>
	2.2 Submit the recommendation for hiring signed by the Campus Administrator for approval by the University President thru channels	None	1 Minute	<i>Campus HRD Coordinator</i>
	2.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	1 Hour, 22 Minutes	



CAVITE STATE UNIVERSITY – GEN. TRIAS CAMPUS
**HUMAN RESOURCE DEVELOPMENT OFFICE – RECRUITMENT, SELECTION AND
PLACEMENT (RSP) SECTION**

Internal Services



1. Processing of Appointment of Job Order Academic Personnel (Campus)				
This procedure aims to ensure that processing of appointments of University personnel are made in accordance with CvSU Guidelines, CSC Revised Omnibus Rules on Appointment and Other Human Resource Actions (ORA-OHRA) and DBM Circulars				
Office or Division:	Campus HRDO - Recruitment, Selection and Placement (RSP) Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All selected applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Data Sheet (CS Form No. 212)		www.csc.gov.ph or CSC website		
Personal Description Form (DBM-CSC Form No. 10)		www.csc.gov.ph or CSC website		
Medical Certificate (CS Form No. 211)		University Infirmary		
TOR, Diploma, eligibility, PSA Birth Certificate and NBI Clearance, TIN		Concerned Agencies		
Certificate of first day of service		Office of the Campus Administrator		
Community Tax Certificate		Barangay/Municipal/City Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents for appointment on Job Order status For newly hired: ○ PDS ○ PDF	1.1 Receive the submitted requirements of the Job Order academic personnel.	None	1 Minute	HR Coordinator
	1.2 Review and validate the submitted documents for completeness and accuracy.	None	5 Minutes	HR Coordinator
	1.3 Submit the original and photocopied documents for authentication to the Records Office through the Liaison Officer.	None	5 Minutes	HRDO Coordinator, Liaison Officer



<ul style="list-style-type: none"> ○ TOR/Diploma ○ Medical Certificate ○ NBI Clearance ○ Other pertinent documents ○ Evaluation Result <p>For rehired:</p> <ul style="list-style-type: none"> ○ Photocopy of I.D. ○ Medical Certificate 	1.4 Prepare the contract of service to be signed by the Job Order Academic Personnel.	None	3 Minutes	<i>HR Coordinator</i>
	1.5 Read and sign the contract of service.	None	3 Minutes	<i>Job Order Academic Personnel</i>
	1.6 Verify and endorse the signed contract of service to the Campus Administrator for signature.	None	3 Minutes	<i>HR Coordinator</i>
	1.7 Check and sign the contract of service.	None	3 Minutes	<i>Campus Administrator</i>
	1.8 Submit the signed contract of service together with the employment requirements to the HRDO for processing.	None	5 Minutes	<i>HR Coordinator/ Liaison Officer/Any Authorized Representative</i>
2. Receive the signed contract of service for notarization.	2.1 Receive the completely signed contract of service from the HRDO and release to the client.	None	2 Minutes	<i>HR Coordinator</i>
3. Submit the notarized contract of service.	3.1 Accept and verify the notarized contract of service.	None	2 Minutes	<i>HR Coordinator</i>
	3.2 Submit the notarized contract of service to HRDO Main with the required attachments.	None	2 Minutes	<i>HR Coordinator</i>
	3.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			



	TOTAL:	None	34 Minutes	
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2. Processing of Appointment of Job Order Non-Academic Personnel (Campus)

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

Office or Division:	Campus HRDO - Recruitment, Selection and Placement (RSP) Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Job Order Non-Academic Personnel

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Data Sheet (CS Form No. 212)		www.csc.gov.ph or CSC website		
Personal Description Form (DBM-CSC Form No. 10)		www.csc.gov.ph or CSC website		
Medical Certificate (CS Form No. 211)		University Infirmary		
Certificate of first day of service		College/Unit		
TOR, Diploma, Eligibility, PSA Birth Certificate and NBI Clearance		Concerned Agencies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents and credentials.	1.1 Check and validate accuracy and completeness of the submitted documents to be endorsed to the Campus Administrator for signature.	None	5 Minutes	Human Resource Coordinator
	1.2 Sign and endorse the verified documents.	None	5 Minutes	Human Resource Coordinator and Campus Administrator



	1.3 Submit credentials to the University Recruitment, Selection and Placement (RSP) Unit for the issuance of job order contract and appointment of job order Non-Academic personnel.	None	5 Minutes	<i>Human Resource Coordinator/ Recruitment, Selection and Placement (RSP) staff</i>
	1.4 Receive the submitted documents/requirements and furnish the campus with the job order contract.	None	3 Minutes	<i>Human Resource Coordinator/ Recruitment, Selection and Placement (RSP) staff</i>
	1.5 Check for the authenticity of signatures and certify that the job order contract is complete.	None	10 Minutes	<i>Human Resource Coordinator/ Recruitment, Selection and Placement (RSP) staff</i>
	1.6 Endorse to the University Recruitment, Selection and Placement (RSP) Unit and submit to the accounting office for payroll processing.			
	1.7 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	28 Minutes	



CAVITE STATE UNIVERSITY – GEN. TRIAS CAMPUS
HUMAN RESOURCE DEVELOPMENT OFFICE – RECORDS MANAGEMENT
SECTION

External and Internal Services



1. Processing and Issuance of HR Records to Active and Employees who are no longer connected with the University

This procedure aims to provide personnel employment records to active and employees who are no longer connected with the University for personal and professional transaction purposes.

Office or Division: Campus HRDO - Records Management Section

Classification: Simple

Type of Transaction: G2C-Government to Citizen

Who may avail: All Active and Employees who are no longer connected with the University

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Record Request Form		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Record Request form and submits to the HR Coordinator.	1.1 Receive and review the duly accomplished form for the completeness of entries.	None	3 Minutes	<i>HR Coordinator/Staff</i>
	1.2 Check and verify from file the requested record. If requested record /document is not available in the campus, request will be endorsed to the University HRDO.	None	10 Minutes	<i>HR Coordinator/ Liaison Officer</i>
	1.3 Prepare the requested documents.	None	5 Minutes	<i>HRDO Personnel</i>
	1.4 Release the requested document/s.	None	5 Minutes	<i>HR Coordinator</i>
2. Claim the requested document/s.	2.1 Have the client sign on the Receiving Logbook.	None	2 minutes	<i>HR Coordinator</i>



	2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	25 Minutes	



2. Online Processing and Issuance of HR Records to Active and Employees who are no longer connected with the University

This procedure covers how personnel employment records is provided thru on-line platform to active and employees who are no longer connected with the University for personal and professional transaction purposes.

Office or Division:	Records Management Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Active and Employees who are no longer connected with the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Record Request Form		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the accomplished Record Request Form to cvsugeneraltrias@cvsu.edu.ph	1.1 Receive and review the duly accomplished form for the completeness of entries.	None	3 minutes	<i>HR Coordinator/staff</i>
	1.2 Check and verify from file the requested record. If requested record/document is not available in the campus, request will be endorsed to the University HRDO.	None	10 minutes	<i>HR Coordinator/ Liaison Officer</i>
	1.3 Prepare the requested document.	None	5 minutes	<i>HRDO Personnel</i>
	1.4 Release the requested records/documents to the client through the official email of the HRDO cvsuhrd@cvsu.edu.ph cvsugeneraltrias@cvsu.edu.ph	None		



2. Receive and acknowledge receipt of the requested records/documents.	2.1 Confirm and record the receipt of the records/documents requested by the client.	None	2 minutes	<i>HRDO Personnel</i>
	2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	20 minutes	



CAVITE STATE UNIVERSITY – GEN. TRIAS CAMPUS
HUMAN RESOURCE DEVELOPMENT OFFICE - REWARDS AND RECOGNITION
(R&R) SECTION

Internal Services



1. Receiving and Evaluation of Documents for Salary Preparation of Part-time Faculty members and Job Order Non-Academic Employees

This procedure covers the computation of the total number of hours or days to be paid based on actual service rendered. This will serve as basis of the Accounting Office for payroll preparation.

Office or Division:	Rewards and Recognition (R & R) Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All part-time faculty and job order employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplishment Report		Job Order non-academic employees		
Signed Daily Time Record		Part-time faculty members and job order non-academic employees		
Authority to Pay (for first salary only)		Recruitment, Selection and Placement unit of Human Resource Development Office		
Clearance Certification (for last salary)		Recruitment, Selection and Placement unit of Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplishment	1.1 Receive the submitted DTR and accomplishment report.	None	2 Minutes	<i>HR Coordinator</i>



report and the Daily Time Record to the HR Coordinator every 16 th day of the month and 1 st day of the succeeding month.	1.2 Check DTR if services rendered is in accordance with the approved official schedule and contact hours.	None	1 Minute per DTR	<i>HR Coordinator</i>
	1.3 Check accomplishment report as to accuracy and completeness.		1 Minute per accomplishment report	
	1.4 Compute the number of hours of services rendered.		30 Minutes	
	1.5 Prepare summary of the hours to be paid per COS and job order employees and attach the required supporting documents for endorsement to the Campus Administrator.	None	30 Minutes	<i>HR Coordinator</i>
	1.6 Sign and approve the document.	None	3 Minutes	<i>Campus Administrator</i>
	1.7 Prepare Disbursement Voucher and Budget Utilization Request and Status and Payroll of the salaries.	None	15 Minutes	<i>HR Coordinator</i>
	1.8 Attach the Summary of Hours to be paid, DTR and Accomplishment Report to the DV, BURS and payroll.	None	5 Minutes	<i>HR Coordinator</i>
	1.9 Affix the signature/s of authorized personnel to the BURS.	None	3 Minutes	<i>Campus Administrator/ Campus' Budget Officer</i>
	1.10 Submit the payroll to the Main Campus for processing.	None	5 Minutes	<i>HR Coordinator/ Liaison Officer/</i>



	1.11 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			<i>Authorized Representative</i>
	TOTAL:	None	1 Hour, 35 Minutes	



2. Receiving and Evaluation of Documents for Salary Preparation of Contractual Faculty members and Casual Non-Academic Employees

This procedure covers the computation of the total number of hours or days to be paid based on actual service rendered. This will serve as basis of the Accounting Office for payroll preparation.

Office or Division:	Rewards and Recognition (R & R) Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All contractual faculty and casual employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplishment Report	Casual non-academic employees
Signed Daily Time Record	Contractual faculty members and casual non-academic employees
Authority to Pay (for first salary only)	Recruitment, Selection and Placement unit of Human Resource Development Office
Clearance Certification (for last salary)	Recruitment, Selection and Placement unit of Human Resource Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Daily Time Record to the HR Coordinator every 16 th day of the month and 1 st day of the succeeding month.	1.1 Receive the submitted DTR and accomplishment report.	None	2 Minutes	HR Coordinator
	1.2 Check DTR if services rendered is in accordance with the approved official schedule and contact hours.	None	3 Minutes per DTR	HR Coordinator
	1.3 Check accomplishment report as to accuracy and completeness.	None	1 Minute per accomplishment report	HR Coordinator



	1.4 Compute the number of hours of services rendered.	None	15 Minutes	<i>HR Coordinator</i>
	1.5 Prepare the Summary of Attendance for endorsement to the Campus Administrator.	None	15 Minutes	<i>HR Coordinator</i>
	1.6 Sign and approve the document.	None	3 Minutes	<i>Campus Administrator</i>
	1.7 Prepare the Disbursement Voucher and Budget Utilization Request and Status and Payroll of salaries.	None	15 Minutes	<i>HR Coordinator</i>
	1.8 Attach the Summary of Attendance, DTR and Accomplishment Report to the DV, BURS and payroll.	None	5 Minutes	<i>HR Coordinator</i>
	1.9 Affix the signature/s of authorized personnel to the BURS.	None	3 Minutes	<i>Campus Administrator/ Campus' Budget Officer</i>
	1.10 Submit the payroll to the Main Campus for processing.	None	5 Minutes	<i>HR Coordinator/ Liaison Officer/ Authorized Representative</i>
	1.11 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	1 Hour, 7 Minutes	



CAVITE STATE UNIVERSITY – GEN. TRIAS CAMPUS

OFFICE OF STUDENT AFFAIRS AND SERVICES

External and Internal Services



1. Application/Renewal Procedure for Scholarship				
This procedure shows how OSAS assists applicants in the availment/renewal of scholarship/financial assistance.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who are qualified to apply or renew for scholarship/ financial assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For New Applicant:				
Accomplished Application form for Scholarship		OSAS and CvSU website (downloadable at www.cvsu.edu.ph)		
Photocopy of certification of grades in the previous semester		Concerned Registration Adviser		
Photocopy of the registration form in the current semester		Concerned Registration Adviser		
1 pc. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
For Old Applicant:				
Photocopy of certification of grades in the previous semester		Concerned Registration Adviser		
Photocopy of the registration form in the current semester		Concerned Registration Adviser		
Certificate of scholarship in the previous semester		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents Online:	1.1 Receive and evaluate the required documents.	None	5 Minutes	Scholarship Coordinator
	1.2 Issue Certificate of Scholarship.			



Submit the required documents thru email at: Osasmain.scholarship@cvsu.edu.ph				
2. Receive the Scholarship Certification	2.1 Sign the logbook under the column "Released by". 2.2 Advise the student to proceed to the Registrar / Cashier's Office for reassessment of fees.	None	5 Minutes	<i>Scholarship Coordinator</i>
3. New and old scholars submit Certification of Scholarship to the Registrar's Office and Cashier Office for the reassessment of fees.	3.1 Receive the Certification of Scholarship and reassess fees accordingly. 3.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	5 Minutes	<i>Registrar / Cashier</i>
	TOTAL:	None	15 Minutes	



2. Admission of First Year Students				
This procedure aims to define the system on how to assist all applicants who will submit requirements and ensure that they will be guided in seeking admission to the University in their desired program.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All incoming first year students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		Online Student Admission System https://apps.cvsu.edu.ph/osas/		
Photocopy of G-12 report card		Senior High School		
Photocopy of good moral certificate		Senior High School		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents at the Office.	1.1 Receive the required documents at the Office.	None	3 Minutes	Admission Officer
2. Receive admission examination permit.	2.1 Schedule the date of examination and release admission exam permit.	None	2 Minutes	Admission Officer
3. Take the admission examination as scheduled.	3.1 Administer Admission Examination. 3.2 Release the result of the admission examination via official website and official Facebook page of the University.	None	*1 Hour	Guidance Counselor or Psychometrician



<p>4. For applicants seeking admission to the Education Courses, BS Psychology, BS Hospitality Management, and BS Tourism Management, the applicant is required to undergo interview:</p> <p>a. Gets interview form.</p> <p>b. Undergo interview at the department (where the applied course is under).</p> <p>c. Return to admission office and submit accomplished interview form.</p>	<p>4a. Release Notice for Interview or Evaluation form. Submit interview/evaluation slip to the respective College for the grade evaluation of the applicant.</p>	None	2 Minutes	<i>Admission Officer</i>
	<p>4b. Conduct the interview.</p>	None	*20 minutes	<i>Registration Adviser/ Department Chair or Program Head</i>
	<p>4c. Receive the accomplished interview form.</p>	None	1 Minute	<i>Admission Officer</i>
<p>5. Receive the result by logging-in to the online admission system.</p>	<p>5.1 Release the result of the application through online admission system.</p>	None	3 Minutes	<i>Admission Officer</i>



				<i>Guidance Counselor or Psychometrician</i>
6. Present the NOA to the Campus Health Services unit for medical referral.	6.1 Receive the NOA and released referral to the student for medical examination.	None	2 Minutes	<i>Campus Health Services Unit</i>
	6.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	1 Hour, 33 Minutes	

**Qualified for multi-stage processing*



3. Admission Procedure for Transferees from Other School				
This procedure aims to define the system on how to assist all transferees from other schools who will submit requirements and ensure that they will be guided in seeking admission to the University in their desired program.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who preferred to transfer to the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		Online Student Admission System https://apps.cvsu.edu.ph/osas/		
Photocopy of transfer credentials		Applicant's previous school		
Photocopy of NBI clearance or Police clearance		National Bureau of Investigation or Police station		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present credentials (application form and copy of grades) for initial evaluation.	1.1 Receive the initial required documents (application form and copy of grades).	None	5 Minutes	<i>Admission Officer</i>
2. Secure the Notice for Interview or Evaluation form and proceed to concerned Department for their evaluation.	2.1 Issue Notice for Interview or Evaluation Form.	None	2 Minutes	<i>Admission Officer</i>



3. Undergo interview with respective department.	3.1 Conduct the interview.	None	*30 Minutes	<i>Registration Adviser/ Department Chair/ Program Head</i>
4. Return to admission office and submit the accomplished Notice for Evaluation form.	4.1 Receive the accomplished Notice for Interview or Evaluation form from the department.	None	2 Minutes	<i>Admission Officer</i>
5. If qualified from the evaluation of the College/Department, submit the following documents: <ul style="list-style-type: none"> ○ Photocopy of Certificate of Grades ○ Photocopy of Certificate of Good Moral ○ Photocopy of Honorable Dismissal ○ 2 copies of 1x1 ID Picture ○ Short Folder 	5.1 Receive the required documents and notify applicant about accessing the result of evaluation in the online admission system.	None	3 Minutes	<i>Admission Officer</i>
6. Receive the NOA and confirm slot in the admission system.	6.1 Release the result of application through the online admission system.	None	3 Minutes	<i>Admission Officer</i>



7. Present the NOA to the Campus Health Services unit for medical examination.	7.1 Receive the NOA and release referral to the student for medical examination. 7.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	2 Minutes	<i>Campus Health Services Unit</i>
	TOTAL:	None	47 Minutes	



4. Procedure on Admission of Second Courser

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

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students who are already a graduate of a bachelor's degree and wanted to pursue another program.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		Online Student Admission System https://apps.cvsu.edu.ph/osas/		
Photocopy of transfer credentials		Applicant's previous school		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present credentials (application form and copy of grades) for initial evaluation.	1.1 Receive the initial required documents (application form and copy of grades).	None	5 Minutes	<i>Admission Officer</i>
2. Secure Notice for Evaluation/Interview form and proceed to concerned department for their evaluation.	2.1 Issue Notice for Evaluation/Interview form.	None	2 Minutes	<i>Admission Officer</i>



3. Undergo interview with respective department.	3.1 Conduct the interview.	None	*30 Minutes	<i>Registration Adviser/ Department Chair/ Program Head</i>
4. Return to admission office and submit the accomplished Notice for Evaluation form.	4.1 Receive the accomplished interview form.	None	2 Minutes	<i>Admission Officer</i>
For qualified applicants: 5. Submit the following documents to OSAS: a. Photocopy of Transcript of Records b. Photocopy of Honorable Dismissal c. 2 copies of 1x1 ID picture	5.1 Receive the required documents.	None	3 Minutes	<i>Admission Officer</i>
6. Receive the NOA.	6.1 Release the result of application through online admission system.	None	3 Minutes	<i>Admission Officer</i>
7. Present the NOA to the Campus Health Services Unit for medical examination	7.1 Receive the NOA and release referral to the student for medical examination.	None	2 Minutes	<i>Campus Health Services Unit</i>



	10.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	47 Minutes	

**Paying students refers to applicants who already obtained a Bachelor's degree and wants to pursue another degree.*



5. Off-Campus Activities Procedure of Student Organizations

This procedure aims to provide avenues to mold students' talents and interest to ensure social and cultural growth and offer leadership trainings to enhance leadership effectiveness of students both at personal and organizational levels.

Office or Division:	Office of Student Affairs and Services		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All recognized student organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Request letter from the president of the recognized organization		Applicant	
Activity proposal		Applicant	
Invitation letter from the organizer of the activity		Applicant	
CHED Memorandum		SDS Personnel (downloadable from the CHED website)	
List of requirements from CHED		SDS Personnel (downloadable from the CHED website)	
**Before the off- campus activities			
Curriculum		Applicant	
Destination		Applicant	
Handbook or manual		Applicant	
Notarized parent’s permit		Applicant	
Medical clearance of the students		Campus Health Services unit	
Personnel-in-charge (ID’s)		Applicant	
First aid kit		Applicant	



Fees/ resources		Applicant		
Mobility of students		Physical Plant and Security Services / Campus Administrator		
Insurance		SDS Personnel		
Certificate of compliance		SDS Personnel (downloadable from the CHED website)		
** After the off- campus activities				
Learning journals of students		Applicant		
Assessment report/ evaluation report		Applicant		
Expenditure report		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter for initial evaluation. Online: Submit request letter thru email at cvsugentri.osas@cvsu.edu.ph	1.1 Evaluate requirements.	None	10 Minutes	SDS Head or OSAS Staff
	1.2 Issue notice of completion of requirements. Online transaction: Issue notice of completion of requirements thru email at cvsugentri.osas@cvsu.edu.ph			
2. Receive Notice of Completion. Online: Receive thru provided email from cvsugentri.osas@cvsu.edu.ph	2.1 Sign and recommend the request letter to the Dean of OSAS.	None	10 Minutes	SDS Head or OSAS Staff
	2.2 Endorse to the Vice President for Academic Affairs for approval.			
	2.3 Release the approved letter of request to the concerned organization.			



	Online transaction: Release the approved letter of request to the concerned organization thru email at cvsugentri.osas@cvsu.edu.ph			
3. Conduct the event or activity.	3.1 Monitor the event or activity.	None	15 Minutes	<i>SDS Head or OSAS Staff</i>
4. Submit accomplishment report, financial report, and accomplished evaluation forms. Online: Submit accomplishment report, financial report, and accomplished evaluation forms thru email at cvsugentri.osas@cvsu.edu.ph	4.1 Receive accomplishment report, financial report, and accomplished evaluation forms.	None	5 Minutes	<i>SDS Head or OSAS Staff</i>
	4.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	40 Minutes	



6. Admission Procedure for Transferees from CvSU System				
This procedure aims to define the system on how to assist all transferees from the CvSU System who will submit requirements and ensure that they will be guided in seeking admission to the University in their desired program.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who preferred to transfer to the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		Online Student Admission System https://apps.cvsu.edu.ph/osas/		
Photocopy of transfer credentials		Applicant's previous school		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present credentials (application form and copy of grades) for initial evaluation.	1.1 Receive initial documents.	None	5 Minutes	<i>Admission Officer</i>
2. Secure Notice of Evaluation/ Interview Form and Proceed to concerned department for their evaluation	2.1 Issue Notice of Evaluation/Interview Form.	None	3 Minutes	<i>Admission Officer</i>



3. Undergo interview with respective college /department.	3.1 Conduct the interview.	None	*30 Minutes	<i>Registration Adviser/ Department Chair/ Program Head</i>
4. Return to admission office and submit the accomplished interview form.	4.1 Receive the accomplished interview form.	None	2 Minutes	<i>Admission Officer</i>
5. If qualified from the evaluation of the department, submit the following documents to admission office: <ul style="list-style-type: none"> ○ Photocopy of Certificate of Grades ○ Photocopy of Certificate of Good Moral ○ Photocopy of Honorable Dismissal ○ 2 Copies of 1x1 ID Picture ○ Short Folder 	5.1 Receive and file the documents.	None	3 Minutes	<i>Admission Officer</i>
6. Receive the NOA.	6.1 Release the result of application through the online system.	None	3 Minutes	<i>Admission Officer</i>



7. Present the NOA to the Campus Health Services unit for medical examination.	7.1 Receive the NOA and release referral to the student for medical examination	None	2 Minutes	<i>Campus Health Services Unit</i>
	7.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	48 Minutes	

**Qualified for a multi-stage processing.*



7. Recognition and Accreditation Procedure for Student Organizations

This procedure aims to assist the students, enumerate the requirements, and facilitate the recognition and accreditation of student organizations.

Office or Division:	Office of Student Affairs and Services		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All student organizations who applied for University Organization Recognition		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
List of Officers		Applicant	
Calendar of Activities		Applicant	
Resume/CV of the Adviser (s)		Applicant	
Latest Certificate of Grades of the Officers		Office of University Registrar (www.cvsu.edu.ph) / Campus Registrar/Adviser	
Picture of the Officers with caption identifying the individual position		Applicant	
Constitution-and By-Laws approved by the Officers and the Advisers		Applicant	
Updated list of members		Applicant	
Bio data of the Organization Officers		Applicant	
Certificate of Good Moral Character of the Officers		Guidance Facilitator	
Acceptance Letter from the Adviser		SDS Unit – OSAS	
*Additional Requirements for Old Organization			
Accomplishment report		Applicant	
Financial report		Applicant	



Previous plan of activities		Applicant		
Certificate of audit		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit requirements for initial evaluation.</p> <p>Online: submit requirements thru email at cvsgentri.osas@cvsu.edu.ph</p>	<p>1.1 Receive and evaluate the required documents.</p> <p>Online: Receive and evaluate the required documents thru email at cvsgentri.osas@cvsu.edu.ph</p>	None	10 Minutes	<i>SDS Head or OSAS Staff</i>
<p>2. Receive notice if submitted documents are complete.</p> <p>Online: receive notice of document thru email from cvsgentri.osas@cvsu.edu.ph</p>	<p>2.1 Issue notice of completion of requirements.</p> <p>Online: Issue notice of completion of requirements thru email at cvsgentri.osas@cvsu.edu.ph</p>	None	5 Minutes	<i>SDS Head or OSAS Staff</i>
<p>3. Receive the Notice of Completion.</p> <p>Online: receive the notice of completion thru email from cvsgentri.osas@cvsu.edu.ph</p>	<p>3.1 Conduct the recognition and accreditation program of student organizations and induction of officers for the entire school year.</p>	None	15 Minutes	<i>SDS Head or OSAS Staff</i>



<p>4. Attend the recognition and accreditation program</p> <p>Receive a certificate of recognition</p> <p>Online: attend the recognition and accreditation program thru online platforms (facebook/googlemeet/zoom)</p>	<p>4.1 Document the program.</p> <p>4.2 File the submitted documents of the recognized student organizations.</p> <p>Online: File the submitted documents of the recognized student organizations thru Google Drive.</p> <p>4.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form</p>	None	15 Minutes	<i>SDS Head or OSAS Staff</i>
	TOTAL:	None	45 Minutes	



8. Approval of Student Activities Procedure for Student Organizations

This procedure aims to provide avenues to mold students' talents and interest to ensure social and cultural growth and offer leadership trainings to enhance leadership effectiveness of students both at personal and organizational levels.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All recognized student organization

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request letter addressed to the University President, recommended by the adviser/s, Head of SDS, Dean of OSAS and Vice President for Academic Affairs.		Applicant		
Activity Proposal		Applicant		
Copy of the approved Plan of Activities		Applicant		
Notarized Parent's Permit if the activity is scheduled on weekends or 6:00 pm onwards.		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter for initial evaluation. Online: submit request letter for initial evaluation thru email cvsugentri.osas@cvsu.edu.ph	1.1 Evaluate requirements. 1.2 Issue notice of completion of requirements.	None	10 Minutes	SDS Head or OSAS Staff



<p>2. Receive Notice of Completion.</p> <p>Online: Receive notice of completion thru email from cvsugentri.osas@cvsu.edu.ph</p>	<p>2.1 Sign and recommend the request letter to the Dean of OSAS/ Director/Head of OSAS.</p> <p>2.2 Endorse to the Vice President for Academic Affairs or Campus Administrator for approval.</p> <p>2.3 Release the approved letter of request to the concerned organization.</p> <p>Online: Release the approved letter of request to the concerned organization thru email at cvsugentri.osas@cvsu.edu.ph</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>SDS Head or OSAS Staff</i></p> <p><i>OVPAA Staff/ OSAS Staff</i></p>
<p>3. Conduct the event or activity.</p>	<p>3.1 Monitor the event or activity.</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>SDS Head or OSAS Staff</i></p>
<p>4. Submit accomplishment report, financial report, and accomplished evaluation forms.</p> <p>Online: Submit accomplishment report, financial report, and accomplished evaluation forms thru email at cvsugentri.osas@cvsu.edu.ph</p>	<p>4.1 Receive accomplishment report, financial report, and accomplished evaluation forms.</p> <p>4.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>SDS Head or OSAS Staff</i></p>



	TOTAL:	None	40 Minutes	
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9. Counseling Procedure for Students				
This procedure shows how to facilitate positive change in the behavior, feelings, and attitudes of the students to promote academic, personal, social, and career development.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who are enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Form		Office of Student Affairs and Services		
Counseling Form		Office of Student Affairs and Services		
Appointment/Commitment Slip Informed Consent Form		Office of Student Affairs and Services		
Counseling Completion Form		Office of Student Affairs and Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Counselling Form (through hard copy or online copy).	1.1 Receive counseling form (hardcopy or online copy) for walk in and referred clients.	None	5 Minutes	<i>Guidance Counselor</i>
2. Undergo initial interview. Online: Attend to online interview set by the Guidance Counselor.	2.1 Conduct initial interview (offline or online).	None	10 Minutes	<i>Guidance Counselor</i>



3. Fill out the Appointment / Commitment form (through hard copy or online copy).	3.1 Provide Appointment/Commitment form (through hard copy or online copy) for student to fill out.	None	5 Minutes	<i>Guidance Counselor</i>
4. Undergo counseling session. Online: Attend to online counseling set by the Guidance Counselor.	4.1 Conduct counseling/consultation process (through face to face or online) and document the process.	None	*45 Minutes to 1 Hour and a Half per Session	<i>Guidance Counselor</i>
5. Fill out counselling / consultation logbook	4.1 Issue Counseling /Consultation Completion Form. 4.2 Advise the student to expect a call or text message for follow up consultation. 4.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	5 Minutes	<i>Guidance Counselor or Guidance Facilitator or designated faculty member</i>
TOTAL:		None	1 Hour, 20 Minutes	



10. Follow-up Counseling Procedure for Students				
This procedure aims to facilitate positive change in the behavior, feelings, and attitudes of the students to promote academic, personal, social, and career development.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who are enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Contact number Email Address		To be provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive phone calls, text messages, e-mails, or if necessary, face-to-face for a follow up consultation meeting.	1.1 Inquire about the current status of the student since prior consultation.	None	5 Minutes	<i>Guidance Counselor</i>
2. Inform OSAS of their current status (face-to-face or if online – through phone call, text message, or email) and fill out the consultation logbook (hard copy)	2.1 Record and file the current status of student for future reference.	None	10 Minutes	<i>Guidance Counselor</i>
	2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			



or online copy as provided by the Guidance Counselor).				
	TOTAL:	None	15 Minutes	



11. Consultation Procedure for Parents

This procedure shows how the OSAS assists parents in identifying the problems of their students, their causes, and possible alternatives or solutions

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All parents whose children are enrolled in the University

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Anecdotal Form		Office of Student Affairs and Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in and log in the visitor's information log book. Online: Contact the Guidance Counselor through online (email, or text message, or other access) for consultation.	1.1 Accommodate the parent or guardian (face-to-face or online).	None	5 minutes	<i>Guidance Counselor</i>
2. Undergo initial interview and assessment (face-to-face or online).	2.1 Conduct initial interview (face-to-face or online).	None	30 minutes	<i>Guidance Counselor</i>



<p>3. As referred and necessary, parent/ guardian is referred to concerned college/ department for more appropriate intervention or action.</p>	<p>3.1 Write letter of referral to college/ department.</p> <p>Online: Send online communication of referral to the concerned college/department for appropriate intervention or action.</p> <p>3.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Guidance Counselor</i></p>
	<p>TOTAL:</p>	<p>None</p>	<p>50 minutes</p>	



12. Complaint on Student and Grievance Procedure

This procedure shows how to assist students, faculty members and employees who have complaints against students.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Student, faculty member or employee who has a complaint against student

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint letter		Complainant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complaint letter.	1.1 Receive the complaint letter.	None	5 Minutes	<i>Secretary, Committee on Misdemeanor</i>
	1.2 Endorse the letter to the Committee on Misdemeanor.		5 Minutes	
	1.3 Decide whether the complaint has to be acted upon and call for the investigation.		2 Hours	<i>Committee on Misdemeanor</i>
	1.4 Issue response letter.			
2. Receive the response letter and sign the logbook under the column "Received by". If via online: Send acknowledgment	2.1 Sign the logbook under the column "Released by"	None	5 Minutes	<i>Secretary, Committee on Misdemeanor</i>
	2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			



receipt of response letter.				
	TOTAL:	None	2 Hours, 15 Minutes	



13. Issuance of Certificate of Good Moral Character

This procedure shows how to assist bonafide students and graduates who would want to secure Certificate of Good Moral Character.

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished University Clearance		Applicant's concerned college		
Official Receipt for Certification of Good Moral Character		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay for the Certification of Good Moral Character at the Cashier's Office.	1.1 Receive payment and issue an official receipt.	Php 15.00	2 Minutes	Cashier
2. Present the required documents to the Office of Student Affairs or prepare the copy of TOR/COG/ Registration Form or TOR.	2.1 Receive and check the required documents.	None	5 Minutes	MIS Officer/ OSAS Staff



3. Fill out the request form for Good Moral Certificate Sheet or fill out the Google link:	3.1 Prepare and release the Certificate of Good Moral Character. 3.2 Prepare and send the Certificate of Good Moral thru the email address provided.	None	5 Minutes	MIS Officer/ OSAS Staff
4. Receive the Good Moral Character Certificate or acknowledge the receipt of the email.	4.1 Sign Good Moral Certificate Sheet under the column "Released by". 4.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	5 Minutes	MIS Officer/ OSAS Staff
	TOTAL:	Php 15.00	17 Minutes	



CAVITE STATE UNIVERSITY – GEN. TRIAS CAMPUS

CAMPUS REGISTRAR

External and Internal Services



1. Issuance of School Credential/Documents

This procedure aims to facilitate the issuance of school credentials and other documents to CvSU graduates to be used for employment, evaluation or further studies and including those who opt to transfer to other schools.

Office or Division:	Office of Campus Registrar
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Graduates and continuing students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Google Form		Posted on Official Facebook Page		
Certificate of Admission		Office of the Campus Registrar		
Personal Information Sheet		Office of the Campus Registrar		
Registration Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for University Clearance Form (first request) or fill out Request Slip (for subsequent request)	1.1 Receive the accomplished University Clearance or Request Slip.	None	5 Minutes	<i>Registrar Staff</i>
2. Pay the necessary fee for the requested documents at the Cashier Office.	2.1 Check the Official Receipt and issue the claim stub	Php 50.00/ page for TOR and Php 30.00 each for digital documentary stamp	5 Minutes	<i>Cashier/ Registrar Staff</i>



		Php15.00/ page for Certification		
3. Receive the claim stub bearing the date of release of the requested documents.	3.1 Evaluate the student's records and prepare the requested documents.	None	7 working days/ processing	<i>Registrar Staff</i>
4. Claim the document on the specified date of release.	4.1 Check the claim stub and release the requested documents to the client. 4.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	2 Minutes	<i>Registrar Staff</i>
	TOTAL:	Php 50.00/ page for TOR and Php 30.00 each for digital documentary stamp Php15.00/ page for Certification	7 days, 12 minutes	



CAVITE STATE UNIVERSITY – GEN. TRIAS CAMPUS

CAMPUS REGISTRAR

External Services



1. Registration of New Students				
This procedure aims to facilitate registration processes of new students that ensures safekeeping of student records and accurate enrolment to a particular program.				
Office or Division:	Office of Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All new students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required original documents for enrolment including the Accomplished Personal Information Sheet.	1.1 Check, receive all the required original documents and a copy of the submitted Personal Information of student. 1.2 Assign Student Number and issue Certificate of Admission and Registration Form.	None	6 Minutes	<i>Registrar Staff</i>
2. Receive Certificate of Admission and Registration Form. Make a student portal for online pre-registration and for future reference.	2.1 Assist the student to make a student portal. 2.2 Validate the Registration Form and keep a copy.	None	6 Minutes	<i>Registrar Staff</i>



Sign the issued Registration Form and return the same to the Campus Registrar for validation.				
3. Sign the validated Registration Form.	3.1 Receive and validate the duly signed Registration Form of the student by putting a “Registered” stamp. 3.2 Provide a copy to the student and keep a copy for system validation. 3.3 Advise the student to keep a copy of the Registration Form for future reference. 3.4 Provide client with Stakeholders’ Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	2 Minutes	<i>Registrar Staff</i>
	TOTAL:	None	14 Minutes	



2. Online Registration of Continuing Students

This procedure aims to facilitate the registration of the continuing students in different colleges.

Office or Division:	Office of Campus Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All new students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Clearance		Office of the Campus Registrar		
Certificate of Grades				
Pre-Registration				
Registration Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make an account in the Student Portal using the student number at CvSU General Trias. https://generaltrias.cvsu.edu.ph	1.1 Check the completeness of the sign out account and issue pre-registration form via portal.	None	2 Minutes	<i>Registrar Staff</i>
2. Fill out Pre-registration form with subjects to be enrolled through consultation with respective Registration Adviser.	2.1 Receive and evaluate the filled-out pre-registration form. 2.2 Prepare and issue Registration form to the student.	None	6 Minutes	<i>Registrar Staff/ Registration Adviser</i>



3. Receive and approve the Pre-Registration Form and submit to the Campus Registrar for validation.	3.1 Receive and validate the approved Pre-registration Form of student by putting a “Registered” stamp. 3.2 Download a copy of the approved registration form through the student portal. 3.3 Provide client with Stakeholders’ Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	6 Minutes	<i>Registrar Staff</i>
	TOTAL:	None	14 Minutes	



3. Registration of Transferees				
This procedure aims to facilitate the registration of all transfer students.				
Office or Division:	Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All new transfer students.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required original documents for enrolment including results of interview, checklist of subjects credited by the department head or registration adviser concerned and the Accomplished Personal Information Sheet.	1.1 Check and receive all the required original documents; copy of the uploaded Personal Information Sheet and Pre-registration form issued by the Office of the Campus Registrar. 1.2 Assign Student Number and issue Certificate of Admission and Registration Form.	None	6 Minutes	<i>Registrar staff</i>



<p>2. Receive Certificate of Admission and Registration Form.</p> <p>Make a student portal for online pre-registration and for future reference.</p> <p>Sign the issued Registration Form and return the same to the University Registrar for validation.</p>	<p>2.1 Assist the student to make a student portal.</p> <p>2.2 Receive and validate the duly signed Registration Form of the student by putting a “Registered” stamp.</p> <p>2.3 Provide a copy to the student and keep a copy for system validation.</p> <p>2.4 Advise the student to keep a copy of the Registration Form for future reference</p> <p>2.5 Provide client with Stakeholders’ Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form </p>	<p>None</p>	<p>6 Minutes</p>	<p><i>Registrar staff</i></p>
	<p>TOTAL:</p>	<p>None</p>	<p>12 Minutes</p>	



4. Registration of Shiftees				
This procedure aims to facilitate the registration of all shiftees.				
Office or Division:	Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All student shiftees.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Letter of Intent and have it signed by Campus officials indicated in the form.	1.1 Evaluate grades of student.	None	5 Minutes	<i>Department Chair or Faculty assigned to program the student intends to shift.</i>
2. Undergo interview at the Department the student intends to transfer.	2.1 Conduct an interview for further assessment. 2.2 Issue Pre-registration Form.	None	10 Minutes	<i>Department Chair or Faculty assigned to program the student intends to shift.</i>
3. Fill out Pre-registration form with subjects to be enrolled in accordance to what the Department advises and submit the same together	3.1 Receive and evaluate the accomplished pre-registration form. 3.2 Prepare and issue a registration form to the student.	None	5 Minutes	<i>College Registrar</i>



with a photocopy of Certificate of Grades (COG) to the campus registrar.				
4. Receive and sign the Registration Form and return the same to the College Registrar for validation.	<p>4.1 Receive and validate the duly signed Registration Form of student by putting a “Registered” stamp.</p> <p>4.2 Provide a copy to the student and keep a copy for submission to the Office of the Campus Registrar for system validation.</p> <p>4.3 Provide client with Stakeholders’ Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form</p>	None	5 Minutes	<i>College Registrar</i>
	TOTAL:	None	25 Minutes	



5. Registration of Old Student Returnees

This procedure aims to facilitate the registration of all Old Student Returnees.

Office or Division:	Campus Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Old Student Returnees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Readmission Form given by the Office of the Campus Registrar and have it signed by Campus officials indicated in the form.	1.1 Evaluate grades of student.	None	5 Minutes	<i>Registration Adviser</i>
2. Undergo interview at the Department / College last attended.	2.1 Conduct interview to determine the student's eligibility for readmission 2.2 Issue Pre-Registration Form	None	10 Minutes	<i>College Registrar</i>
3. Fill out Pre-registration form with subjects to be	3.1 Receive and evaluate the filled-out pre-registration form.	None	5 Minutes	<i>College Registrar</i>



enrolled in consultation with the Registration Adviser.	3.2 Issue Registration form.			
4. Receive and sign the Registration Form and return the same to the College Registrar for validation.	<p>4.1 Receive and validate the duly signed Registration Form of student by putting a “Registered” stamp.</p> <p>4.2 Provide a copy to the student and keep a copy for submission to the Office of the University Registrar for system validation.</p> <p>4.3 Provide client with Stakeholders’ Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form</p>	None	5 Minutes	<i>College Registrar</i>
	TOTAL:	None	25 minutes	



CAVITE STATE UNIVERSITY – GEN. TRIAS CAMPUS

CASHIER'S OFFICE

External and Internal Services



1. Collection of Fees				
This procedure covers how the Cashier's Office process collection of fees, charges and other assessments from departments, bureaus, offices and other agencies in the exercise of their functions.				
Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Employees, Students, Parent/Guardian, Graduates and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		Concerned unit		
Registration From		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the corresponding amount of a certain transaction:	1.1 Issue Official Receipt			<i>Cashier/ Collecting Officer</i>
○ Authentication of TOR/Diploma		Php. 15.00/ document	2 Minutes	
○ Authentication and Verification (CAV)		Php 35.00/set	2 Minutes	
○ Official Transcript of Record		Php 50.00/page with scanned picture	2 Minutes	



Certificates				
○ Cert. of Good Moral Character		Php 15.00	2 Minutes	
○ Cert. of Grades		Php 15.00	2 Minutes	
○ Honorable Dismissal/Cert. of Transfer		Php 15.00	2 Minutes	
○ Cert. of General Weighted Average (GWA)		Php 15.00	2 Minutes	
○ Cert. of Enrolment		Php 15.00	2 Minutes	
○ Cert. of Units Earned		Php 15.00	2 Minutes	
○ Cert. of Graduation		Php 15.00	2 Minutes	
○ Checklist of Courses		Php 30.00	2 Minutes	
○ Cert. of Registration (reprinting)		Php 55.00	2 Minutes	
○ Thesis Adviser Fee		Php 1,500.00	2 Minutes	
○ Technical Critic Fee		Php 800.00	2 Minutes	
○ English Critic Fee		Php 20.00/ page	2 Minutes	
○ OJT Fee		Php 80.00 (BSIT, BSOA)	2 Minutes	
		Php 100.00 (BSHM, BSTM)		



<ul style="list-style-type: none"> ○ Field Study/ Student Teaching Internship ○ Residency 		Cash	2 Minutes	
		Php 112.00	2 Minutes	
1. Remit Collection from Income Generating Projects	2.1 Issue Official Receipt 2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	Cash	2 Minutes	<i>Cashier/Collecting Officer</i>
	TOTAL:	Depending on the transaction	2 Minutes	



CAVITE STATE UNIVERSITY – BACOOD CAMPUS

HEALTH SERVICES UNIT

Internal Services



1. Consultation and Referrals

This procedure shows how the Campus Health Services Unit provide assistance in assessing the physical condition of a patient as well as in the administration of treatment.

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		Patient/Client		
Consultation Form		Campus Health Services Unit		
Dental Record Form				
Medical Certificate Form				
Prescription Form				
Request Form				
Laboratory Result Form				
X-Ray/ Diagnostic Result Form				
Monitoring Sheet				
Referral Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Identification Card to the Nurse on Duty (NOD).	1.1 Confirms personal information from identification card and accomplishes consultation form.	None	1 Minute	Nurse-On-Duty (NOD)

2. Submit oneself to the assessment of vital signs.	2.1 Check and record vital signs, refer and accompany patient to the physician or dentist depending on the case (if available).	None	2 Minutes	NOD
2. Submit to the consultation process.	<p>3.1 Examine the patient and prescribe medication.</p> <p>3.2 Physician may refer patient for the following procedures if necessary:</p> <ul style="list-style-type: none"> ○ Wound Care ○ Laboratory/ Radiologic Exam ○ Observation in Ward & Confinement ○ Referral to a Medical Specialist ○ Transfer to hospital (NOD can also transfer patient if the case is severe). <p>3.3 Refer patient to the NOD.</p>	None	15 Minutes / depending on the case	Physician/Dentist, if available and based on their schedule of visit.
3. Present prescription and submit the medical or dental card to the NOD.	<p>4.1 Receive the prescription form and dispense available prescribed medication (initial dose only).</p> <p>4.2 Advise the patient on proper use and intake of medicines.</p>	None	2 Minutes	NOD
4. The patient signs the logbook.	4.1 Log the name of patient, name and quantity of dispensed medicines, and have it signed by the patient.	None	1 Minute	NOD
	5.2 Encode the accomplished consultation form, medical or dental record, and files for safekeeping.	None	1 Minute	NOD



	5.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	22 Minutes	



2. Physical, Dental, and Laboratory Examination of Students

This procedure aims to provide assistance in the conduct of Physical, Dental and Laboratory Examination of students for qualification to perform various school functions and activities.

Office or Division:	Campus Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Admission (NOA)		Office of Student Affairs and Services		
Student Health Record Form		Campus Health Services Unit		
Request Form				
Laboratory/X-ray Result Form				
Dental Record Form				
Additional Requirements:				
2 pieces 2x2 ID picture		Client		
Clearance Stub (to be passed in the Registrar's Office)		Campus Health Services Unit/Registrar's Office		
Medical Clearance Form		Medical Specialist		
Medical Certificate				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Day 1 1. Present the Notice of Student Admission (NOA) for new and transferee students/ Request for Medical Clearance for returnee students.	1.1 Confirm NOA or Request for Medical Requirements. 1.2 Issues Request Form for diagnostic procedures (if to be done outside, advise to accomplish diagnostic examination at any DOH-Accredited Diagnostic Center and proceed to DAY 2)	None	1 Minute	NOD
Day 1	TOTAL:	None	1 Minute	
Day 2 1. Present the laboratory results to the NOD.	1.1 Secure copy of Notice of Student Admission (NOA). 1.2 Collect medical results (photocopy). 1.3 Give original results to the student and issues Student Health Record.	None	2 Minutes	NOD
2. Fill out Student Health Record and submit to the NOD.	2.1 Issue clearance stub to be presented at the Registrar's Office. 2.2 Check and record the vital signs. 2.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	2 Minutes	NOD
*Additional Procedures: If, with medical findings especially X-ray results	Advise student to undergo special diagnostic procedure; or refer to medical specialist.	None	3 minutes	NOD <i>Physician (specialist)/ Hospital accredited to the specialist</i>
Day 2	TOTAL:	None	7 Minutes	



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

This procedure covers the pre-employment physical, dental and laboratory examination, including treatment, advises, and referrals of applicant employee and faculty.

Office or Division:	Campus Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Campus Officials, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Endorsement Form		Human Resource and Development Office		
CSC Form No. 211 Medical Certificate		Campus Health Services Unit		
Personal Information Sheet or Identification Form				
Medical Form				
Request Form				
X-Ray Result Form				
Dental Record Form		Medical specialist depending on the schedule per satellite campus		
For Pre-employment:				
Employees are the one to decide to go in the University Health Services Unit (Main Campus) to undergo Physical Examination or in any Government Physician.		Any Government Physician/University Health Services Unit		
Official receipt (if physical exam is done at the University Health Services Unit – Main Campus)		Cashier’s Office (Main Campus)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Day 1 1. The client presents Medical Endorsement Form issued by HRDO or any letter that the employees are hired in the campus as employee.	1.1 Secures copy of Medical Endorsement Form. 1.2 Issue Request Form for diagnostic procedures and CSC Medical Certificate.	None	2 Minutes	NOD
If Laboratory and Diagnostic Examination will be done outside: 1a. Fill out the Personal Information Sheet and submit to the NOD.	1a.1 Advises to accomplish laboratory and diagnostic examination at any DOH-Accredited Diagnostic Center and advises to accomplish other tests (including Neuropsychiatric test for newly-hired faculty and for promotion). 1a.2 Instruct to go in any government physician for physical examination and if the employee decided to do it in University Health Services Unit, they need to bring all the result of the laboratory. Advance to DAY 2 of Physical Examination in UHS if patient decided to undergo PE at UHS.	None	2 Minutes	NOD
Day 1	TOTAL	None	4 Minutes	
Day 2 Physical Examination 1. The client presents laboratory result,	1.1 Collect medical results including signed CSC medical certificate and personal information sheet.	None	3 Minutes	NOD



neuropsychiatric result including CSC medical certificate signed by any government physician.	1.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
*Additional Procedures: (if there are abnormal findings)	Advises to undergo additional laboratory and or special diagnostic procedures and or refers to medical specialist.	None	2 Minutes	<i>Physician (Specialist)/ Hospital accredited to the specialist</i>
Day 2 (Physical Examination)	TOTAL	None	5 Minutes	
Day 2 Physical Examination (if the University Physician is available for visit)				
1. Proceed to the Cashier's Office for payment of physical examination.	1.1 Issue charge slip for payment of physical examination. 1.2 Advise to return to clinic after payment.	Php 125.00	1 Minute	<i>NOD</i>
2. Present the official receipt to the NOD.	2.1 Secure copy of official receipt.	None	1 Minute	<i>NOD</i>
3. The client presents laboratory result, neuropsychiatric result including CSC medical certificate.	3.1 Collect medical results. Three (3) copies of CSC medical certificate and personal information sheet. 3.2 Checks and records vital signs. 3.3 Issues the medical form with attached photocopy of laboratory and diagnostic results.	None	3 Minutes	<i>NOD</i> <i>University Physician, if available</i>



4. The client proceeds to medical section for physical examination.	4.1 Does physical examination and signs the medical form together with the triplicate copy of CSC medical form for fitness or unfitness to work.	None	7 Minutes	Physician
5. The client proceeds to the NOD.	5.1 Secures copy of one (1) medical form and CSC medical certificate form with attached photocopy of diagnostic results for encoding and safekeeping. 5.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	2 Minutes	NOD
*Additional Procedures (for applicant with findings upon examination)	Advise the applicant to undergo additional laboratory and or special diagnostic procedures and or refer to medical specialist.	None	2 Minutes	Physician
Day 2 Physical Examination (if the University Physician is available for visit)	TOTAL:	None	16 Minutes	
Day 1 Laboratory and Diagnostic Examination will be done at the UHS:				
1. The client presents medical endorsement form issued by HRDO.	1.1 Secures copy of medical endorsement form. 1.2 Issues request form for diagnostic procedures and CSC medical certificate.	None	1 Minute	NOD



2. The client proceeds to the Cashier's Office for payment of laboratory and diagnostic examination.	2.1 Issue charge slip for payment of diagnostic examination. 2.2 Advises to return to UHS after payment.	Php 1,425.00 For Contractual, Permanent, and Temporary Php 475.00 For Job order (Php 125.00 physical and dental examination fee is already included)	1 Minute	NOD
3. The client proceeds to the Diagnostic Section for examination.	3.1 Performs necessary procedures. 3.2 Instructs to return the following day to claim the results. 3.3 Advises to accomplish other tests not available in the UHS. (e.g. neuropsychiatric test, drug test).	None	30 Minutes	<i>Medical/X-ray Technologists</i> NOD
Day 1 (Laboratory and Diagnostic Examination done at the UHS)	TOTAL	Php 1,425.00 for Contractual, Permanent, and Temporary	32 Minutes	



		Php 475.00 for Job Order		
Day 2 Physical Examination Done at the UHS:				
1. The client presents official receipt and CSC Medical Certificate Form.	1.1 Secure copy of official receipt, one photocopy of results and triplicate copy of accomplished CSC medical certificate. 1.2 Issue Personal Information Sheet.	None	1 Minute	<i>NOD</i>
2. The client fills out the Personal Information Sheet and submits to the Nurse on Duty.	2.1 Encodes data to the Medical Form, takes picture and prints the form. 2.2 Checks and records vital signs. 2.3 Issues the medical form and attached photocopy of laboratory and diagnostic results.	None	3 Minutes	<i>NOD</i>
3. The client proceeds to the dental section for dental examination.	3.1 Does dental examination and signs the Medical Form.	None	5 Minutes	<i>Dentist</i>
4. The client proceeds to medical section for physical examination.	4.1 Does physical examination and signs the Medical Form together with the triplicate copy of CSC medical form for fitness or unfitness to work.	None	10 Minutes	<i>Physician</i>
*Additional Procedures:	Advises to undergo additional laboratory and or special diagnostic procedures and or refers to medical specialist.	None	3 Minutes	<i>Physician</i>
5. The client proceeds to the Nurse on Duty.	5.1 Secures copy of one (1) medical form and CSC medical certificate form with	None	1 Minute	<i>NOD</i>



	<p>attached photocopy of diagnostic results for encoding and safekeeping.</p> <p>5.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form</p>			
Day 2	TOTAL	None	23 Minutes	



4. Physical, Dental and Laboratory Examination of Applicant Employee, Faculty and Staff for Pre-employment and Re-employment (Online Physical Examination) (Advisory No. 3, s. 2021)

This procedure covers the pre-employment physical of applicant employee and faculty through online physical examination.

Office or Division:	Campus Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Faculty Members and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Endorsement Form		Human Resource and Development Office (Notice)		
Medical Certificate (CSC Form No. 211)		Campus Health Services Unit		
Laboratory Results		Client (All requirements are needed for the signing of CSC Form No. 211 Medical Certificate)		
Physical Exam done by Private Physician				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
If Laboratory and Diagnostic Examination will be done outside: 1. Submit all scanned copies of laboratories, physical exam and excel format of CSC Medical Certificate to the email address of Nurse on Duty.	1.1 Gathers all the scanned copies and medical certificate received by the client. 1.2 Sends all copies to the email address of the infirmary.	None	2 Minutes onwards (depends on the availability if doctor)	Nurse on Duty/ University Physician



	1.3 Advises to wait for the availability of the doctor.			
*Additional Procedures (with findings upon examination)	Advises to undergo additional laboratory and or special diagnostic procedures and or refers to medical specialist	None	3 Minutes	<i>Physician</i>
2. Once the CSC Medical Certificate received via email.	2.1 Forwards the CSC Medical Certificate to the employees. 2.2 Provides client with Stakeholders' Feedback using the link Main Campus: http://119.92.116.149/hrdo_feedback_form Gen.Trias Campus: http://119.92.116.149/hrdo_feedback_form	None	2 Minutes	<i>Nurse on Duty</i>
	TOTAL:	None	7 Minutes onwards	



5. Annual Physical, Dental and Laboratory Examination of University Officials, Faculty Members and Employees (Scheduled on University Health Services)

This procedure aims to determine systematic procedure of the annual physical, dental and laboratory examination of University officials, faculty members, and employees for qualification to continue various school function and activities.

Office or Division:	University Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	University/Campus Officials, Faculty Members and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Information Sheet or Identification Form		University Health Services Unit		
Medical Form				
Request Form				
Laboratory Result Form				
X-ray Result Form				
Dental Record Form				
Medical Certificate		Medical Specialist		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Day 1				
1. The client proceeds to the UHS for examination based on their schedule.	1.1 Confirms the schedule for laboratory and X-ray examination. 1.2 Issues Personal Information Sheet (Identification form).	None	2 Minutes	<i>Nurse on Duty</i>



2. Fill-out Personal Information Sheet.	2.1 Encodes the date of the Medical- Dental Form, takes picture and prints the form. 2.2 Checks and records vital signs. 2.3 Issues request form and claim stub.	None	3 Minutes	<i>Nurse on Duty</i>
3. The client presents the request form to the diagnostic section for examination.	3.1 Performs necessary examinations. 3.2 Advises to claim the results on the following day to continue with the physical and dental examination.	None	5 Minutes	<i>Medical/ X-ray Technologists</i>
Day 1	TOTAL:		10 Minutes	
Day 2				
1. Proceed to the NOD to claim results and submit to physical and dental examination.	1.1 Releases examination results and issues Medical and Dental Form. 1.2 Advises to proceed to the dental section for examination.	None	1 Minute	<i>Nurse on Duty</i>
2. The client proceeds to the medical and dental section for examination.	2.1 Does Dental/Medical examination and signs the Medical - Dental Form for fit and unfit to work.	None	15 Minutes	<i>Dentist/Physician</i>
3. The client proceeds to the NOD.	3.1 Secures copy of one Medical - Dental Form for encoding and safekeeping. 3.2 Provide client with Stakeholders' Feedback using the link http://119.92.116.149/hrdo_feedback_form	None	1 Minute	<i>Nurse on Duty</i>



Day 2	TOTAL:	None	17 Minutes	
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6. Provision of Emergency Care and Treatment				
This procedure aims to provide systematic procedure and immediate actions to patient who needs urgent emergency care and treatment.				
Office or Division:	Campus Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, CvSU Faculty Members, Employees, and Campus Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Consultation Form		University Health Services Unit		
Request Form				
Monitoring Sheet				
Referral Form				
Medical Certificate Form				
Prescription Form				
Request Form				
Laboratory Result Form				
X-Ray/Diagnostic Result Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The patient comes in or brought in as emergency case.	1.1 Place the patient in a comfortable position and immediately looked or present identification of patient through ID card or other means of providing identity.	None	2 Minutes	Nurse-On-Duty (NOD)



1a. If unconscious and pulseless:	1a. Administer First Aid treatment, call other medical staff for assistance and assess if needed to transfer to the nearest hospital.	None	*10 Minutes / depending on the case	<i>NOD / Physician Available</i>
1b. If conscious, the patient gives medical history (if accident in nature) and submit to assessment of vital signs.	1b.1 Elicit medical history or incidence report, checks, monitors, and records vital signs 1b.2 Refer patient to physician on duty if available or transfer to the nearest hospital.	None	10 Minutes / depending on the case	<i>NOD</i>
2. The patient signifies improvement and stability of condition.	3.1 Prescribe medication with proper instructions and give advices. May issue medical certificate if necessary and if physician is available. 3.2 Report to the security office if the emergency case is accident and or medico-legal in nature 3.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	3 Minutes	<i>Physician</i> <i>NOD</i>
	TOTAL:	None	20 Minutes onwards	



7. Verification of Physical, Dental, Laboratory and Diagnostic Examination Results of Students Enrollees and Issuance of Medical Clearance for Enrollment

This procedure covers how enrollees can submit their Physical, Dental and Laboratory Examination results /report through online and drop box system for verification and issuance of medical clearance for enrolment purposes,

Office or Division:	Campus Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Student Health Record		University Health Services Unit		
Online Student Request Form				
Medical Clearance Form				
Medical Certificate		Medical Specialist (Government Physician/University Physician)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student submits requirements personally.	<ul style="list-style-type: none">Check if the student is in the list of enrollees verified by the Office of Student Affairs.Checks and verifies the completeness of the submitted medical results.	None	2 Minutes	<i>NOD</i>



	<p>1.1 Assess the results for comments and recommendation.</p> <p>1.2 If the assessment is clear/normal, issue medical clearance.</p> <p>1.3 If upon verification and assessment, results are unfavorable or noted with communicable diseases, advise the student enrollee through e-mail, advise to undergo additional laboratory or special diagnostic procedures and or refer to medical specialist before given clearance for confirmation to enrollment.</p>	None	7 Minutes	<i>NOD</i>
2. Receive medical clearance through e-mail.	<p>2.1 Keep the medical result for filing.</p> <p>2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form </p>	None	1 Minute	<i>NOD</i>
	TOTAL:	None	10 Minutes	



8. Health Monitoring of All CvSU Personnel and Visitors Upon Entry to University during Pandemic

This procedure aims to monitor the present health status of all CvSU personnel and visitors who enter the university campus during pandemic occurrence. This includes health survey, contact tracing, and safety precautions.

Office or Division:	Campus Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CvSU Personnel and Visitors

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Declaration Form		University Health Services Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out Health Declaration Form and submit it to the Guard on Duty.	1.1 Provides the copy of health declaration form to the Security Unit.	None	1 Minute	<i>Nurse-on-duty</i>
	1.2 Distributes copy of health declaration form to every CvSU personnel and visitors that enter the University.	None	1 Minute	<i>Security Guard</i>
	1.3 Check the answers in the health survey portion of the Health Declaration Form. If the answer in the health survey portions are all <u>NO</u> and the personnel or visitor had no fever, he/she will be allowed to enter the campus If there is one or more <u>YES</u> answer/s with or without fever, the security personnel will refer employee to the	None	1 Minute	<i>Security Guard</i>



	University Health Services Unit for further evaluation, management and advises.			
	1.4 Return the Health Declaration Form to the Health Services Unit.	None	1 Minute	<i>Security Guard</i>
	TOTAL:	None	4 Minutes	



CAVITE STATE UNIVERSITY – GEN. TRIAS CAMPUS

CAMPUS LIBRARY

External and Internal Services



1. Use of Library Facilities, Services and Resources				
This procedure shows how the library assists interested clients in using library facilities, services and resources.				
Office or Division:	Campus Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students, Faculty Members, Employees and Alumnus and Library Patrons from Other Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid CvSU Student, Staff, or Alumni IDs		Office of University Registrar, HRDO, or Alumni Office		
Latest Registration Form		Office of University Registrar		
Referral Letter (Library Patrons from Other Institutions)		From the Librarian of their Institution (for students), from the Dean and Librarian of their institution (for the faculty members) or the Head of Unit (for employees)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For CvSU student, faculty member, employee and alumni				
1. Present their valid CvSU ID and latest registration form.	1.1 Check the presented CvSU ID and latest Registration Form.	None	1 Minute	<i>Librarian/ Assigned Clerk</i>
2. Write in the logbook and leave unnecessary things in the baggage area.	2.1 Assist the client in filing out the logbook.	None	1 Minute	<i>Librarian/ Assigned Clerk</i>



3. Assist clients on their reference and information needs or other library concern.	3.1 Know the client's reference and information needs and/or other library concern.	None	2 Minutes	<i>Librarian/ Assigned Clerk</i>
	3.2 For reference needs, assist library clients in using the OPAC station and in locating the library resources.		5 Minutes	
	3.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form		1 Minute	
<u>For Visitor</u>				
1. Present referral letter.	1.1 Receive a letter of referral.	None	1 Minute	<i>Librarian/ Assigned Clerk</i>
2. Sign the record book and pay for the library fee.	2.1 Receive payment.	Php 30.00	2 Minutes	<i>Librarian/ Assigned Clerk</i>
3. Log in the visitors' logbook and leaves unnecessary things in the baggage area.	3.1 Assist the client in filling out the logbook.	None	2 Minutes	<i>Librarian/ Assigned Clerk</i>
4. Proceed to the OPAC station for the title/author and call number needed for research.	4.1 Know the client's reference and information needs and/or other library concern.	None	2 Minutes	<i>Librarian/ Assigned Clerk</i>
	4.2 For reference needs, assist library clients in using the OPAC station and in locating the library resources.		5 Minutes	
	4.2 Provide client with Stakeholders' Feedback Form or Google Form using		1 Minute	



	the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	Php 30.00 (for Visitors only)	10 minutes (CvSU Students, Employees and Alumni) 13 minutes (for Visitors only)	



CAVITE STATE UNIVERSITY – GEN. TRIAS CAMPUS

CAMPUS LIBRARY

Internal Services



1. Borrowing and Returning of Books and Other Library Materials				
This procedure shows how the library assists interested clients in the borrowing and returning of books and other library materials.				
Office or Division:	Campus Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For new students: Library sticker attached to registration form or student identification card.		Office of the Campus Registrar for the registration form Campus Library for the library sticker		
For old registrants: Valid CvSU Student ID, Faculty Members, Employees and Alumni IDs		Office of the University Registrar, HRDO, or Alumni Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Borrowing of books: 1a. Library patrons present books to be borrowed and fill out book cards.	Borrowing of library materials: 1a.1 Get the book card and the ID or Registration Form of the client presented. 1a.2 Fill book cards of the books borrowed. 1a.3 Check out the books to be borrowed by typing the accession number in the library system. 1a.4 Stamp due date on the date due slip.	None	2 Minutes	<i>Librarian</i>



	1a.5 Provide client with Stakeholders Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form		1 Minute	
Returning of books: 1b. Library patrons present book/s to be returned.	1b.1 Verify and check the returned book.		1 Minute	<i>Librarian</i>
	1b.2 Check-in the book and marked as retun in the library system.		1 Minute	
	1b.3 Insert the book card and return it to the shelf		1 Minute	
	1b.4 Provide client with Stakeholders Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form		1 Minute	
	TOTAL:	None	3 Minutes (Borrowing of print) 4 Minutes (Returning)	



2. Online Circulation of Electronic Books and Other Library Resources				
This procedure shows how the library caters the reference and information needs of clients through an online process.				
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 and old students: Registration form or student identification card		Office of the Campus Registrar		
For faculty members and employees Valid CvSU Faculty Members, Employees IDs		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Online Reference Assistance Service (O.R.A.S.) Google Form https://bit.ly/ORASForm	1.1 Ensure posting and availability of the O.R.A.S. Google Form via email or through the official Facebook page of the CvSU GTC Campus Library.	None	2 Minutes	Librarian
	1.2 Monitor O.R.A.S. spreadsheet tracker daily.		2 Minutes	
	1.3 Check the validity of the requester's registration form/CvSU ID.		1 Minute	
	1.4 Identify and locate the availability of requested materials.		5 Minutes	



	1.5 Send the requested materials through the requesters' CvSU email.		5 Minutes	
	1.6 Provide client with Stakeholders Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form		1 Minute	
	TOTAL:	None	16 Minutes	



3. Issuance of Library Account and Sticker for New Registrants				
This procedure shows the issuance of library account stickers for new registrants.				
Office or Division:	Campus Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students: Registration Form and/or valid CvSU ID		Office of the Campus Registrar		
For faculty members and employees: Valid CvSU identification card		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. New students, faculty members, and employees inquire about issuance of library sticker.	1.1 Provide the library patrons' information form to be filled out.	None	1 Minute	<i>Librarian/ Assigned Clerk</i>
	1.2 Confirm and verify the patron's details.		1 Minute	<i>Librarian</i>
	1.3 Encode the patron's details in the library system and provide their login credentials.		3 Minutes	<i>Librarian</i>
	1.4 Get the soft copy of the patron's 1x1 picture and countersign registration form of the patron.		2 Minutes	<i>Librarian/ Assigned Clerk</i>



	1.5 Issue library sticker to the patron that will be displayed on their registration card/CvSU ID.		1 Minute	<i>Librarian/ Assigned Clerk</i>
	1.6 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form		1 Minute	<i>Librarian/ Assigned Clerk</i>
	TOTAL:	None	9 Minutes	



4. Replacement of Lost Library Sticker

This procedure covers how the library caters lost library stickers to students, faculty members, and employees.

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Application for Lost Library Sticker		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of application for lost library sticker to the Campus Librarian.	1.1 Receives the letter of application.	None	1 Minute	<i>Librarian/ Assigned Clerk</i>
	1.2 Checks on the library system the registered client and updates data if necessary.		2 Minutes	
	1.3 Release a new library sticker to patron.		1 Minute	
	1.4 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form		1 Minute	
	TOTAL:	None	5 Minutes	



5. Validation of Library Account for Old Registrants

This procedure aims to verify library patrons' records in their library account and issuance of library stickers.

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students: Latest registration form and valid CvSU ID		Office of the Campus Registrar		
For faculty members and employees: Valid CvSU identification card		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request validation of library account.	1.1 Ask the requestor to fill out the form. 1.2 Check the latest registration form and valid CvSU ID.	None	1 Minute	<i>Librarian/ Assigned Clerk</i>
2. Requester presents the needed requirements.	2.1 Verify the encoded data of the client and update the record if necessary. Countersign their registration form. 2.2 Issue library sticker to the patron that will be displayed on their CvSU ID. 2.3 Provide client with Stakeholders' Feedback Form or Google Form using	None	2 Minutes 1 Minute 1 Minute	<i>Librarian/ Assigned Clerk</i>



	the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	5 Minutes	



6. Securing a Referral Letter to Access Other Library Institutions				
This procedure covers how the library provides referral letters to students, faculty members and employees conducting their research to access other institution's libraries and their resources.				
Office or Division:	Campus Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students: Latest registration form and valid CvSU ID		Office of the Campus Registrar		
For faculty members and employees: Valid CvSU identification card		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a referral letter.	1.1 Ask for the registration card and/or CvSU ID.	None	5 Minutes	<i>Library/ Assigned Clerk</i>
	1.2 Check the research topic or material the client needs to access in another institution's library. In case no material is available in the Campus Library.			
	1.3 Give the library referral letter. Log book to the requestor to provide the following information: a. Full name b. Course/Section (for students) c. Topic of Research d. Institution to Visit		1 Minute	



	<p>e. Date of Visit</p> <p>1.4 Verify the date of request.</p> <p>1.5 Inform the requester to pick-up the referral letter after one (1) day from the day of request.</p>			
2. Receive the referral letter, sign the logbook, and receive a copy.	<p>2.1 Ask for the requester's details and verify the date of request.</p> <p>2.2 Retrieve the referral letter from the referral file folder.</p> <p>2.3 Give three (3) copies of the referral letter, one for the visiting library copy, one for the acknowledgement receipt of the visited library, and one for the receiving copy of the campus library.</p> <p>2.4 Have the requester verify all the information encoded in the letter before signing the logbook and receiving copy.</p> <p>2.5 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form </p>	None	<p>1 Minute</p> <p>1 Minute</p> <p>1 Minute</p> <p>2 Minutes</p> <p>1 Minute</p>	<i>Library/ Assigned Clerk</i>
	TOTAL:	None	6 Minutes (Request referral letter) 6 Minutes	



			(Receive referral letter)	
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7. Reservation of Library Facilities

This procedure covers how the library caters faculty and employees who wish to reserve and use the library facility.

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 faculty members and employees: Valid CvSU identification card Activity proposal and communication letter (if needed)		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the library to ask for its availability and fill out the library use/reservation printed form.	1.1 Ask the requested schedule and check the spreadsheet tracker.	None	1 Minute	<i>Librarian/ Assigned Clerk</i>
	1.2 If available on the requested date and time, provide the Library Use/Reservation printed form to be filled out by the requester.		1 Minute	
	1.3 Discuss to the requester the library rules and regulations when using the library.		1 Minute	
	1.4 Secure and reserve the date and time to the requester.		1 Minute	



	1.5 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form		1 Minute	
2. Use the Library Use/Reservation Online Form to book the facility https://bit.ly/LibUSeForm	2.1 Monitor and track the Library Use/Reservation Online form spreadsheet tracker. 2.2 Check the availability of the library. 2.3 If available, send a confirmation email to the requester. 2.4 Secure and reserve the date and time to the requester. 2.5 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	1 Minute 1 Minute 1 Minute 1 Minute 1 Minute	<i>Librarian/ Assigned Clerk</i>
	TOTAL:	None	5 Minutes (Library Use/ Reservation Printed Form) 5 Minutes (Library Use/ Reservation Online Form)	



CAVITE STATE UNIVERSITY – IMUS CITY CAMPUS
HUMAN RESOURCE DEVELOPMENT OFFICE
External and Internal Services



1. Acceptance, Selection, and Hiring of Applicants for Academic and Non-Academic Positions				
This procedure aims to ensure that receiving of application of university personnel are made in accordance with CvSU Guidelines, CSC Revised Omnibus Rules on Appointment and Other Human Resource Actions (ORA-OHRA) and DBM Circulars.				
Office or Division:	Campus Human Resource Development Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All aspiring applicants and all qualified applicants for the vacant position (academic and non-academic)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter addressed to HR Director		Applicant		
Personal Data Sheet		www.csc.gov.ph or CSC website		
Photocopy of certificate of eligibility/rating/license		Civil Service Commission		
Photocopy of Transcript of Records		School Registrar		
Latest Performance Rating, if applicable		Employer		
Applicant Interview Rating Sheet		Campus Human Resource Development Office		
Oral Interview Evaluation Score Sheet		Campus Human Resource Development Office		
Evaluation Checklist for Demo Teaching – for Academic Personnel only		Campus Human Resource Development Office		
Written Examination		Campus Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Submit/send complete documents via Campus HRDO or hrdoimus@cvsu.edu.ph</p> <p>a. Application Letter b. CV/Resume c. other credentials (if available)</p>	1.1 Check and receive all the submitted documents.	None	5 Minutes	<i>Campus HRD Coordinator/ Assistant</i>
	1.2 Conduct initial screening of documents based on the qualification standards for vacant positions then notify the potential applicants for the vacant position.		2 Days	<i>Campus HRD Coordinator/ Assistant</i>
	1.3 Schedule of interview and demo teaching (for academic applicants). Schedule of interview only (for non-academic applicants).		2 Minutes	<i>Campus HRD Coordinator/ Assistant</i>
	1.4 Endorsement to the Campus Selection Board the list of qualified applicants. Call up the qualified applicants.		1 Day	<i>Campus HRD Coordinator/ Assistant/ Department Chairperson/ Department Regular Faculty Member</i>
2. Report to the Campus for written examination, teaching demo, and interview.	2.1 Notify the applicant via phone call, email, or text message regarding the schedule of the evaluation.	None	2 Minutes	<i>Campus HRD Coordinator/ Assistant</i>
	2.2 Give questionnaire for written examination.		10 Minutes	<i>Campus HRD Coordinator/ Assistant</i>



	2.3 Gather the local personnel selection board for evaluation of the applicant.		5 Minutes	<i>Campus HRD Coordinator/ Assistant</i>
	2.4 Evaluate the applicant for demo teaching and through panel interview (for academic applicants).		30 Minutes per applicant	<i>Campus HRD Coordinator/ Assistant/ Department Chairperson/ Department Regular Faculty Member</i>
	2.5 Evaluate the applicant for interview (for non-academic applicants).		15 Minutes per applicant	<i>Campus HRD Coordinator/ Assistant/ Unit Head</i>
	2.6 Advise that the applicant will be notified on the status of the evaluation.		3 Minutes	<i>Campus HRD Coordinator/ Assistant</i>
	2.7 Tally and summarize the evaluation ratings of applicant.		30 Minutes	<i>Campus HRD Coordinator/ Assistant</i>
3. Receive notification on the status of application.	3.1 Inform the applicant through phone calls, text, or email of the result of evaluation and of the employment requirements.	None	3 Minutes	<i>Campus HRD Coordinator/ Assistant</i>



	3.2 Endorse the recommendation for hiring signed by the Campus Administrator for approval by the University President thru channels.		3 Minutes	<i>Campus HRD Coordinator/ Assistant</i>
	TOTAL:	None	3 Days, 1 Hour, 48 Minutes	



2. Processing of Appointment of Contract of Service Academic Personnel and Job Order Non-Academic Personnel (Campus)				
This procedure aims to ensure that processing of appointments of University personnel are made in accordance with CvSU Guidelines, CSC Revised Omnibus Rules on Appointment and Other Human Resource Actions (ORA-OHRA) and DBM Circulars				
Office or Division:	Campus HRDO - Recruitment, Selection and Placement (RSP) Unit			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All selected applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Data Sheet (CS Form No. 212)		www.csc.gov.ph or CSC website		
Personal Description Form (DBM-CSC Form No. 10)		www.csc.gov.ph or CSC website		
Medical Certificate (CS Form No. 211)		University Infirmary		
TOR, Diploma, Eligibility, PSA Birth Certificate and NBI Clearance, TIN		Concerned Agencies		
Certificate of first day of service		Office of the Campus Administrator		
Valid ID/Government ID		Concerned Agencies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents and credentials.	1.1 Receive the submitted requirements then check and validate the accuracy and completeness of the submitted documents.	None	5 Minutes	Campus HRD Coordinator/ Assistant



<p>For newly hired:</p> <ul style="list-style-type: none"> ○ PDS ○ PDF ○ TOR/Diploma ○ Medical Certificate ○ NBI Clearance ○ Other pertinent documents ○ Evaluation Result <p>For rehired:</p> <ul style="list-style-type: none"> ○ Photocopy of I.D. ○ Medical Certificate 	1.2 Submit the original and photocopied documents for authentication either to the Records Office through the Liaison Officer or authorized authentication agencies.	None	10 Minutes	<i>Campus HRD Coordinator/ Assistant, Liaison Officer, Authentication Agencies</i>
	1.3 Submit credentials and required documents to the University Recruitment, Selection and Placement (RSP) Unit for the issuance of job order contract and appointment.	None	1 Day	<i>Campus HRD Coordinator/ Assistant, Liaison Officer, Any Authorized Representative/ RSP Staff</i>
	1.4 Receive the submitted documents/requirements and furnish/prepare the campus with the job order or contract of service to be signed by the campus employee.	None	7 Days	<i>HRDO Main</i>
	1.5 Read and sign the contract of service/job order contract.	None	3 Minutes	<i>Contract of Service for Academic Personnel/ Job Order Contract for Non-Academic Personnel</i>
	1.6 Verify, check the authenticity of signatures on the contracts then endorse the signed contract to the Campus Administrator for signature.	None	3 Minutes	<i>Campus HRD Coordinator/ Assistant</i>



	1.7 Sign the contract of service.	None	3 Minutes	<i>Campus Administrator</i>
	1.8 Submit the signed contract of service/job order contract together with the employment requirements to the HRDO Main for processing.	None	5 Minutes	<i>Campus HRD Coordinator/ Assistant/ Liaison Officer/ Any Authorized Representative</i>
2. Receive the signed contract of service for higher authorities' signature.	2.1 Receive the completely signed contract of service from the campus HRD and endorse the signed contract to higher authorities.	None	14 Days	<i>HRDO Main, Accountant, VPAA, University President</i>
3. Receive the signed contract of service for notarization.	3.1 Receive the completely signed contract of service of academic personnel from HRDO Main and release to the client.	None	2 Minutes	<i>Campus HRD Coordinator/ Assistant</i>
	3.2 Receive the authority to pay certification of non-academic personnel from the HRDO Main and submit to the campus accounting office for payroll processing.	None	2 Minutes	<i>Campus HRD Coordinator/ Assistant</i>
4. Submit the notarized contract of service.	4.1 Accept and verify the notarized contract of service.	None	2 Minutes	<i>Campus HRD Coordinator/ Assistant</i>
		None	2 Minutes	<i>Campus HRD Coordinator/ Assistant</i>



	4.2 Submit the notarized contract of service to HRDO Main with the required attachments for authority to pay certification.			
	TOTAL:	None	22 Days, 37 Minutes	



CAVITE STATE UNIVERSITY – IMUS CITY CAMPUS
HUMAN RESOURCE DEVELOPMENT OFFICE – RECORDS MANAGEMENT
SECTION

External and Internal Services



1. Manual and Online Processing and Issuance of HR Records to Active Employees and to Employees who are no longer connected with the University

This procedure covers how personnel employment records are provided thru online platform to active and to employees who are no longer connected with the University.

Office or Division:	Records Management Section/Campus HRDO - Records Management Section			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Active and Employees who are no longer connected with the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Record Request Form		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Record Request form and submit to the Campus HR Coordinator. Send the accomplished Record Request Form to hrdoimus@cvsu.edu.ph	1.1 Receive and review the duly accomplished form for the completeness of entries.	None	3 Minutes	<i>Campus HRD Coordinator/ Assistant</i>
	1.2 Check and verify from file the requested record. If requested record/document is not available in the campus, request will be endorsed to the University HRDO.	None	10 Minutes	<i>Campus HRD Coordinator/ Assistant</i>
	1.3 Prepare the requested documents and send it back to the campus once approved.	None	14 Days	<i>HRDO Main</i>
2. Receive and acknowledge receipt of the requested records/documents.	2.1 Confirm and record the receipt of the records/documents requested by the client.	None	5 Minutes	<i>Campus HRD Coordinator/ Assistant</i>



	<p>2.2 Release the requested documents (manual releasing).</p> <p>2.3 Release the requested records/documents to the client thru email using official email address of the Campus HRDO hrdoimus@cvsu.edu.ph</p>			
3. Claim the requested records/documents.	3.1 Request the client to sign on the receiving logbook.	None	2 minutes	<i>Campus HRD Coordinator/ Assistant</i>
	TOTAL:	None	14 Days, 20 Minutes	



CAVITE STATE UNIVERSITY – IMUS CITY CAMPUS
HUMAN RESOURCE DEVELOPMENT OFFICE - REWARDS AND RECOGNITION
(R&R) SECTION

External and Internal Services



1. Receiving and Evaluation of Documents for Salary Preparation of Contract of Service Academic Personnel and Job Order Non-Academic Personnel

This procedure covers the computation of the total number of hours or days to be paid based on actual service rendered. This will serve as basis of the Accounting Office for payroll preparation.

Office or Division:	Rewards and Recognition (R & R) Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All part-time faculty and job order employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplishment Report		Job Order non-academic employees		
Signed Daily Time Record		Contract of service faculty members and job order non-academic employees		
Authority to Pay (for first salary only)		Recruitment, Selection and Placement unit of Human Resource Development Office		
Clearance Certification (for last salary)		Recruitment, Selection and Placement unit of Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplishment	1.1 Receive the submitted DTR and accomplishment report.	None	2 Minutes	<i>Campus HRD Coordinator/ Assistant</i>



report and the Daily Time Record to the HR Coordinator every 16 th day of the month and 1 st day of the succeeding month.	1.2 Check DTR if services rendered are in accordance with the approved official schedule and contact hours. Check accomplishment report as to accuracy and completeness. Compute the number of hours of services rendered.	None	5 Minutes per DTR 1 Minute per accomplishment report 1 Hour per Department	<i>Campus HRD Coordinator/ Assistant</i>
	1.3 Prepare summary of the hours to be paid per COS and job order employees and attach the required supporting documents for endorsement to the Campus Administrator.	None	1 Hour	<i>Campus HRD Coordinator/ Assistant</i>
	1.4 Sign and approve the document.	None	3 Minutes	<i>Campus Administrator</i>
	1.5 Endorse the approved documents to the campus accounting office for payroll preparations.	None	3 Minutes	<i>Campus HRD Coordinator/ Assistant</i>
	TOTAL:	None	13 Hour, 20 Minutes	



CAVITE STATE UNIVERSITY – IMUS CITY CAMPUS

OFFICE OF STUDENT AFFAIRS AND SERVICES

External and Internal Services



1. Application/Renewal Procedure for Scholarship				
This procedure shows how OSAS assist applicants in the availment/renewal of scholarship/financial assistance.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who are qualified to renew for scholarship/financial assistance (for paying students only).			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For New Applicant:				
Accomplished Application form for Scholarship		OSAS and CvSU website (downloadable at www.cvsu.edu.ph)		
Photocopy of certification of grades in the previous semester		Scholarship Coordinator/Registrar		
Photocopy of the registration form in the current semester		Scholarship Coordinator/Registrar		
1 pc. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
For Old Applicant:				
Photocopy of certification of grades in the previous semester		Registrar/Scholarship Coordinator		
Photocopy of the registration form in the current semester		Registrar/Scholarship Coordinator		
Certificate of Scholarship in the previous semester		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents. Online:	1.1. Receive and evaluate the required documents.	None	5 Minutes	<i>Scholarship Coordinator</i>



Submit the required documents thru email at: cvsuimus.scholarship@cvsu.edu.ph	1.2. Issue of Certificate of Scholarship.			
2. Receive the Scholarship Certification.	2.1. Sign the logbook under the column "Released by". 2.2. Advise the student to proceed to the Registrar/Cashier's Office for reassessment of fees.	None	5 Minutes	<i>Scholarship Coordinator</i>
3. New and old scholars submit Certification of Scholarship to the Registrar's Office and Cashier's Office for the reassessment of fees.	3.1 Receive the Certification of Scholarship and reassess fees accordingly.	None	5 Minutes	<i>Registrar/ Cashier</i>
	TOTAL:	None	15 Minutes	



2. Claiming Procedure for Scholarship (TES/TDP Grant)				
This procedure shows how OSAS assist applicants in the claiming procedure of scholarship grants.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students that were qualified grantees of the Tertiary Education Subsidy (TES) or Tulong-Dunong Program (TDP) Scholarship			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Grantees:				
Email verification of grantees for claiming		OSAS – Scholarship Coordinator		
2 valid IDs signed with 2 specimen signatures		Grantee		
For Parents that will Claim in Behalf of the Grantee:				
A handwritten authorization letter by the grantee is attached with a photocopy of 2 valid IDs signed with 3 specimen signatures, special power of attorney (SPA), and photocopy of 2 valid IDs of the parent signed with 3 specimen signatures by the parent, photocopy of PSA of the parent.		Grantee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents: 2 valid IDs of the grantee indicated with 3 specimen signatures	1.1. Receive the requirements for claiming. 1.2. Receive and evaluate the required documents.	None	5 Minutes	<i>Scholarship Coordinator/ Cashier's Office</i>



Handwritten authorization letter of grantee attached with 2 valid IDs signed with 3 specimen signatures by the grantee, attached with special power of attorney attached with photocopy of 2 valid IDs of the parent signed with 3 specimen signatures, and photocopy of PSA of the parent.				
2. Receive the Scholarship Grant.	2.1. Sign two (2) payroll. 2.2. Advise the student to proceed to the Cashier's Office/Scholarship Coordinator Office for cash or check releasing of grants.	None	5 Minutes	<i>Scholarship Coordinator/ Cashier's Office</i>
3. Answer the Google form for profiling the grantee https://forms.gle/YQADF8fpU7As3rQJ7	3.1 Check the Google Form for evaluation of the answer.	None	5 Minutes	<i>Scholarship Coordinator</i>



	TOTAL:	None	15 Minutes	
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3. Application of First Year Students

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

Office or Division: Office of Student Affairs and Services

Classification: Simple

Type of Transaction: G2C – Government to Citizen

Who may avail: All incoming first-year students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		OSAS and CvSU website downloadable at www.cvsu.edu.ph		
Photocopy of G-12 report card		Senior High School		
Photocopy of good moral certificate		Senior High School		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents at the Office or Online transaction: submit the required documents online (link to be announced).	1.1 Receive the required documents at the Office. Online transaction: Receive the required documents through online.	None	5 Minutes	<i>Admission Officer</i>



2. Receive admission exam permit. Online: receive email notification re acknowledgement receipt of application.	2.1 Schedule the date of examination and release the admission exam permit. Online: Send email notification re acknowledgement of receipt of the application.	None	2 Minutes	<i>Admission Officer</i>
3. Take the admission examination as scheduled.	3.1 Administer admission examination.	None	*1 Hour and 45 Minutes	<i>Guidance Counselor or Psychometrician</i>
4. For applicants seeking admission to the following: <ul style="list-style-type: none"> ○ BS Nursing, ○ BS Medical Technology, ○ Diploma in Midwifery, ○ BS Criminology, ○ Education Courses, ○ Engineering Courses, ○ BS Psychology, ○ BS Hospitality Management, and ○ BS Tourism Management, 	4.1 Release Notice for Interview or Evaluation form Online: Submit the interview/evaluation slip to the respective College for the grade evaluation of the application thru email	None	2 Minutes	<i>Admission Officer</i>



<p>the applicant is required to undergo an interview.</p> <p>Gets interview form</p> <p>Undergo an interview at the college (where the applied course is under)</p> <p>Online: Attend the online interview set by the college evaluator.</p> <p>Return to OSAS and submit the completed interview form,</p>	<p>4.2 Conduct the interview</p>	<p>None</p>	<p>*1 Hour</p>	<p><i>College Registrar/ Department Chair / Program Head</i></p>
	<p>4.3 Receive the accomplished interview form.</p>	<p>None</p>	<p>1 Minute</p>	<p><i>Admission Officer</i></p>
<p>5. Receive the NOA.</p> <p>Online: Receive the result by logging in to the</p>	<p>5.1 Issue Notice of Admission (NOA) log the NOA number and name of the student and sign the logbook under the column "Released by".</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Admission Officer</i></p>



online admission system.	Online: Release the result of the application through the online admission system			
6. Present the NOA to the University Health Services unit/ for medical examination.	6.1 Receive the NOA assist the student for medical examination.	None	2 Minutes	<i>University Health Services Unit</i>
	TOTAL:	None	*3 Hours, 7 Minutes	

**Qualified for a multi-stage processing.*



4. Admission Procedure for Transferees from Other Schools				
This procedure aims to define the system on how to assist all transferees from other schools who will submit requirements and ensure that they will be guided in seeking admission to the University in their desired program.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who preferred to transfer to the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		Downloadable at CvSU website www.cvsu.edu.ph		
Latest certification of grades/Transcript of Records		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present credentials (application form and copy of grades) for initial evaluation. Online: Submit the initial required documents (application form and copy of grades) online (link to be announced).	1.1 Receive the initial required documents (application form and copy of grades). Online: Print the submitted application form and copy of grades from the online.	None	10 Minutes	<i>Admission Officer</i>



<p>2. Secure the Notice for Interview or Evaluation form and proceed to the concerned department for their evaluation.</p> <p>Online: Receive email notification re acknowledgment receipt of application.</p>	<p>2. 1 Issue Notice for Interview or Evaluation form.</p> <p>Online: Attach the interview form to the application and forward the application to the respective College/Department for evaluation</p>	None	5 Minutes	<i>Admission Officer</i>
<p>3. Undergo an interview with the respective department.</p> <p>Online: Attend to the online interview set by the college/department evaluator</p>	3.1 Conduct the interview.	None	1 Hour	<i>Department Chairperson/ Program Head</i>
<p>4. Return to OSAS and submit the accomplished Notice for Evaluation form.</p>	<p>4.1 Receive the accomplished Notice for Interview or Evaluation form from the College/Department.</p> <p>Online: Receive the accomplished Notice for Interview or Evaluation form from the College</p>	None	2 Minutes	<i>Admission Officer</i>



<p>5. If qualified after the evaluation of the college/department, submit the following documents:</p> <ul style="list-style-type: none"> a. Photocopy of Certificate of Grades b. Photocopy of Certificate of Good Moral c. Photocopy of Honorable Dismissal d. 2 copies of 1x1 ID Picture e. Short Folder <p>Online: Received email notification about the result of evaluation in the online admission system.</p>	<p>5.1 Receive the required documents and wait for the notification email for processing of requirements.</p> <p>Online: Notify the applicant about accessing the result of the evaluation in the online admission system.</p>	None	5 Minutes	<i>Admission Officer</i>
<p>6. Confirm the slot in the admission system then download the NOA.</p>	<p>6.1 Log the NOA number and name of the student and sign the logbook under the column "Released by".</p> <p>Online: release the result of the application through the online admission system.</p>	None	10 Minutes	<i>Admission Officer</i>



7. Present the NOA to the University Health Services Unit for medical examination.	7.1 Receive the NOA and assist the student for medical examination.	None	2 Minutes	<i>University Health Services Unit</i>
	TOTAL:	None	1 Hour 34 Minutes	

**Qualified for a multi-stage processing.*



5. Procedure on Admission of Second Courser

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

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students who are already a graduate of a bachelor's degree and wanted to pursue another program.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		OSAS and CvSU website (downloadable at www.cvsu.edu.ph)		
Photocopy of transfer credentials		Applicant's previous school		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present credentials (application form and copy of grades) for initial evaluation. Online: Submit the initial required documents (application form and	1.1 Receive the initial required documents (application form and copy of grades). Online: Print the submitted application form and copy of grades from the online.	None	10 Minutes	<i>Admission Officer</i>



copy of grades) online (link to be announced).				
2. Secure Notice for Evaluation/ Interview form and proceed to the concerned college/department for their evaluation. Online: Receive email notification re acknowledgment receipt of application.	2.1 Issue Notice for Evaluation/ Interview form. Online: Attach the Notice for Evaluation/ Interview form to the application and forward the application to the respective College for evaluation.	None	5 Minutes	<i>Admission Officer</i>
3. Undergo interviews with the respective college/department. Online: Attend to the online interview set by the College evaluator.	3.1 Conduct the interview.	None	1 Hour	<i>College Registrar/ Department Chairperson/ Program Head</i>
4. Return to OSAS and submit the accomplished Notice for Evaluation form. Online: Wait for email notification.	4.1 Receive the accomplished interview form. Online: Receive the accomplished Notice for Evaluation/ Interview form from the respective college	None	2 Minutes	<i>Admission Officer</i>



5. If qualified from the evaluation of the College, pay for the testing fee at the Cashier's office (for paying students only)	5.1 Receive payment and issue an official receipt.	Php 150.00	2 Minutes	<i>Cashier</i>
6. Submit the following documents to OSAS: a. Photocopy of Transcript of Records b. Photocopy of Honorable Dismissal c. 2 copies of 1x1 ID Picture d. Short Folder	6.1 Receive the required documents. Online: Receive the required documents through online submission.	None	5 Minutes	<i>Admission Officer</i>
7. Receive examination permit.	7.1 Schedule the date of examination.	None	2 Minutes	<i>Admission Officer</i>
8. Take the admission examination as scheduled.	8.1 Administer Admission Examination and issue Notice of Admission (NOA).	None	*1 Hour and 45 Minutes	<i>Guidance Counselor or Psychometrician</i>
8. Receive the NOA. Online: Receive result by logging-in to the online admission system and confirm slot.	8.1 Log the NOA number and name of the student and sign the logbook under the column "Released by". Online: Release the result of application through online admission system.	None	5 Minutes	<i>Admission Officer</i>



9. Present the NOA to the University Health Services Unit for medical examination.	9.1 Receive the NOA and assist the student for medical examination.	None	2 Minutes	<i>University Health Services Unit</i>
	TOTAL:	Php 150.00	3 Hour, 20 Minutes	

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



6. Off-Campus Activities Procedure of Student Organizations

This procedure aims to provide avenues to mold students' talents and interest to ensure social and cultural growth and offer leadership training to enhance the leadership effectiveness of students both at personal and organizational levels.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All recognized student organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter from the president of the recognized organization prepared by the student organization, signed by the adviser, checked by the department chairperson, noted by the SDS/ Socio-Cultural Coordinator and Osas Head, Campus Administrator, recommending approval by the Vice president in Academic affairs and Approved by the University President	Applicant
Activity proposal	Applicant
Invitation letter from the organizer of the activity	Applicant
CHED Memorandum	SDS Personnel (downloadable from the CHED website)
List of requirements from CHED	SDS Personnel (downloadable from the CHED website)
**Before the off- campus activities	
Curriculum	Applicant
Destination	Applicant
Handbook or manual	Applicant



Notarized parent's permit		Applicant		
Medical clearance of the students		University Health Services Unit/ Campus Health Services Unit		
Personnel-in-charge (ID's)		Applicant		
First aid kit		Applicant		
Fees/ resources		Applicant		
Mobility of students		Physical Plant and Security Services / Campus Dean		
Insurance		SDS Personnel		
Certificate of compliance		SDS Personnel (downloadable from the CHED website)		
** After the off- campus activities				
Learning journals of students		Applicant		
Assessment report/ evaluation report		Applicant		
Expenditure report		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter for initial evaluation.	1.1 Evaluate requirements.	None	10 Minutes	SDS Head or OSAS Staff
	1.2 Issue notice of completion of requirements.			
2. Receive Notice of Completion.	2.1 Sign and recommend the request letter to the Dean of OSAS.	None	10 Minutes	SDS Head or OSAS Staff
	2.2 Endorse to the Vice President for Academic Affairs and for approval.			



	2.3 Release the approved letter of request to the concerned organization.			
3. Conduct the event or activity.	3.1 Monitor the event or activity.	None	15 Minutes	<i>SDS Head or OSAS Staff</i>
4. Submit accomplishment report, financial report, and accomplished evaluation forms.	4.1 Receive accomplishment report, financial report, and accomplished evaluation forms.	None	5 Minutes	<i>SDS Head or OSAS Staff</i>
	TOTAL:	None	40 Minutes	



7. Admission Procedure for Transferees from CvSU System				
This procedure aims to define the system on how to assist all transferees from the CvSU System who will submit requirements and ensure that they will be guided in seeking admission to the University in their desired program.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who preferred to transfer to the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		OSAS and CvSU website (downloadable at www.cvsu.edu.ph)		
Photocopy of transfer credentials		Applicant's previous school		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present credentials (application form and copy of grades) for initial evaluation. Online: Submit the initial required documents (application form and	1.1 Receive initial documents. Online: Print the submitted application form and copy of grades from the online submission.	None	10 Minutes	Admission Officer



copy of grades) online (link to be announced).				
2. Secure Notice of Evaluation/ Interview Form and Proceed to the concerned college/department for their evaluation. Online: Receive email notification re acknowledgement receipt of application.	2.1 Issue Notice of Evaluation/ Interview Form. Online: Attach Notice of Evaluation/ Interview Form in the application and forward the documents to the College for evaluation.	None	5 Minutes	<i>Admission Officer</i>
3. Undergo evaluation and interview with respective college/department. Online: attend to online interview set by the College evaluator.	3.1 Conduct the interview.	None	*1 Hour	<i>College Registrar/ Department Chairperson/ Program Head</i>
4. Return to OSAS and submit the accomplished interview form.	4.1 Receive the accomplished interview form. Online: Receive the accomplished Notice of Evaluation/ Interview form from the respective college	None	2 Minutes	<i>Admission Officer</i>



Online: wait for email notification about the result from Admission Office.				
<p>5. If qualified after the evaluation of the College, submit the following documents to OSAS:</p> <ul style="list-style-type: none"> a. Photocopy of Certificate of Grades b. Photocopy of Certificate of Good Moral c. Photocopy of Honorable Dismissal d. 2 copies of 1x1 ID Picture e. Short Folder 	5.1 Receive and file the documents.	None	5 Minutes	<i>Admission Officer</i>
<p>6. Receive the NOA.</p> <p>Online: Received email notification from the admission office about passing the evaluation and the process of confirming slot for admission.</p>	<p>6.1 Issue Notice of Admission (NOA). Log the NOA number and name of the student and sign the logbook under the column "Released by".</p> <p>Online: Release the result of the application through the online system.</p>	None	5 Minutes	<i>Admission Officer</i>



7. Present the NOA to the University Health Services Unit for medical examination.	7.1 Receive the NOA and assist the student for medical examination	None	2 Minutes	<i>University Health Services Unit</i>
	TOTAL:	None	1 Hour 29 Minutes	

**Qualified for a multi-stage processing.*



8. Recognition and Accreditation Procedure for Student Organizations

This procedure aims to assist the students, enumerate the requirements, and facilitate the recognition and accreditation of student organizations.

Office or Division:	Office of Student Affairs and Services		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All student organizations who applied for University Organization Recognition.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
List of Officers		Applicant	
Calendar of Activities		Applicant	
Resume/CV of the Adviser (s)		Applicant	
Latest Certificate of Grades of the Officers		Office of University Registrar (www.cvsu.edu.ph) / Campus Registrar/ Adviser	
Picture of the Officers with a caption identifying the individual position		Applicant	
Constitution and By-Laws approved by the Officers and the Advisers		Applicant	
Updated list of members		Applicant	
Biodata of the Organization Officers		Applicant	
Certificate of Good Moral of the Officers		College Guidance Facilitator/Counselor/Campus Department	
Acceptance Letter from the Adviser		SDS Unit – OSAS	
*Additional Requirements for Old Organization			



Accomplishment report		Applicant		
Financial report		Applicant		
Previous plan of activities		Applicant		
Certificate of audit		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for initial evaluation.	1.1 Receive and evaluate the required documents.	None	10 Minutes	<i>SDS Head or OSAS Staff</i>
2. Receive notice of submitted documents are complete.	2.1 Issue notice of completion of requirements.	None	5 Minutes	<i>SDS Head or OSAS Staff</i>
3. Receive the Notice of Completion.	3.1 Conduct the recognition and accreditation program of student organizations and induction of officers for the entire school year. Online: Conduct the recognition and accreditation program of student organizations and induction of officers for the entire school year thru online platforms.	None	15 Minutes	<i>SDS Head or OSAS Staff</i>
4. Attend the recognition and accreditation program. a. Receive a certificate of recognition.	4.1 Document the program. 4.2 File the submitted documents of the recognized student organizations. 4.3 File submitted accomplishment report and financial report.	None	15 Minutes 10 Hours	<i>SDS Head or OSAS Staff</i>



b. Attend a leadership training program. c. Attend student leadership awards.	4.4 Submitted accomplishment report and financial report.		5 Hours	
	TOTAL:	None	15 Hours 45 Minutes	



9. Approval of Student Activities Procedure for Student Organizations

This procedure aims to provide avenues to mold students' talents and interests to ensure social and cultural growth and offer leadership training to enhance the leadership effectiveness of students both at personal and organizational levels.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All recognized student organization

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request letter to the SDS coordinator, signed by the Adviser Noted by the Department Chairperson, Central Student Government.		Applicant		
Activity Proposal		Applicant		
Copy of the approved Plan of Activities		Applicant		
Notarized Parent's Permit if the activity is scheduled on weekends or from 6:00 pm onwards.		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter for initial evaluation.	1.1 Evaluate requirements. 1.2 Issue notice of completion of requirements.	None	10 Minutes	<i>SDS Head or OSAS Staff</i>

2. Receive Notice of Completion.	2.1 Sign and recommend the request letter to the Dean of OSAS/Director/Head of OSAS.	None	10 Minutes	<i>SDS Head or OSAS Staff</i>
	2.2 Endorse to the Vice President for Academic Affairs or Campus Administrator for approval.			
	2.3 Release the approved letter of request to the concerned organization.			<i>OVPAA Staff/ OSAS Staff</i>
3. Conduct the event or activity.	3.1 Monitor the event or activity.	None	15 Minutes	<i>SDS Head or OSAS Staff</i>
4. Submit accomplishment report, financial report, and accomplished evaluation forms. Online: Submit accomplishment report, financial report, and accomplished evaluation forms thru email.	4.1 Receive accomplishment report, financial report, and accomplished evaluation forms. Online: Receive accomplishment report, financial report, and accomplished evaluation forms thru email.	None	5 Minutes	<i>SDS Head or OSAS Staff</i>
	TOTAL:	None	40 Minutes	



10. Counseling Procedure for Students

This procedure shows how to facilitate positive change in the behavior, feelings, and attitudes of the students to promote academic, personal, social, and career development.

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Form		Office of Student Affairs and Services		
Counseling Form		Office of Student Affairs and Services		
Appointment/Commitment Slip Informed Consent Form		Office of Student Affairs and Services		
Counseling Completion Form		Office of Student Affairs and Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Counseling Form (through hard copy or online copy).	1.1 Receive counseling form (hard copy or online copy) for walk in and referred clients.	None	5 Minutes	<i>Guidance Counselor</i>
2. Undergo the initial interview. Online: Attend to online interview set	2.1 Conduct initial interview (offline or online).	None	10 Minutes	<i>Guidance Counselor</i>



by the Guidance Counselor.				
3. Fill out the appointment / commitment form (through hard copy or online copy).	3.1 Provide an appointment/commitment form (through hard copy or online copy) for students to fill-out.	None	5 Minutes	<i>Guidance Counselor</i>
4. Undergo counseling session. Online: Attend to online counseling set by the Guidance Counselor.	4.1 Conduct counseling/consultation process (through face-to-face or online) and document the process.	None	*45-minute to one hour and a half per session	<i>Guidance Counselor</i>
5. Fill-out the counseling/ consultation logbook (through hard copy or online copy).	5.1 Accomplish the counseling/consultation completion form after the counseling process. 5.2 Advise the student to expect a call or text message for follow-up consultation.	None	5 Minutes	<i>Guidance Counselor</i>
	TOTAL:	None	*1 Hour, 10 Minutes	



11. Follow-up Counseling Procedure for Students				
This procedure aims to facilitate positive change in the behavior, feelings, and attitudes of the students to promote academic, personal, social, and career development.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who are enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Contact number Email Address		To be provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive phone call, a text message, an e-mail or if necessary, face-to-face for a follow-up consultation meeting.	1.1 Inquire about the current status of the student since prior consultation.	None	5 Minutes	<i>Guidance Counselor</i>
2. Inform OSAS of their current status and fill out the consultation logbook.	2.1 Record and file the current status of student for future reference. 2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	10 Minutes	<i>Guidance Counselor</i>



	TOTAL:	None	15 Minutes	
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12. Consultation Procedure for Parents

This procedure shows how the OSAS assists parents in identifying problems of their students, their causes, and possible alternatives or solutions.

Office or Division: Office of Student Affairs and Services

Classification: Simple

Type of Transaction: G2C – Government to Citizen

Who may avail: All parents whose children are enrolled in the University

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Anecdotal Form		Office of Student Affairs and Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in and log in to the visitor's logbook. Online: contact the Guidance Counselor through online (email, or text message, or other access) for consultation.	1.1 Accommodate the parent or guardian (face-to-face or online).	None	5 Minutes	<i>Guidance Counselor</i>
2. Undergo initial interview and	2.1 Conduct an initial interview (face-to-face or online).	None	30 Minutes	<i>Guidance Counselor</i>



assessment (face-to-face or online).				
3. As referred and necessary, parent/guardian is referred to concerned college/department for more appropriate intervention or action.	3.1 Write letter of referral to the college/department. Online: Send online communication of referral to the concerned college/department for appropriate intervention or action.	None	15 Minutes	<i>Guidance Counselor</i>
	TOTAL:	None	50 minutes	



13. Complaint on Student and Grievance Procedure

This procedure shows how to assist students, faculty members, and employees who have complaints against students.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Student, faculty member, or employee who has a complaint against a student.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint letter		Complainant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a complaint letter.	1.1 Receive the complaint letter.	None	5 Minutes	<i>Secretary, Committee on Misdemeanor</i>
	1.2 Endorse the letter to the Committee on Misdemeanor.		5 Minutes	
	1.3 Decide whether the complaint has to be acted upon and call for the investigation.		2 Hours	<i>Committee on Misdemeanor</i>
	1.4 Issue response letter.			
2. Receive the response letter and sign the logbook under the column "Received by".	2.1 Sign the logbook under the column "Released by"	None	5 Minutes	<i>Secretary, Committee on Misdemeanor</i>



*If via online: Send acknowledgment receipt of response letter.				
	TOTAL:	None	2 Hours, 15 Minutes	



14. Issuance of Certificate of Good Moral Character

This procedure shows how to assist the bonafide students and graduates who would want to secure a Certificate of Good Moral Character.

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished University Clearance		Applicant's concerned college		
Official Receipt for Certification of Good Moral Character		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay for the Certification of Good Moral Character at the Cashier's Office or thru Landbank Oncol.	1.1 Receive payment and issue an official receipt.	Php 45.00	2 Minutes	<i>Cashier</i>
2. Present the required documents to the Office of Student Affairs or prepare the copy of TOR/COG/Registration Form or TOR.	2.1 Receive and check the required documents.	None	5 Minutes	<i>MIS Officer / OSAS Staff</i>
3. Fill out the request form for Good Moral Certificate Sheet or Fill out the Google link: https://docs.google.com/forms/d/e/1FAIpQLSfS2MUtJTGI0Vy7U-t2GIZHroY77Eh5_4Nw4KrfVnL1I3oieg/viewform	3.1 Prepare and release the Certificate of Good Moral Character.	None	5 Minutes	<i>MIS Officer / OSAS Staff</i>



	3.2 Prepare and send the Certificate of Good moral thru email address provided.			
4. Receive the Certificate of Good Moral Character or acknowledge the receipt of the email.	4.1 Sign Good Moral Certificate Sheet under the column "Released by"	None	5 Minutes	<i>MIS Officer / OSAS Staff</i>
	TOTAL:	Php 45.00	17 Minutes	



CAVITE STATE UNIVERSITY – IMUS CITY CAMPUS

CAMPUS REGISTRAR

External and Internal Services



1. Issuance of School Credential/Certification				
This procedure aims to facilitate the issuance of school credentials and other documents to CvSU graduates to be used for employment, evaluation or further studies and including those who opt to transfer to other schools.				
Office or Division:	Office of Campus Registrar			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Graduates and continuing students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		Office of the Campus Registrar		
Requirements Clearance				
Request of Form 137				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Request Slip and/or Requirements Clearance (for graduates).	1.1 Receive the accomplished Request Slip and Requirements Clearance.	None	2 Minutes	Registrar Staff
2. Pay the necessary fee for the requested documents at the Cashier’s Office.	2.1 Check the request slip and issue an official receipt.	Php 50.00/ page for TOR Php15.00/ page for Certification	2 Minutes	Cashier



		Php 30.00 for Documentary Stamp		
3. Submit the receipt and request slip to the Registrar Office.	<p>3.1 Inform the student for requirements that needs to bring upon claiming of request. Example: FORM 137.</p> <p>3.2 Inform the student that they will receive an email once their request is ready for claiming. Issue claim stub upon students request.</p> <p>3.3 Evaluate the student's records and prepare the requested documents.</p>	None	7 working days process	<i>Registrar Staff</i>
4. Claim the document on the specified date of release.	4.1 Check the claim stub and release the requested documents to the client. (<i>Valid for 60 days</i>)	None	2 Minutes	<i>Registrar Staff</i>
	TOTAL:	<p>Php 50.00/ page for TOR</p> <p>Php15.00/page for Certification</p> <p>Php30.00 for Documentary Stamp</p>	7 Days 6 Minutes	



CAVITE STATE UNIVERSITY – IMUS CITY CAMPUS

CAMPUS REGISTRAR

External Services



1. Registration of New Students

This procedure aims to facilitate registration processes of new students that ensures safekeeping of student records and accurate enrolment to a particular program.

Office or Division:	Office of Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All new students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Office of the Campus Registrar		
Certificate of Admission				
Request of Form 137				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required original documents for enrolment.	1.1 Check and receive all the required original documents. 1.2 Issue a Certificate of Admission and inform the student to wait for their Student Number via email.	None	5 Minutes	Registrar Staff
2. Receive Certificate of Admission and Student Number (via email).	2.1 Send an email of the Student Number and instruction on how to access the student portal.	None	3 Minutes	Registrar Staff



3. Verify enrolled subject via logging in to the student portal. Received registration form (as requested).	3.1 Automatically enrolled student to the student portal.	None	2 Minutes	<i>MIS Staff</i>
	3.2 Receive and validate the registration form and ID.			<i>Registrar Staff</i>
	TOTAL:	None	10 Minutes	



2. Registration of Continuing Students (via Portal)				
This procedure aims to facilitate the registration of the continuing students via Student Portal.				
Office or Division:	Office of Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All continuing students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Grades (as requested)		Office of the Campus Registrar		
Registration Form (as requested)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to their Student Portal to enroll.	1.1 Update students subject and schedule for the specific semester.	None	2 Minutes	MIS Staff
2. Fill out Pre-registration form with subjects to be enrolled in and choose a schedule/section.	2.1 Evaluation of subjects pre-registered. 2.2 Automatically enrolled student to the student portal. Release registration form (as requested).	None	3 Working Days	Student – filling out of pre-registration MIS staff – updating the portal.
3. Verify enrolled subject via logging in to the student portal. Received registration form.	3.1 Receive and validate the registration form and ID.	None	2 Minutes	Registrar Staff



	TOTAL:	None	3 Days 4 Minutes	
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3. Registration of Continuing Students (Manual Pre-Registration)				
This procedure aims to facilitate the registration of the continuing students that have difficulty using the student portal.				
Office or Division:	Office of Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All continuing students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Grades (as requested)		Office of the Campus Registrar		
Pre-registration form				
Registration Form (as requested)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Pre-registration form with subjects to be enrolled through consultation with respective Registration Adviser.	1.1 Receive and evaluate the filled-out pre-registration form. 1.2. Checked the completeness of the form and manually input subjects in the system. Release registration form (as requested).	None	6 Minutes	Registrar/MIS Staff
2. Verify enrolled subject via logging in to the student portal. Received registration form.	2.1 Receive and validate the registration form and ID.	None	2 Minutes	Registrar Staff



	TOTAL:	None	8 Minutes	
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4. Registration of Transferees				
This procedure aims to facilitate the registration of all transfer students.				
Office or Division:	Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All new transfer students.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Office of the Campus Registrar		
Certificate of Admission				
Request of Form 137				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required original documents for enrolment including results of interview, checklist of subjects from department concerned.	1.1 Check and verify all the required original documents. Issue a Pre-registration and an equivalency form for crediting of subjects.	None	5 Minutes	Registrar Staff
	1.2. Issue a Certificate of Admission and inform the student to wait for their Student Number via email.			
2. Manually fill out Pre-registration form with subjects to be enrolled through consultation with	2.1 Receive and evaluate the filled-out pre-registration form and equivalency form.	None	8 Minutes	Registrar
	2.2 Manually input credited subjects and subjects to be enrolled in the system.			MIS Staff



respective Department and process the equivalency form for crediting of subjects from previous school.				
3. Receive Certificate of Admission and Student Number (via email).	3.1 Send an email of the Student Number and instruction on how to access the student portal.	None	3 Minutes	<i>Registrar Staff</i>
4. Verify enrolled subject via logging in to the student portal.	4.1 Release registration form (as requested). 4.2 Receive and validate the registration form and ID.	None	2 Minutes	<i>MIS Staff</i>
	TOTAL:	None	18 Minutes	



5. Registration of Shiftee				
This procedure aims to facilitate the registration of all shiftees.				
Office or Division:	Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All student shiftee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Office of the Campus Registrar		
Equivalency Form				
Letter of Intent				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Letter of Intent and have it signed by department indicated in the form.	1.1 Evaluate grades of student and conduct interview for further assessment. 1.2 Sign the letter of Intent.	None	10 Minutes	Department Chair or Faculty assigned to program the student intends to shift.
2. Submit the duly signed Letter of Intent to Office of the Campus Registrar	2.1 Receive the Letter of Intent. 2.2 Issue a pre-registration form and equivalency form for crediting of subjects.	None	2 Minutes	Registrar Staff
3. Fill-out Pre-registration form with subjects to be	3.1 Receive and evaluate the filled-out pre-registration form and equivalency form.	None	8 Minutes	Registrar Staff



enrolled in accordance to what the Department Adviser and submit together the copy of subjects to be credited from previous course to the new course.	3.2 Manually input credited subjects and subjects to be enrolled in the system. Release registration form (as requested).			<i>MIS Staff</i>
4. Verify enrolled subject via logging in to the student portal.	4.1 Receive and validate the registration form and ID.	None	2 Minutes	<i>Registrar Staff</i>
	TOTAL:	None	22 Minutes	



6. Registration of Old Student Returnees				
This process aims to facilitate the registration of all Old Student Returnees.				
Office or Division:	Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Old Student Returnees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request a readmission form.	1.1 Evaluate grades of student and issue a readmission form. 1.2 Provide a Medical Referral.	None	5 Minutes	<i>Registrar Staff</i> <i>Nurse on Duty</i>
2. Accomplish the readmission form and medical.	2.1 Conduct interview for further assessment. 2.2 Receive and review medical result of the student.	None	10 Minutes	<i>Department Chair or Faculty assigned.</i> <i>NoD</i> <i>Registrar Staff</i>
3. Submit the accomplished readmission.	3.1 Receive the readmission form and issue pre-registration Form.	None	1 Minute	<i>Registrar Staff</i>
4. Fill-out Pre-registration form with subjects to be	4.1 Receive and evaluate the filled-out pre-registration form.	None	5 Minutes	<i>Registrar Staff</i>



enrolled in accordance to the advice of the Department.	4.2 Manually input credited the subjects to be enrolled in the system. Release registration form (as requested).			
5. Receive and sign the Registration.	5.1 Receive and validate the registration form and ID.	None	2 Minutes	<i>Registrar Staff</i>
	TOTAL:	None	23 minutes	



CAVITE STATE UNIVERSITY – IMUS CITY CAMPUS

CASHIER'S OFFICE

External and Internal Services



1. Collection of Fees				
This procedure covers how the Cashier's Office process collection of fees, charges and other assessments from departments, bureaus, offices and other agencies in the exercise of their functions.				
Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students/Parents/Other Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip/Order of Payment/Admission Form/Affidavit of Loss		Concerned Unit		
Registration Form/Clearances		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present completely filled out request slip, registration form, clearance, admission form, etc.	1.1 Evaluate registration forms and other requirements as to completeness and accuracy (request slip, order of payments, clearance registration forms, admission forms).	None	1 Minute	<i>Cashier Staff /Collecting Officer</i>
2. Pay the corresponding amount for a certain transaction:	2.1 Issue official receipt.			<i>Cashier/Collecting Officer</i>
<ul style="list-style-type: none"> ○ Completion Form ○ Official Transcript of Record 		Php 10.00/ unit Php 20.00/ page	2 Minutes 2 Minutes	



<ul style="list-style-type: none"> ○ Certificate of Good Moral Character and Grades ○ Honorable Dismissal ○ Authentication and Verification (CAV) ○ Certified true copy of documents ○ Tuition fee and miscellaneous fees for paying students ○ Tuition fee for scholars 		Php 100.00/ page with scanned picture		
		Php 15.00/ copy	2 Minutes	
		Php 20.00/ page	2 Minutes	
		Php 35.00	2 Minutes	
		Php 15.00/set	2 Minutes	
		Cash/ installment *50% upon enrollment *25% 2 nd and 3 rd payment	2 Minutes	
		Based on scholarship privileges	2 Minutes	
			2 Minutes	

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<ul style="list-style-type: none"> ○ Documentary Stamp ○ Clearance 		<p>Php 30.00 per official document</p> <p>None</p>	2 Minutes	
	TOTAL:	Depending on the transaction	5 Minutes per transaction	



2. Preparation and Submission of Report to University Cashier

This procedure aims to ensure the accurate collections and deposits of all remittances from branch campuses.

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Cashier/Collecting Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Monthly Report of Collection		Concerned Campus		
Monthly Report of Documentary Stamp		Concerned Campus		
Duplicate Copy of Official Receipt (OR)		Concerned Campus		
Cash/Check		Concerned Campus		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare report of collection and other report then submit completely the required documents for checking and verification.	1.1 Encode the daily report of collections, cash receipts record and documentary stamp record.	None	30 Minutes	Campus Cashier Staff
	1.2 Receive and validate the correctness of the remittance/collection based on <ul style="list-style-type: none">Collection for the dayDuplicate OR'sSummary of Day Collections		10 Minutes	Campus Collecting Officer
	1.3 Prepare deposit slip (DS) and deposit the collections upon needed.		10 Minutes	Campus Cashier's Staff/Collecting Officer



	<p>1.4 Verify the validated Deposit slips against the encoded RCD and CRRec for preciseness and completeness.</p> <p>1.5 Prepare and print monthly RCD together with the corresponding CRRec and DSR.</p>		<p>10 Minutes</p> <p>3 hours every 1st working day of the following month</p>	<p><i>Campus Cashier's Staff/Collecting Officer</i></p> <p><i>Campus Cashier's Staff/Collecting Officer</i></p>
2. Submit the 4 copies of Report of Collection and Deposit (RCD) ,Cash Receipts (CRRec) and Documentary Stamp Report (DSR).	<p>2.1 Validate the completeness and sign the reports then submit the RCD, CRRec and DSR to the University Cashier.</p> <p>2.2 Transfer the Monthly Report of Collection to the Local Records Office for recording purposes then for endorsement to the University Cashier.</p>	None	<p>15 Minutes</p> <p>5 Minutes</p>	<p><i>Campus Cashier's Staff/Collecting Officer</i></p> <p><i>Campus Collecting Officer</i></p>
	TOTAL:	None	4 Hours 20 Minutes	



3. Cash Disbursement / Check Disbursement

This procedure covers payment obligation to employees/individuals/creditors for goods purchased or services rendered is done by the office.

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		Claimant		
Authorization letter/Special Power of Attorney		Claimant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the disbursing officer on nature of claim and present valid ID and authorization	1.1 Verify the name of the claimant on the list of checks for release. 1.2 Let the client sign on the payroll or voucher. 1.3 Verify the signature of the clients on the payroll/voucher.	None	5 Minutes	Cashier's Office Staff



<p>2.a. Receive the cash from the disbursing officer and count it before leaving the counter.</p> <p>2.b. Receive check from the disbursing officer and verify the completeness and correctness of the entries.</p>	<p>2.1 Counter sign on the side portion of the disbursement officer.</p> <p>2.2 Stamp" PAID" on the payroll/voucher then file.</p>	None	2 Minutes	<i>Cashier's Office Staff</i>
	TOTAL:	None	7 Minutes	



CAVITE STATE UNIVERSITY – IMUS CITY CAMPUS

HEALTH SERVICES UNIT

External and Internal Services



1. Consultation and Referrals

This procedure aims to provide a systematic process in determining the physical condition of a patient in providing treatment and advices.

Office or Division:	Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	University Officials, Faculty Members and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		Patient/Client		
UHSE-QF-01 Consultation Form		Health Services Unit		
UHSE-QF-02 Dental Record Form				
UHSE-QF-03 Medical Certificate Form				
UHSE-QF-04 Prescription Form				
UHSE-QF-05 Request Form				
UHSE-QF-06 Laboratory Result Form				
UHSE-QF-07 X-Ray/ Diagnostic Result Form				
UHSE-QF-08 Monitoring Sheet				
UHSE-QF-09 Referral Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. The patient for consultation presents Identification Card to the Nurse on Duty (NOD).	1.1 Confirm personal information from identification card and accomplish consultation form.	None	1 Minute	<i>Nurse-On-Duty (NOD)</i>
2. The patient submits oneself to the assessment of vital signs.	2.1 Check and record vital signs, accompanies patient to the physician or dentist depending on the case.	None	3 Minutes	<i>NOD</i>
3. The patient submits to the consultation process.	3.1 Physician or NOD examines the patient and prescribes medication. 3.2 Physician or NOD may refer patient for the following procedures if necessary: a. Wound Care b. Laboratory/ Radiologic Exam c. Observation in Ward & Confinement d. Referral to a Medical Specialist e. Transfer to hospital	None	15 Minutes / depending on the case	<i>NOD / If physician is available for visiting</i>
4. The patient presents prescription and submits the medical or dental card to the NOD.	4.1 Receives the prescription form and dispenses available prescribed medication (initial dose only). 4.2 Advises the patient on proper use and intake of medicines.	None	2 Minutes	<i>NOD</i>
5. The patient signs the logbook.	5.1 Logs the name of patient, name and quantity of dispensed medicines, and have it signed by the patient.	None	1 Minute	<i>NOD</i>



	5.2 Encode the accomplished consultation form, medical or dental record, and file for safekeeping.	None	1 Minute	<i>NOD</i>
	TOTAL:	None	23 Minutes	



2. Physical, Dental, and Laboratory Examination of Students

This procedure aims to determine systematic procedure of Physical, Dental and Laboratory Examination of students for qualification to perform various school function and activities.

Office or Division:	Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSAS-QF-05 Notice of Admission(NOA)		Office of Student Affairs and Services		
UREG-QF-08 Request for Medical Clearance		Office of the University Registrar		
UHSE-QF-10 Personal Information Sheet or Identification Form,		Health Services Unit		
UHSE-QF-11 Student Health Record Form				
UHSE-QF-05 Request Form				
UHSE-QF-06/07 Laboratory/X-Ray Result Form				
UHSE-QF-02 Dental Record Form				
UHSE-QF-12 Medical Clearance Form				
Medical Certificate		Medical Specialist		
Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. The student presents the NOA for new and transferee students/ Request for Medical Clearance for returnee students.	1.1 Confirms schedule of student and secures copy of NOA or Request for Medical Clearance.	None	2 Minutes	<i>Nurse on Duty (NOD)</i>
	1.2 Issues Request Form for diagnostic procedures (if to be done outside, advises to accomplish diagnostic examination at any DOH-Accredited Diagnostic Center) For Returnee students.	None	1 Minute	
	1.3 Students Download Medical Referral Thru Student Portal (if to be done outside, advises to accomplish diagnostic examination at any DOH-Accredited Diagnostic Center) For New Students/ Transferee.	None	1 Minute	
2. The student proceeds to the nurse on duty.	2.1 Students submit a photocopy of the results of their medical and physical exam to the NOD.	None	1 Minute	<i>NOD</i>
	2.2 NOD Secures a copy of Student Health Record Form, encodes and files student record for safekeeping.			
	2.3 Advises to proceed to the Registrar's Office for registration.			



*Additional Procedure	For student with findings upon examination: advises student to undergo special diagnostic procedure; or refers to medical specialist.	None	3 Minutes	<i>Physician</i>
	TOTAL:	None	8 Minutes	



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

This procedure covers the pre-employment physical, dental and laboratory examination, including treatment, advises, and referrals of applicant employee and faculty.

Office or Division:	Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	University Officials, Faculty Members and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRDO-QF-02 Medical Endorsement Form		Human Resource and Development Office		
CSC Form No. 211 Medical Certificate		Health Services Unit		
UHSE-QF-10 Personal Information Sheet or Identification Form,				
UHSE-QF-13 Medical Form				
UHSE-QF-05 Request Form				
UHSE-QF-06 Laboratory Result Form				
UHSE-QF-07 X-Ray Result Form				
UHSE-QF-02 Dental Record Form				
Medical Certificate		Medical Specialist		
Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. The client presents Medical Endorsement Form issued by HRDO at the CvSU Imus HSU.	1.1 Secures copy of Medical Endorsement Form. 1.2 Issues Request Form for diagnostic procedures and CSC Medical Certificate. 1.3 Give instructions for the next steps.	None	2 Minutes	<i>NOD</i>
2. The client proceeds to the NOD.	2.1 Secures copy of one (1) medical form and CSC medical certificate form with attached photocopy of diagnostic results for encoding and safekeeping.	None	1 Minute	<i>NOD</i>
	TOTAL:	None	3 Minutes	



4. Procedures on Provision of Emergency Care and Treatment

This procedure aims to provide systematic procedure and immediate actions to patient who needs urgent emergency care and treatment.

Office or Division:	Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students, CvSU Faculty Members, Employees, University Officials and their Dependents, and Out Patient

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UHSE-QF-01 Consultation Form		Health Services Unit		
UHSE-QF-03 Medical Certificate Form				
UHSE-QF-04 Prescription Form				
UHSE-QF-05 Request Form				
UHSE-QF-06 Laboratory Result Form				
UHSE-QF-07 X-Ray/ Diagnostic Result Form				
UHSE-QF-08 Monitoring Sheet				
UHSE-QF-09 Referral Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The patient comes in or brought in as emergency case.	1.1 Places the patient in a comfortable position and immediately looked or present identification of patient through ID card or other means of providing identity.	None	2 Minutes	Nurse-On-Duty (NOD)



	1.2 NOD checks the patient's vital signs.			
1a. If unconscious and pulseless:	1a.1 Does First Aid treatment and call other medical staff for assistance. 1a.2 Refer/accompany to hospital and inform parents or guardian (if needed).	None	*10 Minutes / depending on the case	<i>NOD / Physician</i>
1b. If conscious, the patient gives medical history (if accident in nature) and submit to assessment of vital signs.	1b.1 Elicits medical history or incidence report, check, monitor and record vital signs.	None	5 Minutes	<i>NOD</i>
2. The patient submits to the consultation process.	2.1 Does intensive medical assessment, start initial treatment and explains condition and necessary steps to be done to the immediate head/guardian. 2.2 Monitors patient condition until he/she becomes stable.	None	*30 Minutes / depending on the case	<i>Physician</i>
3. The patient signifies improvement and stability of condition.	3.1 Prescribe medication with proper instructions and give advices. May issue medical certificate if necessary. 3.2 Report to the security office if the emergency case is accident and or medico-legal in nature	None None	2 Minutes 1 Minute	<i>Physician</i> <i>NOD</i>
	TOTAL:	None	50 Minutes	



CAVITE STATE UNIVERSITY – IMUS CITY CAMPUS

CAMPUS LIBRARY

External and Internal Services



1. Registration for Library Card				
This procedure aims to facilitate the New Students, Faculty, and Staff in applying Library Card so that they can use the library resources, services and facilities.				
Office or Division:	Campus Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	New Students, Faculty, and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form, 1x1 ID Picture		Campus Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. New students, faculty, and Staff inquire about issuance of library card.	1.1. New students, faculty, and employees must write their name, course, address, and signature in the log-book for application of library card.	None	4 Minutes	<i>Library Staff Library Client</i>
	1.2. Providing registration form and 1x1 ID picture.	None	2 Minutes	<i>Library Client</i>
	1.3. Encoding the data of the library patron, sticking validity date, and printing of library card.	None	5 Minutes	<i>Library Staff</i>
	1.4. Releasing of library card.	None	1 Minute	<i>Library Staff</i>
	TOTAL:	None	12 Minutes	





2. Validation of Library Card				
This procedure aims to validate the library card of old students/library clients every start of the semester.				
Office or Division:	Campus Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Old Students, Faculty, and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card, Registration Form		Campus Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Old students/Library clients request for validation of library card (they must present their latest registration form and library card).	1.1. Checking registration form for current semester together with their library card and library client must write their name, library card no., and signature in the log-book for validation of library card.	None	4 Minutes	<i>Library Staff Library Client</i>
	1.2. Sticking of validity date on the library card.	None	1 Minute	<i>Library Staff</i>
	1.3. Releasing of validated library card.	None	1 Minute	<i>Library Staff</i>
	TOTAL:	None	6 minutes	



3. Replacement of Lost Library Card				
This procedure aims to facilitate in replacing lost library cards.				
Office or Division:	Campus Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration form and 1x1 ID picture		Campus Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Library clients report loss of library card.	1.1. Receiving registration form and 1x1 ID picture and library patron must write their name, course, address, and signature in the log-book for application of library card.	None	5 Minutes	<i>Library Staff Library Client</i>
	1.2. Encoding the data of the library patron, sticking validity date, and printing the library card.	None	5 Minutes	<i>Library Staff</i>
	1.3. Filling the overdue slip for a fine.	Php 20.00	3 Minutes	<i>Library Staff Library Client</i>
	1.4. Releasing of validated library card.	None	1 Minutes	<i>Library Staff</i>
	TOTAL:	Php 20.00	12 Minutes	



4. Referral Letter to other Campuses/Institutions				
This procedure aims to facilitate the library clients who wants to use/go library resources and services to other campuses/Institutions.				
Office or Division:	Campus Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty, and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Referral and Referral Form		Campus Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The library clients will request for a referral for the use of library resources and services to other campuses/ institutions	1.1. Filling-up the Referral Form.	None	5 Minutes	<i>Library Client</i>
	1.2. Making and printing letter of referral letter.	None	10 Minutes	<i>Library Staff</i>
	1.3. Filling the payment slip for a fee.	Php 6.00 (per institution)	3 Minutes	<i>Library Staff Library Client</i>
	1.4. Releasing and stamping of referral letter.	None	1 Minute	<i>Library Staff</i>
	TOTAL:	Php 6.00	19 Minutes	



5. Referral Letter from other Campuses/Institutions

This procedure aims to facilitate the library clients in using the library resources and services from other Campuses/Institutions.

Office or Division:	Campus Library
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Library Clients Outside the Campus

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter		Campus Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The library clients will log-in in the visitor's log-in form and present the referral letter.	1.1. Receiving of letter referral.	None	1 Minute	<i>Library Staff</i>
	1.2. Log-in to the visitor's logbook and leave unnecessary things in the baggage counter near the entrance of the library.	None	5 Minutes	<i>Library Client</i>
2. Proceed to the OPAC for a search of library resources they want to use/needed for their research. They are allowed to use the library during office hours from 7:00 am to 5:00 pm (Monday to Thursday).	2.1 Assists library clients with their search.	None	5 Minutes	<i>Library Staff Library Client</i>



	TOTAL:	None	11 Minutes	
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6. Borrowing and Returning of Books

This procedure aims to facilitate the library clients in borrowing and returning of books or other library resources.

Office or Division:	Campus Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty, and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card and Book/s		Campus Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The library clients present the book/s to be borrowed.	1.1. Writing call number, accession number, and due date in the borrower's library card; writing borrower's name and due date in the book card; and writing due date in the due date slip (for borrowing of books).	None	5 Minutes	Library Staff Library Client
2. The library clients present the book/s to be returned.	2.1. Finding the borrower's library card on the file and checking the due date. Place the book card and date due slip in the book pocket after writing the returned date (for returning of books).	Php 20.00 per day (for overdue fines)	5 Minutes	Library Staff Library Client
	TOTAL:	Php 20.00 per day	5 Minutes (borrowing or returning)	



		(for overdue fines)		
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7. Clearance Signing				
This procedure aims to facilitate clearance signing of students, faculty and staff.				
Office or Division:	Campus Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty, and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card		Campus Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The library clients will present their library card.	1.1. The library staff will check if there are existing borrowed books.	None	1 Minute	<i>Library Staff</i>
	1.2. Signing of clearance.	None	1 Minute	<i>Library Staff</i>
	1.3. Releasing of signed clearance.	None	1 Minute	<i>Library Staff</i>
	TOTAL:	None	3 Minutes	



CAVITE STATE UNIVERSITY – IMUS CITY CAMPUS

ACCOUNTING OFFICE

External and Internal Services



1. Signing of Student Clearance/Readmission Slip				
This procedure aims to ensure that all students' accounts are periodically settled and assures the students that they are cleared of their account liability.				
Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Clearance Form		College Registrar		
Readmission Form		College Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the clearance /readmission form for signature.	1.1 Receive the Student Clearance Form/Readmission form from the student.	None	1 Minute	Cashier/Accounting Staff
	1.2 Access the Student Account Assessment System and logthe corresponding Student Number.	None	2 Minutes	Cashier/Accounting Staff
	1.3 Advise the student if the Student's account appears to have a balance; if none, sign the Student Clearance Form/Readmission Form	None	2 Minutes	Cashier/Accounting Staff
	TOTAL:	None	5 Minutes	



2. Release of Student Refund

This procedure aims to ensure that allowable refunds are provided to students within the specified refund period.

Office or Division:	Accounting Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Refund Form		Accounting Office		
Other requirements depending on the nature of refund		Student concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive the Application for Refund form together with the needed requirements.	1.1 Provide the students with Application for Refund form and list of requirements.	None	2 Minutes	Cashier/Accounting Staff
2. Submit the duly accomplished form together with the requirements.	2.1 Verify the completeness of the requirements and stamp received the Application for Refund Forms.	None	10 Minutes	Cashier/Accounting Staff
	2.2 Prepare the payroll for refund after the cut-off date on the allowable period. Attach other supporting documents for endorsement to	None	2 Days	Cashier/Accounting Staff



	the Campus Administrator.			
	2.3 Sign and approve the document	None	3 Minutes	<i>Campus Administrator</i>
	2.4 Transfer the payroll to the Local Records Office for recording purposes and for endorsement to the Main Campus for processing	None	5 Minutes	<i>Cashier/Accounting Staff/Campus Records Officer</i>
	TOTAL:	None	2 Days 20 Minutes	



3. Preparation of Payroll for Salaries and Wages

This procedure aims to provide proper administration on the preparation of general payrolls of the University.

Office or Division:	Accounting Office			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification/Authority to Pay		Human Resource Development Office (HRDO)		
Daily Time Record (DTR)		Concerned employees/officials		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The HRDO staff to forward the certification and other supporting document for newly hired and renewed COS/Casual/ Contractual Academic and Non-Academic Employee every startof the contract period with complete details.	1.1 Create/update database for payroll.	None	2 Hours	<i>Payroll Staff</i>
	1.2 Update the Database for the inter-agency payables or the mandatory premium contributions of every employee.	None	30 Minutes	<i>Payroll Staff</i>
	1.3 Process and print the payroll.	None	3 hours	<i>Payroll Staff</i>



The HRDO staff to transmit DTR starting from the 1st working day after the cut-off period	1.4 Prepare and print disbursement vouchers together with the corresponding and OBRS/BURS for endorsement to the Campus Administrator.	None	5 Minutes	<i>Payroll Staff</i>
	1.5 Sign and approve the document.	None	3 Minutes	<i>Campus Administrator</i>
	1.6 Submit the payroll with supporting attachments to the Local Records Office for recording purposes then to be submitted to the Main Campus for processing.	None	5 Minutes	<i>Payroll Staff/Campus Records Officer</i>
	TOTAL:	None	5 Hours 43 Minutes	



4. Processing and Issuance of Income Tax Returns and Payslips

This procedure aims to provide personnel employment records to active and employees who are no longer connected with the University for personal and professional transaction purposes.

Office or Division:	Accounting Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All Active and Employees who are no longer connected with the University

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Record Request Form		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Record Request form and submit to the Cashier Staff/Coordinator	1.1 Receive and review the duly accomplished form for the completeness of entries.	None	3 Minutes	Campus Cashier Staff
	1.2 Check and verify from the file the requested record.	None	10 Minutes	Campus Cashier Staff
	1.3 Prepare the requested documents and inform the clients when it is ready.	None	4 Days	Campus Cashier Staff/ Liaison Officer/ University Accountant
	1.4 Release the requested document/s.	None	5 Minutes	Campus Cashier Staff
2. Claim the requested document/s.	2.1 Request the client sign on the Receiving Logbook.	None	2 Minutes	Campus Cashier Staff



	TOTAL	None	4 Days 20 Minutes	
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CAVITE STATE UNIVERSITY – IMUS CITY CAMPUS

CIVIL SECURITY SERVICES

External and Internal Services



1. Procedure on Access Control in the University

This procedure covers how the Civil Security Unit regulates access to the University premises to ensure safe and secure working environment.

Office or Division:	Civil Security Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All students, university employees and visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student ID		Cavite State University –Registrar's Office		
Employee's ID		Cavite State University – Human Resource Development		
Valid ID		Visitors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For University personnel and students. Present their Student / Employees ID and bags and other belongings for inspection	1.1 Check the identification cards and uniform of all University personnel and students.	None	1 Minute	<i>Security Guard on Duty</i>
	1.2 Check bags and other belongings for illegal items. ○ <i>Illegal items are confiscated and reported to the proper office.</i>	None	2 Minutes	<i>Security Guard on Duty</i>



2. For Visitors Present valid ID.	2.1 Ask visitors the purpose or business in the University and request for valid IDs to verify identity.	None	1 Minute	Security Guard On Duty
	2.2 Issue visitors pass and log in the information sheet.	None	1 Minute	Security Guard On Duty
	2.3 Assist and guide visitors to the concerned units.	None	10 Minutes	Roving Security Guard
3. Return the visitor pass and get their IDs.	3.1 Return the IDs and get the visitors pass together with the info sheet duly signed by the visitors.	None	2 Minutes	Security Guard on Duty
4. For Visitors with Vehicle Access Present Valid ID	4.1 Check the vehicle using under chassis mirror and viewing of any prohibited items before entry.	None	2 Minutes	Security Guard on Duty
	4.2 Request for valid IDs to verify identity.	None	1 Minute	Security Guard on Duty
	4.3 Issue visitors pass and information log sheet in exchange of IDS.	None	1 Minute	Security Guard on Duty
5. Return the visitor pass and get their IDs.	5.1 Return the IDs and get the visitors pass together with the info sheet duly signed by the visitors.	None	2 Minutes	Security Guard on Duty
	TOTAL:	None	3 minutes (For University Personnel and Students) 20 minutes (For Visitors with Vehicle)	



2. Procedure on Apprehension Management

This procedure numerates the steps in the proper apprehension of violators to ensure peace and order inside the university campus.

Office or Division:	Civil Security Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All students, university personnel and visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Incident Report		Concerned Individual		
Identification Card		Concerned Individual		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The concerned individual report the incident to the Security Guard on Duty	<u>For Student Violators:</u>			
	1.1 Bring the student immediately to the security office together with the items confiscated or recovered as evidence.	None	5 Minutes	<i>Security Investigator</i>
	1.2 Confiscate the Identification Card and get information.	None	5 Minutes	<i>Security Personnel</i>
	1.3 Submit a written report to the Office of Student Affairs and Services for proper disposition and guidance.	None	30 Minutes	<i>Security Personnel</i>
	<u>For Outsider Violators</u>			
	1.1 Obtain necessary information for	None	5 Minutes	Security Personnel



	purposes of the investigation.			
	1.2 Check all belongings for valuables including accessories. 1.3 Inventory must be conducted and properly recorded.	None	5 Minutes	Security Personnel
	1.4 Make a written report, photographs of the person of interest and the item allegedly stolen (in cases of theft) indicating the time, date, and signature of the security investigator.	None	1 Hour	Security Investigator
	1.5 If the advice by superior officer is to be brought to the nearest police station 1.5.1 Bring the involved person first to a medical doctor for physical examination. 1.5.2 Escort the person of interest to the nearest police station.	None	40 Minutes	Security Personnel
	1.6 Bring the written incident report to the police and have the turnover receipt signed by the receiving desk officer.	None	10 Minutes	Security Investigator
	TOTAL:	None	40 minutes (For Student Violators) 2 hours (For Outsiders Violators)	



3. Procedure on Investigation

This procedure describe show investigation is conducted among university personnel, students, including outsiders to initially gather information on reported incidents.

Office or Division:	Civil Security Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All students, university personnel and outsider

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Incident Report		Concerned individual		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report the incident to the Guard on Duty	1.1 Report the incident to the Chief Security Officer / Security Investigator.	None	30 Minutes	<i>Security Guard on Duty</i>
	1.2 Question the person of interest and gather relevant data to analyze the situation. <ul style="list-style-type: none"> ○ If the person of interest is a student, the incident must be reported to the Office of Student affairs for appropriate action. ○ If the person of interest is an employee, it must be reported to the HRDO for proper appropriate action. 		*1 Hour	<i>Security Investigator</i>



	Within 24 hours, cases involving outsiders should be handled in coordination with the local PNP and the barangay concerned.			
	1.3 Take a photo documentation of the situation (if possible).	None	5 Minutes	<i>Security Investigator</i>
	1.4 Make a report of the incident that occurred and submit it to the office concerned.	None	1 Hour	<i>Security Investigator</i>
	TOTAL:	None	2 Hours 35 Minutes	

**depending on the case/incident*



4. Procedure on Traffic Management

This procedure covers the implementation of established traffic rules and regulations to ensure safe and smooth flow of traffic.

Office or Division:	Civil Security Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All students, university personnel and visitors

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CvSU Vehicle Sticker		Resource Generation Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enter the University premises.	1.1 Check the vehicle using under chassis mirror and viewing of any prohibited items before entry.	None	2 Minutes	Security Guard on Duty
	1.2 Check the prescribed sticker, body color and plate number of the accredited vehicle.	None	1 Minute	
2. Observe maximum speed limit of 10k ph, no blowing of horn and loud radio of vehicle inside the campus.	2.1 Monitor and ensure that the traffic policies are observed.	None	*1 Hour or until the visitors are inside the university.	Roving Guard on Duty
3. Park the vehicle in the designated area.	3.1 Ensure that vehicles are parked in the designated parking area only.	None	5 Minutes	Security Guard on Duty



4. In case of apprehension, obey the orders of the Civil Security Unit	4.1 Apprehend any violator, prepare report and administer proper disciplinary action	None	1 Hour	<i>Security Guard on Duty</i>
	TOTAL:	None	2 Hours 8 Minutes	



CAVITE STATE UNIVERSITY – IMUS CITY CAMPUS

MANAGEMENT INFORMATION SYSTEM

Internal Services



1. Issuance of School Identification Card (New Students)				
This procedure aims to facilitate the issuance of identification card for officially enrolled students.				
Office or Division:	Management Information System Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All enrolled students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Management Information System Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present registration form	1.1 Check requirements 1.2 Capture picture of student 1.3 Print identification card 1.4 Instruct student to proceed to ID validation	None	5 Minutes	<i>MIS Staff</i>
	TOTAL:	None	5 Minutes	



2. Issuance of School Identification Card (Replacement)				
This procedure aims to facilitate the issuance of identification card for officially enrolled students.				
Office or Division:	Management Information System Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All enrolled students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Management Information System Unit		
Identification Card				
Payment receipt		Cashiers Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay ID replacement fee.	1.1 Process payment.	Php 100.00	5 Minutes	Cashier staff
2. Present registration form and surrender old Identification card.	2.1 Check requirements.	None	5 Minutes	MIS Staff
	2.2 Capture picture of student.			
	2.3 Print identification card.			
	2.4 Instruct student to proceed to ID validation.			
	TOTAL:	Php 100.00	10 Minutes	



3. Issuance of School Identification Card (Lost)				
This procedure aims to facilitate the issuance of identification card for officially enrolled students.				
Office or Division:	Management Information System Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All enrolled students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Management Information System Unit		
Payment receipt		Cashiers Office		
Affidavit of Loss signed by Discipline Officer		Law office / Discipline Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay ID replacement fee.	1.1 Process payment.	Php 100.00	5 Minutes	<i>Cashier staff</i>
2. Present registration form.	2.1 Check requirements. 2.2 Capture picture of student. 2.3 Print identification card. 2.4 Instruct student to proceed to ID validation.	None	5 Minutes	<i>MIS Staff</i>
	TOTAL:	Php 100.00	10 Minutes	



4. ICT Services (Repair and Maintenance)				
This procedure aims to utilize, maintain and repair ICT equipment in the campus.				
Office or Division:	Management Information System Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Employees, Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form		Management Information System Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for ICT service	1.1 Fill up service request form	None	5 Minutes	<i>MIS Staff</i>
	1.2 Check the concerned equipment or unit	None	5 Minutes	
	1.3 Conduct troubleshooting or repair on the equipment or unit	None	1 Day	
	1.4 Inform the client about the findings	None	5 Minutes	
	TOTAL:	None	1 Day 15 Minutes	



CAVITE STATE UNIVERSITY – IMUS CITY CAMPUS

RECORDS OFFICE

External and Internal Services



1. Management of Documents for Approval				
This procedure covers how the Records Office prepare documents that are for approval by the campus administrator.				
Office or Division:	Records Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Internal and External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documents for approval with complete signature and attachments		Internal and External Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents for signing.	1.1 Receive the documents and check for the complete signature and attachments.	None	1 Minute	Records Office Staff
	1.2 If found incomplete, return the documents to the client.	None	1 Minute	Records Office Staff
	1.3 If found complete, recommend the documents for approval to the campus administrator.	None	1 Minute	Records Office Staff
	1.4 Encode the details of the documents for recording and ease of access in the future.	None	2 Minutes	Records Office Staff
	1.5 Approve documents.	None	3 Days	Campus Administrator



2. Receive the approved documents	2.1 Release the approved documents and have them sign in the logbook.	None	1 Minute	<i>Records Office Staff</i>
	TOTAL:	None	3 Days 6 Minutes	



CAVITE STATE UNIVERSITY – IMUS CITY CAMPUS

RECORDS OFFICE

Internal Services



1. Recording of Incoming Documents (Approved/Disapproved Documents)				
This procedure shows how the Records Office file and organize important documents				
Office or Division:	Records Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of approved/disapproved documents with reference number		Internal Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved documents from main campus.	1.1 Receive the document and check the reference number and signatures.	None	1 Minute	<i>Records Office Staff</i>
	1.2 If document is not approved, return the documents to the claimant.	None	1 Minute	<i>Records Office Staff</i>
	1.3 If document is approved, provide a receiving copy to the claimant.	None	1 Minute	<i>Records Office Staff</i>
	1.4 Encode the details in the computer for recording and easy tracking.	None	2 Minutes	<i>Records Office Staff</i>
	1.5 Scan and file the documents.	None	1 Minute	<i>Records Office Staff</i>
	TOTAL:	None	6 Minutes	





2. Releasing of Outgoing Documents				
This procedure shows how the Records Office file and organize important documents.				
Office or Division:	Records Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Outgoing documents signed by campus administrator		Campus Records Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive documents signed by campus administrator.	1.1 Double check all outgoing documents if all have been signed.	None	2 Minutes	<i>Records Office Staff</i>
	1.2 Release outgoing documents for approval to main campus.	None	1 Minute	<i>Records Office Staff</i>
	1.3 Encode the documents released.	None	1 Minute	<i>Records Office Staff</i>
	TOTAL	None	4 Minutes	



3. Recording of Receiving Copies and Other Documents				
This procedure shows how the Records Office file and organize important documents				
Office or Division:	Records Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Receiving copy of documents signature and attachments		Internal Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide receiving copy of documents.	1.1 Receive the documents and check for the completeness of signatures and if the whole page of document is captured in photocopying.	None	2 Minutes	<i>Records Office Staff</i>
	1.2 Encode the details of the documents for recording and ease of access in the future.	None	2 Minutes	<i>Records Office Staff</i>
	1.3 File and organize the receiving copy of documents in a labeled folder.	None	1 Minute	<i>Records Office Staff</i>
	TOTAL:	None	5 Minutes	



CAVITE STATE UNIVERSITY – IMUS CITY CAMPUS

SUPPLY AND PROPERTY OFFICE

Internal Services



1. Procurement of Goods, Consulting Services and Infrastructure Projects through Alternative Mode of Procurement

This procedure shows how the Supply and Property Office facilitates the procurement goods, consulting services and infrastructure projects using alternative mode of procurement.

Office or Division:	Supply and Property Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government/ G2C – Government to Citizens			
Who may avail:	All employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Abstract of Canvass (AOC)		Supply and Property Office		
Bill of Quantities (BOQ)		Supply and Property Office		
Purchase Request		Supply and Property Office		
Purchase Order		Supply and Property Office		
Work Order		Supply and Property Office		
Request for Quotation		Supply and Property Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user to submit approved Purchase Request (PR)	1.1 Verify entries PR if in accordance with the approved APP.	None	5 Minutes	<i>BAC Secretariat</i>
	1.2 Check the completeness of the required supporting documents.	None	5 Minutes	<i>BAC Secretariat</i>



	1.3 Assign PR Number.	None	3 Minutes	<i>BAC Secretariat</i>
	1.4 Post the requirements to the PhilGEPS website, website of the agency and to any conspicuous place.	None	30 Minutes	<i>BAC Secretariat</i>
	1.5 Return copy of PR to the end-user for canvassing of prices.	None	5 Minutes	<i>BAC Secretariat</i>
2. Forward PR to the Supply and Property Office together with accomplished RFQ and Abstract of Canvass.	2.1 Review the submitted documents most particularly the Abstract of Canvass.	None	30 Minutes	<i>Procurement Staff and Officer</i>
	2.2 Prepare BAC Resolution and Recommendation of Award.	None	10 Minutes	<i>BAC Secretariat</i>
	2.3 Prepare Purchase Order / Work Order.	None	20 Minutes	<i>Procurement Staff</i>
	2.4 Endorse PO/WO to other offices for processing.	None	10 Minutes	<i>Procurement Staff</i>
	2.5 Send copy of approved PO/WO for conforme of the supplier.	None	5 Minutes	<i>Procurement Staff</i>
3. Supplier to sign approved PO/WO and send back to the Supply Office.	3.1 Accept signed PO/WO and wait for delivery.	None	5 Minutes	<i>Procurement Staff</i>
	3.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			



	TOTAL:	None	2 Hours 10 Minutes	
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2. Procurement of Goods, Consulting Services and Infrastructure Projects through Public Bidding

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

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

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



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Purchase Request.	1.1 Receive Purchase Request 1.1.1 Verify if in accordance with the approved APP, approved and accompanied with appropriate supporting documents. 1.1.2 Prepare schedule of bidding.	None	2 Days	<i>BAC Secretariat</i>
	1.2 Conduct pre-procurement conference	None	1 Day	<i>BAC/ BAC Secretariat/ End-User/TWG</i>
	1.3 Post ITB to PhilGEPS website, website of the university and any conspicuous place.	None	7 Days	<i>BAC Chairman/BAC Secretariat</i>
2. Bidders inquire about the project and signify intent to buy bidding documents.	2.1 Advise the bidder to pay for the bidding documents to the Cashier's Office before the submission of the bidding documents to the BAC.	None	5 Minutes	<i>BAC Secretariat</i>
	TOTAL	None	10 Days 5 Minutes	



CAVITE STATE UNIVERSITY – MARAGONDON CAMPUS
HUMAN RESOURCE DEVELOPMENT OFFICE
External and Internal Services



1. Receiving and Evaluation of Documents for Salary Preparation of Part-time Faculty members and Job Order Non-Academic Employees

This procedure covers the computation of the total number of hours or days to be paid based on actual service rendered. This will serve as basis of the Accounting Office for payroll preparation.

Office or Division:	Rewards and Recognition (R & R) Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All part-time faculty and job order employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplishment Report		Job Order non-academic employees		
Signed Daily Time Record		Part-time faculty members and job order non-academic employees		
Authority to Pay (for first salary only)		Recruitment, Selection and Placement unit of Human Resource Development Office		
Clearance Certification (for last salary)		Recruitment, Selection and Placement unit of Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplishment	1.1 Receive the submitted DTR and accomplishment report.	None	1 Minute	<i>HR Coordinator</i>



report and the Daily Time Record to the HR Coordinator every 16 th day of the month and 1 st day of the succeeding month.	1.2 Check DTR if services rendered is in accordance with the approved official schedule and contact hours.	None	1 Minute per DTR	<i>HR Coordinator</i>
	1.3 Check accomplishment report as to accuracy and completeness.		1 Minute per accomplishment report	
	1.4 Compute the number of hours of services rendered.		2 Minutes	
	1.5 Prepare summary of the hours to be paid per COS and job order employees and attach the required supporting documents for endorsement to the Campus Administrator.	None	10 Minutes	<i>HR Coordinator</i>
	1.6 Sign and approve the document.	None	2 Minutes	<i>Campus Administrator</i>
	1.7 Submit the documents to the Main Campus for salary preparation and processing.			<i>Campus Administrator</i>
	1.8 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	1 Minute	<i>HR Coordinator</i>
	TOTAL:	None	18 Minutes	



CAVITE STATE UNIVERSITY – MARAGONDON CAMPUS

REGISTRAR'S OFFICE

External and Internal Services



1. Registration and Enrollment for New Pupils/Students				
This procedure shows how the Campus Registrar's Office provides registration form to new pupils/students.				
Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All new pupils/students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for admission or via maragondon@cvsu.edu.ph	1.1 Check, receive all the required documents and issue Registration Form.	None	3 Minutes	<i>Registrar Staff</i>
2. Receive and fill out Registration Form	2.1 Receive and validate the fill-out Registration Form and give the list of class requirements 2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	3 Minutes	<i>Registrar Staff</i>
	TOTAL:	None	6 Minutes	



2. Registration and Enrollment for Pupils/Students Transferees				
This procedure covers how the Campus Registrar's Office provides registration form to transferees.				
Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All pupils/students transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for admission or via maragondon@cvsu.edu.ph	1.1 Check, receive all the required documents and issue Registration Form.	None	2 Minutes	<i>Registrar Staff</i>
2. Receive and fill out Registration Form	2.1 Receive and validate the fill-out Registration Form and give the list of class requirements 2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	2 Minutes	<i>Registrar Staff</i>
	TOTAL:	None	4 Minutes	



3. Registration and Enrollment for Old Pupils/Students

This procedure covers how the Campus Registrar's Office provides registration form to old pupils/students.

Office or Division: Registrar's Office

Classification: Simple

Type of Transaction: G2C – Government to Citizen

Who may avail: All old pupils/students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for admission or via maragondon@cvsu.edu.ph	1.1 Check, receive all the required documents and issue Registration Form.	None	2 Minutes	<i>Registrar Staff</i>
2. Receive and fill out Registration Form.	2.1 Receive and validate the fill-out Registration Form and give the list of class requirements. 2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	2 Minutes	<i>Registrar Staff</i>
	TOTAL:	None	4 Minutes	



4. Issuance of School Credentials/Documents				
This procedure shows how the Campus Registrar's Office provides pupils/students records for entry to other schools/institutions and for other purposes.				
Office or Division:	Registrar's Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All pupils/students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request slip		Campus Registrar		
Claim Stub		Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Request Slip.	1.1 Receive the accomplished Request Slip and issue the Claim Stub	None	2 Minutes	<i>Registrar Staff</i>
2. Receive the Claim Stub bearing the date of release of the requested documents.	2.1 Evaluate the pupils'/students' record and prepare the requested documents	None	3 Days	<i>Registrar Staff</i>
3. Present the claim stub on the date indicated therein.	3.1 Release the requested documents and have it signed as received by the client	None	1 Minute	<i>Registrar Staff</i>



	3.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	3 Days 3 Minutes	



CAVITE STATE UNIVERSITY – MARAGONDON CAMPUS

HEALTH SERVICES UNIT

External and Internal Services



1. Consultation and Intervention				
This procedure aims to provide health consultations to pupils/students, faculty and staff.				
Office or Division:	School Clinic			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Pupils/Students, Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Consultation Form		School Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient to come to clinic for consultation.	1.1 Assess the medical needs of the patient and issue the Health Consultation Form.	None	1 Minute	<i>School Nurse</i>
2. Fill out the Health Consultation Form and submit oneself to the assessment of vital signs.	2.1 Receive the accomplished form, takes vital signs and record in health card/form.	None	3 Minutes	<i>School Nurse</i>
3. Submit to the consultation process.	3.1 Elicit medical history, conduct check-up and administer First Aid treatment, if necessary.	None	15 Minutes	<i>School Nurse</i>
4. Sign the Patient's Log book.	4.1 Refer patient to physician for conduct of other medical procedures, if necessary	None	1 Minute	<i>School Nurse</i>
	4.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
TOTAL:		None	20 Minutes	





CAVITE STATE UNIVERSITY – MARAGONDON CAMPUS

CAMPUS LIBRARY

External and Internal Services



1. Borrowing and Returning of Books				
This procedure covers how the Campus Reading Room provides assistance to pupils/students and faculty for an additional learning and teaching references and other reading materials that can be borrowed.				
Office or Division:	School Reading Room			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Pupils/Students and Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library ID or Borrower's Card		School Reading Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present books to be borrowed.	1.1 Write the call number and accession numbers and stamp due dates on the borrower's card, book cards and due slips of the book	None	2 Minutes	<i>Reading Room In-charge</i>
2. Present books to be returned	2.1 Stamp the current date the book was returned on the borrower's card, find the book cards on the file and place it back to the book pockets. 2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	1 Minute	<i>Reading Room In-charge</i>
	TOTAL:	None	2 Minutes (Borrowing of books) 1 Minutes	



			(Returning of books)	
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CAVITE STATE UNIVERSITY – NAIC CAMPUS
HUMAN RESOURCE DEVELOPMENT OFFICE
External and Internal Services



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

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

Office or Division: Human Resource Development Office

Classification: Simple

Type of Transaction: G2C-Government to Citizen

Who may avail: All qualified applicants

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter address to the Campus Administrator		applicant		
Personal Data Sheet		www.csc.gov.ph or CSC website		
Photocopy of certificate of eligibility/rating/license		Civil Service Commission		
Photocopy of Transcript of Records		School Registrar		
Latest Performance Rating if applicable		Employer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application letter and credentials.	1.1 Receive submitted documents.	None	4 Minute	HR Staff
	1.2 Conduct initial screening of documents based on the Qualification Standards for vacant positions.	None	5 Minutes	HR Staff
	1.3 Advise that the client will be notified of the status of application through email or text message.	None	1 Minute	HR Staff
	1.4 Provide client with Stakeholders' feedback Form or Google Form using			



	the link https://bit.ly/CvSUNaicFeedBackForm			
	TOTAL:	None	10 Minutes	



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

This procedure aims to provide personnel employment records to active University employees for personal and professional transaction purposes.

Office or Division:	Human Resource Development Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Active University Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Record Request Form		Human Resource Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Record Request Form and submit to the HR staff.	1.1 Receive and review the duly accomplished form for the completeness of entries.	None	3 Minutes	<i>HR Staff</i>
	1.2 Check and verify from file the requested record as to the correctness and accuracy.	None	10 Minutes	<i>HR Staff</i>
	1.3 Encode and print the requested record and forward to ODASS Director for signature.	None	10 Minutes	<i>HR Staff</i>
	1.4 The Director to sign the documents.	None	1 Minute	<i>ODASS Director</i>
2. Receive the requested employment record.	2.1 Release the requested record to the faculty member or employee.	None	1 Minute	<i>HR Staff</i>
	2.2 Provide client with Stakeholders' feedback Form or Google Form using the			



	link https://bit.ly/CvSUNaicFeedBackForm			
	TOTAL:	None	25 Minutes	



3. Processing and Issuance of HR Records for Employees No Longer Connected with the University

This procedure aims to provide personnel employment records for personal and professional transaction purposes.

Office or Division:	Human Resource Development Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All former faculty members and employees who are no longer connected with the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Record Request Form		Human Resource Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Record Request Form and submits to the HR staff.	1.1 Receive and review the duly accomplished form for the completeness of entries.	None	3 Minutes	HR Staff
	1.2 Check and verify from file (kept in the records storage room) the requested record as to the correctness and accuracy and ensure that the requesting client is Cleared from Financial and Property obligations.	None	1 Day	HR Staff
	1.3 Encode and print the requested record and forward to ODASS Director for signature.	None	10 Minutes	HR Staff
	1.4 The ODASS Director to sign the documents.	None	1 Minute	ODASS Director
2. Receive the requested	2.1 Release the requested record to the faculty member or employee.	None	1 Minute	HR Staff



employment record.	2.2 Provide client with Stakeholders' feedback Form or Google Form using the link https://bit.ly/CvSUNaicFeedBackForm			
	TOTAL:	None	1 Day 15 Minutes	



CAVITE STATE UNIVERSITY – NAIC CAMPUS
OFFICE OF STUDENT AFFAIRS & SERVICES
External and Internal Services



1. Application/Renewal Procedure for Scholarship				
To assist all scholarship applicants who will apply/ renew for scholarship/ financial assistance service.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who are qualified to apply or renew for scholarship/ financial assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Scholarship		OSAS		
Photocopy of certification of grades in the previous semester		Concerned department/ Campus Registrar		
Photocopy of the registration form in the current semester		Concerned department/Campus Registrar		
1 pc. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant/scholar submits the required documents	1.1. Receives and evaluates the required documents	None	5 Minutes	<i>Head, Institutional Student Programs and Services</i>
	1.2. Issues of Certificate of Scholarship	None	5 Minutes	<i>Head, Institutional Student Programs and Services</i>
2. Applicant scholar gets Certification of Scholarship	2.1. Sign the log book under the column Released by	None	5 Minutes	<i>Head, Institutional Student Programs and Services</i>
	2.2. Advise the student to proceed to the	None	5 Minutes	<i>Head, Institutional Student Programs and Services</i>



	Registrar/Cashier's Office for reassessment of fees			<i>Head, Institutional Student Programs and Services</i>
3. The client fills out and return the Stakeholders' Feedback Form	3.1 Acknowledges the Stakeholder's Feedback Form dropped in the designated box.	None	2 Minutes	<i>Head, Institutional Student Programs and Services</i>
4. New and old scholars submit Certification of Scholarship to the Registrar's Office and Cashier Office	4.1 Receives the Certification of Scholarship and reassess fees accordingly	None	2 Minutes	<i>Campus Registrar's Office/ Cashier's Office</i>
	TOTAL:		24 Minutes	

*Qualified for a multi-stage processing.



2. Admission Procedure for First Year Students				
This procedure aims to define the system on how to assist all applicants who will submit requirements and ensure that they will be guided in seeking admission to the University in their desired program.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All incoming first year students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Accomplished Application form for Admission Examination Permit Notice of Evaluation Notice of Admission 		OSAS		
Photocopy of G-12 report card		Admission System (for the admission form): https://apps.cvsu.edu.ph/admission/semselection.php		
Photocopy of good moral certificate		Senior High School		
2 pcs. 1x1 picture with name tag		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant submits the required documents	1.1 Receives the required documents.	None	5 Minutes	Admissions Officer
2. Applicant receives admission examination permit.	2.1 Schedules the date and time of examination.	None	2 Minutes	Admissions Officer
3. Applicant takes the admission examination as scheduled	3.1 Administers Admission Examination	None	60 Minutes	Admissions Officer
4. For applicants seeking admission to any course is required to undergo interview:				



a. Gets interview form	4.1. Releases interview form	None	2 Minutes	<i>Admissions Officer</i>
b. Applicant undergoes interview at College/ Department	4.2. The concerned department will do the interview.	None	60 minutes	<i>Department Chair or Program Head</i>
c. Applicant returns to OSAS and submits accomplished interview form	4.3. Receives the accomplished interview form	None	1 Minute	<i>Admissions Officer</i>
5. If passed from admission examination and interview (if applicable), applicant gets Notice of Admission.	5.1 Releases Notice of Admission and logs the NOA number and name of student and signs the logbook under the column “Released by”.	None	10 Minutes	<i>Admissions Officer</i>
6. The client fills out and return the Stakeholders’ Feedback Form.	6.1 Acknowledges the Stakeholder’s Feedback Form dropped in the designated box.	None	2 Minutes	<i>Admission Officer</i>
7. Applicant presents the Notice of Admission (NOA) to the Infirmary for medical examination.	7.1 The Infirmary receives the NOA.	None	2 Minutes	<i>Campus Nurse</i>
	TOTAL:		2 Hours 24 Minutes	

*Qualified for a multi-stage processing.



3. Admission Procedure for Transferees from Other School

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

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Accomplished Application form for Admission Examination Permit Notice of Evaluation Notice of Admission 		OSAS Admission System (for the admission form): https://apps.cvsu.edu.ph/admission/semselection.php		
Photocopy of transfer credentials		Applicant's previous school		
Photocopy of NBI clearance or Police clearance		National Bureau of Investigation or Police station		
2 pcs. 1x1 picture with name tag		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant presents credentials for initial evaluation	1.1 Evaluates and computes the GPA.	None	10 Minutes	<i>Admissions Officer</i>
2. Applicant gets Notice for Evaluation form and proceed to concerned department for their evaluation	2.1 Issues interview form.	None	5 Minutes	<i>Admissions Officer</i>



3. Applicant undergoes interview with respective department	3.1 The concerned department will conduct the interview.	None	60 Minutes	<i>Department Chair/ Program Head</i>
4. Applicant returns to OSAS and submit the accomplished Notice for Evaluation form	4.1 Receives the accomplished interview form	None	2 Minutes	<i>Admissions Officer</i>
5 If qualified from the evaluation of the College/ Department, the applicant submits the following documents to OSAS: a. Photocopy of Certificate of Grades b. Photocopy of Certificate of Good Moral c. Photocopy of Honorable Dismissal d. Photocopy of NBI Clearance or Police Clearance e. 2 copies of 1x1 ID Picture f. Short Folder	5.1. Receives and files the documents.	None	5 Minutes	<i>Admissions Officer</i>
	5.2. Issues Examination Permit.	None	2 Minutes	<i>Admissions Officer</i>
6. Applicant receives examination permit	6.1 Schedules examination	None	2 Minutes	<i>Admissions Officer</i>
7 Applicant takes the admission examination as scheduled	7.1 Administers admission examination.	None	60 Minutes	<i>Admissions Officer</i>
8. If passed the admission examination, applicant gets the Notice of Admission	8.1 Releases Notice of Admission and logs the NOA number and name of student and signs the	None	10 Minutes	<i>Admissions Officer</i>



	logbook under the column "Released by"			
9. The client fills out and return the Stakeholders' Feedback Form	9.1 Acknowledges the Stakeholder's Feedback Form dropped in the designated box.	None	2 Minutes	<i>Admission Officer</i>
10. Applicant presents the Notice of Admission (NOA) to the Infirmary for medical examination	10.1 The Infirmary receives the NOA.	None	2 Minutes	<i>Campus Nurse</i>
	TOTAL:		2 Hours 40 Minutes	

**Qualified for a multi-stage processing.*



4. Admission Procedure for Second Courser				
This procedure aims to define the system on how to assist all second coursers who will submit requirements and ensure that they will be guided in seeking admission to the University in their desired program.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who are already a graduate of a degree or non-degree program and wanted to pursue another program			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Accomplished Application form for Admission Examination Permit Notice of Evaluation Notice of Admission 		OSAS Admission System (for the admission form): https://apps.cvsu.edu.ph/admission/semselection.php		
Photocopy of transfer credentials		Applicant's previous school		
2 pcs. 1x1 picture with name tag		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant presents credentials for initial evaluation.	1.1 Evaluates and computes the GPA.	None	10 Minutes	Admissions Officer
2. Applicant gets Notice for Evaluation form and proceed to concerned department for their evaluation.	2.1 Issues interview form.	None	5 Minutes	Admissions Officer
3. Applicant undergoes interview with respective department.	3.1 The concerned department will conduct the Interview.	None	60 Minutes	Department Chair/ Program Head
4. Applicant returns to OSAS and submit the accomplished Notice for Evaluation form.	4.1 Receives the accomplished interview form.	None	2 Minutes	Admissions Officer



5. If qualified from the evaluation of the / Department, the applicant will pay for the testing fee at the Cashier’s office (for paying students only)	5.1 Receives payment and issue an official receipt.	Php 150.00	2 Minutes	Cashier
6. Applicant submits the required documents.	6.1 Receives the required documents.	None	5 Minutes	Admissions Officer
7. Applicant receives examination permit.	7.1 Schedules the date of examination.	None	2 Minutes	Admissions Officer
8. Applicant takes the admission examination as scheduled.	8.1 Administers Admission Examination.	None	60 Minutes	Admissions Officer
9. If passed admission examination, applicant gets the Notice of Admission.	9.1 Releases Notice of Admission and logs the NOA number and name of student and signs the logbook under the column “Released by”.	None	5 Minutes	Admissions Officer
10. The client fills out and return the Stakeholders’ Feedback Form.	10.1 Acknowledges the Stakeholder’s Feedback Form dropped in the designated box.	None	2 Minutes	Admission Officer
11. Applicant presents the Notice of Admission (NOA) to the Infirmary for medical examination.	11.1 The Infirmary receives the NOA.	None	2 Minutes	Campus Nurse
	TOTAL:	Php 150.00	2 Hours 35 Minutes	

*Paying students refers to applicants who already obtained a Bachelor’s degree and wanted to pursue another degree.

*Qualified for a multi-stage processing



5. Admission Procedure for Transferees from CvSU System

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Accomplished Application form for Admission Notice of Evaluation Notice of Admission 	OSAS Admission System (for the admission form): https://apps.cvsu.edu.ph/admission/semselection.php
Photocopy of transfer credentials	Applicant's previous school
2 pcs. 1x1 picture with name tag	Applicant
1 short ordinary folder	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant presents credentials for initial evaluation.	1.1 Evaluates and computes the GPA.	None	10 Minutes	<i>Admissions Officer</i>
2. Applicant gets Notice of Interview Form and Proceed to concerned department for their evaluation.	2.1 Issues interview form.	None	5 Minutes	<i>Admissions Officer</i>
3. Applicant undergoes interview with respective department.	3.1 The concerned department will conduct the interview.	None	60 Minutes	<i>Department Chair/ Program Head</i>
4. Applicant returns to OSAS and submits the	4.1 Receives the accomplished interview form.	None	2 Minutes	<i>Admissions Officer</i>



accomplished interview form.				
5. If qualified from the evaluation of the Department, the applicant submits the following documents to OSAS: <ul style="list-style-type: none"> a. Photocopy of Certificate of Grades b. Photocopy of Certificate of Good Moral c. Photocopy of Honorable Dismissal d. 2 copies of 1x1 ID Picture e. Short Folder 	5.1 Receives and files the documents.	None	5 Minutes	<i>Admissions Officer</i>
6. Applicant receives the Notice of Admission.	6.1 Releases Notice of Admission and logs the NOA number and name of student and signs the logbook under the column “Released by”.	None	5 Minutes	<i>Admissions Officer</i>
7. The client fills out and return the Stakeholders’ Feedback Form.	7.1 Acknowledges the Stakeholder’s Feedback Form dropped in the designated box.	None	2 Minutes	<i>Admission Officer</i>
8. Applicant presents the Notice of Admission (NOA) to the Infirmary for medical examination.	8.1 The Infirmary receives the NOA.	None	2 Minutes	<i>Campus Nurse</i>



	TOTAL:		1 Hour 31 Minutes	
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**Qualified for a multi-stage processing.*



CAVITE STATE UNIVERSITY – NAIC CAMPUS

CAMPUS REGISTRAR

External and Internal Services



1. Request / Issuance of School Credentials/Documents

This procedure aims to facilitate the issuance of school credentials and other documents to CvSU graduates to be used for employment, evaluation or further studies and including those who opt to transfer to other schools.

Office or Division:	Office of the Campus 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 ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and accomplish the application for records with clearance.	1.1 Receive the accomplished Application for Records form and advise the client to pay the necessary fee.	None	2 Minutes	<i>Clerk/ Campus Registrar</i>
2. Pay the necessary fee for the requested documents.	2.1 Issue an Official Receipt.	Php 25.00/ page for TOR Php 20.00/ page for Certification	2 Minutes	<i>Cashier</i>
3. Present the OR for recording and reference purposes.	3.1 Check the OR and issue claim stub/ schedule slip to the client.	None	1 Minutes	<i>Clerk/ Campus Registrar</i>
4. Receive the claim stub bearing the date of	4.1 Evaluate the student's records and	None	10 Days (TOR), 5 Days (Certification)	<i>Clerk/ Campus Registrar</i>



release of the requested documents.	prepare the requested documents.			
5. Present the claim stub on the scheduled date of release.	<p>5.1 Record and release the requested documents and affix the client's signature on the document's reproduction copy for records purposes.</p> <p>5.2 Provide client with Stakeholders' Feedback Form or Google Form using the link https://bit.ly/CvSUNaicFeedBackForm</p>	None	2 Minutes	<i>Clerk/ Campus Registrar</i>
	TOTAL:	<p>Php 25.00/page (TOR)</p> <p>Php 20.00/page (Certification)</p>	<p>10 Days 7 Minutes (TOR)</p> <p>5 Days, 7 Minutes (Certification)</p>	



2. Enrollment of Transferees

This procedure shows how registration forms with student numbers to incoming transferees are provided.

Office or Division:	Office of the Campus Registrar
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All incoming student 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 ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Notice of Admission and all the required original documents for enrolment.	1.1 Receive the Notice of Admission, check the completeness of the documents.	None	15 Minutes	Campus Registrar Clerk
	1.2 Evaluate all the credited subjects.			
	1.3 Plot the subjects to be enrolled.			
	1.4 Issue Pre-enrollment form.			
2. Submit the approved Notice of Admission and pre-enrollment form	2.1 Receive the approved Notice of Admission, pre-enrollment form.	None	2 Minutes	Campus Registrar /Clerk MIS Officer



	2.2 Print the Registration Form			
3. Present the printed Registration Form	<p>3.1 Receive the printed Registration Form for system validation, stamping and scanning.</p> <p>3.2 Provide client with Stakeholders' Feedback Form or Google Form using the link https://bit.ly/CvSUNaicFeedBackForm</p>	None	2 Minutes	<i>Campus Registrar Clerk</i>
	TOTAL:	None	19 Minutes	



3. Registration of New Students

This procedure shows how registration forms with student number to new entrant students are provided.

Office or Division:	Office of the Campus Registrar
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All new students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Office of the Campus Registrar		
Notice of Admission		Office of the Students Affairs and Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Notice of Admission and all the required original documents for enrolment.	1.1 Receive the Notice of Admission and check the completeness of the documents.	None	5 Minutes	<i>Clerk/Campus Registrar</i>
2. Submit the approved Notice of Admission.	2.1 Receive the approved Notice of Admission and print the Registration Form	None	2 Minutes	<i>Clerk/MIS Officer</i>
3. Present the printed Registration Form	3.1 Receive the printed Registration Form for system validation stamping and scanning. 3.2 Provide client with Stakeholders' Feedback Form or Google Form	None	2 Minutes	<i>Clerk/Campus Registrar</i>



	using the link https://bit.ly/CvSUNaicFeedBackForm			
	TOTAL:	None	9 Minutes	



4. Enrollment of Continuing Students (Second to Fifth Year Level)				
Providing registration forms to continuing students.				
Office or Division:	Office of the Campus 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 ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the evaluated and approved Pre-Enrollment Form.	1.1 Receive the evaluated and approved Pre-enrollment Form and print the Registration Form	None	2 Minutes	<i>Clerk/MIS Officer</i>
2. Present the printed Registration Form.	2.1 Receive the printed Registration Form for system validation, stamping and scanning. 2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link https://bit.ly/CvSUNaicFeedBackForm	None	2 Minutes	<i>Clerk/Campus Registrar</i>
TOTAL:		None	4 Minutes	



5. Enrollment of Old Student Returning (OSR)

This procedure covers how registration forms to old student returning are provided.

Office or Division:	Office of the Campus 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		
Notice of Admission		Office of the Students Affairs and Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Notice of Admission.	1.1 Receive the Notice of Re-admission, evaluate subjects and issue Pre-enrollment form	None	10 Minutes	<i>Clerk/Campus Registrar</i>
2. Submit the approved Notice of Admission and pre-enrollment form.	2.1 Receive the approved Notice of Admission, Pre-enrollment form and print the Registration Form	None	2 Minutes	<i>Clerk/MIS Officer</i>
3. Present the printed Registration Form.	3.1 Receive the printed Registration Form for system validation, stamping and scanning. 3.2 Provide client with Stakeholders' Feedback Form or Google Form using the link	None	2 Minutes	<i>Clerk/Campus Registrar</i>



	https://bit.ly/CvSUNaic FeedBackForm			
	TOTAL:	None	14 Minutes	



6. Registration of Shiftees

This procedure aims to facilitate the registration of all Shiftees.

Office or Division: College Registrar/ Campus Registrar

Classification: Simple

Type of Transaction: G2C-Government to Citizen

Who may avail: All student Shiftees.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Letter of Intent and have it sign by the officials indicated in the form.	1.1 Evaluate the grades of students.	None	5 minutes	<i>Department Chairperson or Faculty assigned to the program the student intends to shift.</i>
2. Undergo an interview at the Department/ College the students intend to transfer.	2.1 Conduct an interview for further assessment. 2.2 Issue Pre-registration form.	None	10 minutes	<i>College/ Campus Registrar</i>
3. Fill out pre-registration form with subjects to be enrolled in accordance to what the Department advises and submit the	3.1 Receive and evaluate the accomplished pre-registration form. 3.2 Prepare and issue Registration form to the student.	None	5 minutes	<i>College/ Campus Registrar</i>



same together with a photocopy of Certificate of Grades (COG) to the college/ campus registrar.				
4. Receive and sign the Registration Form and return the same to the college/ Campus Registrar for validation.	4.1 Receive and evaluate the duly signed Registration form of student by putting a “Registered” stamp. 4.2 Provide a copy to the student and keep a copy for submission to the Office of the University Registrar for system validation. 4.3 Provide client with Stakeholders’ Feedback form or Google form using the link: http://119.92.116.149/hrdo_feedback_form	None	5 minutes	<i>College/ Campus Registrar</i>
5. Fill out and return the Stakeholders’ Feedback form or Google Form.	5.1 Receive the Stakeholders’ Feedback form or acknowledge receipt of Google Form.	None	2 minutes	<i>College/ Campus Registrar</i>
	TOTAL:	None	27 Minutes	



CAVITE STATE UNIVERSITY – NAIC CAMPUS

CASHIER'S OFFICE

External and Internal Services



1. Cash Disbursement/ Check Disbursement				
This procedure shows how the payment obligation to employees/ individuals/ creditors for goods purchase or services rendered is done by the office				
Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
Valid Identification Card		Claimant		
Authorization Letter/ Special Power of Attorney		Person being represented		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the disbursing officer on nature of claim and present ID/authorization	1.1 Verify the name of the claimant on the list of checks for release.	None	5 minutes	Disbursing Officer/ Cashier Staff
2. Receive the cash from the disbursing officer and count it before leaving the counter Receive check from the disbursing officer and verify the completeness of the entries. <i>* If the claimant is supplier, receive check</i>	2.1 Let the client sign on the payroll or voucher. 2.2 Verify the signature of the clients on the payroll / vouchers. 2.3 Counter sign on the side portion of the disbursement officer.	None	2 minutes	Disbursing Officer/ Cashier Staff



<i>from the disbursing officer and verify the completeness of entries.</i>	2.4 Stamp “PAID” the payroll/ voucher then file.			
3. Supplier to issue official receipt	3.1 Secure Official Receipt from the supplier and check the completeness of details. 3.2 Provide client with Stakeholders’ Feedback Form or Google Form using the link https://bit.ly/CvSUNaicFeedBackForm	None	1 Minute	<i>Disbursing Officer/ Cashier Staff</i>
	TOTAL:	None	8 Minutes	



2. Collection of Fees

This procedure covers the steps in collecting 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 REQUIRMENTS		WHERE TO SECURE		
Request Slip/ Order of Payment		Concerned unit		
Registration Form		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present completely fill out request form, registration form and admission form, etc.	1. Evaluate registration form and other requirements as to completeness and accuracy	None	1 Minute	Cashier/ Cashier Staff
2. Pay the corresponding amount of a certain transaction:	1.1 Issue Official Receipt		2 Minutes	Cashier/ Cashier Staff
○ Tuition and miscellaneous fees		Cash/ Installment (50% upon enrolment)		
○ Certification, Authentication and Verification (CAV)		Php 35.00		
○ Completion		Php 10.00/ unit		



○ Official Transcript of Record	1.2 Provide client with Stakeholders' Feedback Form or Google Form using the link https://bit.ly/CvSUNaicFeedBackForm	Php 20.00/page Php 50.00 with scanned picture		
○ Form- 137A		Php 20.00		
○ Certified True Copy		Php 15.00		
○ Certificate of Good Moral Character		Php 15.00		
○ Certificate of Grades		Php 15.00		
○ Honorable Dismissal/ Transfer		Php 15.00		
○ Entrance/Admission Fee		Php 150.00		
○ Thesis Adviser Fee		Php 1,500.00		
○ Technical Critic Fee		Php 800.00		
○ Statistician		Php 500.00		
○ Consultation/Analysis		Php 1000.00		
○ Financial Analyst		Php 500.00		
○ English Critic Fee		Php 20.00/page		
3. Fill out and return the Stakeholders' Feedback form or Google form	3. Receive the Stakeholders' Feedback Form or acknowledge receipt of Google form	None	2 Minutes	<i>Cashier/ Cashier Staff</i>
	TOTAL:	Depending on the request/ transaction	5 Minutes per transaction	



CAVITE STATE UNIVERSITY – NAIC CAMPUS

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 provided when there is a visiting Physician/Dentist.				
Office or Division:	Campus Health Services Unit			
Classification :	Simple			
Type of Transaction:	G2G-Government to Citizen			
Who may avail:	All CvSU employees, students and nearby residents			
CHECK OF REQUIREMENTS		WHERE TO SECURE		
Identification Card or ID		Client		
Consultation Form		Campus Health Services		
Medical or Dental Record				
Prescription / Rx Form				
Laboratory or X-ray Examination Request Form				
Monitoring Sheet				
Referral Form				
CLIENT STEPS	CAMPUS HEALTH SERVICES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Come to clinic for consultation.	1.1 Confirm personal information from identification card and accomplishes consultation form.	None	1 Minute	Nurse on Duty
2. Submit oneself to the assessment of vital signs	2.1 Check and record client's vital signs and other necessary information.	None	1 Minute	Nurse n Duty
	2.2 Retrieve medical/dental record.			



3. Submit to the consultation process	3.1 Refer and accompany patient to the physician/dentist. 3.2 Verify the complaint. 3.3 Assess the patient. 3.4 Record the observation and findings. 3.5 Give treatment. 3.6 Prescribe medication and advice. 3.7 Send patient to the Nurse on Duty.	None	15 Minutes	<i>Physician/Dentist</i>
4. Present prescription and submit the medical/dental card to Nurse on Duty	4.1 Receive the prescription form. 4.2 Dispense the available prescribed medicines. 4.3 Advise patient on proper use and intake of medicines.	None	5 minutes	<i>Nurse on Duty</i>
5. Sign the clinic treatment and consultation logbook	5.1 Log the name of patient, name and quantity of dispensed medicines, and have it sign by the patient.	None	1 minute	<i>Nurse on Duty</i>
6. Request for the following health care procedures and referrals: a. Wound care	6.1 Accompany patient. a.1 Secure request for wound care.	None	10 Minutes depending on the extent of the wound	<i>Nurse on Duty</i>



b. Laboratory or Radiologic request	a.2 Assess and treat the wounds according to the extent of wound.	None	2 Minutes	<i>Nurse on Duty</i>
	b.1 Secure copy of laboratory or x-ray request form. b.2 Advise patient where can he/she can do the request procedure or in University Infirmary, Indang	None	2 Minutes	<i>Nurse on Duty</i>
c. Referral	c.1 Secure copy of referral form. c.2 Advise patient where is the nearest hospital for referral.			
	6.2 Provide client with Stakeholders' feedback Form or Google Form using the link https://bit.ly/CvSUNaicFeedBackFo rm			
	TOTAL:	None	37 Minutes	



2. Physical, Dental and Laboratory Examination of New Students

A. Issuance of Physical, Dental and Laboratory Request Form

This shows how the procedure of medical and dental assessment for incoming students.

Office or Division:	Campus Health Services			
Classification :	Simple			
Type of Transaction:	G2G-Government to Citizen			
Who may avail:	All new students, returnees and transferees			
CHECK OF REQUIREMENTS		WHERE TO SECURE		
Notice of Admission (NOA)		Office of Student Affairs and Services		
Personal Information Sheet		Campus Health Services		
Student Health Record		Campus Health Services		
Physical, Dental and Laboratory Request Form		Campus Health Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Notice of Admission (NOA).	1.1 Secure copy of Notice of Admission (NOA).	None	1 Minute	<i>Nurse on Duty</i>
	1.2 Issue Personal Information Sheet (Identification Form).			
2. Fill out personal Information Sheet.	2.1 Check all the information.	None	2 Minutes	<i>Nurse on Duty</i>
	2.2 Encode Personal Information.			
	2.3 Issue Request Form.			
3. Referral.	3.1 Secure all the information is correct	None	1 Minute	<i>Nurse on Duty</i>



	<p>3.2 Advise student to do all the laboratory, Physical and dental examination at the University Infirmary, Indang or in any other Department of Health approved laboratories, Physician and Dentist</p> <p>3.3 Provide client with Stakeholders' feedback Form or Google Form using the link https://bit.ly/CvSUNaicFeedBackForm</p>			
	TOTAL:	None	4 Minutes	



2. Physical, Dental and Laboratory Examination of New Students				
B. Students with Medical and Dental Results				
This shows how the procedure of medical and dental assessment for incoming students.				
Office or Division:	Campus Health Services			
Classification :	Simple			
Type of Transaction:	G2G-Government to Citizen			
Who may avail:	All new students, returnees and transferees			
CHECK OF REQUIREMENTS		WHERE TO SECURE		
Notice of Admission (NOA)		Office of Student Affairs and Services		
Personal Information Sheet		Campus Health Services		
Student Health Record		Campus Health Services		
Physical, Dental and Laboratory Request Form		Campus Health Services		
Medical Clearance		Campus Health Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Notice of Admission (NOA).	1.1 Secure copy of Notice of Admission (NOA). 1.2 Retrieve Personal Information Sheet.	None	1 Minute	<i>Nurse on Duty</i>
2. Submit Laboratory, Physical and Dental results.	2.1 Confirm personal information in Personal Information Sheet and results. 2.2 Check all results for possible referrals.	None	1 Minute	<i>Nurse on duty</i>



3. Issuance of Medical Clearance.	<p>3.1 Sign and issue medical clearance to proceed enrolment if clear or fit for schooling.</p> <p>3.2 Secure copy of student's medical and dental record for medical references and safekeeping.</p> <p>3.3 Provide client with Stakeholders' feedback Form or Google Form using the link https://bit.ly/CvSUNaicFeedBackForm</p>	None	2 Minutes	<i>Nurse on Duty</i>
	TOTAL:	None	4 Minutes	



3. Procedure on Provision of Emergency Care and Treatment

This procedure shows how emergency care and treatment are provided to patients in the University.

Office or Division:	University Health Services Unit			
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		
Consultation Form		University Health Services Unit		
Medical Certificate Form		University Health Services Unit		
Prescription Pad		University Health Services Unit		
Laboratory Request Form		University Health Services Unit		
Monitoring Sheet		University Health Services Unit		
Referral Form		University Health Services Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient come in or brought in as emergency case.	1.1 Assessed patient. 1.2 Position patient in comfortable position depending on his/her medical condition. 1.3 Ask ID of the patient for the identification and recording purposes.	None	2 Minutes	<i>Nurse on Duty</i>



1a. Unconscious and pulseless patient.	1a.1 Administer First Aid treatment needed and call other medical personnel for assistance.	None	10 minutes / depending on the case and patient's response	<i>NOD / Physician</i>
1b. Conscious patient.	1b.1 Ask for medical history or incident report. 1b.2 Check vital signs, monitor and record. 1b.3 Refer patient to physician.	None	5 minutes	<i>Nurse on Duty</i>
2. Consultation process.	2.1 Intensive medical assessment. 2.2 Start initial treatment. 2.3 Explain patient condition and necessary procedure to be done to the patient and immediate family.	None	30 minutes / depending on patient's condition and treatment response	<i>Physician</i>
3. Manifest improvement and stable condition.	3.1 Give instruction on how and when to take the prescribe medications. 3.2 Give health instruction on wound cleaning if present. 3.3 Issue medical certificate if needed. 3.4 Report to the security office if emergency case is accident and or for medico-legal.	None	3 minutes	<i>NOD / Physician</i>



4. Sign the logbook.	4.1 Log the name, complete address and contact number of the patient.	None	2 minutes	<i>Nurse on Duty</i>
	4.2 Log all the medications and supplies being used.			
	4.3 Patient/guardian sign the logbook.			
	TOTAL:	None	52 minutes	



CAVITE STATE UNIVERSITY – NAIC CAMPUS

CAMPUS LIBRARY

External and Internal Services



1. Use of the Library Facilities, Services and Resources

This procedure shows how library assist interested clients in using library facilities and resources.

Office or Division:	Campus Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card, Employee’s ID, or Alumni IDs		Campus Library, HRDO, or Alumni Office		
Referral Letter (Library Patrons from Other Institutions)		From the Librarian of their Institution (for students), from the Dean (for faculty members) or the Head of Unit (for employees)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>For CvSU student, faculty member, employee, and alumni</u>				
1. Present their Library card or valid CvSU ID.	1.1 Check the Library Card or valid CvSU ID.	None	1 Minute	<i>Assigned Library Staff</i>
2. Write in the logbook and leaves unnecessary things in the baggage area.	2.1 Assist the client in filling out the logbook.	None	1 Minute	<i>Assigned Library Staff</i>
3. Proceed to the OPAC station for the title/author and call number needed for research.	3.1 If necessary, assist library patrons in using the OPAC.	None	1 Minute	<i>Assigned Library Staff</i>



	3.2 Provide client with Stakeholders' feedback Form or Google Form using the link https://bit.ly/CvSUNaicFeedBackForm	None	1 Minute	Assigned Library Staff
<u>For Visitor</u>				
1. Present referral letter to the librarian in-charge.	1.1 Receive a letter of referral.	None	1 Minute	Assigned Library Staff
2. Sign the record book and pay for the library fee.	2.1 Receive payment.	Php 30.00	1 Minute	
3. Log in the visitors' logbook and leave unnecessary things in the baggage area.	3.1 Assist the client in filling out the logbook.	None	1 Minute	
4. Proceed to the OPAC station for the title/author and call number needed for research.	4.1 If necessary, assist library patrons in using the OPAC.	None	1 Minute	
	4.2 Provide client with Stakeholders' feedback Form or Google Form using the link https://bit.ly/CvSUNaicFeedBackForm	None	1 Minute	Assigned Library Staff
	TOTAL:	Php 30.00 (For Visitors only)	4 Minutes (For CvSU student, faculty, employee, and alumni) 5 Minutes (For Visitors only)	



2. Borrowing and Returning of Books and Other Library Materials

This procedure shows how the library assists interested clients in the borrowing and returning of books and other library materials.

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 and old students: Library card		Campus Library		
For Faculty Members and Employees: CvSU identification card		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students, faculty members and employees present books to be borrowed.	<u>Borrowing of books:</u>			
	1a.1 Checks out the books to be borrowed by scanning the barcodes of these and fill-out the book card.	None	1 Minute	<i>Assigned Library Staff</i>
	1a.2 Stamps due date on the date due slip. Attach book card to the borrower's library card.	None	1 Minute	<i>Assigned Library Staff</i>
	1a.3 Provide client with Stakeholders' feedback Form or Google Form using the link	None	1 Minute	<i>Assigned Library staff</i>



	https://bit.ly/CvSUNaicFeedBackForm			
	<u>Returning of Books:</u>			
	1b.1 Present book/s to be returned.	None	1 Minute	<i>Assigned Library Staff</i>
	1b.2 Pull-out Borrower’s Library Card and check the due date.	None	1 Minute	<i>Assigned Library Staff</i>
	1b.3 Insert the book card and shelves these books.	None	2 Minutes	<i>Assigned Library Staff</i>
	1b.4 Provide client with Stakeholders’ feedback Form or Google Form using the link https://bit.ly/CvSUNaicFeedBackForm	None	1 Minute	<i>Assigned Library staff</i>
	TOTAL:	NONE	3 Minutes (Borrowing) 5 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 1 pc. 1x1 ID picture		Registrar's Office Student		
For faculty members and employees: CvSU identification card		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. New students, faculty members and employees inquire about issuance of Library card.	1.1 Assist the students/faculty members/employees in encoding their data into the system.	None	2 Minutes	<i>Assigned Library Staff</i>
	1.2 Issue a library card to the students with his/her 1x1 ID picture and date of validity of the card.	None	2 Minutes	<i>Assigned Library Staff</i>
	1.3 Counter sign the Registration form of students.	None	1 Minute	<i>Assigned Library Staff</i>
	1.4 Provide client with Stakeholders' feedback Form or Google Form using the link	None	1 Minute	<i>Assigned Library Staff</i>



	https://bit.ly/CvSUNaicFeedBackForm			
	TOTAL:	NONE	6 Minutes	



4. Replacement of Lost Library Cards				
This procedure aims to provide new library cards for students, faculty members and employees				
Office or Division:	Campus Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Affidavit of Loss		Any Attorney's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Affidavit of Loss.	1.1 Receives affidavit of loss.	None	1 Minute	<i>Assigned Clerk</i>
	1.2 Checks the database of registered clients and updates data if necessary.	None	1 Minute	<i>Assigned Clerk</i>
	1.3 Releases new library card to client upon payment.	Php 5.00	2 Minutes	<i>Assigned Library Staff</i>
	1.4 Provide client with Stakeholders' feedback Form or Google Form using the link https://bit.ly/CvSUNAicFeeBackForm	None	1 Minute	<i>Assigned Library staff</i>
	TOTAL:	Php 5.00	5 Minutes	



5. 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:	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 and old students: Library card		Campus Library		
For Faculty Members and Employees CvSU identification card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students, Faculty Members and Employees to request for a referral letter.	<u>Issuance of referral request:</u>	None	2 Minutes	Assigned Library Staff
	1.1 Fill out Referral/Request Form.			
	1.2 Stamp date of claim for the referral letter.	None	1 Minute	Assigned Library Staff
	1.3 Provide client with Stakeholders' feedback Form or Google Form using the link https://bit.ly/CvSUNAicFeedBackForm	None	1 Minute	Assigned Library Staff
	<u>Claiming the referral letter:</u>	None	1 Minute	Assigned Library Staff
	1.1 Present slip claim.			
	1.2 Receive the referral letter.			



	1.3 Provide client with Stakeholders' feedback Form or Google Form using the link https://bit.ly/CvSUNaicFeedBackForm	None	1 Minute	<i>Assigned Library Staff</i>
	TOTAL:	NONE	4 Minutes (Issuance) 3 Minutes (Claim)	



CAVITE STATE UNIVERSITY – NAIC CAMPUS

PHYSICAL PLANT & SECURITY SERVICES

External and Internal Services



1. Securing a Gate Pass

This procedure allows the clients to be issued a gate pass and list down the item/s brought in/out of the campus for security reasons.

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. Fill out the Gate Pass Form from the PPSS Office/ Guard House	1.1 Provide the gate pass form to the client.	None	1 Minute	PPSS Staff Office/ Guard on Duty
2. Bring the accomplished form to the Civil Security Unit Coordinator, PPSS Director and Campus Administrator for approval	2.1 Assist the client.	None	15 Minutes	Civil Security Unit Coordinator, PPSS staff and Office of the Campus Administrator staff
3. Bring the form to the guard-on-duty for verification and inspection	3.1 Check the listing and actual items. 3.2 Provide client with Stakeholders' Feedback Form or Google Form using the link https://bit.ly/CvSUNAicFeedBackForm	None	5 Minutes	PPSS Staff Office/ Guard on Duty
TOTAL:		None	21 Minutes	



2. Request for Repair/Construction Materials

This procedure allows the clients to list down and claim the item/s that they are going to use in the repair/construction works.

Office or Division:	Physical Plant and Security Services
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government
Who may avail:	CvSU-Naic 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.	1.1 Check if there are available materials requested.	None	1 Minute	Property Custodian
2. Submit the form to the concerned coordinator.	2.1 Recommend and endorse the Materials Requisition Form.	None	5 Minutes	Concerned coordinator
	2.2 Approve Materials Requisition Form.	None	5 Minutes	ODASS Director
3. Submit the accomplished and approved materials requisition form to the Property Custodian.	3.1 Sign the form and release the requested material/s.	None	20 Minutes	Property Custodian
	3.2 Provide client with Stakeholders' Feedback Form or Google Form using the link			



	https://bit.ly/CvSUNaicFeedBackForm			
	TOTAL:	None	31 Minutes	



3. Request for Official Vehicle Trip Ticket

This procedure shows how the PPSS issues Official Vehicle Trip Ticket to enable University personnel to attend to their official duties outside the premises of the University.

Office or Division:	Physical Plant and Security Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	Employees and Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Travel Order /Ticket Form		Human Resource Office and PPSS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the trip ticket form from the PPSS Office.	1.1 Check if there is available driver and vehicle to dispatch. 1.2 Inform the client if the request is on Re-schedule due to unavailability of Service Vehicle.	None	2 Minutes	PPSS Coordinator
2. Counter sign the Travel Order Form of the immediate supervisor/ Department Chairperson of the Head of the Party beside the name of Campus Administrator.	2.1 Check if there is attached travel order prior to scheduling of the requested trip. 2.2 Assign Trip ticket number, driver, and vehicle to be dispatched. 2.3 Call the attention of the guard on-duty to advise and inform the assigned driver.	None	3 Minutes	PPSS Coordinator/ Guard-on-Duty



3. Bring the trip ticket to the Office of Campus Administrator (OCA) for approval.	3.1 Check and receive the trip ticket form and the travel order form.	None	5 Minutes	<i>OCA staff/ Campus Administrator</i>
	3.2 Release the approved trip ticket and travel order form.	None	1 Minute	<i>OCA Staff</i>
4. Submit the approved trip ticket and travel order to the PPSS Office.	4.1 Check and receive the forms. 4.2 Submit the approved forms to the guard-on-duty and call the attention of the driver. 4.3 Provide client with Stakeholders' Feedback Form or Google Form using the link https://bit.ly/CvSUNaicFeedBackForm	None	2 Minutes	<i>PPSS Coordinator/ Guard-on-Duty</i>
TOTAL:		None	13 Minutes	



4. Work/Job Request for Repair and Maintenance

The procedure shows how the PPSS provide the repair and maintenance of CvSU-Naic 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-Naic 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. Fill out the Job requisition form from the PPSS Office.	1.1 Inspect for the scope of work and materials needed.	None	5 Minutes	<i>PPSS Staff</i>
2. Present the form to the concerned coordinator for approval.	2.1 Check if there is available personnel-in-charge and available materials.	None	5 Minutes	<i>Concerned Coordinator</i>
	2.2 Approve the form to commence the requested work.			
3. If there are no available materials and/or personnel to do the job, return request to the PPSS Office or to the concerned coordinator for proper action.	3.1 Check the availability of materials and/or personnel.	None	10 Minutes	<i>Concerned Coordinator/ PPSS Staff</i>



4. Acknowledge the work request.	4.1 Receive the signed acknowledgement form. 4.2 Provide client with Stakeholders’ Feedback Form or Google Form using the link https://bit.ly/CvSUNaicFeedBackForm	None	2 Minutes	<i>Concerned Coordinator/ PPSS Staff</i>
	TOTAL:	None	22 Minutes	



CAVITE STATE UNIVERSITY – NAIC CAMPUS

RESEARCH, DEVELOPMENT AND EXTENSION SERVICES

External and Internal Services



1. Processing of Research/Extension Proposal

This procedure will facilitate the application and approval of research proposals of the faculty for funding.

Office or Division:	Research, Development and Extension Services (RDES)
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	All faculty members

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Research/Extension Proposal (Program or Project)		Applicant/proponent		
Acknowledgement receipt		Research and Extension Unit		
Proposal review form		Research and Extension Unit		
Contract		Research and Extension Unit		
Special order		Research and Extension Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) hard copy and an electronic copy of detailed proposal for the program (if applicable) and for each project component using the prescribed format together with the Proponent’s curriculum vitae. In the case of the designated faculty researchers, research proposals are directly	<p>1.1 Received the proposal and provide acknowledgement receipt.</p> <p>1.2 Conduct pre-evaluation of the proposal and provides feedback to the proponents.</p>	None	2 Days	<i>Research / Extension Unit Head</i>



submitted to the Research Center.				
2. Resubmit the revised proposal based on the comments and suggestions during the pre-evaluation.	<p>2.1 Receive the revised proposal. A technical review will be conducted to assess the technical merits and whether a review by the Responsible Conduct of Research Unit (RCRU) is necessary.</p> <p>2.2 Notify the proponent of the result of evaluation. Proposal that did not pass the review is returned to the proponent with the corresponding comments and suggestions.</p>	None	10 Days	<i>Research / Extension / M&E Unit Head</i>
3. Revise the proposal based on the reviewers' comments and suggestions on technical or ethical aspects and resubmits the proposal.	<p>3.1 Re-evaluate as to compliance to comments and suggestions.</p> <p>3.2 Notify the proponents of their schedule of oral presentation.</p>	None	10 Days	<i>Research / Extension Unit Head</i>
4. Attend the scheduled oral presentation.	<p>4.1 Notify the proponent about the results of the evaluation. If the proposal needs revision, the proponent is given time to resubmit the revised proposal.</p> <p>4.2 Endorse the proposal to the office of the Campus Administrator for final approval.</p>	None	5 Days	<i>Research / Extension Unit Head / Director/ Campus administrator</i>



	4.3 Prepare the contract / MOA			
5. Sign the contract/ MOA and have it notarized.	5.1 Facilitate the notarization of the contract and issue a Special Order (SO) to initialize the program/ project. 5.2 Commence the project upon the receipt of SO.	None	2 Days	<i>Research / Extension Unit Head</i>
6. Submit the required purchase requests.	6.1 Facilitate the processing of program or project funds, release of budget, and approval of requests. 6.2 Provide client with Stakeholders' Feedback Form or Google Form using the link https://bit.ly/CvSUNaicFeedBackForm	None	(Based on the procurement policies and process flow)	<i>Research / Extension / M & E Unit Head</i>
	TOTAL:	None	29 Days 2 Minutes with Procurement process based on RA 9184	



2. Implementation, Monitoring, and Evaluation of Research/Extension Programs/Projects				
This procedure will facilitate the system for the implementation, monitoring, and evaluation of research programs and projects funded by the University and by external agencies				
Office or Division:	Research, Development and Extension Services (RDES)			
Classification:	Highly technical			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All faculty members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Acknowledgement receipt		Monitoring and Evaluation Unit		
Quarterly and terminal progress reports		Monitoring and Evaluation Unit		
Certificate of program/project completion		Monitoring and Evaluation Unit		
Notice of program/project termination		Monitoring and Evaluation Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Schedule a pre-implementation meeting with the RDES and the funding agency.	1.1 Facilitate the conduct of the meeting.	None	1 Day	<i>M&E Unit Head</i>
2. Submit a copy of the duly signed memorandum of agreement and/or contract detailing the title of the project, duration, budget and terms of reference.	2.1 Acknowledge the receipt of the memorandum of agreement and/or contract.	None	1 Day	<i>M&E Unit Head</i>
3. Furnish the monitoring and evaluation (M&E) unit copies of the reports (quarterly	3.1 Acknowledge the receipt of the reports.	None	3 Days	<i>M&E Unit Head</i>



progress report, annual report, terminal reports and others) submitted to the external funding agencies.	<p>3.2 Schedule a visit to the implementation/study sites whenever applicable or necessary.</p> <p>3.3 Require the proponent to present their outputs during the Annual In-House Review.</p>			
4. Present the research/ extension outputs during the annual inhouse review.	<p>4.1 Evaluate the program/project accomplishments and decide whether the project shall continue or be terminated.</p> <p>4.2 Notify of the results of the review and evaluation.</p>	None	5 Days	<i>M&E Unit Head</i>
5. Proponent with completed or terminated research/ extension program or project submit three (3) copies of the terminal report within one month upon completion or termination.	<p>5.1 Acknowledge the receipt of the reports.</p> <p>5.2 Endorse to the Extension Services and Knowledge Management Center the terminal report for evaluation of the technology generated whether for publication, transfer or intellectual property right application. The results of the evaluation will be made known to the Proponent.</p> <p>5.3 Issue certificate of completion or termination.</p>	None	3 Days	<i>M&E Unit Head / Director</i>



	5.4 Provide client with Stakeholders' Feedback Form or Google Form using the link https://bit.ly/CvSUNaicFeedBackForm			
	TOTAL:	None	13 Days	



3. Conduct of Seminars and Trainings

This procedure shows the steps in the conduct of seminars and trainings on research and extension.

Office or Division:	Research, Development and Extension Services (RDES)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All faculty members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Training or seminar proposal		Proponent		
Acknowledgement receipt		Research/Extension Unit		
Training evaluation form (livelihood training)		Research/Extension Unit		
Training evaluation form (technical training)		Research/Extension Unit		
Proceedings		Proponent		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit training or seminar proposal prepared by the department/unit using the prescribed format to the ODRE for approval.	1.1 Acknowledge the receipt of the proposal. 1.2 Review by respective coordinator and the M&E coordinator prior the approval of the director and the campus administrator.	None	3 Days	<i>Research / Extension / M&E Unit Head</i>
2. Make the necessary preparations for the conduct of seminar/training as to	2.1 Validate all the preparations done and endorse the proposal for approval.	None	1 Day	<i>M&E Unit Head</i>



venue, resource persons and participants.				
3. Conduct the seminar/ training.	<p>3.1 Oversee the conduct and implementation of the seminar/ training.</p> <p>3.2 Prepare a report on the implementation of the seminar/ training.</p>	None	1-5 Days (depending on the proposed length of the seminar/ training)	<i>Research / Extension / M&E Unit Head</i>
4. Facilitate the evaluation of the training using training evaluation forms.	4.1 Oversee the conduct of the evaluation.	None	1 Day	<i>M&E Unit Head</i>
5. Prepare training proceedings using the prescribed format and submits to the ODRE.	<p>5.1 Acknowledge the receipt of the proceedings/report.</p> <p>5.2 Conduct a review of the proceedings and provide feedbacks to the department/unit.</p> <p>5.3 Provide client with Stakeholders' Feedback Form or Google Form using the link https://bit.ly/CvSUNaicFeedBackForm </p>	None	5 Days	<i>M&E Unit Head/ Director RDES</i>
	TOTAL:	None	15 Days (depending on the proposed length of the seminar/ training)	



4. Application and Granting of Incentives for Publication of Faculty, Researchers, and Staff				
This procedure will facilitate application and granting of incentives for publication of faculty, researchers, and staff.				
Office or Division:	Research, Development and Extension Services (RDES)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All faculty members, researchers, and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application form for incentives		RDES		
Evaluation form		RDES		
Acknowledgement receipt		RDES		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the application form for incentives.	1.1 Receive the application form.	None	1 Minute	<i>Research / M&E Unit Head</i>
2. Submit the application form to the RDES together with the following: a. Printed copy of the journal where the paper is published. b. Copy of the table of contents bearing the title of the article and name of the author(s);	2.1 Acknowledge the receipt of the documents. 2.2 Validate all the documents and endorse the application for approval. 2.3 Return application of publications that failed the evaluation to the proponents together with the results of the evaluation.	None	14 days	<i>Research / M&E Unit Head</i>



<p>c. Copy of the article published;</p> <p>d. Certificate of acceptance for publication; and</p> <p>e. Comments/suggestions of the reviewer or any proof that a peer reviewed process took place.</p>	<p>2.4 Endorse approved publications to the Director of RE and campus administrator for approval.</p> <p>2.5 Facilitate the processing of the monetary incentives and notify the claimant upon release of the incentive.</p> <p>2.6 Provide client with Stakeholders' Feedback Form or Google Form using the link https://bit.ly/CvSUNaicFeedBackForm</p>			
	TOTAL:	None	14 Days, 1 Minute	



CAVITE STATE UNIVERSITY – NAIC CAMPUS

EXTERNAL AND BUSINESS AFFAIRS

External and Internal Services



1. Resource Generation				
This procedure shows how the Office of the External and Business Affairs attend to the queries of visitors regarding its income generating services.				
Office or Division:	External and Business Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Employees, Students, Stall Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Visitor Pass/ Log Sheet		Guard House		
EBA Form		EBA Office		
Personal Data Sheet		Applicant		
Gate Pass		Guard House		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the services provided by the institution.	1.1 Provide Information on the following: <ul style="list-style-type: none"> ○ Daily Sales / Income ○ Special Projects ○ Special Training ○ IGP 	None	10 Minutes	<i>Coordinator Resource Generation/ Staff</i>
2. Apply for the professional services.	2.1 Explain the details of the services or facilities needed by the client. 2.2 Assist in filling out application form for: <ul style="list-style-type: none"> ○ Resource Generation 	None	15 Minutes	<i>Coordinator Resource Generation/ Staff</i>



	<ul style="list-style-type: none"> ○ Special Projects ○ Special Training ○ IGP 			
	2.3 Advise the applicant to accomplish the needed documents.			
3. Submit the needed document for the professional services.	3.1 Receive the documents. 3.2 Present and discuss the agreement to clientele. 3.3 Advise the client to pay the corresponding fees to the cashier.	None	10 Minutes	<i>Coordinator Resource Generation/ Staff/ Instructor concern</i>
4. Present the Official Receipt (OR) and avail the professional services.	4.1 Check OR and facilitate the signing of Contract. 4.2 Provide client with Stakeholders' Feedback Form or Google Form using the link https://bit.ly/CvSUNaicFeedBackForm	None	2 Minutes	<i>Coordinator Resource Generation/ Staff</i>
	TOTAL:	None	37 Minutes	



2. Sales of University Merchandise and other Services				
This procedure shows how the Office of the External and Business Affairs sell University merchandise and other services to interested employees and students.				
Office or Division:	External and Business Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Employees, Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of Payment (Official Receipt)		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask/inquire on the services needed.	1.1 Provide information about the following: <ul style="list-style-type: none"> ○ School Uniform ○ PE Uniform ○ NSTP Uniform ○ Photocopy Services ○ Test Booklet ○ Campus Vehicle Sticker ○ Bottled Water ○ Coffee Aguinaldo Blend ○ Ring Binding ○ ID Lace w/ ID Jacket 	None	5 Minutes	<i>EBA Personnel</i>
2. Avail the professional services for their inquiries.	2.1 Assist on the needed service / inquiries. 2.2 Advise the client to pay the corresponding fees to the cashier.	None	2 Minutes	<i>EBA Personnel</i>



3. Present the Official Receipt (OR) and avail the needed service / item.	3.1 Check the OR and provide the desired service / item. 3.2 Provide client with Stakeholders' Feedback Form or Google Form using the link https://bit.ly/CvSUNaicFeedBackForm	None	2 Minutes	<i>EBA Personnel</i>
	TOTAL:	None	9 Minutes	



3. Issuance of University ID Card

This procedure covers how the Office of External and Business Affairs assists employees and students in securing University ID card.

Office or Division:	External and Business Affairs
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Employees, Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Visitor Pass/ Log Sheet		Guard House		
EBA Form		EBA Office		
Personal Data Sheet		Applicant		
Gate Pass		Guard House		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask/inquire on the services needed.	1.1 Provide information about the following: ○ New application ○ Lost ID ○ Replacement of ID	None	2 Minutes	<i>EBA Personnel</i>
2. Fill out information data sheet.	2.1 Provide information data sheet. 2.2 Advise the client to pay the corresponding fees to the cashier.	None	2 Minutes	<i>EBA Personnel</i>
3. Present the Official Receipt (OR) and avail	3.1 Check the OR and provide the desired service / item.	None	7 Minutes	<i>EBA Personnel</i>



the needed service / item.	3.2 Encode client information details, affix e-signature and take picture. 3.3 Printing of ID Card and issued to the applicant.			
4. Receive ID Card.	4.1 Issue ID Card. 4.2 Provide client with Stakeholders' Feedback Form or Google Form using the link https://bit.ly/CvSUNaicFeedBackForm	None	2 Minutes	<i>EBA Personnel</i>
	TOTAL:	None	13 Minutes	



CAVITE STATE UNIVERSITY – NAIC CAMPUS

SUPPLY OFFICE

External and Internal Services



1. Procurement Process

This procedure shows how the Supply Office facilitates the procurement of the goods and services of the University for its operations and management.

Office or Division:	Supply Office
Classification:	Highly Technical
Type of Transaction:	G2C-Government to Citizen G2B – Government to Business
Who may avail:	Employees, Students, Stall Owners, Suppliers

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request		Supply Office		
Request for quotation		Supply Office		
Abstract of Canvass		Supply Office		
Inventory Custodian Slip or Property Acknowledge Receipt		Supply Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Purchase Request.	1.1 Verify the Purchase Request in accordance with the APR/PR Number/Certification.	None	5 Minutes	<i>Assigned Clerk/ Supply Office</i>
	1.2 Approve Purchase Request.	None	5 Minutes	<i>Campus Administrator</i>
	1.3 Post Purchase Request in the PhilGEPS Website (P50k above).	None	*7 Days	<i>Canvasser</i>
	1.4 Prepare Canvass Sheet (RFQ) and send to Supplier.	None	*5 Days	<i>Canvasser and /Assign Clerk /Supply Office</i>
	1.5 Prepare Abstract of Canvass (Evaluation of Abstract of Canvass).	None	*2 Days	<i>Assigned Clerk/ Supply Office</i>



	1.6 Issue Recommendation of Award.	None	*5 Days	<i>Bidding & Awards Committee (BAC)</i>
	1.7 Prepare Purchase Order.	None	30 Minutes	<i>Assigned Clerk/ Supply Office</i>
	1.8 Approve Purchase Order.	None	5 Minutes	<i>Campus Administrator</i>
	1.9 Certify Availability of Fund.	None	5 Minutes	<i>Accounting</i>
	1.10 Serve the Purchase Order.	None	1 Day	<i>Assigned Clerk/ Supply Office</i>
	1.11 Receive Delivery.	None	*7 Days	<i>Assigned Clerk/ Supply Office</i>
	1.12 Conduct Inspection and Acceptance.	None	30 Minutes	<i>Assigned Clerk/ Supply Office</i>
2. Receive Goods/equipment/ Constructional materials.	2.1 Prepare Inventory Custodian Slip or Property Acknowledge Receipt.	None	1 Hour	<i>Assigned Clerk/ Supply Office</i>
3. Receive Inventory Custodian Slip or Property Acknowledgement Receipt and Requisition and Issue Slip.	3.1 Issue item/s to End-User. 3.2 Provide client with Stakeholders' Feedback Form or Google Form using the link https://bit.ly/CvSUNaicFeedbackForm	None	1 Hour	<i>Assigned Clerk/ Supply Office</i>
	TOTAL	None	27 Days 3 Hours 20 Minutes	

*as per RA 9184



2. Receipt, Inspection, Acceptance of Deliveries of Inventory Items				
This procedure shows how the Supply Office facilitates the receipt, inspection, acceptance of deliveries of inventory items.				
Office or Division:	Supply Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees, Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Delivery Receipt		Supplier		
Inspection and Acceptance Report		Supply Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Goods/ equipment/ constructional materials.	1.1 Receive Delivery.	None	5 Minutes	<i>Assigned Clerk/ Supply Office</i>
	1.2 Prepare Inspection and Acceptance Report.	None	5 Minutes	<i>Assigned Clerk/ Supply Office</i>
	1.3 Conduct Inspection and Acceptance	None	20 Minutes	<i>Inspection Committee/ Supply Office</i>
	1.4 Provide client with Stakeholders' Feedback Form or Google Form using the link https://bit.ly/CvSUNaicFeedBackForm			
	TOTAL	None	30 Minutes	



CAVITE STATE UNIVERSITY – NAIC CAMPUS
QUALITY ASSURANCE ACCREDITATION OFFICE
External and Internal Services



1. Admission and Registration Procedure of TCP students

This procedure shows the steps how TCP students are admitted and officially registered in the University.

Office or Division:	Quality Assurance Accreditation Office/TCP
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	TCP – students/applicants

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form for Admission		QAA Office/MIS office		
Transcript of Records (TOR)		Former School		
Certificate of Transfer (COT)		Former School		
Passport Size Picture		Student- applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents.	1.1 Verify and check documents of student applicant including grade requirement.	None	3 Minutes	QAA Coordinator/Staff
2. Fill out the admission form.	2.1 Evaluate the submitted documents and provide the student with admission form.	None	5 Minutes	QAA Coordinator/Staff
3. Take the admission test and wait for the result of examination.	3.1 Verify student’s qualification based on the admission requirements of the program.	None	15 Minutes	QAA Coordinator/Staff
4. Present admission form at the MIS office.	4.1 Print Registration Form.	None	5 Minutes	Registrar/ MIS



5. Present Registration Form and pay the corresponding tuition fee at the Cashier's Office.	5.1 Validate Payment.	Php 7,360.00	5 Minutes	<i>Cashier's Office Staff/Clerk</i>
6. Present Registration form at the office of External and Business Affairs Office (EBA) for ID printing.	6.1 Validate Registration Form and issue Student ID.	None	10 Minutes	<i>EBA Staff</i>
7. Submit photocopy of completed and official enrolment form.	7.1 Validate and receive the copy of enrolment form. 7.2 Provide client with Stakeholders' Feedback Form or Google Form using the link https://bit.ly/CvSUNaicFeedBackForm	None	5 Minutes	<i>Registrar/ QAA Coordinator/Staff</i>
TOTAL:		Php 7,360.00	48 Minutes	



CAVITE STATE UNIVERSITY – TANZA CAMPUS
HUMAN RESOURCE DEVELOPMENT OFFICE
External and Internal Services



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

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

Office or Division:	Campus Human Resource Development Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All aspiring applicants (Academic and Non-Academic)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter addressed to HR Director		Applicant		
Personal Data Sheet		www.csc.gov.ph or CSC website		
Photocopy of certificate of eligibility/rating/license		Civil Service Commission		
Photocopy of Transcript of Records		School Registrar		
Latest Performance Rating if applicable		Employer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/send complete documents via cvsutanza@cvsu.edu.ph a. Application Letter b. CV/Resume c. other credentials	1.1 Check and receive all the submitted documents	None	2 Minutes	<i>Campus HR Coordinator</i>
	1.2 Review the documents and acknowledge receipt of e-mail application and notify via text message the potential applicants for the vacant position.		2 Days	<i>Campus HR Coordinator</i>
	1.3 Schedule initial interview and demo teaching (for academic applicants) via zoom video conferencing.	None	30 Minutes per applicant	<i>Committee composed of</i>



	<p>1.4 Schedule a final interview via zoom video conferencing for qualified applicants.</p> <p>1.5 Tally the scores of each applicant.</p> <p>1.6 Endorse to the University Selection Board the list of qualified applicants.</p> <p>1.7 Call up the qualified applicants.</p>		<p>30 Minutes per applicant</p> <p>1 Day</p> <p>5 Minutes</p>	<p><i>Local HR, Department Chairperson concerned, Campus Faculty AFA President Campus Administrator</i></p> <p><i>Campus HR Coordinator</i></p> <p><i>Campus HR Coordinator</i></p> <p><i>Campus HR Coordinator</i></p>
2. Report to the Campus HRDO.	2.1 Give some reminders and provide the qualified applicant a checklist of documents to be submitted.	None	10 Minutes per applicant	<i>Campus HR Coordinator</i>
3. Report to the Main Campus	3.1 Evaluate the applicant.	None	30 Minutes per applicant	<i>Campus Administrator, HRMO Director, VPs and FA President</i>
	TOTAL:	None	3 Days, 1 Hour, 47 Minutes	



2. Selection and Hiring for Academic Positions

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

Office or Division:	Campus Human Resource Development Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Qualified Applicants for the vacant academic position			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Applicant Interview Rating Sheet		Campus Human Resource Development Office		
Oral Interview Evaluation Score Sheet		Campus Human Resource Development Office		
Evaluation Checklist for Demo Teaching – for Academic Personnel only		Campus Human Resource Development Office		
Written Examination		Campus Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to the campus for written examination, teaching demo and interview	1.1 Notify the applicant via phone call, email or text message regarding the schedule of evaluation.	None	1 Minute	<i>Campus HRD Coordinator / Assistant</i>
	1.2 Give questionnaire for written examination.	None	10 Minutes	<i>Campus HRD Coordinator / Assistant</i>
	1.3 Gather the local Personnel Selection Board for evaluation of the applicant.	None	5 Minutes	<i>Campus HRD Coordinator / Assistant</i>
	1.4 Evaluate the applicant for demo teaching and through panel interview.	None	30 Minutes	<i>Campus Personnel</i>



				<i>Selection Board/ Committee</i>
	1.5 Advise that the applicant will be notified on the status of application.	None	2 Minutes	<i>Campus HRD Coordinator</i>
	1.6 Tally and summarize the evaluation ratings of applicant.	none	30 Minutes	<i>Campus HRD Coordinator / Assistant</i>
2. Receive notification on the status of application.	2.1 Inform the applicant through phone call, text message, or email of the result of evaluation and of the employment requirements.	None	3 Minutes	<i>Campus HRD Coordinator</i>
	2.2 Submit the recommendation for hiring signed by the Campus Administrator for approval by the University President thru channels	None	1 Minute	<i>Campus HRD Coordinator</i>
	2.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	1 Hour, 22 Minutes	



3. Processing of Appointment of Job Order Academic Personnel (Campus)

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

Office or Division:	Campus HRDO - Recruitment, Selection and Placement (RSP) Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All selected applicants

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Data Sheet (CS Form No. 212)		www.csc.gov.ph or CSC website		
Personal Description Form (DBM-CSC Form No. 10)		www.csc.gov.ph or CSC website		
Medical Certificate (CS Form No. 211)		University Infirmary		
TOR, Diploma, eligibility, PSA Birth Certificate and NBI Clearance, TIN		Concerned Agencies		
Certificate of first day of service		Office of the Campus Administrator		
Community Tax Certificate		Barangay/Municipal/City Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents for appointment on Job Order status For newly hired: ○ PDS ○ PDF	1.1 Receive the submitted requirements of the Job Order academic personnel.	None	1 Minute	HR Coordinator
	1.2 Review and validate the submitted documents for completeness and accuracy.	None	5 Minutes	HR Coordinator
	1.3 Submit the original and photocopied documents for authentication to the Records Office through the Liaison Officer.	None	5 Minutes	HRDO Coordinator, Liaison Officer



<ul style="list-style-type: none"> ○ TOR/Diploma ○ Medical Certificate ○ NBI Clearance ○ Other pertinent documents ○ Evaluation Result <p>For rehired:</p> <ul style="list-style-type: none"> ○ Photocopy of I.D. ○ Medical Certificate 	1.4 Prepare the contract of service to be signed by the Job Order Academic Personnel.	None	3 Minutes	<i>HR Coordinator</i>
	1.5 Read and sign the contract of service.	None	3 Minutes	<i>Job Order Academic Personnel</i>
	1.6 Verify and endorse the signed contract of service to the Campus Administrator for signature.	None	3 Minutes	<i>HR Coordinator</i>
	1.7 Check and sign the contract of service.	None	3 Minutes	<i>Campus Administrator</i>
	1.8 Submit the signed contract of service together with the employment requirements to the HRDO for processing.	None	5 Minutes	<i>HR Coordinator/Liaison Officer/Any authorize representative</i>
2. Receive the signed contract of service for notarization	2.1 Receive the completely signed contract of service from the HRDO and release to the client	None	2 Minutes	<i>HR Coordinator</i>
3. Submit the notarized contract of service	3.1 Accept and verify the notarized contract of service	None	2 Minutes	<i>HR Coordinator</i>
	3.2 Submit the notarized contract of service to HRDO Main with the required attachments.	None	2 Minutes	<i>HR Coordinator</i>
	3.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			



	TOTAL:	None	34 Minutes	
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4. Processing of Appointment of Job Order Non-Academic Personnel (Campus)

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

Office or Division:	Campus HRDO - Recruitment, Selection and Placement (RSP) Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Job Order Non-Academic Personnel

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Data Sheet (CS Form No. 212)		www.csc.gov.ph or CSC website		
Personal Description Form (DBM-CSC Form No. 10)		www.csc.gov.ph or CSC website		
Medical Certificate (CS Form No. 211)		University Infirmary		
Certificate of first day of service		College/Unit		
TOR, Diploma, eligibility, PSA Birth Certificate and NBI Clearance		Concerned Agencies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents and credentials	1.1 Check and validate accuracy and completeness of the submitted documents to be endorsed to the Campus Administrator for signature.	None	5 Minutes	Human Resource Coordinator
	1.2 Sign and endorse the verified documents.	None	5 Minutes	Human Resource Coordinator and Campus Administrator



	1.3 Submit credentials to the University Recruitment, Selection and Placement (RSP) Unit for the issuance of job order contract and appointment of job order Non-Academic personnel.	None	5 Minutes	<i>Human Resource Coordinator/ Recruitment, Selection and Placement (RSP) staff</i>
	1.4 Receive the submitted documents/requirements and furnish the campus with the job order contract.	None	3 Minutes	<i>Human Resource Coordinator/ Recruitment, Selection and Placement (RSP) staff</i>
	1.5 Check for the authenticity of signatures and certify that the job order contract is complete.	None	10 Minutes	<i>Human Resource Coordinator/ Recruitment, Selection and Placement (RSP) staff</i>
	1.6 Endorse to the University Recruitment, Selection and Placement (RSP) Unit and submit to the accounting office for payroll processing.			
	1.7 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	28 Minutes	



CAVITE STATE UNIVERSITY – TANZA CAMPUS
HUMAN RESOURCE DEVELOPMENT OFFICE – RECORDS MANAGEMENT
SECTION

External and Internal Services



1. Processing and Issuance of HR Records to Active and Employees who are no longer connected with the University

This procedure aims to provide personnel employment records to active and employees who are no longer connected with the University for personal and professional transaction purposes.

Office or Division:	Campus HRDO - Records Management Section
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All Active and Employees who are no longer connected with the University

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Record Request Form		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Record Request form and submits to the HR Coordinator.	1.1 Receive and review the duly accomplished form for the completeness of entries.	None	3 Minutes	<i>HR Coordinator/Staff</i>
	1.2 Check and verify from file the requested record. If requested record /document is not available in the campus, request will be endorsed to the University HRDO.	None	10 Minutes	<i>HR Coordinator/ Liaison Officer</i>
	1.3 Prepare the requested documents.	None	5 Minutes	<i>HRDO Personnel</i>
	1.4 Release the requested document/s.	None	5 Minutes	<i>HR Coordinator</i>
2. Claim the requested document/s.	2.1 Have the client sign on the Receiving Logbook.	None	2 minutes	<i>HR Coordinator</i>



	2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	25 Minutes	



2. Online Processing and Issuance of HR Records to Active and Employees who are no longer connected with the University

This procedure covers how personnel employment records is provided thru on-line platform to active and employees who are no longer connected with the University for personal and professional transaction purposes.

Office or Division:	Records Management Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Active and Employees who are no longer connected with the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Record Request Form		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the accomplished Record Request Form to cvsutanza@cvsu.edu.ph	1.1 Receive and review the duly accomplished form for the completeness of entries.	None	3 minutes	<i>HR Coordinator/staff</i>
	1.2 Check and verify from file the requested record. If requested record/document is not available in the campus, request will be endorsed to the University HRDO.	None	10 minutes	<i>HR Coordinator/ Liaison Officer</i>
	1.3 Prepare the requested document.	None	5 minutes	<i>HRDO Personnel</i>
	1.4 Release the requested records/documents to the client through the official email of the HRDO cvsuhrd@cvsu.edu.ph cvsutanza@cvsu.edu.ph	None	5 minutes	



2. Receive and acknowledge receipt of the requested records/documents.	2.1 Confirm and record the receipt of the records/documents requested by the client.	None	2 minutes	<i>HRDO Personnel</i>
	2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	25 minutes	



CAVITE STATE UNIVERSITY – TANZA CAMPUS
HUMAN RESOURCE DEVELOPMENT OFFICE - REWARDS AND RECOGNITION
(R&R) SECTION

External and Internal Services



1. Receiving and Evaluation of Documents for Salary Preparation of Part-time Faculty members and Job Order Non-Academic Employees

This procedure covers the computation of the total number of hours or days to be paid based on actual service rendered. This will serve as basis of the Accounting Office for payroll preparation.

Office or Division:	Rewards and Recognition (R & R) Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All part-time faculty and job order employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplishment Report		Job Order non-academic employees		
Signed Daily Time Record		Part-time faculty members and job order non-academic employees		
Authority to Pay (for first salary only)		Recruitment, Selection and Placement unit of Human Resource Development Office		
Clearance Certification (for last salary)		Recruitment, Selection and Placement unit of Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplishment	1.1 Receive the submitted DTR and accomplishment report.	None	2 Minutes	<i>HR Coordinator</i>



report and the Daily Time Record to the HR Coordinator every 16 th day of the month and 1 st day of the succeeding month.	1.2 Check DTR if services rendered is in accordance with the approved official schedule and contact hours.	None	1 Minute per DTR	<i>HR Coordinator</i>
	1.3 Check accomplishment report as to accuracy and completeness.		1 Minute per accomplishment report	
	1.4 Compute the number of hours of services rendered.		30 Minutes	
	1.5 Prepare summary of the hours to be paid per COS and job order employees and attach the required supporting documents for endorsement to the Campus Administrator.	None	30 Minutes	<i>HR Coordinator</i>
	1.6 Sign and approve the document.	None	3 Minutes	<i>Campus Administrator</i>
	1.7 Prepare Disbursement Voucher and Budget Utilization Request and Status and Payroll of the salaries.	None	15 Minutes	<i>HR Coordinator</i>
	1.8 Attach the Summary of Hours to be paid, DTR and Accomplishment Report to the DV, BURS and payroll.	None	5 Minutes	<i>HR Coordinator</i>
	1.9 Affix the signature/s of authorized personnel to the BURS.	None	3 Minutes	<i>Campus Administrator/ Campus' Budget Officer</i>
	1.10 Submit the payroll to the Main Campus for processing.	None	5 Minutes	<i>HR Coordinator/ Liaison Officer/</i>



	1.11 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			<i>Authorized Representative</i>
	TOTAL:	None	1 Hour, 35 Minutes	



2. Receiving and Evaluation of Documents for Salary Preparation of Contractual Faculty members and Casual Non-Academic Employees

This procedure covers the computation of the total number of hours or days to be paid based on actual service rendered. This will serve as basis of the Accounting Office for payroll preparation.

Office or Division:	Rewards and Recognition (R & R) Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All contractual faculty and casual employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplishment Report	Casual non-academic employees
Signed Daily Time Record	Contractual faculty members and casual non-academic employees
Authority to Pay (for first salary only)	Recruitment, Selection and Placement unit of Human Resource Development Office
Clearance Certification (for last salary)	Recruitment, Selection and Placement unit of Human Resource Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Daily Time Record to the HR Coordinator every 16 th day of the month and 1 st day of the succeeding month.	1.1 Receive the submitted DTR and accomplishment report.	None	2 Minutes	HR Coordinator
	1.2 Check DTR if services rendered is in accordance with the approved official schedule and contact hours.	None	3 Minutes per DTR	HR Coordinator
	1.3 Check accomplishment report as to accuracy and completeness.	None	1 Minute per report	HR Coordinator



	1.4 Compute the number of hours of services rendered.	None	15 Minutes	<i>HR Coordinator</i>
	1.5 Prepare the Summary of Attendance for endorsement to the Campus Administrator.	None	15 Minutes	<i>HR Coordinator</i>
	1.6 Sign and approve the document.	None	3 Minutes	<i>Campus Administrator</i>
	1.7 Prepare the Disbursement Voucher and Budget Utilization Request and Status and Payroll of salaries.	None	15 Minutes	<i>HR Coordinator</i>
	1.8 Attach the Summary of Attendance, DTR and Accomplishment Report to the DV, BURS and payroll.	None	5 Minutes	<i>HR Coordinator</i>
	1.9 Affix the signature/s of authorized personnel to the BURS.	None	3 Minutes	<i>Campus Administrator/ Campus' Budget Officer</i>
	1.10 Submit the payroll to the Main Campus for processing.	None	5 Minutes	<i>HR Coordinator/ Liaison Officer/ Authorized Representative</i>
	1.11 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	1 Hour, 7 Minutes	



CAVITE STATE UNIVERSITY – TANZA CAMPUS

OFFICE OF STUDENT AFFAIRS AND SERVICES

External and Internal Services



1. Application/Renewal Procedure for Scholarship				
This procedure shows how OSAS assists applicants in the availment/renewal of scholarship/financial assistance.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who are qualified to apply or renew for scholarship/ financial assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Scholarship		OSAS and CvSU website (downloadable at www.cvsu.edu.ph)		
Photocopy of certification of grades in the previous semester		Concerned College Registrar		
Photocopy of the registration form in the current semester		Concerned College Registrar		
1 pc. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1.1 Receive and evaluate the required documents.	None	5 Minutes	Scholarship Coordinator
	1.2 Issue Certificate of Scholarship.			
2. Receive the Scholarship Certification	2.1 Sign the logbook under the column "Released by". 2.2 Advise the student to proceed to the Registrar / Cashier's Office for reassessment of fees.	None	5 Minutes	Scholarship Coordinator



3. New and old scholars submit Certification of Scholarship to the Registrar's Office and Cashier Office for the reassessment of fees.	3.1 Receive the Certification of Scholarship and reassess fees accordingly.	None	5 Minutes	<i>Registrar / Cashier</i>
	3.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	15 Minutes	



2. Admission of First Year Students

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

Office or Division: Office of Student Affairs and Services

Classification: Simple

Type of Transaction: G2C – Government to Citizen

Who may avail: All incoming first year students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		Tanza Campus https://www.facebook.com/CvSUTC/		
Photocopy of G-12 report card		Senior High School		
Photocopy of good moral certificate		Senior High School		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents.	1.1 Receive the required documents	None	5 Minutes	Admission Officer
2. Receive admission examination permit.	2.1 Schedule the date of examination	None	2 Minutes	Admission Officer
3. Take the admission examination as scheduled.	3. Administer Admission Examination	None	*1 Hour	Guidance Counselor or Psychometrician
4. For applicants seeking admission	4a. Release interview form.	None	2 Minutes	Admission Officer



<p>to the BS Nursing, BS Midwifery, BS Medical Technology, Diploma in Midwifery, BS Criminology, Education Courses, Engineering Courses, BS Psychology, BS Hospitality Management, and BS Tourism Management, the applicant is required to undergo interview:</p> <p>Get interview form.</p> <p>Undergo interview at College/ Department.</p> <p>Return to OSAS and submit accomplished interview form.</p>	4b. Conduct the interview.	None	*1 Hour	<i>*Department Chair or Program Head</i>
	4c. Receive the accomplished interview form.			
	4d. Issue Notice of Admission (NOA).	None	1 Minute	<i>Admission Officer</i>
5. Receive the NOA.	5. Log the NOA number and name of student and sign the logbook under the column "Released by".	None	10 Minutes	<i>Admission Officer</i>



				<i>Guidance Counselor or Psychometrician</i>
6. Present the NOA to the Campus Health Services unit for medical examination.	6.1 Receive the NOA and assist the student for medical examination.	None	2 Minutes	<i>Campus Health Services Unit</i>
	6.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	2 Hours, 22 Minutes	

**Qualified for multi-stage processing*



3. Admission Procedure for Transferees from Other School				
This procedure aims to define the system on how to assist all transferees from other schools who will submit requirements and ensure that they will be guided in seeking admission to the University in their desired program.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who preferred to transfer to the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		Tanza Campus https://www.facebook.com/CvSUTC/		
Photocopy of transfer credentials		Applicant's previous school		
Photocopy of NBI clearance or Police clearance		National Bureau of Investigation or Police station		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present credentials for initial evaluation.	1.1 Evaluate and compute the GPA.	None	10 Minutes	<i>Admission Officer</i>
2. Secure the Notice for Evaluation form and proceed to concerned College for their evaluation.	2.1 Issue interview form.	None	5 Minutes	<i>Admission Officer</i>
3. Undergo interview with respective college.	3.1 Conduct the interview.	None	1 Hour	<i>College Registrar or Department</i>



				<i>Chair or Program Head</i>
4. Return to OSAS and submit the accomplished Notice for Evaluation form.	4.1 Receive the accomplished interview form.	None	2 Minutes	<i>Admission Officer</i>
5. If qualified from the evaluation of the College/Department, submit the following documents to OSAS: <ul style="list-style-type: none"> ○ Photocopy of Certificate of Grades ○ Photocopy of Certificate of Good Moral ○ Photocopy of Honorable Dismissal ○ Photocopy of NBI Clearance or Police Clearance ○ 2 copies of 1x1 ID Picture ○ Short Folder 	5.1 Receive and file the documents. 5.2 Issue Examination Permit.	None	5 Minutes	<i>Admission Officer</i>
6. Receive examination permit.	6.1 Schedule examination.	None	2 Minutes	<i>Admission Officer</i>



7. Take the admission examination as scheduled.	7.1 Administer admission examination. 7.2 Issue Notice of Admission (NOA).	None	1 Hour	<i>Guidance Counselor or Psychometrician</i>
8. Receive the NOA.	8.1 Log the NOA number and name of student and sign the logbook under the column "Released by".	None	10 Minutes	<i>Admission Officer or Guidance Counselor or Psychometrician</i>
9. Present the NOA to the Campus Health Services unit for medical examination.	9.1 Receive the NOA and assist the student for medical examination 9.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	2 Minutes	<i>Campus Health Services Unit</i>
	TOTAL:	None	2 Hours, 36 Minutes	

**Qualified for a multi-stage processing.*



4. Admission Procedure for Transferees from CvSU System

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

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		Tanza Campus https://www.facebook.com/CvSUTC/		
Photocopy of transfer credentials		Applicant's previous school		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present credentials for initial evaluation.	1.1 Evaluate and compute the GPA.	None	10 Minutes	<i>Admission Officer</i>
1. Secure Notice of Interview Form and Proceed to concerned college /department for their evaluation	2.1 Issue interview form.	None	5 Minutes	<i>Admission Officer</i>
3. Undergo interview with respective college /department.	3.1 Conduct the interview.	None	1 Hour	<i>College Registrar/Depart</i>



				<i>ment Chair / Program Head</i>
4. Return to OSAS and submit the accomplished interview form.	4.1 Receive the accomplished interview form.	None	2 Minutes	<i>Admission Officer</i>
5. If qualified from the evaluation of the College, submit the following documents to OSAS: <ul style="list-style-type: none"> ○ Photocopy of Certificate of Grades ○ Photocopy of Certificate of Good Moral ○ Photocopy of Honorable Dismissal ○ 2 Copies of 1x1 ID Picture ○ Short Folder 	5.1 Receive and file the documents 5.2 Issue the Notice of Admission (NOA)	None	5 Minutes	<i>Admission Officer</i>
6. Receive the NOA.	6.1 Log the NOA number and name of student and sign the logbook under the column "Released by"	None	5 Minutes	<i>Admission Officer / Guidance Counselor or Psychometrician</i>
7. Present the NOA to the Campus Health	7.1 Receive the NOA and assist the student for medical examination	None	2 Minutes	



Services unit for medical examination.	7.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			<i>Campus Health Services Unit</i>
	TOTAL:	None	1 Hour, 29 Minutes	

**Qualified for a multi-stage processing.*



5. Procedure on Admission of Second Courser

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

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students who are already a graduate of a bachelor's degree and wanted to pursue another program

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		Tanza Campus https://www.facebook.com/CvSUTC/		
Photocopy of transfer credentials		Applicant's previous school		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present credentials for initial evaluation.	1.1 Evaluate and compute the GPA.	None	10 Minutes	<i>Admission Officer</i>
2. Secure Notice for Evaluation form and Proceed to concerned college / department for their evaluation	2.1 Issue interview form.	None	5 Minutes	<i>Admission Officer</i>
3. Undergo interview with respective college/department.	3.1 Conduct the interview.	None	1 Hour	<i>Department Chair / Program Head</i>



4. Return to OSAS and submit the accomplished Notice for Evaluation form.	4.1 Receive the accomplished interview form.	None	2 Minutes	<i>Admission Officer</i>
5. If qualified from the evaluation of the College, pay for the testing fee at the Cashier's office (for paying students only).	5.1 Issue official receipt.	Php 150.00	2 Minutes	<i>Cashier</i>
6. Submit the required documents.	6.1 Receive the required documents.	None	5 Minutes	<i>Admission Officer</i>
7. Receive examination permit.	7.1 Schedule the date of examination.	None	2 Minutes	<i>Admission Officer</i>
8. Take the admission examination as scheduled.	8.1 Administer Admission Examination. 8.2 Issue Notice of Admission (NOA).	None	1 Hour	<i>Guidance Counselor or Psychometrician</i>
9. Receive the NOA	9.1 Log the NOA number and name of student and sign the logbook under the column "Released by".	None	5 Minutes	<i>Admission Officer/Guidance Counselor or Psychometrician</i>
10. Present the NOA to the Campus Health Services Unit for medical examination	10.1 Receive the NOA and assist the student for medical examination.	None	2 Minutes	<i>Campus Health Services Unit</i>
	10.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			



	TOTAL:	Php 150.00	2 Hours, 33 Minutes	
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**Paying students refers to applicants who already obtained a Bachelor's degree and wants to pursue another degree.*



6. Recognition and Accreditation Procedure for Student Organizations

This procedure aims to assist the students, enumerate the requirements and facilitate the recognition and accreditation of student organizations.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All student organizations who applied for University Organization Recognition

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
List of Officers	Applicant
Calendar of Activities	Applicant
Resume/CV of the Adviser (s)	Applicant
Latest Certificate of Grades of the Officers	Campus Registrar/ Adviser
Picture of the Officers with caption identifying the individual position	Applicant
Constitution-and By-Laws approved by the Officers and the Advisers	Applicant
Updated list of members	Applicant
Bio data of the Organization Officers	Applicant
Certificate of Good Moral Character of the Officers	Campus Guidance Facilitator / Counselor / Campus Department
Acceptance Letter from the Adviser	SDS Unit – OSAS
*Additional Requirements for Old Organization	
Accomplishment report	Applicant
Financial report	Applicant



Previous plan of activities		Applicant		
Certificate of audit		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for initial evaluation.	1.1 Receive and evaluate the required documents.	None	10 Minutes	<i>SDS Head or OSAS Staff</i>
2. Receive notice if submitted documents are complete.	2.1 Issue notice of completion of requirements.	None	5 Minutes	<i>SDS Head or OSAS Staff</i>
3. Receive the Notice of Completion.	3.1 Conduct the recognition and accreditation program of student organizations and induction of officers for the entire school year.	None	15 Minutes	<i>SDS Head or OSAS Staff</i>
4. Attend the recognition and accreditation program Receive a certificate of recognition	4.1 Document the program. 4.2 File the submitted documents of the recognized student organizations. 4.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	15 Minutes	<i>SDS Head or OSAS Staff</i>
TOTAL:		None	45 Minutes	



7. Approval of Student Activities Procedure for Student Organizations

This procedure aims to provide avenues to mold students' talents and interest to ensure social and cultural growth and offer leadership trainings to enhance leadership effectiveness of students both at personal and organizational levels.

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All recognized student organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request letter addressed to the University President, recommended by the adviser/s, Head of SDS, Dean of OSAS and Vice President for Academic Affairs.		Applicant		
Activity Proposal		Applicant		
Copy of the approved Plan of Activities		Applicant		
Notarized Parent's Permit if the activity is scheduled on weekends or 6:00 pm onwards.		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter for initial evaluation.	1.1 Evaluate requirements. 1.2 Issue notice of completion of requirements.	None	10 Minutes	<i>SDS Head or OSAS Staff</i>



2. Receive Notice of Completion.	2.1 Sign and recommend the request letter to the Dean of OSAS/ Director/Head of OSAS.	None	10 Minutes	<i>SDS Head or OSAS Staff</i>
	2.2 Endorse to the Vice President for Academic Affairs or Campus Administrator for approval.			
	2.3 Release the approved letter of request to the concerned organization.			<i>VPAA or Campus Administrator</i>
3. Conduct the event or activity.	3.1 Monitor the event or activity.	None	15 Minutes	<i>SDS Head or OSAS Staff</i>
4. Submit accomplishment report, financial report, and accomplished evaluation forms.	4.1 Receive accomplishment report, financial report, and accomplished evaluation forms.	None	5 Minutes	<i>SDS Head or OSAS Staff</i>
	4.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
TOTAL:		None	40 Minutes	



8. Off-Campus Activities Procedure of Student Organizations

This procedure aims to provide avenues to mold students' talents and interest to ensure social and cultural growth and offer leadership trainings to enhance leadership effectiveness of students both at personal and organizational levels.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All recognized student organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter from the president of the recognized organization	Applicant
Activity proposal	Applicant
Invitation letter from the organizer of the activity	Applicant
CHED Memorandum	SDS Personnel (downloadable from the CHED website)
List of requirements from CHED	SDS Personnel (downloadable from the CHED website)
**Before the off- campus activities	
Curriculum	Applicant
Destination	Applicant
Handbook or manual	Applicant
Notarized parent's permit	Applicant
Medical clearance of the students	Campus Health Services unit
Personnel-in-charge (ID's)	Applicant
First aid kit	Applicant
Fees/ resources	Applicant



Mobility of students		Campus Dean		
Insurance		SDS Personnel		
Certificate of compliance		SDS Personnel (downloadable from the CHED website)		
** After the off- campus activities				
Learning journals of students		Applicant		
Assessment report/ evaluation report		Applicant		
Expenditure report		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter for initial evaluation.	1.1 Evaluate requirements.	None	10 Minutes	SDS Head or OSAS Staff
	1.2 Issue notice of completion of requirements.			
2. Receive Notice of Completion.	2.1 Sign and recommend the request letter to the Dean of OSAS.	None	10 Minutes	SDS Head or OSAS Staff
	2.2 Endorse to the Vice President for Academic Affairs for approval.			
	2.3 Release the approved letter of request to the concerned organization.			VPAA or Campus Administrator
3. Conduct the event or activity.	3.1 Monitor the event or activity.	None	15 Minutes	SDS Head or OSAS Staff
4. Submit accomplishment report, financial report, and	4.1 Receive accomplishment report, financial report, and accomplished evaluation forms.	None	5 Minutes	SDS Head or OSAS Staff
	4.2 Provide client with Stakeholders' Feedback Form or Google Form using			



accomplished evaluation forms.	the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	40 Minutes	



9. Counseling Procedure for Students				
This procedure shows how to facilitate positive change in the behavior, feelings, and attitudes of the students to promote academic, personal, social, and career development.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who are enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Form		Office of Student Affairs and Services		
Counseling Form		Office of Student Affairs and Services		
Appointment/Commitment Slip Informed Consent Form		Office of Student Affairs and Services		
Counseling Completion Form		Office of Student Affairs and Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seek counseling and fill out Counseling Form.	1.1 Receive counseling form for walk in and referred clients.	None	5 Minutes	<i>Guidance Counselor or Guidance Facilitator or designated faculty member</i>
2. Undergo initial interview.	2.1 Conduct initial interview. 2.2 Give appointment/ commitment slip for student to fill-out.	None	10 Minutes	<i>Guidance Counselor or Guidance Facilitator or</i>



				<i>designated faculty member</i>
3. Fill out the appointment / commitment slip and undergo counseling session.	3.1 Conduct counseling/ consultation process and document the process.	None	1 Hour per session	<i>Guidance Counselor or Guidance Facilitator or designated faculty member</i>
4. Fill out counselling / consultation logbook.	4.1 Issue Counseling /Consultation Completion Form. 4.2 Advise the student to expect a call or text message for follow up consultation. 4.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	5 Minutes	<i>Guidance Counselor or Guidance Facilitator or designated faculty member</i>
	TOTAL:	None	1 Hour, 20 Minutes	



10. Follow-up Counseling Procedure for Students				
This procedure aims to facilitate positive change in the behavior, feelings, and attitudes of the students to promote academic, personal, social, and career development.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who are enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Contact number Email Address		To be provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive phone call, text message, e-mail or if necessary, face to face for a follow up consultation meeting.	1.1 Inquire about the current status of the student since prior consultation.	None	5 Minutes	<i>Guidance Counselor or Guidance Facilitator or designated faculty member</i>
2. Inform OSAS of their current status and have them fill out the consultation logbook.	2.1 Record and file the current status of student for future reference.	None	10 Minutes	<i>Guidance Counselor or Guidance Facilitator or designated faculty member</i>
	2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	15 Minutes	



11. Consultation Procedure for Parents

This procedure shows how the OSAS assists parents/guardians in identifying problems of their students, their causes, and possible alternatives or solutions

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All parents whose children are enrolled in the University

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Anecdotal Form		Office of Student Affairs and Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in and log in the visitor's information log book.	1.1 Receive parent or guardian.	None	5 minutes	Guidance Counselor or Guidance Facilitator or designated faculty member
2. Undergo initial interview and assessment	2.1 Conduct initial interview.	None	30 minutes	Guidance Counselor or Guidance Facilitator or designated faculty member
3. When necessary, parent/ guardian is referred to concerned college/ department for more appropriate	3.1 Write letter of referral to college/ department. 3.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	15 minutes	Guidance Counselor or Guidance Facilitator or designated faculty member



intervention or action				
	TOTAL:	None	50 minutes	



12. Complaint on Student and Grievance

This procedure shows how to assist students, faculty members and employees who have complaints against students.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Student, faculty member or employee who has a complaint against student

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint letter		Complainant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complaint letter.	1.1 Receive the complaint letter.	None	5 Minutes	<i>Secretary, Committee on Misdemeanor</i>
	15.2 Endorse the letter to the Committee on Misdemeanor.		5 Minutes	
	15.2 Decide whether the complaint has to be acted upon and call for the investigation.		2 Hours	<i>Committee on Misdemeanor</i>
	1.4 Issue response letter.			
2. Receive the response letter and sign the logbook under the column "Received by".	2.1 Sign the logbook under the column "Released by"	None	5 Minutes	<i>Secretary, Committee on Misdemeanor</i>
	2.2 Provide client with Stakeholders' Feedback Form or Google Form using			



	the link http://119.92.116.149/hrdo feedback form			
	TOTAL:	None	2 Hours, 15 Minutes	



13. Issuance of Certificate of Good Moral Character				
This procedure shows how to assist bonafide students and graduates who would want to secure Certificate of Good Moral Character.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All bonafide students and graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished University Clearance		Applicant's concerned college		
Official Receipt for Certification of Good Moral Character		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay for the Certification of Good Moral Character at the Cashier's Office.	1.1 Receive payment and issue an official receipt.	Php 15.00	2 Minutes	Cashier
2. Present the required documents to the Office of Student Affairs.	2.1 Receive and check the required documents.	None	5 Minutes	MIS Officer/ OSAS Staff
3. Fill out the request for good moral certificate sheet	3.1 Prepare and release the Certificate of Good Moral Character.	None	5 Minutes	MIS Officer/ OSAS Staff



4. Receive the Good Moral Character Certificate	4.1 Sign Good Moral Certificate Sheet under the column "Released by" 4.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	5 Minutes	<i>MIS Officer/ OSAS Staff</i>
	TOTAL:	Php 15.00	17 Minutes	



CAVITE STATE UNIVERSITY – TANZA CAMPUS

CAMPUS REGISTRAR

External and Internal Services



1. Issuance of School Credential/Documents				
This procedure aims to facilitate the issuance of school credentials and other documents to CvSU graduates to be used for employment, evaluation or further studies and including those who opt to transfer to other schools.				
Office or Division:	Office of Campus Registrar			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Graduates and continuing students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Google Form		Posted on Official Facebook Page		
Certificate of Admission		Office of the Campus Registrar		
Personal Information Sheet		Office of the Campus Registrar		
Registration Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for University Clearance Form (first request) or fill out Request Slip (for subsequent request) For online request: Register and fill out the google form posted at cvsutanza@cvsu.edu.ph	1.1 Receive the accomplished University Clearance or Request Slip	None	5 Minutes	<i>Registrar Staff</i>



2. Pay the necessary fee for the requested documents at the Cashier Office or thru online payment.	2.1 Check the Official Receipt and issue the claim stub	Php 50.00/ page for TOR Php15.00/ page for Certification	5 Minutes	<i>Cashier/Registrar Staff</i>
3. Receive the claim stub or e-copy bearing the date of release of the requested documents.	3.1 Evaluate the student's records and prepare the requested documents.	None	7 working days/ processing	<i>Registrar Staff</i>
4. Claim the document on the specified date of release.	4.1 Check the claim stub and release the requested documents to the client. 4.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	2 Minutes	<i>Registrar Staff</i>
	TOTAL:	Php 50.00/ page for TOR Php15.00/ page for Certification	7 days, 12 minutes	



2. Registration of New Students

This procedure aims to facilitate registration processes of new students that ensures safekeeping of student records and accurate enrolment to a particular program.

Office or Division:	Office of Campus Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All new students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required original documents for enrolment including the Accomplished Personal Information Sheet or via cvsutanza@cvsu.edu.ph or tanza.registrar@cvsu.edu.ph	1.1 Check, receive all the required original documents and a copy of the uploaded Personal Information of student. 1.2 Assign Student Number and issue Certificate of Admission and Registration Form.	None	6 Minutes	<i>Registrar Staff</i>
2. Receive Certificate of Admission and Registration Form.	2.1 Validate the Registration Form and keep a copy.	None	6 Minutes	<i>Registrar Staff</i>
3. Sign the validated Registration Form.	3.1 Return another copy to student. 3.2 Advise the student to keep a copy of the Registration Form for future reference.	None	2 Minutes	<i>Registrar Staff</i>



	3.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	14 Minutes	



3. Registration of Continuing Students

This procedure aims to facilitate the registration of the continuing students in different colleges.

Office or Division:	Office of Campus Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All new students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Clearance		Office of the Campus Registrar		
Certificate of Grades				
Pre-Registration				
Registration Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and submit an approved student clearance.	1.1 Check the completeness of the submitted clearance and Issue Certificate of Grades and Pre-registration form.	None	2 Minutes	<i>Registrar Staff</i>
2. Fill out Pre-registration form with subjects to be enrolled through consultation with respective Registration Adviser and submit the same together with a photocopy of Certificate of	2.1 Receive and evaluate the filled-out pre-registration form. 2.2 Prepare and issue Registration form to student.	None	6 Minutes	<i>Registrar Staff</i>



Grades (COG) to the college registrar.				
3. Receive and sign the Registration Form and return the same to the College Registrar for validation.	3.1 Receive and validate the duly signed Registration Form of student by putting a “Registered” stamp. 3.2 Provide a copy to the student and keep a copy for submission to the Office of the University Registrar.	None	6 Minutes	<i>Registrar Staff</i>
4. Receive a copy of the duly stamped Registration form and keep it for future references.	4.1 Consolidate all the copies of registration forms received from the students and submit to the University Registrar for system validation. 4.2 Provide client with Stakeholders’ Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	1 Minute	<i>Registrar Staff</i>
	TOTAL:	None	17 Minutes	



4. Registration of Transferees				
This procedure aims to facilitate the registration of all transfer students.				
Office or Division:	Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All new transfer students.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required original documents for enrolment including results of interview, checklist of subjects credited by the college or department concerned and the Accomplished Personal Information Sheet or via cvsutanza@cvsu.edu.ph or anza.registrar@cvsu.edu.ph	1.1 Check, receive all the required original documents; copy of the uploaded Personal Information Sheet and Pre-registration form issued by the college. 1.2 Assign Student Number and issue Certificate of Admission and Registration Form	None	6 Minutes	<i>Registrar staff</i>



<p>2. Receive Certificate of Admission and Registration Form.</p> <p>Sign the issued Registration Form and return the same to the University Registrar for validation.</p>	<p>2.1 Receive and validate the duly signed Registration Form of student by putting a “Registered” stamp.</p> <p>2.2 Provide a copy to the student and keep a copy for system validation.</p> <p>2.3 Advise the student to keep a copy of the Registration Form for future reference</p> <p>2.4 Provide client with Stakeholders’ Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form </p>	None	6 Minutes	<i>Registrar staff</i>
	TOTAL:	None	12 Minutes	



5. Registration of Shiftees

This procedure aims to facilitate the registration of all shiftees.

Office or Division:	Campus Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All student shiftees.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Letter of Intent and have it signed by College officials indicated in the form.	1.1 Evaluate grades of student.	None	5 Minutes	<i>Department Chair or Faculty assigned to program the student intends to shift.</i>
2. Undergo interview at the Department/ College the student intends to transfer.	2.1 Conduct interview for further assessment. 2.2 Issue Pre-registration Form.	None	10 Minutes	<i>Department Chair or Faculty assigned to program the student intends to shift.</i>
3. Fill out Pre-registration form with subjects to be enrolled in accordance to what the Department advises and submit the same together	3.1 Receive and evaluate the accomplished pre-registration form. 3.2 Prepare and issue Registration form to student.	None	5 Minutes	<i>College Registrar</i>



with a photocopy of Certificate of Grades (COG) to the college registrar.				
4. Receive and sign the Registration Form and return the same to the College Registrar for validation.	<p>4.1 Receive and validate the duly signed Registration Form of student by putting a “Registered” stamp.</p> <p>4.2 Provide a copy to the student and keep a copy for submission to the Office of the University Registrar for system validation.</p> <p>4.3 Provide client with Stakeholders’ Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form</p>	None	5 Minutes	<i>College Registrar</i>
	TOTAL:	None	25 Minutes	



6. Registration of Old Student Returnees

This procedure aims to facilitate the registration of all Old Student Returnees.

Office or Division:	Campus Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Old Student Returnees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Readmission Form downloadable at cvsutanza@cvsu.edu.ph and have it signed by College officials indicated in the form.	1.1 Evaluate grades of student.	None	5 Minutes	<i>Registration Adviser</i>
2. Undergo interview at the Department / College last attended.	2.1 Conduct interview to determine the student's eligibility for readmission 2.2 Issue Pre-Registration Form	None	10 Minutes	<i>College Registrar</i>
3. Fill out Pre-registration form with subjects to be	3.1 Receive and evaluate the filled-out pre-registration form.	None	5 Minutes	<i>College Registrar</i>



enrolled in consultation with the Registration Adviser and submit the same together with a photocopy of Certificate of Grades (COG) to the college registrar.	3.2 Issue Registration form.			
4. Receive and sign the Registration Form and return the same to the College Registrar for validation.	<p>4.1 Receive and validate the duly signed Registration Form of student by putting a “Registered” stamp.</p> <p>4.2 Provide a copy to the student and keep a copy for submission to the Office of the University Registrar for system validation.</p> <p>4.3 Provide client with Stakeholders’ Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form</p>	None	5 Minutes	College Registrar
	TOTAL:	None	25 minutes	



CAVITE STATE UNIVERSITY – TANZA CAMPUS

CASHIER'S OFFICE

External and Internal Services



1. Collection of Fees				
This procedure covers how the Cashier's Office process collection of fees, charges and other assessments from departments, bureaus, offices and other agencies in the exercise of their functions.				
Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Employees, Students, Parent/Guardian, Graduates and General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Slip			Concerned unit	
Registration From			Student	
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the corresponding amount of a certain transaction:	1.1 Issue Official Receipt			<i>Cashier/ Collecting Officer</i>
○ Authentication of TOR/Diploma		Php. 15.00	2 Minutes	
○ Authentication and Verification (CAV)		Php 15.00/ page	2 Minutes	
○ Official Transcript of Record		Php 20.00/ page	2 Minutes	



<ul style="list-style-type: none"> ○ Certificates ○ Good Moral Character ○ Grades ○ Honorable Dismissal ○ Thesis Adviser Fee and Technical Critic Fee ○ English Critic Fee 		<p>Php 50.00/page with scanned picture</p> <p>Php 15.00</p> <p>Php 15.00</p> <p>Php 15.00</p> <p>Php 2,300.00</p> <p>Php 20.00/page</p>	<p>2 Minutes</p> <p>2 Minutes</p> <p>2 Minutes</p> <p>2 Minutes</p> <p>2 Minutes</p> <p>2 Minutes</p>	
1. Remit Collection from Income Generating Projects	<p>2.1 Issue Official Receipt</p> <p>2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form</p>	Cash/ Installment	3 Minutes	<i>Cashier/Collecting Officer</i>
	TOTAL:	Depending on the transaction	5 Minutes per transaction	



CAVITE STATE UNIVERSITY – TANZA CAMPUS

HEALTH SERVICES UNIT

External and Internal Services



1. Consultation and Referrals

This procedure shows how the Campus Health Services Unit provide assistance in assessing the physical condition of a patient as well as in the administration of treatment.

Office or Division:	Campus Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	University Officials, Faculty Members and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		Patient/Client		
Consultation Form		University Health Services Unit		
Dental Record Form				
Medical Certificate Form				
Prescription Form				
Request Form				
Laboratory Result Form				
X-Ray/ Diagnostic Result Form				
Monitoring Sheet				
Referral Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Identification Card to the Nurse on Duty (NOD).	1.1 Confirm personal information from identification card and accomplish consultation form.	None	1 Minute	Nurse-On-Duty (NOD)



2. Submit oneself to the assessment of vital signs.	2.1 Check and record vital signs, refer and accompany patient to the physician or dentist depending on the case.	None	3 Minutes	<i>NOD</i>
2. Submit to the consultation process.	<p>3.1 Examine the patient and prescribe medication.</p> <p>3.2 Physician may refer patient for the following procedures if necessary:</p> <ul style="list-style-type: none"> ○ Wound Care ○ Laboratory/ Radiologic Exam ○ Observation in Ward & Confinement ○ Referral to a Medical Specialist ○ Transfer to hospital <p>3.3 Refer patient to the NOD.</p>	None	15 Minutes / depending on the case	<i>Physician or Dentist</i>
3. Present prescription and submit the medical or dental card to the NOD.	<p>4.1 Receive the prescription form and dispense available prescribed medication (initial dose only).</p> <p>4.2 Advise the patient on proper use and intake of medicines.</p>	None	2 Minutes	<i>NOD</i>
4. Sign the logbook.	4.1 Log the name of patient, name and quantity of dispensed medicines, and have it signed by the patient.	None	1 Minute	<i>NOD</i>
	<p>5.2 Encode the accomplished consultation form, medical or dental record, and file for safekeeping.</p> <p>5.3 Provide client with Stakeholders' Feedback Form or Google Form using</p>	None	1 Minute	<i>NOD</i>



	the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	23 Minutes	



2. Physical, Dental, and Laboratory Examination of Students

This procedure aims to provide assistance in the conduct of Physical, Dental and Laboratory Examination of students for qualification to perform various school functions and activities.

Office or Division:	Campus Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Admission (NOA)		Guidance Office		
Request for Medical Clearance		Office of the University Registrar		
Personal Information Sheet or Identification Form,		University Health Services Unit		
Student Health Record Form				
Request Form				
Laboratory/X-Ray Result Form				
Dental Record Form				
Medical Clearance Form		Medical Specialist		
Medical Certificate				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Day 1 1. Present the NOA for new and transferee students/ Request for Medical Clearance for returnee students.	1.1 Confirm schedule of student and secure copy of NOA or Request for Medical Clearance 1.2 Issue Request Form for diagnostic procedures (if to be done outside, advise to accomplish diagnostic examination at any DOH-Accredited Diagnostic Center and proceed to DAY 2)	None	2 Minutes	<i>NOD</i>
Day 1	TOTAL:	None	2 Minutes	
Day 2 1. Present the laboratory results to the NOD.	1.1 Check the laboratory and diagnostic results for completeness then issue Personal Information Sheet.	None	1 Minute	<i>NOD</i>
2. Fill out Personal Information Sheet and submit to the NOD.	2.1 Encode/fill out the data to the Student Health Record Form. 2.2 Check and record the vital signs. 2.3 Issue the Student Health Record Form and Medical Clearance Form.	None	3 Minutes	<i>NOD</i>
3. Proceed to the dental section for examination.	3.1 Administer dental examination and sign Medical Clearance Form.	None	5 Minutes	<i>Dentist</i>
4. Proceed to the medical section for examination.	4.1 Administer physical examination and issue Medical Clearance Form for enrolment if fit for schooling.	None	10 Minutes	<i>Physician / Nurse-On-Duty</i>
5. Proceed to the nurse on duty.	5.1 Secure a copy of Student Health Record Form and file student record for safekeeping. 5.2 Advise the student to proceed to the University Registrar for registration.	None	1 minute	<i>NOD</i>



	5.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
6. *Additional Procedure (For student with findings upon examination)	6.1 Advise the student to undergo special diagnostic procedure; or refer to medical specialist.	None	3 minutes	<i>Physician</i>
Day 2	TOTAL:	None	23 Minutes	



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

This procedure covers the pre-employment physical, dental and laboratory examination, including treatment, advises, and referrals of applicant employee and faculty.

Office or Division:	Campus Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	University Officials, Faculty Members and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Endorsement Form		Human Resource and Development Office		
Medical Certificate		University Health Services Unit		
Personal Information Sheet or Identification Form				
Medical Form				
Request Form				
Laboratory Result Form				
X-Ray Result Form				
Dental Record Form				
Medical Certificate		Medical Specialist		
Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Day 1	1.1 Secure a copy of the Medical Endorsement Form.	None	2 Minutes	NOD



1. Present Medical Endorsement Form issued by HRDO.	1.2 Issue Request Form for diagnostic procedures and CSC Medical Certificate.			
If Laboratory and Diagnostic Examination will be done outside: 1a. Proceed to the Cashier's Office for payment of physical and dental examination *Skip next step and advance to DAY 2	1a.1 Issue charge slip for payment of physical and dental examination. 1a.1 Advise the applicant/employee to accomplish laboratory and diagnostic examination at any DOH-Accredited Diagnostic Center. 1a.1 Instruct the applicant/employee to return and bring the results the following day for physical and dental examination.	Php 125.00	2 Minutes	NOD
If Laboratory and Diagnostic Examination will be done at the UHS: 1b. Proceed to the Cashier's Office for payment of laboratory and diagnostic examination	1b.1 Issue charge slip for payment of diagnostic examination. 1b.2 Advise the applicant/ employee to return to UHS after payment.	Php 1,425.00 for Contractual, Permanent, and Temporary Php 475.00 for Job Order (Php 125.00 physical and dental examination fee is already included)	1 Minute	NOD
2. Present the Official Receipt to the NOD.	2.1 Secure copy of official receipt.	None	1 Minute	NOD



	2.2 Advise the applicant/employee or instruct the applicant to proceed to the Diagnostic section for the necessary procedures.			
3. Proceed to the Diagnostic Section for examination.	3.1 Perform necessary procedures. 3.2 Instruct the applicant/ employee to return the following day to claim the results. 3.3 Advise the applicant/ employee to accomplish other tests not available in the UHS (eg. Neuropsychiatric test, drug test).	None	6 Minutes	<i>Medical/X-ray Technologist</i>
Day 1	TOTAL:	Php 1,425.00 for Contractual, Permanent, and Temporary Php 475.00 for Job Order (Php 125.00 physical and dental examination fee is already included)	12 Minutes	
Day 2 1. Present official receipt and CSC	1.1 Secure copy of official receipt, one photocopy of results and triplicate copy of accomplished CSC medical certificate.	None	1 Minute	<i>NOD</i>



Medical Certificate Form.	1.2 Issue Personal Information Sheet.			
2. Fill out the Personal Information Sheet and submits to the NOD.	2.1 Encode data to the Medical Form, take picture and print the form. 2.2 Check and record vital signs. 2.3 Issue the medical form with attached photocopy of laboratory and diagnostic results.	None	3 Minutes	NOD
3. Proceed to the dental section for dental examination.	3.1 Administer dental examination and sign the medical form.	None	5 Minutes	Dentist
4. Proceed to medical section for physical examination.	4.1 Administer physical examination and sign the medical form together with the triplicate copy of CSC medical form for fitness or unfitness to work.	None	10 Minutes	Physician
5. Additional Procedure (For applicant with findings upon examination).	5.1 Advise the applicant/ employee to undergo additional laboratory and or special diagnostic procedures and or refer to medical specialist	None	3 Minutes	Physician
5. Proceed to the NOD.	6.1 Secure copy of one (1) medical form and CSC medical certificate form with attached photocopy of diagnostic results for encoding and safekeeping.	None	1 Minute	NOD
	6.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	23 Minutes	





4. Provision of Emergency Care and Treatment				
This procedure shows how emergency care and treatment are provided to patients in the University.				
Office or Division:	Campus Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, CvSU Faculty Members, Employees, University Officials and their Dependents, and Out Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Consultation Form		University Health Services Unit		
Medical Certificate Form				
Prescription Form				
Request Form				
Laboratory Result Form				
X-Ray/ Diagnostic Result Form				
Monitoring Sheet				
Referral Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The patient to come in or brought in as emergency case.	1.1 Place the patient in a comfortable position and ask for the ID of the patient for proper identification and recording purposes.	None	2 Minutes	Nurse-On-Duty (NOD)
1a. If unconscious and pulseless:	1a. Administer First Aid treatment and call other medical staff for assistance.	None	*10 Minutes / depending on the case	NOD / Physician



1b. If conscious, the patient gives medical history (if accident in nature) and submit to assessment of vital signs.	1b.1 Elicit medical history or incidence report, check, monitor and record vital signs 1b.2 Refer patient to physician on duty	None	5 Minutes	<i>NOD</i>
2. Submit to the consultation process.	2.1 Administer intensive medical assessment, start initial treatment and explain condition and necessary steps to be done to the immediate head/guardian. 2.2 Monitor patient condition until he/she becomes stable.	None	*30 Minutes / depending on the case	<i>Physician</i>
3. Manifest improvement and stability of condition.	3.1 Prescribe medication with proper instructions and give advices and issue medical certificate if necessary. 3.2 Report to the security office if the emergency case is accident and or medico-legal in nature 3.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None None	2 Minutes 1 Minute	<i>Physician</i> <i>NOD</i>
	TOTAL:	None	50 Minutes	



5. Verification of Physical, Dental, Laboratory and Diagnostic Examination Results of Students Enrollees and Issuance of Medical Clearance for Enrollment

This procedure covers how enrollees can submit their Physical, Dental and Laboratory Examination results /report through online and drop box system for verification and issuance of medical clearance for enrolment purposes,

Office or Division:	Campus Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Student Health Record		University Health Services Unit		
Online Student Request Form				
Medical Clearance Form				
Medical Certificate		Medical Specialist		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements through online/drop box system.	1.1 Check and verify the completeness of the scanned copies or drop box copies of documents and present it to the physician.	None	2 Minutes	<i>Nurse-On-Duty</i>
	1.2 Assess the results for comments and recommendation.	None	5 Minutes	<i>Physician</i>
	1.3 If the assessment is clear/normal, issue medical clearance through e-mail, electronically signed for confirmation to enrollment.			



	1.4 If upon verification and assessment, results are unfavorable or noted with communicable diseases, advise the student enrollee through e-mail, advise to undergo additional laboratory or special diagnostic procedures and or refer to medical specialist before given clearance for confirmation to enrollment.	None	2 Minutes	<i>Physician</i>
2. Receive medical clearance through e-mail.	2.1 Encode, save, print and file the documents. 2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	1 Minute	<i>Nurse-On-Duty</i>
	TOTAL:	None	10 Minutes	



6. Health Monitoring of All CvSU Personnel and Visitors Upon Entry to University during Pandemic

This procedure aims to monitor the present health status of all CvSU personnel and visitors who enter the university campus during pandemic occurrence. This includes health survey, contact tracing, and safety precautions.

Office or Division:	Campus Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CvSU Personnel and Visitors

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Declaration Form		University Health Services Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Health Declaration Form and submit it to the Guard on Duty.	1.1 Provide the copy of health declaration form to the Security Unit.	None	1 Minute	<i>Nurse-on-duty</i>
	1.2 Distribute copy of health declaration form to every CvSU personnel and visitors that enter the University.	None	1 Minute	<i>Security Guard</i>
	1.3 Check the answers in the health survey portion of the Health Declaration Form If the answer in the health survey portions are all <u>NO</u> and the personnel or visitor had no fever, he/she will be allowed to enter the campus If there is one or more <u>YES</u> answer/s with or without fever, the security personnel will refer employee to the	None	1 Minute	<i>Security Guard</i>



	University Health Services Unit for further evaluation, management and advises.			
	1.4 Return the Health Declaration Form to the Health Services Unit.	None	1 Minute	<i>Security Guard</i>
	TOTAL:	None	4 Minutes	



CAVITE STATE UNIVERSITY – TANZA CAMPUS

CAMPUS LIBRARY

External and Internal Services



1. Use of Library Facilities, Services and Resources				
This procedure shows how the library assists interested clients in using library facilities, services and resources.				
Office or Division:	Campus Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty Members, Employees and Alumnus and Library Patrons from Other Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid CvSU Student, Staff, or Alumni IDs		Office of University Registrar, HRDO, or Alumni Office		
Latest Registration Form		Office of University Registrar		
Referral Letter (Library Patrons from Other Institutions)		From the Librarian of their Institution (for students), from the Dean (for the faculty members) or the Head of Unit (for employees)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For CvSU student, faculty member, employee and alumni				
1. Present their valid CvSU ID and latest registration form.	1.1 Check the presented CvSU ID and latest Registration Form.	None	1 Minute	<i>Assigned Clerk</i>
2. Write in the logbook and leave unnecessary things in the baggage area of the section where they can avail the services.	2.1 Assist the client in filing out the logbook.	None	1 Minute	<i>Assigned Clerk</i>



3. Proceed to the OPAC station for the title/author and call number needed for research.	3.1 If necessary, assist library patrons in using the OPAC Stations. 3.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	1 Minute	<i>Assigned Clerk</i>
<u>For Visitor</u>				
1. Present referral letter.	1.1 Receive a letter of referral.	None	1 Minute	<i>Assigned Clerk</i>
2. Sign the record book and pay for the library fee.	2.1 Receive payment and issue Official Receipt.	Php 30.00	2 Minutes	<i>Assigned Clerk/Cashier</i>
3. Log in the visitors' logbook and leaves unnecessary things in the baggage area of the section where they will avail the services.	3.1 Assist the client in filling out the logbook.	None	2 Minutes	<i>Assigned Clerk</i>
4. Proceed to the OPAC station for the title/author and call number needed for research.	4.1 If necessary, assist the visitors in using the OPAC Stations 4.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	1 Minute	<i>Assigned Clerk</i>
	TOTAL:	Php 30.00 (for Visitors only)	5 minutes (CvSU Students, Employees and Alumni)	



			8 minutes (for Visitors only)	
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2. Borrowing and Returning of Books and Other Library Materials				
This procedure shows how the library assists interested clients in the borrowing and returning of books and other 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 students: CvSU Registration Form or any valid Identification card		Campus Registrar's Office/Other Agency		
For Faculty Members and Employees CvSU- Identification card or any valid Identification card		Human Resource Management Office/Other Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>1. Borrowing of books:</u> 1a. Present book/s to be borrowed and fill out book card.	1a.1 Encode details of the borrowers and the description of book/s to be borrowed. 1a.2 Get the book card and the ID or Registration Form of the client presented. 1a.3 Fill out due date book card and attach it to the borrower's file card.		2 Minutes	<i>Librarian</i>



<u>Returning of books:</u> 1b. Present book/s to be returned.	1b.1 Verify and check the returned book.		1 Minute	<i>Librarian</i>
	1b.2 Return the ID card presented by the client.		1 Minute	
	1b.3 Insert the book card and return it to the shelf		1 Minute	
	Provide client with Stakeholders Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	4 Minutes (Borrowing) 5 Minutes (Returning)	



3. Library Card for New Registrants				
This procedure shows how Library facilitate the issuance of borrower's card for new registrants.				
Office or Division:	Campus Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students: Registration Form 1 pc. 1x1 ID picture		Office of the University Registrar Student		
For faculty members and employees: CvSU identification card		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about issuance of Borrower's card.	1.1 Provide the students, faculty members and employees with Application Slip to be filled out.	None	1 Minute	<i>Librarian/ Assigned Clerk</i>
2. Fill out the Application Slip.	2.1 Assist the client in filling out the Application Form.	None	1 Minutes	<i>Librarian/ Assigned Clerk</i>
3. Encode the Data.	3.1 Take picture of the client with webcam, stamp validity of the borrower' card. 3.2 Sign the Registration form of students. 3.3 Provide client with Stakeholders' Feedback Form or Google Form using	None	3 Minutes	<i>Librarian/ Assigned Clerk</i>



	the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	5 Minutes	



4. Replacement of Lost Library Cards				
This procedure covers how Library provides new library cards for students.				
Office or Division:	Campus Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest Registration Form		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present latest registration form.	1.1 Receive the latest registration form.	None	1 Minute	<i>Assigned Clerk</i>
	1.2 Check the database of registered clients and update data if necessary.	None	2 Minutes	<i>Assigned Clerk</i>
2. Pay the corresponding fee.	2.1 Issue official receipt. 2.2 Countersign and stamp validity date on the Library Card. 2.3 Release new Library Card to client upon payment. 2.4 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	Php 20.00	2 Minutes	<i>Assigned Clerk</i>



	TOTAL:	Php 20.00	5 Minutes	
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5. Securing a Referral Letter to Access Other Institutions

This procedure covers how Library provides referral letters to students, faculty members and employees conducting their research to access other institution's libraries and their resources.

Office or Division:	Campus Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For the students: Student identification card (validated)		Registrar		
For faculty members and employees: CvSU identification card		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a referral letter.	1.1 Check the research topic or material the client needs to access to other institution's library. In case no material is available in the Campus Library.	None	6 Minutes	<i>Librarian/Assigned Clerk/Library Coordinator</i>
	1.2 Inform the client to pick-up the referral letter after 3 (three) days from the day of request.	None	1 Minute	
2. Log in the Library Referral Letter Log book with the following information: <ul style="list-style-type: none"> ○ Full name ○ Course/Section (students) 	2.1 Ask for the Identification CvSU Card (for students, faculty members and employees).	None	1 Minute	<i>Librarian/Assigned Clerk/Library Coordinator</i>
	2.2 Verify the date of request.	None	5 Minutes	



<ul style="list-style-type: none"> ○ Topic of Research ○ Institution to Visit ○ Date of Visit 	2.3 Retrieve the Referral Letter from the Referral File Folder (2 nd request)			
3. Receive the Referral Letter and sign the Referral Letter Logbook.	3.1 Remind the client to verify if all the information encoded in the Referral Letter is correct before signing the Referral Letter Logbook.	None	2 Minutes	<i>Librarian/Assigned Clerk/Library Coordinator</i>
	3.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			<i>Assigned Clerk</i>
	TOTAL:	None	15 Minutes	



6. Validation of Library Card for Old Registrants

This procedure covers how Library facilitates the verification of the students' records in the database and validation of borrower's card for old registrants.

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students: Latest Registration Form Student identification card		Office of the Campus Registrar		
For faculty members and employees: CvSU identification card		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students, instructors and employees request for validation of library or borrower's cards.	1.1 Check the Library Card presented.	None	1 Minute	<i>Librarian/Assigned Clerk</i>
2. Students present their latest registration form while faculty members and employees present their ID.	2.1 Receive the registration form.	None	1 Minute	<i>Librarian/Assigned Clerk</i>
	2.2 Verify the encoded data of the client and update the record if necessary..		1 Minute	
	2.3 Countersign and stamp validity date on the library card.		1 Minute	
	2.4 Release the validated Library card.		1 Minute	



	Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	5 Minutes	



CAVITE STATE UNIVERSITY – TRECE CAMPUS

OFFICE OF STUDENT AFFAIRS AND SERVICES

External Services



1. Application Procedure for Admission of Incoming First Year

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

Office or Division: Office of Student Affairs and Services

Classification: Simple

Type of Transaction: G2C – Government to Citizen

Who may avail: All incoming first year students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		OSAS and CvSU website (downloadable at www.cvsu.edu.ph)		
Photocopy of G-11 report card		Senior High School		
Certification that the applicant is currently enrolled as G-12 indicating the strand to be signed by the School Principal/Class Adviser		Senior High School		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at CvSU website www.cvsu.edu.ph		None	15 Minutes	<i>Admission Officer</i>
2. Submit the required documents at the Office. Online transaction: Submit the	2.1 Review and receive the required documents at the Office. Online transaction: Receive the required documents through online	None	5 Minutes	<i>Admission Officer</i>



required documents online (lnk to be announced)				
3. Receive admission examination permit. Online: Receive email notification re acknowledgment receipt of application.	3.1 Schedule the date of examination and release admission exam permit. Online: Send email notification re acknowledgement receipt of application.	None	5 Minutes	<i>Admission Officer</i>
4. Take the admission examination as scheduled.	4.1 Administer Admission Examination 4.2 Release the result of the admission examination via official Facebook page of the University.	None	*1 Hour	<i>Guidance Counselor or Psychometrician</i>
5. For applicants seeking admission to the BS Nursing, BS Medical Technology, Diploma in Midwifery, BS Criminology, Education Courses, Engineering Courses, BS Psychology, BS				



Hospitality Management, and BS Tourism Management, the applicant is required to undergo interview				
Gets interview form.	5.1 Release notice for interview or evaluation form. Online: Forward interview/evaluation slip to the respective department for the grade evaluation of the application.	None	2 Minutes	<i>Admission Officer</i>
Undergo interview at college (where the applied course is under). Online: Attend to the online interview set by the college evaluator.	5.2 Conduct the interview.	None	10 Minutes	<i>Campus Registrar/ Department Chair or Program Head</i>
Return to OSAS and submit accomplished interview form.	5.3 Receive the accomplished interview form.	None	2 Minutes	<i>Admission Officer</i>
6. Receive the NOA.	6.1 Issue Notice of Admission (NOA) and log the NOA number and name of student and	None	5 Minutes	<i>Admission Officer</i>



Online: Receive the result by logging-in to the online admission system.	<p>sign the logbook under the column "Released by".</p> <p>Online: Release the result of the application through onlin admission system.</p>			
6. Present the NOA to the Campus Health Services unit for medical examination.	7.1 Receive the NOA and assist the student for medical examination.	None	2 Minutes	<i>Campus Health Services Unit</i>
	7.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			<i>Admission Officer</i>
	TOTAL:	None	1 Hour, 46 Minutes	

**Qualified for multi-stage processing*



2. Application Procedure for Admission of Transferees from Other School				
This procedure aims to define the system on how to assist all transferees from other schools who will submit requirements and ensure that they will be guided in seeking admission to the University in their desired program.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who preferred to transfer to the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		OSAS and CvSU website (downloadable at www.cvsu.edu.ph)		
Photocopy of transfer credentials		Applicant's previous school		
Photocopy of NBI clearance or Police clearance		National Bureau of Investigation or Police station		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at CvSU website www.cvsu.edu.ph		None	15 Minutes	<i>Admission Officer</i>
2. Submit credentials (application form and copy of grades) for initial evaluation. Online: Submit the initial required documents	2.1 Receive the initial required documents (application form and copy of grades). Online: Print the submitted application form and copy of grades from the online.	None	5 Minutes	<i>Admission Officer</i>



(application form and copy of grades) online (link to be announced).				
<p>3. Secure the notice for interview or evaluation form and proceed to the concerned department for their evaluation.</p> <p>Online: Receive email notification re acknowledgment receipt of application.</p>	<p>3.1 Issue notice for interview or evaluation form.</p> <p>Online: Attach interview form in the application and forward the application to the respective college for evaluation.</p>	None	5 Minutes	<i>Admission Officer</i>
<p>4. Undergo interview with respective college.</p> <p>Online: Attend to the online interview set by the college evaluator.</p>	<p>4.1 Conduct the interview.</p>	None	10 Minutes	<i>Campus Registrar/ Department Chair/ Program Head</i>
<p>5. Return to OSAS and submit the accomplished Notice for Evaluation form.</p>	<p>5.1 Receive the accomplished Notice for Interview or Evaluation form from the College.</p> <p>Online: Receive the accomplished Notice for Interview or Evaluation form from the College.</p>	None	2 Minutes	<i>Admission Officer</i>



<p>6. If qualified from the evaluation of the Department, submit the following documents:</p> <ul style="list-style-type: none"> a. Photocopy of Certificate of Grades b. Photocopy of Certificate of Good Moral c. Photocopy of Honorable Dismissal d. 2 copies of 1x1 ID Picture e. Short Folder <p>Online: Received email notification about the result of evaluation in the online admission system</p>	<p>6.1 Receive the required documents and issue Notice of Admission (NOA)</p> <p>Online: Notify applicant about accessing the result of evaluation in the online admission system</p>	None	5 Minutes	<i>Admission Officer</i>
<p>7. Receive the NOA.</p> <p>Online: Confirm slot in the admission system</p>	<p>7.1 Log the NOA number and name of student and sign the logbook under the column "Released by".</p> <p>Online: release the result of application through the online admission system.</p>	None	5 Minutes	<i>Admission Officer</i>
<p>8. Present the NOA to the University</p>	<p>8.1 Receive the NOA and assist the student for medical examination</p>	None	2 Minutes	<i>Campus Health Services Unit</i>



Health Services unit for medical examination.	8.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			<i>Admission Officer</i>
	TOTAL:	None	49 Minutes	



3. Procedure on Admission of Second Courser

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

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students who are already a graduate of a bachelor's degree and wanted to pursue another program

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		OSAS and CvSU website (downloadable at www.cvsu.edu.ph)		
Photocopy of transfer credentials		Applicant's previous school		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at CvSU website www.cvsu.edu.ph		None	15 Minutes	
2. Present credentials (application form and copy of grades) for initial evaluation Online: Submit the initial required documents (application form and	2.1 Review and receive the initial required documents (application form and copy of grades). Online: Print the submitted application form and copy of grades from the online.	None	5 Minutes	<i>Admission Officer</i>



copy of grades) online (link to be announced)				
3. Get Notice for Evaluation/ Interview form and proceed to concerned college / department for their evaluation Online: Receive email notification re acknowledgement receipt of application	3.1 Issue Notice for Evaluation/ Interview form. Online: Attach Notice for Evaluation/ Interview form in the application and forward the application to the respective College for evaluation	None	5 Minutes	<i>Admission Officer</i>
4. Undergo interview with respective department. Online: Attend to the online interview set by the department evaluator.	4.1 Conduct the Interview	None	10 Minutes	<i>Campus Registrar/ Department Chair / Program Head</i>
5. Return to OSAS and submit the accomplished Notice for Evaluation form. Online: Wait for email notification.	5.1 Receive the accomplished interview form. Online: Receive the accomplished Notice for Evaluation/ Interview form from the respective college	None	2 Minutes	<i>Admission Officer</i>
For qualified applicants: 6. Submit the following documents to OSAS:	6.1 Receive the required documents.	None	5 Minutes	<i>Admission Officer</i>



<ul style="list-style-type: none"> a. Photocopy of Transcript of Records b. Photocopy of Honorable Dismissal c. 2 copies of 1x1 ID Picture d. Short Folder <p>Online: Submit the remaining required documents through online.</p>	Online: Receive the required documents through online submission			
<p>7. Receive the NOA.</p> <p>Online: Receive result by logging-in to the online admission system and confirm slot.</p>	<p>7.1 Log the NOA number and name of student and sign the logbook under the column "Released by".</p> <p>Online: Release the result of application through online admission system.</p>	None	2 Minutes	<i>Admission Officer</i>
<p>8. Present the NOA to the Campus Health Services Unit for medical examination.</p>	8.1 Receive the NOA and assist the student for medical examination.	None	2 Minutes	<i>Campus Health Services Unit</i>
	8.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			<i>Admission Officer</i>
	TOTAL:	None	46 Minutes	

*Qualified for a multi-stage processing

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



4. Issuance of Certificate of Good Moral Character

This procedure shows how to assist bonafide students and graduates who would want to secure Certificate of Good Moral Character.

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished University Clearance		Applicant's concerned college		
Official Receipt for Certification of Good Moral Character		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay for the Certification of Good Moral Character at the Cashier's Office.	1.1 Receive payment and issue an official receipt.	Php 45.00 <i>(Php 30.00 is for documentary stamp as required)</i>	2 Minutes	Cashier
2. Present the required documents to the Office of Student Affairs. Online: Prepare the copy of TOR/COG/Registration Form or TOR	2.1 Receive and check the required documents.	None	5 Minutes	MIS Officer/ OSAS Staff



<p>3. Fill out the request for good moral certificate sheet</p> <p>Online :</p> <p>Fill out the Google link (A).</p>	<p>3.1 Prepare and release the Certificate of Good Moral Character.</p> <p>3.2 Prepare and send the Certificate of Good moral thru email address provided.</p>	None	5 Minutes	MIS Officer/ OSAS Staff
<p>4. Receive the Good Moral Character Certificate</p> <p>Online:</p> <p>Acknowledge the receipt of the email</p>	<p>4.1 Sign Good Moral Certificate Sheet under the column "Released by"</p> <p>4.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form </p>	None	5 Minutes	MIS Officer/ OSAS Staff
	TOTAL:	Php 15.00	17 Minutes	

(A) https://docs.google.com/forms/d/e/1FAIpQLSfS2MUtJTGI0Vy7U-t2GIZHroY77Eh5_4Nw4KrfVnL1I3oieg/viewform



5. Consultation Procedure for Parents

This procedure shows how the OSAS assists parents in identifying problems of their students, their causes, and possible alternatives or solutions

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All parents whose children are enrolled in the University

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Anecdotal Form		Office of Student Affairs and Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in and log in the visitor's information log book. Online: contact the Guidance Counselor through online (email, or text message, or other access) for consultation.	1.1 Accommodate the parent or guardian (face-to-face or online).	None	5 Minutes	<i>Guidance Counselor</i>
2. Undergo initial interview and assessment (face-to-face or online)	2.1 Conduct initial interview (face-to-face or online).	None	30 Minutes	<i>Guidance Counselor</i>



<p>3. As referred and necessary, parent/ guardian is referred to concerned college/ department for more appropriate intervention or action.</p>	<p>3.1 Write letter of referral to college/ department.</p> <p>Online: Send online communication of referral to the concerned college/department for appropriate intervention or action</p> <p>3.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Guidance Counselor</i></p>
	<p>TOTAL:</p>	<p>None</p>	<p>50 minutes</p>	



CAVITE STATE UNIVERSITY – TRECE CAMPUS

OFFICE OF STUDENT AFFAIRS AND SERVICES

Internal Services



1. Admission Procedure for Transferees from CvSU System				
This procedure aims to define the system on how to assist all transferees from the CvSU System who will submit requirements and ensure that they will be guided in seeking admission to the University in their desired program.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who preferred to transfer to the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		OSAS and CvSU website (downloadable at www.cvsu.edu.ph)		
Photocopy of transfer credentials		Applicant's previous school		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at CvSU website www.cvsu.edu.ph		None	15 Minutes	
2. Present credentials (application form and copy of grades) for initial evaluation. Online: Submit the initial required documents (application form and	2.1 Receive initial documents. Online: Print the submitted application form and copy of grades from the online submission.	None	5 Minutes	<i>Admission Officer</i>



copy of grades) online (link to be announced)				
<p>3. Get Notice of Evaluation/ Interview Form and Proceed to concerned college/department for their evaluation.</p> <p>Online: Receive email notification re acknowledgement receipt of application</p>	<p>3.1 Issue Notice of Evaluation/ Interview Form.</p> <p>Online: Attach Notice of Evaluation/ Interview Form in the application and forward the documents to the College for evaluation.</p>	None	5 Minutes	<i>Admission Officer</i>
<p>4. Undergo interview with respective department.</p> <p>Online: attend to online interview set by the College evaluator.</p>	<p>4.1 Conduct the interview.</p>	None	10 minutes	<i>Campus Registrar/ Department Chair/ Program Head</i>
<p>5. Return to OSAS and submit the accomplished interview form.</p> <p>Online: wait for email notification about the result from Admission Office.</p>	<p>5.1 Receive the accomplished interview form.</p> <p>Online: Receive the accomplished Notice of Evaluation/ Interview form from the respective college</p>	None	2 Minutes	<i>Admission Officer</i>



<p>6. If qualified from the evaluation of the College, submit the following documents to OSAS:</p> <ul style="list-style-type: none"> a. Photocopy of Certificate of Grades b. Photocopy of Certificate of Good Moral c. Photocopy of Honorable Dismissal d. 2 copies of 1x1 ID Picture e. Short Folder 	<p>6.1 Receive and file the documents.</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Admission Officer</i></p>
<p>7. Receive the NOA.</p> <p>Online: Received email notification from Admission office about passing the evaluation and the process of confirming slot for admission.</p>	<p>7.1. Issue Notice of Admission (NOA) and log the NOA number and name of student and sign the logbook under the column "Released by".</p> <p>Online: Release the result of application through the online system</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Admission Officer</i></p>
<p>8. Present the NOA to the Campus Health Services unit for medical examination.</p>	<p>8.1 Receive the NOA and assist the student for medical examination</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>University Health Services Unit</i></p>
	<p>8.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form</p>			<p><i>OSAS Staff</i></p>



	TOTAL:	None	49 Minutes	
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**Qualified for a multi-stage processing.*



2. Application/Renewal Procedure for Scholarship				
This procedure shows how OSAS assists applicants in the availment/renewal of scholarship/financial assistance.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who are qualified to apply or renew for scholarship/ financial assistance			
CHECKLIST OF REQUIREMENTS FOR NEW APPLICANT		WHERE TO SECURE		
Accomplished Application form for Scholarship		OSAS and CvSU website (downloadable at www.cvsu.edu.ph)		
Photocopy of certification of grades in the previous semester		Concerned College Registrar		
Photocopy of the registration form in the current semester		Concerned College Registrar		
1 pc. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CHECKLIST OF REQUIREMENTS FOR OLD APPLICANT		WHERE TO SECURE		
Photocopy of certification of grades in the previous semester		Concerned College Registrar		
Photocopy of the registration form in the current semester		Concerned College Registrar		
Certificate of Scholarship in the previous semester		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents. Online:	1.1 Review and receive and evaluate the required documents.	None	5 Minutes	Scholarship Coordinator
	1.2 Issue Certificate of Scholarship.			



Submit the required documents thru email at: osasmain.scholarship@cvsu.edu.ph				
2. Receive the Scholarship Certification	2.1 Sign the logbook under the column "Released by". 2.2 Advise the student to proceed to the Registrar / Cashier's Office for reassessment of fees.	None	5 Minutes	<i>Scholarship Coordinator</i>
3. New and old scholars submit Certification of Scholarship to the Registrar's Office and Cashier Office for the reassessment of fees.	3.1 Receive the Certification of Scholarship and reassess fees accordingly.	None	5 Minutes	<i>Registrar / Cashier</i>
	3.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	15 Minutes	

*Qualified for a multi-stage processing.



3. Recognition and Accreditation Procedure for Student Organizations

This procedure aims to assist the students, enumerate the requirements and facilitate the recognition and accreditation of student organizations.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All student organizations who applied for University Organization Recognition

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
List of Officers	Applicant
Calendar of Activities	Applicant
Resume/CV of the Adviser (s)	Applicant
Latest Certificate of Grades of the Officers	Office of University Registrar (www.cvsu.edu.ph) / Campus Registrar/ Adviser
Picture of the Officers with caption identifying the individual position	Applicant
Constitution-and By-Laws approved by the Officers and the Advisers	Applicant
Updated list of members	Applicant
Bio data of the Organization Officers	Applicant
Certificate of Good Moral Character of the Officers	College Guidance Facilitator / Counselor / Campus Department
Acceptance Letter from the Adviser	SDS Unit – OSAS
*Additional Requirements for Old Organization	
Accomplishment report	Applicant
Financial report	Applicant



Previous plan of activities		Applicant		
Certificate of audit		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for initial evaluation. Online: submit requirements thru email at osasmain.studentdevelopment@cvsu.edu.ph	1.1 Receive and evaluate the required documents. Online: Receive and evaluate the required documents thru email at osasmain.studentdevelopment@cvsu.edu.ph	None	10 Minutes	<i>SDS Head or OSAS Staff</i>
2. Receive notice of submitted documents are complete. Online: received notice of document thru email from osasmain.studentdevelopment@cvsu.edu.ph	2.1 Issue notice of completion of requirements Online: Issue notice of completion of requirements thru email at osasmain.studentdevelopment@cvsu.edu.ph	None	5 Minutes	<i>SDS Head or OSAS Staff</i>
3. Receive the Notice of Completion. Online: received the notice of completion thru email from osasmain.studentdevelopment@cvsu.edu.ph	3.1 Conduct the recognition and accreditation program of student organizations and induction of officers for the entire school year. Online: Conduct the recognition and accreditation program of student organizations and induction of officers for the entire school year thru online	None	15 Minutes	<i>SDS Head or OSAS Staff</i>



	platforms. for the entire school year thru online platforms.			
<p>4. Attend the recognition and accreditation program</p> <p>Receive a certificate of recognition</p> <p>Online: attend the recognition and accreditation program thru online platforms (facebook/googlemeet/zoom)</p>	<p>4.1 Document the program.</p> <p>4.2 File the submitted documents of the recognized student organizations.</p> <p>Online: File the submitted documents of the recognized student organizations thru google drive.</p> <p>4.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form</p>	None	15 Minutes	<i>SDS Head or OSAS Staff</i>
	TOTAL:	None	45 Minutes	



4. Approval of Student Activities Procedure for Student Organizations				
This procedure aims to provide avenues to mold students' talents and interest to ensure social and cultural growth and offer leadership trainings to enhance leadership effectiveness of students both at personal and organizational levels.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All recognized student organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request letter addressed to the University President, recommended by the adviser/s, Head of SDS, Dean of OSAS and Vice President for Academic Affairs.		Applicant		
Activity Proposal		Applicant		
Copy of the approved Plan of Activities		Applicant		
Notarized Parent's Permit if the activity is scheduled on weekends or 6:00 pm onwards.		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter for initial evaluation Online: Submit request letter for initial evaluation thru email osasmain.studentdevelopment@cvsu.edu.ph	1.1 Evaluate requirements. 1.2 Issue notice of completion of requirements.	None	10 Minutes	SDS Head or OSAS Staff



<p>2. Receive notice of completion.</p> <p>Online: Receive notice of completion thru email from osasmain.studentdevelopment@cvsu.edu.ph</p>	<p>2.1 Sign and recommend the request letter to the Head of OSAS.</p> <p>2.2 Endorse to the Vice President for Academic Affairs or Campus Administrator for approval.</p> <p>2.3 Release the approved letter of request with activity permit to the concerned organization.</p> <p>Online: Release the approved letter of request to the concerned organization thru email at osasmain.studentdevelopment@cvsu.edu.ph</p>	None	10 Minutes	<p><i>SDS Head or OSAS Staff</i></p> <p><i>OVPAA Staff/OSAS Staff</i></p>
<p>3. Conduct the event or activity.</p>	<p>3.1 Monitor the event or activity.</p>	None	15 Minutes	<p><i>SDS Head or OSAS Staff</i></p>
<p>4. Submit accomplishment report, financial report, and accomplished evaluation forms.</p> <p>Online: Submit accomplishment report, financial report, and accomplished evaluation forms thru email at</p>	<p>4.1 Receive accomplishment report, financial report, and accomplished evaluation forms.</p> <p>Online: Receive accomplishment report, financial report, and accomplished evaluation forms thru email at osasmain.studentdevelopment@cvsu.edu.ph</p> <p>4.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form</p>	None	5 Minutes	<p><i>SDS Head or OSAS Staff</i></p>



osasmain.studentdevelopment@cvsu.edu.ph				
	TOTAL:	None	40 Minutes	



5. Off-Campus Activities Procedure of Student Organizations

This procedure aims to provide avenues to mold students' talents and interest to ensure social and cultural growth and offer leadership trainings to enhance leadership effectiveness of students both at personal and organizational levels.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All recognized student organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter from the president of the recognized organization	Applicant
Activity proposal	Applicant
Invitation letter from the organizer of the activity	Applicant
CHED Memorandum	SDS Personnel (downloadable from the CHED website)
List of requirements from CHED	SDS Personnel (downloadable from the CHED website)
**Before the off- campus activities	
Curriculum	Applicant
Destination	Applicant
Handbook or manual	Applicant
Notarized parent's permit	Applicant
Medical clearance of the students	University Health Services Unit/Campus Health Services Unit
Personnel-in-charge (ID's)	Applicant
First aid kit	Applicant



Fees/ resources		Applicant		
Mobility of students		Physical Plant and Security Services / Campus Dean		
Insurance		SDS Personnel		
Certificate of compliance		SDS Personnel (downloadable from the CHED website)		
** After the off- campus activities				
Learning journals of students		Applicant		
Assessment report/ evaluation report		Applicant		
Expenditure report		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter for initial evaluation. Online: submit request letter thru email at osasmain.studentdevelopment@cvsu.edu.ph	1.1 Evaluate requirements.	None	10 Minutes	SDS Head or OSAS Staff
	1.2 Issue notice of completion of requirements. Online transaction: Issue notice of completion of requirements thru email at osasmain.studentdevelopment@cvsu.edu.ph			
2. Receive Notice of Completion. Online: Receive thru provided email from osasmain.studentd	2.1 Sign and recommend the request letter to the Dean of OSAS.	None	10 Minutes	SDS Head or OSAS Staff
	2.2 Endorse to the Vice President for Academic Affairs for approval.			
	2.3 Release the approved letter of request to the concerned organization.			VPAA or Campus Administrator



evelopment@cvsu.edu.ph	Online transaction: Release the approved letter of request to the concern organization thru email at osasmain.studentdevelopment@cvsu.edu.ph			
3. Conduct the event or activity.	3.1 Monitor the event or activity.	None	15 Minutes	<i>SDS Head or OSAS Staff</i>
4. Submit accomplishment report, financial report, and accomplished evaluation forms. Online: submit accomplishment report, financial report, and accomplished evaluation forms thru email at osasmain.studentdevelopment@cvsu.edu.ph	4.1 Receive accomplishment report, financial report, and accomplished evaluation forms. Online transaction: Receive accomplishment report, financial report, and accomplished evaluation forms thru email at osasmain.studentdevelopment@cvsu.edu.ph	None	5 Minutes	<i>SDS Head or OSAS Staff</i>
	4.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	40 Minutes	



6. Counseling Procedure for Students

This procedure shows how to facilitate positive change in the behavior, feelings, and attitudes of the students to promote academic, personal, social, and career development.

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who are enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Form		Office of Student Affairs and Services		
Counseling Form		Office of Student Affairs and Services		
Appointment/Commitment Slip Informed Consent Form		Office of Student Affairs and Services		
Counseling Completion Form		Office of Student Affairs and Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Counseling Form (through hard copy or online copy) <i>*on line or on site</i>	1.1 Receive counseling form (hardcopy or online copy) for walk-in and referred clients	None	5 Minutes	<i>Guidance Counselor</i>
2. Undergo initial interview. Online: Attend to online interview set by the Guidance Counselor.	2.1 Conduct initial interview (offline or online).	None	10 Minutes	<i>Guidance Counselor</i>



3. Fill out the Appointment/ Commitment form (through hard copy or online copy).	3.1 Provide Appointment/ Commitment form (through hard copy or online copy) for student to fill out.	None	5 Minutes	<i>Guidance Counselor</i>
4. Undergo counseling session. Online: Attend to online counseling set by the Guidance Counselor.	4.1 Conduct counseling/consultation process (through face to face or online) and document the process.	None	*45-minute to one-hour and a-half per session	<i>Guidance Counselor</i>
5. Fill out counselling/ consultation logbook (through hard copy or online copy).	5.1 Accomplish Counseling /Consultation Completion Form after the counseling process. 5.2 Advise the student to expect a call or text message for follow up consultation. 5.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	5 Minutes	<i>Guidance Counselor</i>
TOTAL:		None	*1 Hour, 20 Minutes	



7. Follow-up Counseling Procedure for Students				
This procedure aims to facilitate positive change in the behavior, feelings, and attitudes of the students to promote academic, personal, social, and career development.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who are enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Contact number Email Address		To be provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive phone call, text message, e-mail or if necessary, face to face for a follow up consultation meeting.	1.1 Inquire about the current status of the student since prior consultation.	None	5 Minutes	Guidance Counselor
2. Inform OSAS of their current status (face-to-face or if online - through phone call, or text message, or email) and fill out the consultation logbook (hard copy or online copy as provided by	2.1 Record and file the current status of student for future reference.	None	10 Minutes	Guidance Counselor
	2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			OSAS Staff



the Guidance Counselor)				
	TOTAL:	None	15 Minutes	



8. Complaint on Student and Grievance Procedure				
This procedure shows how to assist students, faculty members and employees who have complaints against students.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Student, faculty member or employee who has a complaint against student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint letter		Complainant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complaint letter.	1.1 Receive the complaint letter.	None	5 Minutes	<i>Secretary, Committee on Misdemeanor</i>
	1.2 Endorse the letter to the Committee on Misdemeanor.		5 Minutes	
	1.3 Decide whether the complaint has to be acted upon and call for the investigation.		1-2 Hours	<i>Committee on Misdemeanor</i>
	1.4 Issue response letter.			
2. Receive the response letter and sign the logbook under the column "Received by". *If via online: Send acknowledgment	2.1 Sign the logbook under the column "Released by"	None	5 Minutes	<i>Secretary, Committee on Misdemeanor</i>
	2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			<i>OSAS Staff</i>



receipt of response letter				
	TOTAL:	None	2 Hours, 15 Minutes	



CAVITE STATE UNIVERSITY – TRECE CAMPUS

CAMPUS REGISTRAR

External and Internal Services



1. Issuance of School Credential/Documents				
This procedure aims to facilitate the issuance of school credentials and other documents to CvSU graduates to be used for employment, evaluation or further studies and including those who opt to transfer to other schools.				
Office or Division:	Office of Campus Registrar			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Graduates and continuing students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Google Form		Posted on Official Facebook Page		
Certificate of Admission		Office of the Campus Registrar		
Personal Information Sheet		Office of the Campus Registrar		
Registration Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for University Clearance Form (first request) or fill out Request Slip (for subsequent request) For online request: Register and fill out the google form posted at cvsutrecemartires@cvsu.edu.ph	1.1 Receive the accomplished University Clearance or Request Slip	None	5 Minutes	<i>Registrar Staff</i>



registrar.cvsutrece@cvsu.edu.ph				
2. Pay the necessary fee for the requested documents at the Cashier Office or thru online payment.	2.1 Check the Official Receipt and issue the claim stub	Php 50.00/ page for TOR Php15.00/ page for Certification	5 Minutes	<i>Cashier/Registrar Staff</i>
3. Receive the claim stub or e-copy bearing the date of release of the requested documents.	3.1 Evaluate the student's records and prepare the requested documents.	None	7 working days/ processing	<i>Registrar Staff</i>
4. Claim the document on the specified date of release.	4.1 Check the claim stub and release the requested documents to the client. 4.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	2 Minutes	<i>Registrar Staff</i>
	TOTAL:	Php 50.00/ page for TOR Php15.00/ page for Certification	7 Days, 12 Minutes	



CAVITE STATE UNIVERSITY – TRECE CAMPUS

CAMPUS REGISTRAR

External Services



1. Registration of New Students				
This procedure aims to facilitate registration processes of new students that ensures safekeeping of student records and accurate enrolment to a particular program.				
Office or Division:	Office of Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All new students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1. Submit all the required original documents for enrolment including the Accomplished Personal Information Sheet or via cvsutrecemartires@cvsu.edu.ph registrar.cvsutrece@cvsu.edu.ph	1.1 Check, receive all the required original documents and a copy of the uploaded Personal Information of student. 1.2 Assign Student Number and issue Certificate of Admission and Registration Form.	None	6 Minutes	<i>Registrar Staff</i>
2. Receive Certificate of Admission and Registration Form.	2.1 Validate the Registration Form and keep a copy.	None	6 Minutes	<i>Registrar Staff</i>
3. Sign the validated Registration Form.	3.1 Return another copy to student. 3.2 Advise the student to keep a copy of the Registration Form for future reference.	None	2 Minutes	<i>Registrar Staff</i>



	3.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	14 Minutes	



2. Registration of Continuing Students

This procedure aims to facilitate the registration of the continuing students in different colleges.

Office or Division: Office of Campus Registrar

Classification: Simple

Type of Transaction: G2C – Government to Citizen

Who may avail: All new students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Clearance		Office of the Campus Registrar		
Certificate of Grades				
Pre-Registration				
Registration Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and submit an approved student clearance.	1.1 Check the completeness of the submitted clearance and Issue Certificate of Grades and Pre-registration form.	None	2 Minutes	<i>Registrar Staff</i>
2. Fill out Pre-registration form with subjects to be enrolled through consultation with respective Registration Adviser and submit the same together with a photocopy of Certificate of Grades	2.1 Receive and evaluate the filled-out pre-registration form. 2.2 Prepare and issue Registration form to student.	None	6 Minutes	<i>Registrar Staff</i>



(COG) to the college registrar.				
3. Receive and sign the Registration Form and return the same to the College Registrar for validation.	<p>3.1 Receive and validate the duly signed Registration Form of student by putting a “Registered” stamp.</p> <p>3.2 Provide a copy to the student and keep a copy for submission to the Office of the University Registrar.</p>	None	6 Minutes	<i>Registrar Staff</i>
4. Receive a copy of the duly stamped Registration form and keep it for future references.	<p>4.1 Consolidate all the copies of registration forms received from the students and submit to the University Registrar for system validation.</p> <p>4.2 Provide client with Stakeholders’ Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form </p>	None	1 Minute	<i>Registrar Staff</i>
	TOTAL:	None	15 Minutes	



3. Registration of Transferees

This procedure aims to facilitate the registration of all transfer students.

Office or Division:	Campus Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All new transfer students.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1. Submit all the required original documents for enrolment including results of interview, checklist of subjects credited by the college or department concerned and the Accomplished Personal Information Sheet or via cvsutrecemartires@cvsu.edu.ph registrar.cvsutrece@cvsu.edu.ph	1.1 Check, receive all the required original documents; copy of the uploaded Personal Information Sheet and Pre-registration form issued by the college. 1.2 Assign Student Number and issue Certificate of Admission and Registration Form	None	6 Minutes	<i>Registrar staff</i>



<p>2. Receive Certificate of Admission and Registration Form.</p> <p>Sign the issued Registration Form and return the same to the University Registrar for validation.</p>	<p>2.1 Receive and validate the duly signed Registration Form of student by putting a “Registered” stamp.</p> <p>2.2 Provide a copy to the student and keep a copy for system validation.</p> <p>2.3 Advise the student to keep a copy of the Registration Form for future reference</p> <p>2.4 Provide client with Stakeholders’ Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form </p>	None	6 Minutes	<i>Registrar staff</i>
	TOTAL:	None	12 Minutes	



4. Registration of Shiftees				
This procedure aims to facilitate the registration of all shiftees.				
Office or Division:	Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All student shiftees.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Letter of Intent and have it signed by College officials indicated in the form.	1.1 Evaluate grades of student.	None	5 Minutes	<i>Department Chair or Faculty assigned to program the student intends to shift.</i>
2. Undergo interview at the Department/ College the student intends to transfer.	2.1 Conduct interview for further assessment. 2.2 Issue Pre-registration Form.	None	10 Minutes	<i>Department Chair or Faculty assigned to program the student intends to shift.</i>
3. Fill out Pre-registration form with subjects to be enrolled in accordance to what the Department advises and submit the same together	3.1 Receive and evaluate the accomplished pre-registration form. 3.2 Prepare and issue Registration form to student.	None	5 Minutes	<i>College Registrar</i>



with a photocopy of Certificate of Grades (COG) to the college registrar.				
4. Receive and sign the Registration Form and return the same to the College Registrar for validation.	<p>4.1 Receive and validate the duly signed Registration Form of student by putting a “Registered” stamp.</p> <p>4.2 Provide a copy to the student and keep a copy for submission to the Office of the University Registrar for system validation.</p> <p>4.3 Provide client with Stakeholders’ Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form</p>	None	5 Minutes	<i>College Registrar</i>
	TOTAL:	None	25 Minutes	



5. Registration of Old Student Returnees				
This procedure aims to facilitate the registration of all Old Student Returnees.				
Office or Division:	Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Old Student Returnees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Readmission Form downloadable at cvsutrecemartires@cvsu.edu.ph and have it signed by College officials indicated in the form.	1.1 Evaluate grades of student.	None	5 Minutes	<i>Registration Adviser</i>
2. Undergo interview at the Department / College last attended.	2.1 Conduct interview to determine the student's eligibility for readmission 2.2 Issue Pre-Registration Form	None	10 Minutes	<i>College Registrar</i>
3. Fill out Pre-registration form with subjects to be enrolled in	3.1 Receive and evaluate the filled-out pre-registration form. 3.2 Issue Registration form.	None	5 Minutes	<i>College Registrar</i>



consultation with the Registration Adviser and submit the same together with a photocopy of Certificate of Grades (COG) to the college registrar.				
4. Receive and sign the Registration Form and return the same to the College Registrar for validation.	<p>4.1 Receive and validate the duly signed Registration Form of student by putting a “Registered” stamp.</p> <p>4.2 Provide a copy to the student and keep a copy for submission to the Office of the University Registrar for system validation.</p> <p>4.3 Provide client with Stakeholders’ Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form</p>	None	5 Minutes	<i>College Registrar</i>
	TOTAL:	None	25 Minutes	



CAVITE STATE UNIVERSITY – TRECE CAMPUS

CASHIER'S OFFICE

External and Internal Services



1. Collection of Fees				
This procedure covers how the Cashier's Office process collection of fees, charges and other assessments from departments, bureaus, offices and other agencies in the exercise of their functions.				
Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Employees, Students, Parent/Guardian, Graduates and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		Concerned unit		
Registration From		Student		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the corresponding amount of a certain transaction:	1.1 Issue Official Receipt			
<ul style="list-style-type: none"> ○ Authentication of TOR/Diploma 		Php 50.00	2 Minutes	<i>Cashier/ Collecting Officer</i>
<ul style="list-style-type: none"> ○ Authentication and Verification (CAV) 		Php 15.00/page	2 Minutes	
<ul style="list-style-type: none"> ○ Official Transcript of Record 		Php. 50.00/ page with scanned picture	2 Minutes	



Certificates <ul style="list-style-type: none"> ○ Good Moral Character ○ Copy of Grades (2nd Copy) ○ Honorable Dismissal ○ Thesis Adviser Fee and Technical Critic Fee ○ English Critic Fee ○ DST (Documentary Stamp) 		Php 15.00/ page	2 Minutes	
		Php 15.00/ page	2 Minutes	
		Php 15.00/ page with	2 Minutes	
		Php 2,300.00	2 Minutes	
		Php 20.00/ page	2 Minutes	
		Php 30.00/ page (TOR, CAV, Certificates)	2 Minutes	
2. Remit Collection from Income Generating Projects	2.1 Issue Official Receipt 2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	Cash/ Installment	3 Minutes	<i>Cashier/Collecting Officer</i>
	TOTAL:	Depending on the request/ transaction	3 Minutes per transaction	



CAVITE STATE UNIVERSITY – TRECE CAMPUS

HEALTH SERVICES UNIT

Internal Services



1. Consultation and Referrals

This procedure aims to provide a systematic process in determining the physical condition of a patient in providing treatment and advices.

Office or Division:	University Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	University Officials, Faculty Members and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		Patient/Client		
UHSE-QF-01 Consultation Form		Campus Health Services Unit		
UHSE-QF-03 Medical Certificate Form				
UHSE-QF-04 Prescription Form				
UHSE-QF-05 Request Form				
UHSE-QF-08 Monitoring Sheet				
UHSE-QF-09 Referral Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The patient for consultation presents Identification Card to the Nurse on Duty.	1.1 Confirms personal information from identification card and accomplishes consultation form	None	1 Minute	NOD
2. The patient submits oneself to the	2.1 Checks and records vital signs, refers and accompanies patient to the physician depending on the case	None	3 Minutes	NOD



assessment of vital signs				
3. The patient submits to the consultation process	<p>3.1 Physician examines the patient and prescribes medication.</p> <p>3.2 Physician may refer patient for the following procedures if necessary:</p> <ul style="list-style-type: none"> a. Wound Care b. Laboratory/Radiologic Exam c. Observation in Ward & Confinement d. Referral to a Medical Specialist e. Transfer to hospital <p>3.3 Refer back patient to the NOD</p>	None	15 Minutes / depending on the case	<i>Physician or Nurse on duty</i>
4. The patient presents prescription and submits the medical card to the NOD	<p>4.1 Receives the prescription form and dispenses available prescribed medication (initial dose only).</p> <p>4.2 Advises the patient on proper use and intake of medicines</p>	None	2 Minutes	<i>NOD</i>
5. The patient signs the logbook.	<p>5.1 Log the name of patient, name and quantity of dispensed medicines, and have it signed by the patient.</p> <p>5.2 Encode the accomplished consultation form, medical or dental record, and file for safekeeping.</p> <p>5.3 Provide client with Stakeholders' Feedback Form or Google Form using</p>	<p>None</p> <p>None</p>	<p>1 Minute</p> <p>1 Minute</p>	<p><i>NOD</i></p> <p><i>NOD</i></p>



	the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	23 Minutes	



2. Physical, Dental, and Laboratory Examination of Students

This procedure aims to determine systematic procedure of Physical, Dental and Laboratory Examination of students for qualification to perform various school function and activities.

Office or Division:	Campus Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSAS-QF-05 Notice of Admission(NO A)		Office of Student Affairs and Services		
UREG-QF-08 Request for Medical Clearance		Office of the University Registrar		
UHSE-QF-10 Personal Information Sheet or Identification Form,		Campus Health Services Unit		
UHSE-QF-11 Student Health Record Form				
UHSE-QF-05 Request Form				
UHSE-QF-12 Medical Clearance Form				
Medical Certificate		Medical Specialist		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Day 1				
1. The student presents the NOA for new and transferee students/ Request for Medical Clearance for returnee students.	1.1 Confirms schedule of student and secures copy of NOA or Request for Medical Clearance. 1.2 Issues Request Form for diagnostic procedures.	None	2 Minutes	Nurse on Duty (NOD)



	1.3 Advises to accomplish diagnostic examination at any DOH-Accredited Diagnostic Center and proceed to DAY 2).			
Day 2				
1. The student presents the laboratory results to the NOD	1.1 Checks the laboratory results to the student and issues Personal Information Sheet.	None	1 Minute	<i>NOD</i>
2. The student fills-out Personal Information Sheet and submits to the NOD.	2.1 Encodes the data to the Student Health Record Form, takes picture and prints the form. 2.2 Checks and records the vital signs. 2.3 Issues the Student Health Record Form and Medical Clearance Form.	None	3 Minutes	<i>NOD</i>
3. The student proceeds to the nurse on duty.	3.1 Secures a copy of Student Health Record Form, encodes and files student record for safekeeping. 3.2 Advises to proceed to the Campus Registrar for registration. 3.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	1 Minute	<i>NOD</i>
*Additional Procedures	For student with findings upon examination: advises student to	None	3 Minutes	<i>NOD</i>



	undergo special diagnostic procedure; or refers to medical specialist			
Day 2	TOTAL:	None	8 Minutes	



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

This procedure covers the pre-employment physical, dental and laboratory examination, including treatment, advises, and referrals of applicant employee and faculty.

Office or Division:	University Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Campus Officials, Faculty Members and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRDO-QF-02 Medical Endorsement Form		Human Resource and Development Office		
CSC Form No. 211 Medical Certificate		University Health Services Unit		
UHSE-QF-10 Personal Information Sheet or Identification Form,				
UHSE-QF-13 Medical Form				
UHSE-QF-05 Request Form				
UHSE-QF-06 Laboratory Result Form				
UHSE-QF-07 X-Ray Result Form				
UHSE-QF-02 Dental Record Form				
Medical Certificate		Medical Specialist		
Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Day 1 1. The client presents Medical Endorsement Form issued by HRDO.	1.1 Secures copy of Medical Endorsement Form. 1.2 Issues Request Form for diagnostic procedures and CSC Medical Certificate.	None	2 Minutes	NOD
If Laboratory and Diagnostic Examination will be done outside: 2. The client proceeds to the Cashier's Office for payment of physical and dental examination. *Skip next step and advance to DAY 2 .	2.1 Issues charge slip for payment of physical and dental examination. 2.2 Advises to accomplish laboratory and diagnostic examination at any DOH-Accredited Diagnostic Center. 2.3 Instructs to return and bring the results the following day for physical and dental examination.	Php 125.00	2 Minutes	NOD
If Laboratory and Diagnostic Examination will be done at the UHS: 3. The client proceeds to the Cashier's Office for payment of laboratory and diagnostic examination	3.1 Issues charge slip for payment of diagnostic examination. 3.2 Advises to return to UHS after payment.	Php 1,425.00 for Contractual, Permanent, and Temporary	1 Minute	NOD



		PHP475.00 for Job Order (PHP125.00 physical and dental examination fee is already included)		
4. The client presents the Official Receipt to the NOD.	4.1 Secures copy of official receipt. 4.2 Advises or instructs the applicant to proceed to the Diagnostic section for the necessary procedures.	None	1 Minute	NOD
5. The client proceeds to the Diagnostic Section for examination	5.1 Performs necessary procedures. 5.2 Instructs to return the following day to claim the results. 5.3 Advises to accomplish other tests not available in the UHS (eg. Neuropsychiatric test, drug test).	None	1 Day 6 Minutes	Medical/X-ray Technologist NOD
Day 2 6. The client presents official receipt and CSC Medical Certificate Form	6.1 Secure copy of official receipt, one photocopy of results and triplicate copy of accomplished CSC medical certificate. 6.2 Issue Personal Information Sheet.	None	1 Minute	NOD
7. The client fills-out the Personal Information Sheet	7.1 Encodes data to the Medical Form, takes picture and prints the form.	None	3 Minutes	NOD



and submits to the NOD	7.2 Checks and records vital signs. 7.3 Issues the medical form with attached photocopy of laboratory and diagnostic results.			
8. The client proceeds to the dental section for dental examination.	8.1 Does dental examination and signs the Medical form.	None	5 Minutes	<i>Dentist</i>
9. The client proceeds to medical section for physical examination.	9.1 Does physical examination and signs the medical form together with the triplicate copy of CSC medical form for fitness or unfitness to work.	None	10 Minutes	<i>Physician</i>
*Additional Procedures	Advises to undergo additional laboratory and or special diagnostic procedures and or refers to medical specialist.	None	3 Minutes	<i>Physician</i>
10. The client proceeds to the NOD.	10.1 Secures copy of one (1) medical form and CSC medical certificate form with attached photocopy of diagnostic results for encoding and safekeeping.	None	1 Minute	<i>NOD</i>
	TOTAL	PHP1,425.00 for Contractual, Permanent, and Temporary PHP475.00 for Job Order	1 Day 35 Minutes	



		(PHP125.00 physical and dental examination fee is already included)		
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4. Annual Physical, Dental and Laboratory Examination of University Officials, Faculty Members and Employees				
This procedure aims to determine systematic procedure of the annual physical, dental and laboratory examination of University officials, faculty members, and employees for qualification to continue various school function and activities.				
Office or Division:	University Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	University/Campus Officials, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UHSE-QF-10 Personal Information Sheet or Identification Form,		University Health Services Unit		
UHSE-QF-13 Medical Form				
UHSE-QF-05 Request Form				
UHSE-QF-06 Laboratory Result Form				
UHSE-QF-07 X-Ray Result Form				
UHSE-QF-02 Dental Record Form				
Medical Certificate		Medical Specialist		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Day 1				
1. The client proceeds to the UHS for	1.1 Confirms the schedule for laboratory and X-ray examination.	None	2 Minutes	Nurse on Duty



examination based on their schedule.	1.2 Issues Personal Information Sheet (Identification form).			
2. Fill-out Personal Information Sheet.	2.1 Encodes the date of the Medical- Dental Form, takes picture and prints the form. 2.2 Checks and records vital signs. 2.3 Issues request form and claim stub.	None	3 Minutes	<i>Nurse on Duty</i>
3. The client presents the request form to the diagnostic section for examination.	3.1 Performs necessary examinations. 3.2 Advises to claim the results on the following day to continue with the physical and dental examination.	None	5 Minutes	<i>Medical/ X-ray Technologists</i>
Day 2				
1. Proceed to the NOD to claim results and submit to physical and dental examination.	1.1 Releases examination results and issues Medical and Dental Form. 1.2 Advises to proceed to the dental section for examination.	None	1 Minute	<i>Nurse on Duty</i>
2. The client proceeds to the medical and dental section for examination.	2.1 Does Dental/Medical examination and signs the Medical - Dental Form for fit and unfit to work.	None	15 Minutes	<i>Dentist/Physician</i>
3. The client proceeds to the NOD.	3.1 Secures copy of one Medical - Dental Form for encoding and safekeeping. 3.2 Provide client with Stakeholders' Feedback using the link http://119.92.116.149/hrdo_feedback_form	None	1 Minute	<i>Nurse on Duty</i>



	TOTAL:	None	1 Day 27 Minutes	
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5. Provision of Emergency Care and Treatment

This procedure aims to provide systematic procedure and immediate actions to patient who needs urgent emergency care and treatment.

Office or Division:	University Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, CvSU Faculty Members, Employees, University Officials and their Dependents, and Out Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UHSE-QF-01 Consultation Form		Campus Health Services Unit		
UHSE-QF-03 Medical Certificate Form				
UHSE-QF-04 Prescription Form				
UHSE-QF-05 Request Form				
UHSE-QF-08 Monitoring Sheet				
UHSE-QF-09 Referral Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The patient comes in or brought in as emergency case.	1.1 Place the patient in a comfortable position and immediately looked or present identification of patient through ID card or other means of providing identity.	None	2 Minutes	Nurse-On-Duty
<ul style="list-style-type: none">Unconscious and pulseless:	<ul style="list-style-type: none">Does First Aid treatment and call other medical staff for assistance.	None	10 Minutes / depending on the case	Nurse on Duty/ Physician Available

<ul style="list-style-type: none"> If conscious, the patient gives medical history (if accident in nature) and submits to assessment of vital signs 	<ul style="list-style-type: none"> Elicits medical history or incident report/s, checks, monitors and records vital signs. Refers patient to physician on duty. 	None	5 Minutes	<i>Nurse on Duty</i>
2. The patient submits to the consultation process.	<p>2.1 Does intensive medical assessment, start initial treatment and explains condition and necessary steps to be done to the immediate head/guardian.</p> <p>2.2 Monitors patient condition until he/she becomes stable.</p>	None	30 Minutes / depending on the case	<i>Physician / NOD</i>
3. The patient signifies improvement and stability of condition .	<p>3.1 Prescribes medication with proper instructions and give advises. May issue medical certificate if necessary and if physician is available.</p> <p>3.2 Reports to the security office if the emergency case is accident and or medico-legal in nature.</p> <p>3.3 Provide client with Stakeholders' Feedback using the link http://119.92.116.149/hrdo_feedback_f orm</p>	None	<p>2 Minutes</p> <p>1 Minute</p>	<p><i>Physician</i></p> <p><i>NOD</i></p>
	TOTAL:	None	50 Minutes	



6. Verification of Physical, Dental, Laboratory and Diagnostic Examination Results of Students Enrollees

This procedure aims to verify the Physical, Dental and Laboratory Examination results /report of student enrollees for confirmation of enrollment through online system and drop box system.

Office or Division:	Campus Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UHSE-QF-16 Online Student Health Record		Campus Health Services Unit		
UHSE-QF-15 Online Student Request Form				
UHSE-QF-12 Medical Clearance Form				
Medical Certificate		Medical Specialist		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student submits requirements through online system/drop box system.	1.1 Checks and verifies the completeness of the scanned copies or drop box copies of documents and presents it to the physician.	None	2 Minutes	<i>NOD</i>
	1.2 Assesses the results for comments and recommendation.	None	5 Minutes	<i>Physician</i>
	1.3 If the assessment is clear/normal, issues medical clearance through e-mail, electronically signed for confirmation to enrollment.			



	1.4 If upon verification and assessment, results are unfavorable or noted with communicable diseases, the student enrollee through e-mail is advised to undergo additional laboratory or special diagnostic procedures and or refers to medical specialist before given clearance for confirmation to enrollment.	None	2 Minutes	<i>Physician</i>
2. The student receives medical clearance through e-mail.	2.1 Encodes, saves and prints the online documents for filing and safekeeping.	None	1 Minute	<i>NOD</i>
	TOTAL:	None	10 Minutes	



7. Health Monitoring of All CvSU Personnel and Visitors Upon Entry to University during Pandemic

This procedure aims to monitor the present health status of all CvSU personnel and visitors who enter the university campus during pandemic occurrence. This includes health survey, contact tracing, and safety precautions.

Office or Division:	Campus Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may Avail:	CvSU Personnel and Visitors

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UHSE-QF-17 Health Declaration Form		University Health Services Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out Health Declaration Form and submits it to the Guard on Duty,	1.1 Provides the copy of health declaration form to the Security Unit.	None	1 Minute	<i>NOD</i>
	1.2 Distributes copy of health declaration form to every CvSU personnel and visitors that enter the University.	None	1 Minute	<i>Security Guard</i>
	1.3 Checks the answers in the health survey portion of the Health Declaration Form.	None	1 Minute	<i>Security Guard</i>
	1.4 If the answer in the health survey portions are all <u>NO</u> and the personnel or visitor had no fever, he/she will be allowed to enter the campus. If there is one or more <u>YES</u> answer/s with or without fever, the security	None	1 Minute	<i>Security Guard</i>



	personnel will refer and send him/her to the University Health Services Unit for further evaluation, management and advises			
	1.5 Returns back the Health Declaration Form to Health Services Unit.	None	1 Minute	<i>Security Guard</i>
	TOTAL:	None	5 Minutes	



CAVITE STATE UNIVERSITY – TRECE CAMPUS

CAMPUS LIBRARY

External and Internal Services



1. Use of Library Facilities, Services and Resources				
Providing library services through the use of library facilities and resources.				
Office or Division:	Trece Campus Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty Members and Employees of Satellite Campuses and Other Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		Campus Registrar (students of Satellite Campuses), Office of the University Registrar (students of CvSU main), Human Resource Development Office (CvSU employees and Faculty members) Government Identification Card or Other Institution's Valid Identification Card (validated as per the Other Institution's Standards)		
Library Card		Trece Campus Library (students, employees and faculty members)		
Referral Letter		Trece Campus Library From the Librarian of the Institution (for students), from the Dean (for the faculty members) or the Head of Unit (for employees)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visitor presents referral letter to use the library facilities and resources.	1.1 Receives letter of referral.	None	1 Minute	<i>Librarian/Assigned Clerk</i>
	1.2 Logs in the Visitors' Logbook then leaves the bag (carrying only the client's valuables) to the baggage area.	None	2 Minutes	<i>Client</i>



	1.3 Submits the referral letter to the librarian in-charge at the desk and sign in the Visitor's Record Book for library fee.	Php 30.00/visit* (*Library Fee charged to outside researchers)	1 Minute	<i>Librarian/Assigned Clerk</i>
	1.4 Proceeds to the OPAC for the title or author and subject needed for research.	None	2 Minutes	<i>Client</i>
	TOTAL:	Php 30.00/visit* (*Library Fee charged to outside researchers)	5 Minutes	



2. Library Card for New Registrants				
Issuance of Library Card for New Registrants.				
Office or Division:	Trece Campus Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students: Registration Form 1 pc. 1x1 ID picture		Office of the Campus Registrar Student		
For faculty members and employees: CvSU identification card		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. New students, faculty members and employees inquire about issuance of Borrower's card.	1.1 Provide the students, faculty members and employees with slips to be filled up.	None	1 Minute	<i>Assigned Library Clerk</i>
	1.2 Students/faculty members/ employees encode their data.		2 Minutes per client	
	1.3 Takes picture of the client with webcam, stamps validity of the borrower' card, counter signs Registration form of students.		2 Minutes per client	
	TOTAL:	None	5 Minutes	



3. Validation of Library Card for New Registrants				
Verifying students' records in the database and validation of borrower's card for old registrants.				
Office or Division:	Trece Campus Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students: Latest Registration Form Student Identification Card		Office of the Campus Registrar		
For faculty members and employees: CvSU identification card		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students, instructors and employees request for validation of library or borrower's cards.	1.1 Checks registration form for current semester together with their library or borrower's card.	None	1 Minute	<i>Librarian/Assigned Clerk</i>
2. Students present their latest registration form while faculty members and employees present their ID.	2.1 Verifies the encoded data of the client and updates the record if necessary. Countersigns and stamps validity date on the borrower's card.	None	1 Minute	<i>Librarian/Assigned Clerk</i>
	2.2 Releases validated Borrower's card.		1 Minute	



	TOTAL:	None	3 Minutes	
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4. Replacement of Lost Library Cards				
Providing new library cards for students, faculty members and employees who lost their old library cards.				
Office or Division:	Trece Campus Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Affidavit of Loss		Attorney's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students, faculty members and employees presents affidavit of loss.	1.1 Receives affidavit of loss.	None	1 Minute	<i>Librarian/Assigned Clerk/Library Coordinator</i>
	1.2 Checks the database of registered clients and updates data if necessary.	None	2 Minutes per client	
	1.3 Countersigns and stamps validity date on the Borrower's card. Releases new borrower's card to client upon payment.	Php 20.00	2 Minutes	
	TOTAL:	Php 20.00	5 Minutes	



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



	<p>1.2 Checks-in the books borrowed by scanning the book's or books' barcodes. Inserts the book cards then shelves these books.</p> <p><u>Returning of books after the due date (overdue books):</u></p> <p>2.1 Checks-in the books borrowed by scanning the book's or books' barcodes. Collects the library fine* (accumulated library fine is computed per day - from day 1 of overdue to day of return). Inserts the book cards then shelves these books.</p> <p><i>* Including Saturdays, Sundays and holidays</i> <i>* Price is subject to change without prior notice</i></p>	<p>None</p> <p>Student: General Circulation: Php. 5.00/day* Reserve: Php. 50.00/day*</p> <p>Faculty & Employees: General Circulation: Php. 10.00/day* Reserve: Php. 50.00/day*</p>	<p>2 Minutes</p> <p>6 minutes</p>	<p><i>Librarian/Assigned Clerk/Library Coordinator</i></p> <p><i>Librarian/Assigned Clerk/Library Coordinator</i></p>
	TOTAL:	<p>Student: General Circulation: Php. 5.00/day* Reserve: Php. 50.00/day*</p>	<p>1 Minute (Borrowing of Books) 1 Minute (Borrowing of e-books) 2 Minutes (Returning)</p>	



		Faculty & Employees: General Circulation: Php. 10.00/day* Reserve: Php. 50.00/day*	6 Minutes (Returning of overdue books)	
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6. Securing A Referral Letter to Access Other Institutions				
Providing referral letters to students, faculty members and employees conducting their research to access other institution's libraries and their resources.				
Office or Division:	Trece Campus Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For the students: 1. Student identification card (validated)		Office of the University Registrar		
For Faculty Members and Employees 1. CvSU identification card		Human Resource Development Office		
Library Card (for students, Faculty Members and Employees)		Trece Campus Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students, Faculty Members and Employees' request of referral letter.	1.1 Checks the research topic or material the client needs to access to the other institution's library. If no material is available in the Campus Library.	None	6 Minutes	<i>Librarian/Assigned Clerk/Library Coordinator</i>
	1.2 Ask the student/faculty member/employee will log-in the Library Referral's Log book with their information: a. Full name b. Course/Section (students) c. Topic of Research d. Institution to Visit	None	1 Minute	<i>Client</i>



	e. Date of Visit			
	1.3 Informs the client to pick-up the referral letter after 3 (three) days from the day of request.	None	1 Minute	<i>Librarian/Assigned Clerk/Library Coordinator</i>
2. Student, Faculty Members and Employees pick-up their Referral Letter.	2.1 Asks for the Identification CvSU Card (for students, faculty members and employees).	None	1 Minute	<i>Librarian/Assigned Clerk/Library Coordinator</i>
	2.2 Verifies the date of request.	None	1 Minute	<i>Client</i>
	2.3 Retrieves the Referral Letter from the Referral File Folder.	None	2 Minutes	<i>Librarian/Assigned Clerk/Library Coordinator</i>
	2.4 Asks the client to verify if all the information encoded in the Referral Letter is correct.	None	2 Minutes	<i>Librarian/Assigned Clerk/Library Coordinator</i>
	2.5 Client signs in the Referral Letter Logbook, acknowledging the receipt and claim of Referral Letter.	None	1 Minute	<i>Client</i>
	TOTAL	None	8 Minutes (Request) 7 Minutes (Pick-Up)	



CAVITE STATE UNIVERSITY – SILANG CAMPUS
HUMAN RESOURCE DEVELOPMENT OFFICE
External and Internal Services



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

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

Office or Division:	Campus Human Resource Development Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All aspiring applicants (Academic and Non-Academic)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter addressed to HR Director		Applicant		
Personal Data Sheet		www.csc.gov.ph or CSC website		
Photocopy of certificate of eligibility/rating/license		Civil Service Commission		
Photocopy of Transcript of Records		School Registrar		
Latest Performance Rating, if applicable		Employer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/send complete documents via cvsusilang@cvsu.edu.ph sc_hrdo@cvsu.edu.ph a. Application Letter b. CV/Resume c. other credentials	1.1 Check, receive all the submitted documents.	None	2 Minutes	Campus HR Coordinator
	1.2 Review the documents and acknowledge receipt of e-mail application and notify via text message the potential applicants for the vacant position.		2 Days	Campus HR Coordinator
	1.3 Schedule initial interview and demo teaching (for academic applicants).		30 Minutes per applicant	Committee composed of Local HR, Department



	<p>1.4 Schedule a final interview for qualified applicants.</p> <p>1.5 Tally the scores of each applicant.</p> <p>1.6 Endorse to the University Selection Board the list of qualified applicants.</p> <p>1.7 Call up the qualified applicants.</p>		<p>30 Minutes per applicant</p> <p>1 Day</p> <p>5 Minutes</p>	<p><i>Chairperson concerned, Campus Faculty Association President</i></p> <p><i>Campus Administrator</i></p> <p><i>Campus HR Coordinator</i></p> <p><i>Campus HR Coordinator</i></p> <p><i>Campus HR Coordinator</i></p>
2. Report to the Campus HRDO.	2.1 Give some reminders and provide the qualified applicant a checklist of documents to be submitted.	None	10 Minutes per applicant	<i>Campus HR Coordinator</i>
3. Report to the Main Campus	3.1 Evaluate the applicant.	None	30 Minutes per applicant	<i>Campus Administrator, HRMO Director, VPs and FA President</i>
	3.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			<i>Campus HR Coordinator</i>
	TOTAL:	None	3 Days, 1 Hour, 47 Minutes	



2. Selection and Hiring for Academic Positions

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

Office or Division:	Campus Human Resource Development Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Qualified Applicants for the vacant academic position			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Applicant Interview Rating Sheet		Campus Human Resource Development Office		
Oral Interview Evaluation Score Sheet		Campus Human Resource Development Office		
Evaluation Checklist for Demo Teaching – for Academic Personnel only		Campus Human Resource Development Office		
Written Examination		Campus Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to the campus for written examination, teaching demo and interview	1.1 Notify the applicant via phone call, email or text message regarding the schedule of evaluation.	None	1 Minute	<i>Campus HRD Coordinator / Assistant</i>
	1.2 Give questionnaire for written examination.	None	10 Minutes	<i>Campus HRD Coordinator / Assistant</i>
	1.3 Gather the local Personnel Selection Board for evaluation of the applicant.	None	5 Minutes	<i>Campus HRD Coordinator / Assistant</i>
	1.4 Evaluate the applicant for demo teaching and through panel interview.	None	30 Minutes	<i>Campus Personnel</i>



				<i>Selection Board/ Committee</i>
	1.5 Advise that the applicant will be notified on the status of application.	None	2 Minutes	<i>Campus HRD Coordinator</i>
	1.6 Tally and summarize the evaluation ratings of applicant.	None	30 Minutes	<i>Campus HRD Coordinator / Assistant</i>
2. Receive notification on the status of application.	2.1 Inform the applicant through phone calls, text, or email of the result of evaluation and of the employment requirements.	None	3 Minutes	<i>Campus HRD Coordinator</i>
	2.2 Endorse the recommendation for hiring signed by the Campus Administrator for approval by the University President thru channels	None	1 Minute	<i>Campus HRD Coordinator</i>
	2.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	1 Hour, 22 Minutes	



3. Processing of Appointment of Job Order Academic Personnel (Campus)

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

Office or Division:	Campus HRDO - Recruitment, Selection and Placement (RSP) Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All selected applicants

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Data Sheet (CS Form No. 212)		www.csc.gov.ph or CSC website		
Personal Description Form (DBM-CSC Form No. 10)		www.csc.gov.ph or CSC website		
Medical Certificate (CS Form No. 211)		University Infirmary		
TOR, Diploma, eligibility, PSA Birth Certificate and NBI Clearance, TIN		Concerned Agencies		
Certificate of first day of service		Office of the Campus Administrator		
Community Tax Certificate		Barangay/Municipal/City Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents for appointment on Job Order status For newly hired: ○ PDS ○ PDF	1.1 Receive the submitted requirements of the Job Order academic personnel.	None	1 Minute	HR Coordinator
	1.2 Review and validate the submitted documents for completeness and accuracy.	None	5 Minutes	HR Coordinator
	1.3 Submit the original and photocopied documents for authentication to the Records Office through the Liaison Officer.	None	5 Minutes	HRDO Coordinator, Liaison Officer



<ul style="list-style-type: none"> ○ TOR/Diploma ○ Medical Certificate ○ NBI Clearance ○ Other pertinent documents ○ Evaluation Result <p>For rehired:</p> <ul style="list-style-type: none"> ○ Photocopy of I.D. ○ Medical Certificate 	1.4 Prepare the contract of service to be signed by the Job Order Academic Personnel.	None	3 Minutes	<i>HR Coordinator</i>
	1.5 Read and sign the contract of service.	None	3 Minutes	<i>Job Order Academic Personnel</i>
	1.6 Verify and endorse the signed contract of service to the Campus Administrator for signature.	None	3 Minutes	<i>HR Coordinator</i>
	1.7 Check and sign the contract of service.	None	3 Minutes	<i>Campus Administrator</i>
	1.8 Submit the signed contract of service together with the employment requirements to the HRDO for processing.	None	5 Minutes	<i>HR Coordinator/ Liaison Officer/Any Authorized Representative</i>
2. Receive the signed contract of service for notarization.	2.1 Receive the completely signed contract of service from the HRDO and release to the client	None	2 Minutes	<i>HR Coordinator</i>
3. Submit the notarized contract of service.	3.1 Accept and verify the notarized contract of service.	None	2 Minutes	<i>HR Coordinator</i>
	3.2 Submit the notarized contract of service to HRDO Main with the required attachments.	None	2 Minutes	<i>HR Coordinator</i>
	3.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			



	TOTAL:	None	34 Minutes	
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4. Processing of Appointment of Job Order Non-Academic Personnel (Campus)

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

Office or Division:	Campus HRDO - Recruitment, Selection and Placement (RSP) Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Job Order Non-Academic Personnel

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Data Sheet (CS Form No. 212)		www.csc.gov.ph or CSC website		
Personal Description Form (DBM-CSC Form No. 10)		www.csc.gov.ph or CSC website		
Medical Certificate (CS Form No. 211)		University Infirmary		
Certificate of first day of service		College/Unit		
TOR, Diploma, eligibility, PSA Birth Certificate and NBI Clearance		Concerned Agencies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents and credentials	1.1 Check and validate accuracy and completeness of the submitted documents to be endorsed to the Campus Administrator for signature.	None	5 Minutes	Human Resource Coordinator
	1.2 Sign and endorse the verified documents.	None	5 Minutes	Human Resource Coordinator and Campus Administrator



	1.3 Submit credentials to the University Recruitment, Selection and Placement (RSP) Unit for the issuance of job order contract and appointment of job order Non-Academic personnel.	None	5 Minutes	<i>Human Resource Coordinator/ Recruitment, Selection and Placement (RSP) staff</i>
	1.4 Receive the submitted documents/requirements and furnish the campus with the job order contract.	None	3 Minutes	<i>Human Resource Coordinator/ RSP Staff</i>
	1.5 Check for the authenticity of signatures and certify that the job order contract is complete.	None	10 Minutes	<i>Human Resource Coordinator/ RSP Staff</i>
	1.6 Endorse to the University Recruitment, Selection and Placement (RSP) Unit and submit to the accounting office for payroll processing.			
	1.7 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	28 Minutes	



CAVITE STATE UNIVERSITY – SILANG CAMPUS
HUMAN RESOURCE DEVELOPMENT OFFICE – RECORDS MANAGEMENT
SECTION

External and Internal Services



1. Processing and Issuance of HR Records to Active and Employees who are no longer connected with the University

This procedure aims to provide personnel employment records to active and employees who are no longer connected with the University for personal and professional transaction purposes.

Office or Division: Campus HRDO - Records Management Section

Classification: Simple

Type of Transaction: G2C-Government to Citizen

Who may avail: All Active and Employees who are no longer connected with the University

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Record Request Form		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Record Request form and submit to the HR Coordinator.	1.1 Receive and review the duly accomplished form for the completeness of entries.	None	3 Minutes	<i>HR Coordinator/Staff</i>
	1.2 Check and verify from file the requested record. If requested record /document is not available in the campus, request will be endorsed to the University HRDO.	None	10 Minutes	<i>HR Coordinator/ Liaison Officer</i>
	1.3 Prepare the requested documents.	None	5 Minutes	<i>HRDO Personnel</i>
	1.4 Release the requested document/s.	None	5 Minutes	<i>HR Coordinator</i>
2. Claim the requested document/s.	2.1 Have the client sign on the Receiving Logbook.	None	2 Minutes	<i>HR Coordinator</i>



	2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	25 Minutes	



2. Online Processing and Issuance of HR Records to Active and Employees who are no longer connected with the University

This procedure covers how personnel employment records is provided thru on-line platform to active and employees who are no longer connected with the University for personal and professional transaction purposes.

Office or Division:	Records Management Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Active and Employees who are no longer connected with the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Record Request Form		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the accomplished Record Request Form to cvsusilang@cvsu.edu.ph sc_hrdo@cvsu.edu.ph	1.1 Receive and review the duly accomplished form for the completeness of entries.	None	3 minutes	<i>HR Coordinator/staff</i>
	1.2 Check and verify from file the requested record. If requested record/document is not available in the campus, requests will be endorsed to the University HRDO.	None	10 minutes	<i>HR Coordinator/ Liaison Officer</i>
	1.3 Prepare the requested document.	None	5 minutes	<i>HRDO Personnel</i>
	1.4 Release the requested records/documents to the client through the official email of the HRDO cvsuhrd@cvsu.edu.ph cvsusilang@cvsu.edu.ph sc_hrdo@cvsu.edu.ph	None	5 minutes	



2. Receive and acknowledge receipt of the requested records/documents.	2.1 Confirm and record the receipt of the records/documents requested by the client.	None	2 minutes	<i>HRDO Personnel</i>
	2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	25 minutes	



CAVITE STATE UNIVERSITY – SILANG CAMPUS
HUMAN RESOURCE DEVELOPMENT OFFICE - REWARDS AND RECOGNITION
(R&R) SECTION

External and Internal Services



1. Receiving and Evaluation of Documents for Salary Preparation of Part-time Faculty members and Job Order Non-Academic Employees

This procedure covers the computation of the total number of hours or days to be paid based on actual service rendered. This will serve as basis of the Accounting Office for payroll preparation.

Office or Division:	Rewards and Recognition (R & R) Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All part-time faculty and job order employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplishment Report		Job Order non-academic employees		
Signed Daily Time Record		Part-time faculty members and job order non-academic employees		
Authority to Pay (for first salary only)		Recruitment, Selection and Placement unit of Human Resource Development Office		
Clearance Certification (for last salary)		Recruitment, Selection and Placement unit of Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplishment	1.1 Receive the submitted DTR and accomplishment report.	None	2 Minutes	<i>HR Coordinator</i>



report and the Daily Time Record to the HR Coordinator every 16 th day of the month and 1 st day of the succeeding month.	1.2 Check DTR if services rendered is in accordance with the approved official schedule and contact hours.	None	1 Minute per DTR	<i>HR Coordinator</i>
	1.3 Check accomplishment report as to accuracy and completeness.		1 Minute per accomplishment report	
	1.4 Compute the number of hours of services rendered.		30 Minutes	
	1.5 Prepare summary of the hours to be paid per COS and job order employees and attach the required supporting documents for endorsement to the Campus Administrator.	None	30 Minutes	<i>HR Coordinator</i>
	1.6 Sign and approve the document.	None	3 Minutes	<i>Campus Administrator</i>
	1.7 Prepare Disbursement Voucher and Budget Utilization Request and Status and Payroll of the salaries.	None	15 Minutes	<i>Campus Finance Management Officer</i>
	1.8 Attach the Summary of Hours to be paid, DTR and Accomplishment Report to the DV, BURS and payroll.	None	5 Minutes	<i>HR Coordinator</i>
	1.9 Affix the signature/s of authorized personnel to the BURS.	None	3 Minutes	<i>Campus Administrator/ Campus Finance Management Officer</i>



	1.10 Submit the payroll to the Main Campus for processing.	None	5 Minutes	<i>HR Coordinator/ Liaison Officer/ Authorized Representative</i>
	1.11 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	1 Hour, 35 Minutes	



2. Receiving and Evaluation of Documents for Salary Preparation of Contractual and Casual Non-Academic Employees

This procedure covers the computation of the total number of hours or days to be paid based on actual service rendered. This will serve as basis of the Accounting Office for payroll preparation.

Office or Division:	Rewards and Recognition (R & R) Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All contractual faculty and casual employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplishment Report	Contractual and casual non-academic employees
Signed Daily Time Record	Contractual and casual non-academic employees
Authority to Pay (for first salary only)	Recruitment, Selection and Placement unit of Human Resource Development Office
Clearance Certification (for last salary)	Recruitment, Selection and Placement unit of Human Resource Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Daily Time Record to the HR Coordinator every 16 th day of the month and 1 st day of the succeeding month.	1.1 Receive the submitted DTR and accomplishment report.	None	2 Minutes	HR Coordinator
	1.2 Check DTR if services rendered is in accordance with the approved official schedule and contact hours.	None	3 Minutes per DTR	HR Coordinator
	1.3 Check accomplishment report as to accuracy and completeness.	None	1 Minute per accomplishment report	HR Coordinator



	1.4 Compute the number of hours of services rendered.	None	15 Minutes	<i>HR Coordinator</i>
	1.5 Prepare the Summary of Attendance for endorsement to the Campus Administrator.	None	15 Minutes	<i>HR Coordinator</i>
	1.6 Sign and approve the document.	None	3 Minutes	<i>Campus Administrator</i>
	1.7 Prepare the Disbursement Voucher and Budget Utilization Request and Status and Payroll of salaries.	None	15 Minutes	<i>Campus Finance Management Officer</i>
	1.8 Attach the Summary of Attendance, DTR and Accomplishment Report to the DV, BURS and payroll.	None	5 Minutes	<i>HR Coordinator</i>
	1.9 Affix the signature/s of authorized personnel to the BURS.	None	3 Minutes	<i>Campus Administrator/ Campus Finance Management Officer</i>
	1.10 Submit the payroll to the Main Campus for processing.	None	5 Minutes	<i>HR Coordinator/ Liaison Officer/ Authorized Representative</i>
	1.11 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	1 Hour, 7 Minutes	



CAVITE STATE UNIVERSITY – SILANG CAMPUS

OFFICE OF STUDENT AFFAIRS AND SERVICES

External and Internal Services



1. Application/Renewal Procedure for Scholarship				
This procedure shows how OSAS assists applicants in the availment/renewal of scholarship/financial assistance.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who are qualified to apply or renew for scholarship/ financial assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Scholarship		OSAS and CvSU website (downloadable at www.cvsu.edu.ph)		
Photocopy of certification of grades in the previous semester		Concerned College Registrar		
Photocopy of the registration form in the current semester		Concerned College Registrar		
1 pc. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents.	1.1 Receive and evaluate the required documents.	None	5 Minutes	Scholarship Coordinator
	1.2 Issue Certificate of Scholarship.			
2. Receive the Scholarship Certification.	2.1 Sign the logbook under the column "Released by". 2.2 Advise the student to proceed to the Registrar / Cashier's Office for reassessment of fees.	None	5 Minutes	Scholarship Coordinator



3. New and old scholars submit Certification of Scholarship to the Registrar's Office and Cashier Office for the reassessment of fees.	3.1 Receive the Certification of Scholarship and reassess fees accordingly.	None	5 Minutes	<i>Registrar / Cashier</i>
	3.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			<i>Scholarship Coordinator</i>
	TOTAL:	None	15 Minutes	



2. Admission of First Year Students

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

Office or Division: Office of Student Affairs and Services

Classification: Simple

Type of Transaction: G2C – Government to Citizen

Who may avail: All incoming first year students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		Silang Campus https://www.facebook.com/CaviteStateUniversitySilangCampus		
Photocopy of G-12 report card		Senior High School		
Photocopy of good moral certificate		Senior High School		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents.	1.1 Receive the required documents	None	5 Minutes	Admission Officer
2. Receive admission examination permit.	2.1 Schedule the date of examination	None	2 Minutes	Admission Officer
3. Take the admission	3. Administer Admission Examination	None	*1 Hour	Guidance Counselor or Psychometrician



examination as scheduled.				
<p>4. For applicants seeking admission to the BS Nursing, BS Midwifery, BS Medical Technology, Diploma in Midwifery, BS Criminology, Education Courses, Engineering Courses, BS Psychology, BS Hospitality Management, and BS Tourism Management, the applicant is required to undergo interview:</p> <p>Get interview form.</p> <p>Undergo interview at College/ Department.</p>	4a. Release interview form.	None	2 Minutes	<i>Admission Officer</i>
	4b. Conduct the interview.	None	*1 Hour	<i>*Department Chair or Program Head</i>
	4c. Receive the accomplished interview form.			
	4d. Issue Notice of Admission (NOA).	None	1 Minute	<i>Admission Officer</i>



Return to OSAS and submit accomplished interview form.				
5. Receive the NOA.	5. Log the NOA number and name of student and sign the logbook under the column "Released by".	None	10 Minutes	<i>Admission Officer/ Guidance Counselor or Psychometrician</i>
6. Present the NOA to the Campus Health Services unit for medical examination.	6.1 Receive the NOA and assist the student for medical examination.	None	2 Minutes	<i>Campus Health Services Unit</i>
	6.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			<i>Admission Officer</i>
	TOTAL:	None	2 Hours, 22 Minutes	



3. Admission Procedure for Transferees from Other School				
This procedure aims to define the system on how to assist all transferees from other schools who will submit requirements and ensure that they will be guided in seeking admission to the University in their desired program.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who preferred to transfer to the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		Silang Campus https://www.facebook.com/CaviteStateUniversitySilangCampus		
Photocopy of transfer credentials		Applicant's previous school		
Photocopy of NBI clearance or Police clearance		National Bureau of Investigation or Police station		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present credentials for initial evaluation.	1.1 Evaluate and compute the GPA.	None	10 Minutes	Admission Officer
2. Secure the Notice for Evaluation form and proceed to concerned College for their evaluation.	2.1 Issue interview form.	None	5 Minutes	Admission Officer
3. Undergo interview with respective college.	3.1 Conduct the interview.	None	1 Hour	College Registrar or Department



				<i>Chair or Program Head</i>
4. Return to OSAS and submit the accomplished Notice for Evaluation form.	4.1 Receive the accomplished interview form.	None	2 Minutes	<i>Admission Officer</i>
5. If qualified from the evaluation of the College/Department, submit the following documents to OSAS: <ul style="list-style-type: none"> ○ Photocopy of Certificate of Grades ○ Photocopy of Certificate of Good Moral ○ Photocopy of Honorable Dismissal ○ Photocopy of NBI Clearance or Police Clearance ○ 2 copies of 1x1 ID Picture ○ Short Folder 	5.1 Receive and file the documents. 5.2 Issue Examination Permit.	None	5 Minutes	<i>Admission Officer</i>
6. Receive examination permit.	6.1 Schedule examination.	None	2 Minutes	<i>Admission Officer</i>



7. Take the admission examination as scheduled.	7.1 Administer admission examination. 7.2 Issue Notice of Admission (NOA).	None	*1 Hour	<i>Guidance Counselor or Psychometrician</i>
8. Receive the NOA.	8.1 Log the NOA number and name of student and sign the logbook under the column "Released by".	None	10 Minutes	<i>Admission Officer or Guidance Counselor or Psychometrician</i>
9. Present the NOA to the Campus Health Services unit for medical examination.	9.1 Receive the NOA and assist the student for medical examination 9.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	2 Minutes	<i>Campus Health Services Unit</i> <i>Admission Officer</i>
	TOTAL:	None	2 Hours, 36 Minutes	

*Qualified for a multi-stage processing.



4. Admission Procedure for Transferees from CvSU System

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

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		Silang Campus https://www.facebook.com/CaviteStateUniversitySilangCampus		
Photocopy of transfer credentials		Applicant's previous school		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present credentials for initial evaluation.	1.1 Evaluate and compute the GPA.	None	10 Minutes	<i>Admission Officer</i>
2. Secure Notice of Interview Form and proceed to concerned college /department for their evaluation	2.1 Issue interview form.	None	5 Minutes	<i>Admission Officer</i>



3. Undergo interview with respective college /department.	3.1 Conduct the interview.	None	1 Hour	<i>College Registrar/ Department Chair / Program Head</i>
4. Return to OSAS and submit the accomplished interview form.	4.1 Receive the accomplished interview form.	None	2 Minutes	<i>Admission Officer</i>
5. If qualified from the evaluation of the College, submit the following documents to OSAS: <ul style="list-style-type: none"> ○ Photocopy of Certificate of Grades ○ Photocopy of Certificate of Good Moral ○ Photocopy of Honorable Dismissal ○ 2 Copies of 1x1 ID Picture ○ Short Folder 	5.1 Receive and file the documents 5.2 Issue the Notice of Admission (NOA)	None	5 Minutes	<i>Admission Officer</i>
6. Receive the NOA.	6.1 Log the NOA number and name of student and sign the logbook under the column "Released by"	None	5 Minutes	<i>Admission Officer / Guidance Counselor or Psychometrician</i>
7. Present the NOA to the Campus Health	7.1 Receive the NOA and assist the student for medical examination	None	2 Minutes	<i>Campus Health Services Unit</i>



Services unit for medical examination.	7.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			<i>Admission Officer</i>
	TOTAL:	None	1 Hour, 29 Minutes	



5. Procedure on Admission for Second Courser

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

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students who are already a graduate of a bachelor's degree and wanted to pursue another program

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application form for Admission		Silang Campus https://www.facebook.com/CaviteStateUniversitySilangCampus		
Photocopy of transfer credentials		Applicant's previous school		
2 pcs. 1x1 picture with white background		Applicant		
1 short ordinary folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present credentials for initial evaluation.	1.1 Evaluate and compute the GPA.	None	10 Minutes	<i>Admission Officer</i>
2. Secure Notice for Evaluation form and Proceed to concerned college / department for their evaluation	2.1 Issue interview form.	None	5 Minutes	<i>Admission Officer</i>
3. Undergo interview with respective	3.1 Conduct the interview.	None	1 Hour	<i>Department Chair / Program Head</i>



college/department.				
4. Return to OSAS and submit the accomplished Notice for Evaluation form.	4.1 Receive the accomplished interview form.	None	2 Minutes	<i>Admission Officer</i>
5. If qualified from the evaluation of the College, pay for the testing fee at the Cashier's office (for paying students only).	5.1 Issue official receipt.	Php 150.00	2 Minutes	<i>Cashier</i>
6. Submit the required documents.	6.1 Receive the required documents.	None	5 Minutes	<i>Admission Officer</i>
7. Receive examination permit.	7.1 Schedule the date of examination.	None	2 Minutes	<i>Admission Officer</i>
8. Take the admission examination as scheduled.	8.1 Administer Admission Examination. 8.2 Issue Notice of Admission (NOA).	None	1 Hour	<i>Guidance Counselor or Psychometrician</i>
9. Receive the NOA	9.1 Log the NOA number and name of student and sign the logbook under the column "Released by".	None	5 Minutes	<i>Admission Officer/Guidance Counselor or Psychometrician</i>
10. Present the NOA to the Campus Health Services	10.1 Receive the NOA and assist the student for medical examination.	None	2 Minutes	<i>Campus Health Services Unit</i>



Unit for medical examination	10.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo feedback form			<i>Admission Officer</i>
	TOTAL:	Php 150.00	2 Hours, 33 Minutes	

**Paying students refers to applicants who already obtained a Bachelor's degree and wants to pursue another degree.*



6. Recognition and Accreditation Procedure for Student Organizations

This procedure aims to assist the students, enumerate the requirements and facilitate the recognition and accreditation of student organizations.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All student organizations who applied for University Organization Recognition

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
List of Officers	Applicant
Calendar of Activities	Applicant
Resume/CV of the Adviser (s)	Applicant
Latest Certificate of Grades of the Officers	Campus Registrar/ Adviser
Picture of the Officers with caption identifying the individual position	Applicant
Constitution-and By-Laws approved by the Officers and the Advisers	Applicant
Updated list of members	Applicant
Bio data of the Organization Officers	Applicant
Certificate of Good Moral Character of the Officers	Campus Guidance Facilitator / Counselor / Campus Department
Acceptance Letter from the Adviser	SDS Unit – OSAS
*Additional Requirements for Old Organization	
Accomplishment report	Applicant
Financial report	Applicant



Previous plan of activities		Applicant		
Certificate of audit		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for initial evaluation.	1.1 Receive and evaluate the required documents.	None	10 Minutes	<i>SDS Head or OSAS Staff</i>
2. Receive notice if submitted documents are complete.	2.1 Issue notice of completion of requirements.	None	5 Minutes	<i>SDS Head or OSAS Staff</i>
3. Receive the Notice of Completion.	3.1 Conduct the recognition and accreditation program of student organizations and induction of officers for the entire school year.	None	15 Minutes	<i>SDS Head or OSAS Staff</i>
4. Attend the recognition and accreditation program Receive a certificate of recognition	4.1 Document the program. 4.2 File the submitted documents of the recognized student organizations. 4.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	15 Minutes	<i>SDS Head or OSAS Staff</i>
TOTAL:		None	45 Minutes	



7. Approval of Student Activities Procedure for Student Organizations

This procedure aims to provide avenues to mold students' talents and interest to ensure social and cultural growth and offer leadership trainings to enhance leadership effectiveness of students both at personal and organizational levels.

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All recognized student organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request letter addressed to the University President, recommended by the adviser/s, Head of SDS, Dean of OSAS and Vice President for Academic Affairs.		Applicant		
Activity Proposal		Applicant		
Copy of the approved Plan of Activities		Applicant		
Notarized Parent's Permit if the activity is scheduled on weekends or 6:00 pm onwards.		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter for initial evaluation.	1.1 Evaluate requirements. 1.2 Issue notice of completion of requirements.	None	10 Minutes	<i>SDS Head or OSAS Staff</i>



2. Receive Notice of Completion.	2.1 Sign and recommend the request letter to the Dean of OSAS/ Director/Head of OSAS.	None	10 Minutes	<i>SDS Head or OSAS Staff</i>
	2.2 Endorse to the Vice President for Academic Affairs or Campus Administrator for approval.			
	2.3 Release the approved letter of request to the concerned organization.			<i>VPAA or Campus Administrator</i>
3. Conduct the event or activity.	3.1 Monitor the event or activity.	None	15 Minutes	<i>SDS Head or OSAS Staff</i>
4. Submit accomplishment report, financial report, and accomplished evaluation forms.	4.1 Receive accomplishment report, financial report, and accomplished evaluation forms.	None	5 Minutes	<i>SDS Head or OSAS Staff</i>
	4.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			<i>OSAS Staff</i>
TOTAL:		None	40 Minutes	



8. Off-Campus Activities Procedure of Student Organizations

This procedure aims to provide avenues to mold students' talents and interest to ensure social and cultural growth and offer leadership trainings to enhance leadership effectiveness of students both at personal and organizational levels.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All recognized student organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter from the president of the recognized organization	Applicant
Activity proposal	Applicant
Invitation letter from the organizer of the activity	Applicant
CHED Memorandum	SDS Personnel (downloadable from the CHED website)
List of requirements from CHED	SDS Personnel (downloadable from the CHED website)
**Before the off- campus activities	
Curriculum	Applicant
Destination	Applicant
Handbook or manual	Applicant
Notarized parent's permit	Applicant
Medical clearance of the students	Campus Health Services Unit
Personnel-in-charge (ID's)	Applicant
First aid kit	Applicant
Fees/ resources	Applicant



Mobility of students		Campus Dean		
Insurance		SDS Personnel		
Certificate of compliance		SDS Personnel (downloadable from the CHED website)		
** After the off- campus activities				
Learning journals of students		Applicant		
Assessment report/ evaluation report		Applicant		
Expenditure report		Applicant		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter for initial evaluation.	1.1 Evaluate requirements.	None	10 Minutes	SDS Head or OSAS Staff
	1.2 Issue notice of completion of requirements.			
2. Receive Notice of Completion.	2.1 Sign and recommend the request letter to the Dean of OSAS.	None	10 Minutes	SDS Head or OSAS Staff
	2.2 Endorse to the Vice President for Academic Affairs for approval.			
	2.3 Release the approved letter of request to the concerned organization.			VPAA or Campus Administrator
3. Conduct the event or activity.	3.1 Monitor the event or activity.	None	15 Minutes	SDS Head or OSAS Staff
4. Submit accomplishment report, financial report, and	4.1 Receive accomplishment report, financial report, and accomplished evaluation forms.	None	5 Minutes	SDS Head or OSAS Staff
	4.2 Provide client with Stakeholders' Feedback Form or Google Form using			OSAS Staff



accomplished evaluation forms.	the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	40 Minutes	



9. Counseling Procedure for Students				
This procedure shows how to facilitate positive change in the behavior, feelings, and attitudes of the students to promote academic, personal, social, and career development.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who are enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Form		Office of Student Affairs and Services		
Counseling Form		Office of Student Affairs and Services		
Appointment/Commitment Slip Informed Consent Form		Office of Student Affairs and Services		
Counseling Completion Form		Office of Student Affairs and Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seek counseling and fill out Counseling Form.	1.1 Receive counseling form for walk in and referred clients.	None	5 Minutes	<i>Guidance Counselor or Guidance Facilitator or designated faculty member</i>
2. Undergo initial interview.	2.1 Conduct initial interview. 2.2 Give appointment/commitment slip for student to fill-out.	None	10 Minutes	<i>Guidance Counselor or Guidance Facilitator or</i>



				<i>designated faculty member</i>
3. Fill out the appointment / commitment slip and undergo counseling session.	3.1 Conduct counseling/ consultation process and document the process.	None	*1 Hour per session	<i>Guidance Counselor or Guidance Facilitator or designated faculty member</i>
4. Fill out counselling / consultation logbook	4.1 Issue Counseling /Consultation Completion Form. 4.2 Advise the student to expect a call or text message for follow up consultation. 4.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	5 Minutes	<i>Guidance Counselor or Guidance Facilitator or designated faculty member</i>
	TOTAL:	None	1 Hour, 20 Minutes	

**Qualified for multi-stage processing.*



10. Follow-up Counseling Procedure for Students				
This procedure aims to facilitate positive change in the behavior, feelings, and attitudes of the students to promote academic, personal, social, and career development.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who are enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Contact number Email Address		To be provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive phone call, text message, e-mail or if necessary, face to face for a follow up consultation meeting.	1.1 Inquire about the current status of the student since prior consultation.	None	5 Minutes	<i>Guidance Counselor or Guidance Facilitator or designated faculty member</i>
2. Inform OSAS of their current status and have them fill out the consultation logbook.	2.1 Record and file the current status of student for future reference.	None	10 Minutes	<i>Guidance Counselor or Guidance Facilitator or designated faculty member</i>
	2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	15 Minutes	



11. Consultation Procedure for Parents

This procedure shows how the OSAS assists parents/guardians in identifying problems of their students, their causes, and possible alternatives or solutions.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All parents whose children are enrolled in the University

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Anecdotal Form		Office of Student Affairs and Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in and log in the visitor's information log book.	1.1 Receive parent or guardian.	None	5 minutes	Guidance Counselor or Guidance Facilitator or designated faculty member
2. Undergo initial interview and assessment	2.1 Conduct initial interview.	None	30 minutes	Guidance Counselor or Guidance Facilitator or designated faculty member
3. When necessary, parent/ guardian is referred to concerned college/ department for more appropriate	3.1 Write letter of referral to college/ department. 3.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	15 minutes	Guidance Counselor or Guidance Facilitator or designated faculty member



intervention or action				
	TOTAL:	None	50 minutes	



12. Complaint on Student and Grievance				
This procedure shows how to assist students, faculty members and employees who have complaints against students.				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Student, faculty member or employee who has a complaint against student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint letter		Complainant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complaint letter.	1.1 Receive the complaint letter.	None	5 Minutes	<i>Secretary, Committee on Misdemeanor</i>
	1.2 Endorse the letter to the Committee on Misdemeanor.		5 Minutes	
	1.3 Decide whether the complaint has to be acted upon and call for the investigation.		2 Hours	<i>Committee on Misdemeanor</i>
	1.4 Issue response letter.			
2. Receive the response letter and sign the logbook under the column "Received by".	2.1 Sign the logbook under the column "Released by"	None	5 Minutes	<i>Secretary, Committee on Misdemeanor</i>
	2.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			



	TOTAL:	None	2 Hours, 15 Minutes	
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13. Issuance of Certificate of Good Moral Character

This procedure shows how to assist bonafide students and graduates who would want to secure Certificate of Good Moral Character.

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished University Clearance		Applicant's concerned college		
Official Receipt for Certification of Good Moral Character		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay for the Certification of Good Moral Character at the Cashier's Office.	1.1 Receive payment and issue an official receipt.	Php 15.00	2 Minutes	Cashier
2. Present the required documents to the Office of Student Affairs.	2.1 Receive and check the required documents.	None	5 Minutes	MIS Officer/ OSAS Staff
3. Fill out the request for good moral certificate sheet	3.1 Prepare and release the Certificate of Good Moral Character.	None	5 Minutes	MIS Officer/ OSAS Staff



4. Receive the Good Moral Character Certificate	4.1 Sign Good Moral Certificate Sheet under the column "Released by"			<i>MIS Officer/ OSAS Staff</i>
	4.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	5 Minutes	<i>OSAS Staff</i>
	TOTAL:	Php 15.00	17 Minutes	



CAVITE STATE UNIVERSITY – SILANG CAMPUS

CAMPUS REGISTRAR

External and Internal Services



1. Issuance of School Credential/Documents				
This procedure aims to facilitate the issuance of school credentials and other documents to CvSU graduates to be used for employment, evaluation or further studies and including those who opt to transfer to other schools.				
Office or Division:	Office of Campus Registrar			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Graduates and continuing students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Admission		Office of the Campus Registrar		
Personal Information Sheet		Office of the Campus Registrar		
Registration Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for University Clearance Form (first request) or fill out Request Slip (for subsequent request)	1.1 Receive the accomplished University Clearance or Request Slip.	None	5 Minutes	<i>Registrar Staff</i>
2. Pay the necessary fee for the requested documents at the Cashier Office or thru online payment.	2.1 Check the Official Receipt and issue the claim stub	Php 50.00/ page for TOR Php15.00/ page for Certification	5 Minutes	<i>Cashier/Registrar Staff</i>



3. Receive the claim stub or e-copy bearing the date of release of the requested documents.	3.1 Evaluate the student's records and prepare the requested documents.	None	7 Days	<i>Registrar Staff</i>
4. Claim the document on the specified date of release.	4.1 Check the claim stub and release the requested documents to the client. 4.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	2 Minutes	<i>Registrar Staff</i>
	TOTAL:	Php 50.00/ page for TOR Php15.00/ page for Certification	7 Days, 12 Minutes	



2. Registration of New Students				
This procedure aims to facilitate registration processes of new students that ensures safekeeping of student records and accurate enrolment to a particular program.				
Office or Division:	Office of Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All new students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required original documents for enrolment including the Accomplished Personal Information Sheet.	1.1 Check, receive all the required original documents and a copy of the uploaded Personal Information of student. 1.2 Assign Student Number and issue Certificate of Admission and Registration Form.	None	6 Minutes	<i>Registrar Staff</i>
2. Receive Certificate of Admission and Registration Form.	2.1 Validate the Registration Form and keep a copy.	None	6 Minutes	<i>Student Account Section Staff</i>
3. Sign the validated Registration Form.	3.1 Return another copy to student. 3.2 Advise the student to keep a copy of the Registration Form for future reference.	None	2 Minutes	<i>Student Account Section/Registrar Staff</i>



	3.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	14 Minutes	



3. Registration of Continuing Students

This procedure aims to facilitate the registration of the continuing students in different colleges.

Office or Division: Office of Campus Registrar

Classification: Simple

Type of Transaction: G2C – Government to Citizen

Who may avail: All new students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Clearance		Office of the Campus Registrar		
Certificate of Grades				
Pre-Registration				
Registration Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and submit an approved student clearance.	1.1 Check the completeness of the submitted clearance and Issue Certificate of Grades and Pre-registration form.	None	2 Minutes	Registrar Staff
2. Fill out Pre-registration form with subjects to be enrolled through consultation with respective Registration Adviser and submit the same together with a photocopy of Certificate of	2.1 Receive and evaluate the filled-out pre-registration form. 2.2 Prepare and issue Registration form to student.	None	6 Minutes	Registrar Staff



Grades (COG) to the department registrar.				
3. Receive and sign the Registration Form and return the same to the Student Account Section for validation.	3.1 Receive and validate the duly signed Registration Form of student by putting a “Registered” stamp. 3.2 Provide a copy to the student and keep a copy for submission to the Office of the Campus Registrar.	None	6 Minutes	<i>Registrar Staff/Student Account Section Staff</i>
4. Receive a copy of the duly stamped Registration form and keep it for future references.	4.1 Consolidate all the copies of registration forms received from the students and submit to the Campus Registrar for system validation. 4.2 Provide client with Stakeholders’ Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	1 Minute	<i>Registrar Staff</i>
	TOTAL:	None	15 Minutes	



4. Registration of Transferees				
This procedure aims to facilitate the registration of all transfer students.				
Office or Division:	Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All new transfer students.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required original documents for enrolment including results of interview, checklist of subjects credited by the college or department concerned and the Accomplished Personal Information Sheet.	1.1 Check, receive all the required original documents; copy of the uploaded Personal Information Sheet and Pre-registration form issued by the department. 1.2 Assign Student Number and issue Certificate of Admission and Registration Form	None	6 Minutes	<i>Registrar Staff</i>



<p>2. Receive Certificate of Admission and Registration Form.</p> <p>Sign the issued Registration Form and return the same to the Student Account Section for validation.</p>	<p>2.1 Receive and validate the duly signed Registration Form of student by putting a “Registered” stamp.</p> <p>2.2 Provide a copy to the student and keep a copy for system validation.</p> <p>2.3 Advise the student to keep a copy of the Registration Form for future reference</p> <p>2.4 Provide client with Stakeholders’ Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form </p>	None	6 Minutes	<i>Registrar Staff/ Student Account Section Staff</i>
	TOTAL:	None	12 Minutes	



5. Registration of Shiftees				
This procedure aims to facilitate the registration of all shiftees.				
Office or Division:	Campus Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All student shiftees.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Letter of Intent and have it signed by College officials indicated in the form.	1.1 Evaluate grades of student.	None	5 Minutes	<i>Department Chair or Faculty assigned to program the student intends to shift.</i>
2. Undergo interview at the Department the student intends to transfer.	2.1 Conduct interview for further assessment. 2.2 Issue Pre-registration Form.	None	10 Minutes	<i>Department Chair or Faculty assigned to program the student intends to shift.</i>
3. Fill out Pre-registration form with subjects to be enrolled in accordance to what the Department advises and submit the same together	3.1 Receive and evaluate the filled-out pre-registration form. 3.2 Prepare and issue Registration form to student.	None	5 Minutes	<i>Department Registrar</i>



with a photocopy of Certificate of Grades (COG) to the department registrar.				
4. Receive and sign the Registration Form and return the same to the Student Account Section for validation.	<p>4.1 Receive and validate the duly signed Registration Form of student by putting a “Registered” stamp.</p> <p>4.2 Provide a copy to the student and keep a copy for submission to the Office of the University Registrar for system validation.</p> <p>4.3 Provide client with Stakeholders’ Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form</p>	None	5 Minutes	<i>Department Registrar</i>
	TOTAL:	None	25 Minutes	



6. Registration of Old Student Returnees

This procedure aims to facilitate the registration of all Old Student Returnees.

Office or Division:	Campus Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Old Student Returnees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Readmission Form and have it signed by College officials indicated in the form.	1.1 Evaluate grades of student.	None	5 Minutes	<i>Registration Adviser</i>
2. Undergo interview at the Department last attended.	2.1 Conduct interview to determine the student's eligibility for readmission 2.2 Issue Pre-Registration Form	None	10 Minutes	<i>Registration Adviser</i>
3. Fill out Pre-registration form with subjects to be enrolled in consultation with the Registration Adviser and submit	3.1 Receive and evaluate the filled-out pre-registration form. 3.2 Issue Registration form.	None	5 Minutes	<i>Department Registrar</i>



the same together with a photocopy of Certificate of Grades (COG) to the department registrar.				
4. Receive and sign the Registration Form and return the same to the Student Account Section for validation.	<p>4.1 Receive and validate the duly signed Registration Form of student by putting a “Registered” stamp.</p> <p>4.2 Provide a copy to the student and keep a copy for submission to the Office of the Campus Registrar for system validation.</p> <p>4.3 Provide client with Stakeholders’ Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form</p>	None	5 Minutes	<i>Department Registrar</i>
	TOTAL:	None	25 minutes	



CAVITE STATE UNIVERSITY – SILANG CAMPUS

CASHIER'S OFFICE

External and Internal Services



1. Collection of Fees

This procedure covers how the Cashier's Office process collection of fees, charges and other assessments from departments, bureaus, offices and other agencies in the exercise of their functions

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Completion Form (a.)	Cashier's Office
Official Transcript of Record (b.)	
Certificate of Good Moral Character & Grades (c.)	
Honorable Dismissal (d.)	
Authentication and Verification (CAV) (e.)	
Authentication of TOR / Diploma (f.)	
Tuition Fee for regular Students (g.)	
Tuition fee for scholars (h.)	
Adding / Changing of subjects (i.)	
Dropping of subjects (j.)	
Graduation Fee (k.)	
Thesis Adviser Fee (l.)	
Registration Form Copy (m.)	
Clearance (n.)	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present completely filled-out request slip, certification, registration forms, clearance, etc.	1.1 Evaluate registration forms and other requirement as to completeness and accuracy (request slip, order of payments, clearance and registration forms).	None	1 Minute	<i>Cashier/Collecting Officer</i>
2. Pay the corresponding amount for	2.1 Issue Official Receipt	Deoends on request/ transaction		<i>Cashier/ Collecting Officer</i>
<ul style="list-style-type: none"> Completion Form 		Php 10.00/unit	2 Minutes	
<ul style="list-style-type: none"> Official Transcript of Record 		Php 20.00/ page	2 Minutes	
		Php 50.00/page with scanned picture	2 Minutes	
<ul style="list-style-type: none"> Certificate of Good Moral Character and Grades 		Php 15.00/ copy	2 Minutes	
<ul style="list-style-type: none"> Honorable Dismissal 		Php 15.00	2 Minutes	
<ul style="list-style-type: none"> Authentication and Verification (CAV) 		Php 35.00	2 Minutes	



<ul style="list-style-type: none"> ○ Authentication of TOR/Diploma 		Php 15.00/pc	2 Minutes	
<ul style="list-style-type: none"> ○ Tuition fee for regular students 		Cash installment 50% tuition fee, 100% misc. And fiduciary	2 Minutes	
<ul style="list-style-type: none"> ○ Tuition fee for scholars 	2.2 Verify the name of student from the list of scholars.	Based on scholarship privileges	2 Minutes	
<ul style="list-style-type: none"> ○ Adding/changing of subjects 	2.3 Provide client with Stakeholders' Feedback Form or Google Form using the link		2 Minutes	
<ul style="list-style-type: none"> ○ Dropping of subjects 	http://119.92.116.149/hrdo_feedback_form		2 Minutes	
<ul style="list-style-type: none"> ○ Graduation fee 		TBA	2 Minutes	
<ul style="list-style-type: none"> ○ Thesis adviser fee 		Php 2,300.00	2 Minutes	
<ul style="list-style-type: none"> ○ English critic fee 		Php 20.00/page	2 Minutes	
<ul style="list-style-type: none"> ○ Registration form copy 		Php 15.00	2 Minutes	
<ul style="list-style-type: none"> ○ Clearance 		None	2 Minutes	
<ul style="list-style-type: none"> ○ Collection from income 		Cash/ Installment	2 Minutes	



generating projects				
	TOTAL:	Depending on the nature of transaction	3 Minutes per transaction	



CAVITE STATE UNIVERSITY – SILANG CAMPUS

HEALTH SERVICES UNIT

External and Internal Services



1. Consultation and Referrals

This procedure shows how the Campus Health Services Unit provides assistance in assessing the physical condition of a patient as well as in the administration of treatment.

Office or Division:	Campus Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	University Officials, Faculty Members and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		Patient/Client		
Consultation Form		University Health Services Unit		
Dental Record Form				
Medical Certificate Form				
Prescription Form				
Request Form				
Laboratory Result Form				
X-Ray/ Diagnostic Result Form				
Monitoring Sheet				
Referral Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Identification Card to the Nurse on Duty (NOD).	1.1 Confirm personal information from identification card and accomplish consultation form.	None	1 Minute	Nurse-On-Duty (NOD)

2. Submit oneself to the assessment of vital signs.	2.1 Check and record vital signs, refer and accompany patient to the physician or dentist depending on the case.	None	3 Minutes	NOD
3. Submit to the consultation process.	3.1 Examine the patient and prescribe medication. 3.2 Physician may refer patient for the following procedures if necessary: ○ Wound Care ○ Laboratory/ Radiologic Exam ○ Observation in Ward & Confinement ○ Referral to a Medical Specialist ○ Transfer to hospital 3.3 Refer patient to the NOD.	None	15 Minutes / depending on the case	Physician or Dentist
4. Present prescription and submit the medical or dental card to the NOD.	4.1 Receive the prescription form and dispense available prescribed medication (initial dose only). 4.2 Advise the patient on proper use and intake of medicines.	None	2 Minutes	NOD
5. Sign the logbook.	5.1 Log the name of patient, name and quantity of dispensed medicines, and have it signed by the patient. 5.2 Encode the accomplished consultation form, medical or dental record, and file for safekeeping. 5.3 Provide client with Stakeholders' Feedback Form or Google Form using	None None	1 Minute 1 Minute	NOD NOD



	the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	23 Minutes	



2. Physical, Dental, and Laboratory Examination of Students

This procedure aims to provide assistance in the conduct of Physical, Dental and Laboratory Examination of students for qualification to perform various school functions and activities.

Office or Division:	Campus Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Admission (NOA)		Guidance Office		
Request for Medical Clearance		Office of the University Registrar		
Personal Information Sheet or Identification Form		University Health Services Unit		
Student Health Record Form				
Request Form				
Laboratory/X-Ray Result Form				
Dental Record Form				
Medical Clearance Form		Medical Specialist		
Medical Certificate				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Day 1 1. Present the NOA for new and transferee students/ Request for Medical Clearance for returnee students.	1.1 Confirm schedule of student and secure copy of NOA or Request for Medical Clearance 1.2 Issue Request Form for diagnostic procedures (if to be done outside, advise to accomplish diagnostic examination at any DOH-Accredited Diagnostic Center and proceed to DAY 2)	None	2 Minutes	NOD
Day 1	TOTAL:	None	2 Minutes	
Day 2 1. Present the laboratory results and dental examination results to the NOD.	1.1 Secure copy of Notice of Student Admission (NOA). 1.2 Collect medical results and dental results (photocopy). 1.3 Give original results to the student and issue Student Health Record.	None	4 Minutes	NOD
2. Fill out Personal Information Sheet and submit to the NOD.	2.1 Encode/fill out the data to the Student Health Record Form. 2.2 Check and record the vital signs. 2.3 Issue the Student Health Record Form and Medical Clearance Form.	None	3 Minutes	NOD
3. Proceed to the nurse on duty.	3.1 Secure a copy of Student Health Record Form and file student record for safekeeping. 3.2 Advise the student to proceed to the University Registrar for registration.	None	2 Minutes	NOD



	3.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
*Additional Procedure (For student with findings upon examination)	Advise the student to undergo special diagnostic procedure; or refer to medical specialist.	None	3 Minutes	<i>Physician (Specialist)/Hospital accredited to the specialist</i>
Day 2	TOTAL:	None	12 Minutes	



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

This procedure covers the pre-employment physical, dental and laboratory examination, including treatment, advises, and referrals of applicant employee and faculty.

Office or Division:	Campus Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	University Officials, Faculty Members and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Endorsement Form		Human Resource and Development Office		
Medical Certificate		University Health Services Unit		
Personal Information Sheet or Identification Form				
Medical Form				
Request Form				
Laboratory Result Form				
X-Ray Result Form				
Dental Record Form				
Medical Certificate		Medical Specialist		
Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Day 1	1.1 Secure a copy of the Medical Endorsement Form.	None	2 Minutes	NOD



1. Present Medical Endorsement Form issued by HRDO.	1.2 Issue Request Form for diagnostic procedures and CSC Medical Certificate.			
If Laboratory and Diagnostic Examination will be done outside: 1a. Proceed to the Cashier's Office for payment of physical and dental examination *Skip next step and advance to DAY 2	1a.1 Issue charge slip for payment of physical and dental examination. 1a.1 Advise to accomplish laboratory and diagnostic examination at any DOH-Accredited Diagnostic Center. 1a.1 Instruct the employee to return and bring the results the following day for physical and dental examination.	Php 125.00	2 Minutes	NOD
If Laboratory and Diagnostic Examination will be done at the UHS: 1b. Proceed to the Cashier's Office for payment of laboratory and diagnostic examination	1b.1 Issue charge slip for payment of diagnostic examination. 1b.2 Advise to return to UHS after payment.	Php 1,425.00 for Contractual, Permanent, and Temporary Php 475.00 for Job Order (Php 125.00 physical and dental examination fee is already included)	1 Minute	NOD



2. Present the Official Receipt to the NOD.	2.1 Secure copy of official receipt. 2.2 Advise or instruct the applicant to proceed to the Diagnostic section for the necessary procedures.	None	1 Minute	<i>NOD</i>
3. Proceed to the Diagnostic Section for examination.	3.1 Perform necessary procedures. 3.2 Instruct to return the following day to claim the results. 3.3 Advise to accomplish other tests not available in the UHS (eg. Neuropsychiatric test, drug test).	None	6 Minutes	<i>Medical/X-ray Technologist</i>
Day 1	TOTAL:	Php 1,425.00 for Contractual, Permanent, and Temporary Php 475.00 for Job Order (Php 125.00 physical and dental examination fee is already included)	12 Minutes	
Day 2 1. Present official receipt and CSC Medical Certificate Form.	1.1 Secure copy of official receipt, one photocopy of results and triplicate copy of accomplished CSC medical certificate.	None	1 Minute	<i>NOD</i>



	1.2 Issue Personal Information Sheet.			
2. Fill out the Personal Information Sheet and submit to the NOD.	2.1 Encode data to the Medical Form, take picture and print the form. 2.2 Check and record vital signs. 2.3 Issue the medical form with attached photocopy of laboratory and diagnostic results.	None	3 Minutes	NOD
3. Proceed to the dental section for dental examination.	3.1 Administer dental examination and sign the medical form.	None	5 Minutes	Dentist
4. Proceed to medical section for physical examination.	4.1 Administer physical examination and sign the medical form together with the triplicate copy of CSC medical form for fitness or unfitness to work.	None	10 Minutes	Physician
Additional Procedure (For applicant with findings upon examination).	Advise the applicant/ employee to undergo additional laboratory and or special diagnostic procedures and or refer to medical specialist	None	3 Minutes	Physician
5. Proceed to the NOD.	5.1 Secure copy of one (1) medical form and CSC medical certificate form with attached photocopy of diagnostic results for encoding and safekeeping.	None	1 Minute	NOD
	5.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	23 Minutes	



If Laboratory and Diagnostic Examination will be done outside: 1. Fill out the Personal Information Sheet and submit to the NOD	1.1 Advises to accomplish laboratory and diagnostic examination at any DOH-Accredited Diagnostic Center and advises to accomplish other tests (including Neuropsychiatric test for Newly-hired Faculty and for Promotion) 1.2 Instruct to go in any Government Physician for Physical Examination and if the employee decided to do it in University Health Services Unit, they need to bring all the result of the laboratory. *Advance to DAY 2 of Physical Examination in UHS if patient decided to undergone P.E at UHS.	None	2 Minutes	NOD
	TOTAL:	None	2 Minutes	
Day 2 Physical Examination 1. The client presents laboratory result, Neuro-psychiatric Result including CSC Medical Certificate signed by any Government Physician.	1.1 Collect medical results including signed CSC Medical Certificate and Personal Information Sheet. 1.2 Provide client with Stakeholders' Feedback Form or Google Form using the link	None	3 Minutes	NOD
Additional Procedures (If there is abnormal findings)	Advises to undergo additional laboratory and or special diagnostic procedures and or refers to medical specialist	None	2 minutes	Physician (Specialist)/ Hospital accredited to the specialist



Day 2 (Physical Examination)	TOTAL:	None	5 Minutes	
Day 2 Physical Examination (If the University Physician is available for visit) 1. Proceed to the Cashier's Office for payment of Physical Examination	1.1 Issue charge slip for payment of Physical Examination. 1.2 Advise to return to Clinic after payment.	Php 125.00	1 Minute	NOD
2. Present the Official Receipt to the NOD	2.1 Secure copy of official receipt.	None	1 Minute	NOD
3. The client presents laboratory result, Neuro-psychiatric Result including CSC Medical Certificate.	3.1 Collect medical results, Three (3) copies of CSC Medical Certificate and Personal Information Sheet. 3.2 Checks and records vital signs 3.3 Issues the medical form with attached photocopy of laboratory and diagnostic results.	None	3 Minutes	NOD <i>University Physician available</i>
4. The client proceeds to medical section for physical examination	4.1 Does physical examination and signs the medical form together with the triplicate copy of CSC medical form for fitness or unfitness to work.	None	7 Minutes	Physician
5. The client proceeds to the NOD	5.1 Secures copy of one (1) medical form and CSC medical certificate form with attached photocopy of diagnostic results for encoding and safekeeping	None	2 Minutes	NOD



	5.2 Provide client with Stakeholders' Feedback Form or Google Form using the link: https://forms.office.com/r/Cf2mALxwvf			
Additional Procedures (For applicant with findings upon examination)	Advise the applicant to undergo additional laboratory and or special diagnostic procedures and or refer to medical specialist	None	2 Minutes	<i>Physician</i>
Day 2 Physical Examination (If the University Physician is available for visit)	TOTAL	None	16 Minutes	



4. Provision of Emergency Care and Treatment				
This procedure shows how emergency care and treatment are provided to patients in the University.				
Office or Division:	Campus Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, CvSU Faculty Members, Employees, University Officials and their Dependents, and Out Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Consultation Form		University Health Services Unit		
Medical Certificate Form				
Prescription Form				
Request Form				
Laboratory Result Form				
X-Ray/ Diagnostic Result Form				
Monitoring Sheet				
Referral Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The patient to come in or brought in as emergency case.	1.1 Place the patient in a comfortable position and ask for the ID of the patient for proper identification and recording purposes.	None	2 Minutes	Nurse-On-Duty (NOD)
1a. If unconscious and pulseless:	1a. Administer First Aid treatment and call other medical staff for assistance and	None	*10 Minutes / depending on the case	NOD / Physician Available



	assess if needed to transfer to the nearest hospital.			
1b. If conscious, the patient gives medical history (if accident in nature) and submit to assessment of vital signs.	1b.1 Elicit medical history or incidence report, checks, monitors and records vital signs. 1b.2 Refer patient to physician on duty if applicable or transfer to the nearest hospital.	None	5 Minutes	<i>NOD</i>
2. The patient signifies improvement and stability of condition.	2.1 Prescribes medication with proper instructions and give advices. May issue medical certificate if necessary and if physician is available. 3.2 Report to the security office if the emergency case is accident and or medico-legal in nature 3.3 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	10 Minutes/ depending on the case	<i>Physician</i>
	TOTAL:	None	27 Minutes	



5. Verification of Physical, Dental, Laboratory and Diagnostic Examination Results of Students Enrollees and Issuance of Medical Clearance for Enrollment

This procedure covers how enrollees can submit their Physical, Dental and Laboratory Examination results /report through online and drop box system for verification and issuance of medical clearance for enrolment purposes,

Office or Division:	Campus Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Student Health Record		University Health Services Unit		
Online Student Request Form				
Medical Clearance Form				
Medical Certificate		Medical Specialist		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements at the Campus Clinic.	1.1 Check and verify the completeness of the laboratory results, dental examination and physical examination.	None	3 Minutes	<i>Nurse-On-Duty (NOD)</i>
	1.2 Assess the results for comments and recommendation.	None	5 Minutes	<i>Physician</i>
	1.3 If the assessment is clear/normal, issue medical clearance.			
	1.4 If upon verification and assessment, results are unfavorable or noted with	None	3 Minutes	<i>NOD</i>



	communicable diseases, advise the student enrollee through e-mail, the student enrollee is advised to undergo additional laboratory or special diagnostic procedures and or refer to medical specialist before given clearance for confirmation to enrollment.			
	1.5 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	1 Minute	<i>NOD</i>
	TOTAL:	None	12 Minutes	



CAVITE STATE UNIVERSITY – SILANG CAMPUS

CAMPUS LIBRARY

External and Internal Services



1. Use of Library Facilities, Services and Resources				
This procedure shows how the library assists interested clients in using library facilities, services and resources.				
Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students, Faculty Members, Employees and Alumnus and Library Patrons from Other Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid CvSU Student, Staff, or Alumni IDs		Office of University Registrar, HRDO, or Alumni Office		
Latest Registration Form		Office of University Registrar		
Referral Letter (Library Patrons from Other Institutions)		From the Librarian of their Institution (for students), from the Dean (for the faculty members) or the Head of Unit (for employees)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For CvSU student, faculty member, employee and alumni				
1. Present their valid CvSU ID and latest registration form.	1.1 Check the presented CvSU ID and latest Registration Form.	None	1 Minute	<i>Assigned Clerk</i>
2. Write in the logbook and leave unnecessary things in the baggage area of the section where they will avail the services.	2.1 Assist the client in filing out the logbook.	None	1 Minute	<i>Assigned Clerk</i>



3. Proceed to the OPAC station for the title/author and call number needed for research.	3.1 If necessary, assist library patrons in using the OPAC Stations. 3.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	1 Minute	<i>Assigned Clerk</i>
<u>For Visitor</u>				
1. Present referral letter.	1.1 Receive a letter of referral.	None	1 Minute	<i>Assigned Clerk</i>
2. Sign the record book and pay for the library fee.	2.1 Receive payment and issue Official Receipt.	Php 30.00	2 Minutes	<i>Assigned Clerk/Cashier</i>
3. Log in the visitors' logbook and leaves unnecessary things in the baggage area of the section where they will avail the services.	3.1 Assist the client in filling out the logbook.	None	2 Minutes	<i>Assigned Clerk</i>
4. Proceed to the OPAC station for the title/author and call number needed for research.	4.1 If necessary, assist the visitors in using the OPAC Stations 4.2 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	1 Minute	<i>Assigned Clerk</i>
	TOTAL:	None	3 Minutes (CvSU Students, Employees and Alumni)	



		Php 30.00 (for Visitors only)	6 Minutes (for Visitors only)	
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2. Borrowing and Returning of Books and Other Library Materials				
This procedure shows how the library assists interested clients in the borrowing and returning of books and other library materials.				
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 and old students: Library Card		Campus Library		
For Faculty Members and Employees: Campus Library Card		Campus Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>1. Borrowing of books:</u> 1a. Present book/s to be borrowed and fill out book card.	1a.1 Check out the book/s to be borrowed. 1a.2 Stamp due date. 1a.3 File book cards.	None	2 Minutes	<i>Assigned Library Clerk</i>



<u>Returning of books:</u> 1b. Present book/s to be returned.	1b.1 Verify and check the returned book. 1b.2 Indicate date of return from library card and affix signature. 1b.3 Insert the book card and return it to the shelf Provide client with Stakeholders Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	None	3 Minutes	<i>Assigned Library Clerk</i>
	TOTAL:	None	2 Minutes (Borrowing) 3 Minutes (Returning)	



3. Library Card for New Registrants				
This procedure aims to facilitate the issuance of borrower's card for new registrants.				
Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students: Registration Form 1 pc. 1x1 ID picture		Office of the University Registrar Student		
For faculty members and employees: CvSU identification card or faculty schedule (for newly hired)		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. New students, faculty members and employees to inquire about issuance of borrower's card.	1.1 Provide the students, faculty members and employees with slips to be filled out.	None	1 Minute	<i>Assigned Clerk</i>
2. Pay the corresponding fee and present the Registration Form (for students).	2.1 Assist the students/faculty members/employees in encoding their data.	None	2 Minutes	<i>Assigned Clerk</i>
	2.2 Counter sign the Registration Form of students and validate the library card.	Php 20.00	2 Minutes	
	2.3 Provide client with Stakeholders' Feedback Form or Google Form using			



	the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	Php 20.00	5 Minutes	



4. Replacement of Lost Library Cards

This procedure covers how Library provides new library cards for students, faculty members, and employees who lost their library cards.

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest Registration Form		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student present latest registration form.	1.1 Receive the latest registration form.	None	1 Minute	<i>Assigned Clerk</i>
	1.2 Check the database of registered clients and update data if necessary.	None	2 Minutes	<i>Assigned Clerk</i>
2. Pay the corresponding fee.	2.1 Issue official receipt. 2.2 Countersign and stamp validity date on the Library Card. 2.3 Release new Library Card to client upon payment. 2.4 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form	Php 20.00	4 Minutes	<i>Assigned Clerk</i>



	TOTAL:	Php 20.00	7 Minutes	
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5. Validation of Library Card for Old Registrants

This procedure aims to facilitate the verification of the students' records in the database and validation of borrower's card for old registrants.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty Members and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students: Latest Registration Form Student Identification Card		Office of the University Registrar		
For faculty members and employees: CvSU Identification Card		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students, instructors and employees to request for validation of library borrower's cards.	1.1 Check registration form for current semester together with their library card and letter of request.	None	1 Minute	<i>Assigned Clerk</i>
2. Students to present their latest registration form while faculty members and employees present their ID.	2.1 Verify the encoded data of the client and update the record if necessary.	None	1 Minute	<i>Assigned Clerk</i>
	2.2 Countersign and stamp validity date on the Library Card.		1 Minute	
	2.3 Release validated library card.		1 Minute	



	2.4 Provide client with Stakeholders' Feedback Form or Google Form using the link http://119.92.116.149/hrdo_feedback_form			
	TOTAL:	None	4 Minutes	



FEEDBACK AND COMPLAINTS MECHANISM

HOW TO SEND FEEDBACK	Accomplish Stakeholders' Feedback Form and drop it at the Suggestion Box in front of the frontline desk officer.
HOW FEEDBACKS ARE PROCESSED	<p>The Unit Head collects, evaluates and consolidates the accomplished form on a weekly basis.</p> <p>Stakeholder feedback analysis will be presented to all staff during weekly and quarterly meetings.</p> <p>The Unit Head submits a copy of report of stakeholders' feedback using the Stakeholders' Feedback Weekly Report and Stakeholders' Feedback Quarterly Report.</p> <p>The HR staff consolidates all the reports of stakeholders' feedback from all units/colleges.</p>
HOW TO FILE A COMPLAINT	<p>Proceed to HR office and accomplish Stakeholder's Complaint Form.</p> <p>Complaints may be also received thru phone and e-mail.</p>
HOW COMPLAINTS ARE PROCESSED	<p>The HRDO staff assesses the situation/complaint and reports it to the HR Director.</p> <p>In the case that the complainant is present, the HR Director will try to resolve as quickly as possible the complaints which are straightforward and require little or no investigation.</p> <p>For complaints received by phone and in e-mail, the HR Director solicits facts and other information from the employee/unit being complained to fully understand the situation. The process has a maximum duration of five (5) working days upon receipt of the complaint.</p> <p>The HRDO communicates the frontline resolution outcome to the complainant. This may be done face-to-face, by phone, in writing or e-mail.</p>



HANDLING 8888/CCB COMPLAINTS

HOW TO FILE A COMPLAINT	The concerned agency endorses the complaint letter coursed through 8888/Contact Center ng Bayan.
HOW COMPLAINTS ARE PROCESSED	<p>Within 72 hours, the University, through the Office of the University President (OUP) receives the complaint letter and endorses the same to the Office of the Vice President for Administrative and Support Services (OVPASS) for assessment.</p> <p>Likewise, the concerned unit/ individual is furnished by OUP with the copy of the complaint letter and instructed to submit a draft response to the OVPASS.</p> <p>The assigned Alternate Focal Person for the Main and Branch campuses verify the letter reply of the concerned unit and submit a final draft to the OVPASS for approval.</p> <p>The approved letter reply is then endorsed by the OVPASS to the OUP for signature of the University President and submission to the CCB/8888 via moroceo@ched.gov.ph; ched4a@ched.gov.ph; imachan@ched.gov.ph; 8888hotline@ched.gov.ph; lgueta@ched.gov.ph and dbuenaagua@ched.gov.ph.</p>
CONTACT INFORMATION OF CVSU-HRDO, CCB, AND PCC	<p>CvSU-HRDO:</p> <p>MAIN CAMPUS (046) 419-4527/0949-772-1045/ 0995-744-5074 cvsuhrd@cvsu.edu.ph</p> <p>CCB: 0908-881-6565 / 8888</p> <p>PCC: (02)-8736-8645 / (02)-8736-8603</p>



CAVITE STATE UNIVERSITY'S CONTACT INFORMATION

OFFICE	ADDRESS	CONTACT INFORMATION	E-MAIL ADDRESS
MAIN CAMPUS			
Human Resource Development Office	Brgy. Bancod, Indang, Cavite	(046) 419-4527/ 0949-772-1045 / 0995-744-5074	cvsuhrd@cvsu.edu.ph
Cashier's Office	Brgy. Bancod, Indang, Cavite	(046) 862-0853	cashiersoffice@cvsu.edu.ph
University Registrar	Brgy. Bancod, Indang, Cavite	(046) 862-0853	cvsuregistrar@cvsu.edu.ph
University Library	Brgy. Bancod, Indang, Cavite	None	cvsulibrary@cvsu.edu.ph
Office of Student Affairs and Services	Brgy. Bancod, Indang, Cavite	+639176833905	cvsuosasmain@cvsu.edu.ph
University Health Service	Brgy. Bancod, Indang, Cavite	(046) 423-1335	infirmary.cvsu@gmail.com
SATELLITE CAMPUSES			
Bacoor Campus	Molino VI, Bacoor City, Cavite	(046) 476-50-29	cvsubacoor@cvsu.edu.ph
Cavite City Campus	Brgy. VIII, Pulo II, Dalahican, Cavite City	(046) 527-8624	cvsucavitecity@cvsu.edu.ph
Carmona Campus	Carmona, Cavite	(046) 487-6328	cvsucarmona@cvsu.edu.ph carmonahrdo@cvsu.edu.ph carmonalibrary@cvsu.edu.ph carmonaregistrar@cvsu.edu.ph



			joseph.cuarez@cvsu.edu.ph carmonaosas@cvsu.edu.ph carmona.admission@cvsu.edu.ph
Imus Campus	LTO Compound, Imus City, Cavite	(046) 471-6607 (046) 436-6584	cvsuimus@cvsu.edu.ph hrdoimus@cvsu.edu.ph cvsuimus.osas@cvsu.edu.ph
Maragondon Campus	Sta. Mercedes Ville, Maragondon, Cavite	09163238752	cvsumaragondon@cvsu.edu.ph
Silang Campus	Brgy. Biga I, Silang, Cavite	(046) 513-3965 / 0917-805-3602	cvsusilang@cvsu.edu.ph
Tanza Campus	Brgy. Bagtas, Tanza, Cavite	(046) 414-3979	cvsutanza@cvsu.edu.ph
Trece Martires City Campus	Brgy. Gregorio, Trece Martires City, Cavite	0977-803-3809	cvsutrecemartires@cvsu.edu.ph
General Trias City Campus	Brgy. Vibora, General Trias City, Cavite	(046) 509-4148	cvsugeneraltrias@cvsu.edu.ph
NAIC CAMPUS			
Human Resource Development Office	Naic, Cavite	(046) 4238225 09274248016	hr@cvsu-naic.edu.ph
Cashier's Office	Naic, Cavite	(046) 4238225	cashier@cvsu-naic.edu.ph
Campus Registrar	Naic, Cavite	(046) 4238225	registrar@cvsu-naic.edu.ph
Campus Library	Naic, Cavite	(046) 4238225	library@cvsu-naic.edu.ph



Office of Student Affairs and Services	Naic, Cavite	(046) 4238225 09272466252	osa@cvsu-naic.edu.ph isps_osas@cvsu-naic.edu.ph sds_osas@cvsu-naic.edu.ph registration@cvsu-naic.edu.ph
Research and Extension	Naic, Cavite	(046) 4238225	odrdes@cvsu-naic.edu.ph
Supply Office	Naic, Cavite	(046) 4238225	supplyoffice@cvsu-naic.edu.ph
ROSARIO CAMPUS			
Human Resource Development Office	Rosario, Cavite	(046) 437-9505 Local 202	cvsuccat.hrmo@gmail.com
Cashier's Office	Rosario, Cavite	(046) 437-9505 Local 205	cashier.office@yahoo.com
Accounting Office	Rosario, Cavite	(046) 437-9505 Local 203	acctg.cvsur2017@gmail.com
University Registrar	Rosario Cavite	09264131103	registrarmain@cvsu.edu.ph
University Library	Rosario, Cavite	(046) 437-7052	libraryccat@cvsu.edu.ph
Office of Student Affairs and Services	Rosario, Cavite	(046) 437-9505 Local 214 (046) 472-6975	binamiramariasheryl@gmail.com



University Health Service	Rosario, Cavite	(046) 437-9505 Local 217	mariemichelleguzman@yahoo.com
Physical Plants and Security Service	Rosario, Cavite	(046) 437-9505 Local 221	cvsu.ppss@gmail.com
Supply Office	Rosario, Cavite	(046) 437-1109	supply.cvsuccat@gmail.com
Quality Assurance Accreditation Center	Rosario, Cavite	(046) 437-9505 Local 210	accreoffice@gmail.com
Research and Extension	Rosario, Cavite	(046) 437-9505	cvsuccatre@gmail.com
Externals and Business Affairs Office	Rosario, Cavite	(046) 437-9488	cvsu_eba@yahoo.com