

TARLAC STATE UNIVERSITY

CITIZEN'S CHARTER



2nd Edition

2021



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I. Mandate:

Republic Act 6764 (October 13, 1989) was passed into law converting Tarlac College of Technology-College of Arts and Trade (TCT-CAT) into a university, now known as Tarlac State University (TSU). This law mandates TSU to expand the technology and agro-industrial projects and programs to advanced instruction in literature, philosophy, the sciences, engineering, and the arts to include professional and technical training courses.

TSU is further mandated to expand its programs diametrically its quadruple functions: instruction, research, extension, and production in response to national and global needs and demands.

II. Vision:

Tarlac State University is envisioned to be a premier University in the Asia Pacific Region.

III. Mission:

Tarlac State University commits to promote and sustain the offering of quality and relevant programs in higher and advanced education ensuring equitable access to education for people empowerment, professional development, and global competitiveness.

Towards this end, TSU shall:

1. Provide high quality instruction through qualified, competent, and adequately trained faculty members and support staff.
2. Be a premier research institution by enhancing research undertakings in the fields of technology and sciences and strengthening collaboration with local and international institutions.
3. Be a champion in community development by strengthening partnership with public and private organizations and individuals

IV. Service Pledge:

Pursuant to its mandated mission, the Tarlac State University as a premier institution in the Province of Tarlac, in particular, and in the region, in general shall:

- Continue the curricular offerings of the graduate school, colleges of engineering, architecture and fine arts, technology, education, computer studies, business and accountancy, arts and social sciences, public administration, human kinetics, law, nursing, science and information technology related courses.
- Offer other courses that the Board of Regents may deem necessary.
- Continue to develop TSU into a regional center of excellence in engineering, technological, business and teacher education, research, and extension in order to produce graduates who are globally competitive.



- In an environment valuing freedom, excellence, and equity, TSU shall provide and maintain relevant instruction, research, extension and production programs effectively to develop responsible members of the society imbued with critical and creative thinking.
- Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.

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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Customer feedback may be sent via three (3) alternatives</p> <p>A. Face-to-face Transactions</p> <ol style="list-style-type: none"> 1. Accomplishing Citizen/Client Satisfaction Survey (CCSS) Form & dropping it at CCSS box provided/ available at various offices. 2. Scan the Citizen/Client Satisfaction Survey (CCSS) QR code posted at various offices. <p>B. Online Transactions</p> <ol style="list-style-type: none"> 1. Click the Citizen/Client Satisfaction Survey (CCSS) link to be provided by the transacting Unit/ Office.
How feedbacks are processed	<p>Citizen/Client Satisfaction Survey (CCSS) forms are collected, generated & summarized by the Quality Management System (QMS) Unit on a monthly basis.</p> <p>The generated reports are transmitted on a quarterly basis to the offices of the University President and Vice Presidents to take appropriate actions based on the reported CCSS summary result.</p>
How to file a complaint	<p>Pursuant to Rule 3, Section 10 of the 2017 Rules on Administrative Cases in the Civil Services, such must be in writing, subscribed and sworn by the complainant and may be filed at the HRDM Office.</p> <p><i>(You may check the citizen's charter of the HRDM Office for further details)</i></p>
How complaints are processed	<p><i>(You may check the citizen's charter of the HRDM Office for further details)</i></p>
Contact Information of:	
Contact Center ng Bayan (CCB)	Text 0908 881-6565 or Call 1-6565
Presidential Complaint Center (PCC)	8888 8736-8645 or 8736-8603 8736-8606 or 8736-8629
Anti-Red Tape Authority (ARTA)	8475-5091 or 8478-5093 or 8478-5099 complaints@arta.gov.ph



LIST OF OFFICES

Office	Address	Contact Information
Accounting Unit	Mezzanine floor, Admin. Bldg., TSU Main Campus	606-8150
Quality Assurance Office	1 st floor, CPAG Bldg., TSU Main Campus	606-8124
Administrative Services Unit	2 nd floor, Admin. Bldg., TSU Main Campus	606-8154
Alumni Affairs Office	Alumni Center, Lucinda Campus	606-8141
Budget Management Unit	1 st floor, Admin. Bldg., TSU Main Campus	606-8151
Business and Auxiliary Services Office	1 st floor Business Center Bldg., TSU Main Campus	606-8153
Cashiering Unit (Collection)	1 st floor, Admin. Bldg., TSU Main Campus	606-8167
Cashiering Unit (Disbursement)	1 st floor, Admin. Bldg., TSU Main Campus	606-8152
Civil Security Unit (Office)	1 st floor, Admin. Bldg., TSU Main Campus	606-8166 (Office)
College of Architecture and Fine Arts	CAFA Bldg., TSU San Isidro Campus	606-8170
College of Arts and Social Sciences	2 nd floor, Smith Hall, TSU Main Campus	606-8171
College of Business and Accountancy	2 nd floor, CBA Bldg., TSU Main Campus	606-8172
College of Computer Studies	CCS Bldg., TSU San Isidro Campus	606-8173
College of Criminal Justice Education	CCJE Bldg., TSU Lucinda Campus	-
College of Teacher Education	1 st floor, (Regional Institute for Continuing Education, RICE Bldg., TSU Lucinda Campus	606-8174
College of Engineering and Technology	1 st floor, CET Bldg., TSU Main Campus	606-8175
College of Engineering and Technology	CET Bldg., TSU San Isidro Campus	606-8179
School of Law	2 nd floor, Multi-purpose Commercial Bldg., TSU Main Campus	606-8176
College of Public Administration and Governance	1 st floor, CPAG Bldg., TSU Main Campus	606-8177
College of Science	1 st floor, COS Bldg., TSU Lucinda Campus	606-8178
Commission on Audit	Mezzanine floor, Admin. Bldg., TSU Main Campus	606-8118
Office of Culture and Arts	1 st floor, Multi-purpose Commercial Bldg., TSU Main Campus	606-8133
Dental Health Unit	CET Compound, TSU Main Campus	606-8137



Endowment Office	Student Center, TSU Lucinda Campus	606-8132
Executive Assistant	2 nd floor, Admin. Bldg., TSU Main Campus	606-8120
Extension Services Office	2 nd floor, RED Bldg., TSU Lucinda Campus	606-8191
Facilities Development and Management Office	2 nd Floor, Business Center Bldg., TSU Main Campus	606-8160
Gender and Development	Gender and Development Bldg., TSU Main Campus	606-8196
Graduate School	1 st floor, CPAG Bldg., TSU Main Campus	606-8180
Guidance & Counseling Office	Student Center, TSU Lucinda Campus	606-8130
Human Resource Development Management Office	Mezzanine floor, Admin. Bldg., TSU Main Campus	606-8155
Quality Management System Unit	2 nd floor, Admin. Bldg., TSU Main Campus	606-8129
Internal Audit System	Mezzanine floor, Admin. Bldg., TSU Main Campus	606-8122
Library - Main	3 rd floor, CBA Bldg., TSU Main Campus	606-8138
Library - Lucinda	Jose V. Yap Library Bldg., TSU Lucinda Campus	606-8140
Library - San Isidro	TSU San Isidro Campus	606-8139
Management Information Systems Office	2 nd floor, Mixed-use Bldg., TSU Main Campus	606-8127
Medical Services Unit	1 st floor, Admin. Bldg., TSU Main Campus	606-8136
NSTP Office	1 st floor, Multi-purpose Commercial Bldg., TSU Main Campus	606-8181
Office of Planning, Performance Monitoring and Evaluation	1 st floor, CET. Bldg., TSU Main Campus	606-8126
Office of Public Affairs	1 st floor, Admin. Bldg., TSU Main Campus	606-8123
Office of the University President	2 nd floor, Admin. Bldg., TSU Main Campus	606-8101
Office of the University Registrar	Office of the University Registrar Bldg., TSU Main Campus	606-8182
Procurement Unit	Gender and Development Bldg., TSU Main Campus	606-8157
Records and Archives Unit	1 st floor, Admin. Bldg., TSU Main Campus	606-8156
Research Office	2 nd floor, RED Bldg., TSU Lucinda Campus	606-8190
Sports Development Management Unit	Multi-purpose Commercial Bldg., TSU Main Campus	606-8134
Student Affairs Services Office	Student Center, TSU Lucinda Campus	606-8130



Student Development Unit	2 nd floor, Student Center, TSU Lucinda Campus	606-8131
Supply and Property Management Unit	Supply and Management Office Bldg., TSU Main Campus	606-8159
Technology Development, Transfer and Commercialization	2 nd floor, RED Bldg., TSU Lucinda Campus	606-8193
University Testing & Evaluation	2 nd floor, Student Center, TSU Lucinda Campus	606-8135
University Board Secretary	2 nd floor, Admin. Bldg., TSU Main Campus	606-8121
Vice President for Academic Affairs Office	2 nd floor, Admin. Bldg., TSU Main Campus	606-8115
Vice President for Administration & Finance	2 nd floor, Admin. Bldg., TSU Main Campus	606-8112
Vice President for Research and Extension Services	2 nd floor, Admin. Bldg., TSU Main Campus	606-8111
Vice President for Planning and Quality Assurance	2 nd floor, Admin. Bldg., TSU Main Campus	606-8116



Office of the University President

External/Internal Services



1. Action on Contracts and External Agreements

Subject to presence and schedule of the President. Officer-in-Charge of the Office of the University President will act in the absence or unavailability of the President.

Office or Division:	Office of the University President			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	University Stakeholders, Guests, and Visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of the contract or related documents.		Concern Offices or Unit		
Review and comments by the University Legal Counsel and the recommendations.		Legal Counsel		
Revision of the contract or agreement incorporating the Legal Counsel's recommendations.		Concerned Office or Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of pertinent documents	1. Review of the submitted documents	None	1 day	<i>Staff and President, or Officer-in-Charge, or Representative OUP</i>
2. Follow up of contract and pertinent document	2. Approval or disapproval of document	None	1 day	<i>President, or Officer-in-Charge, or Representative OUP</i>
3. Receipt of preliminary action on Contract or Agreement	3. Transmittal to Secretary of Board of Regents (BOR), if the latter's action is needed	None	1 day	<i>Staff OUP Board Secretary TSU</i>
4. Receipt of final Action	4. Board Secretary includes the matter in the Agenda of the Regular/Special Meeting of the Board of Regents; BOR acts on the contract or agreement	None	1 day	<i>Board Secretary TSU Staff OUP Board of Regents TSU</i>
TOTAL:		None	4 days	



2. Personal Meeting with the President (Walk-in)

Subject to presence and schedule of the President. Officer-in-Charge of the Office of the University President will act in the absence or unavailability of the President.

Office or Division:	Office of the University President			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	University Stakeholders, Guests, and Visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		Stakeholders, Guest, Visitors		
Letter of purpose of transaction or visit with the University President		Stakeholders, Guest Visitors		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the identification card	1. Staff acknowledges the valid identification card	None	Less than 1 minute	Staff OUP
2. Show letter of purpose (if any). Mention the purpose of the transaction or visit	2. Staff reads letter of purpose or listens to verbal answer. Informs the President, or Officer-in-Charge, or Representative about the visitor and purpose.	None	5 minutes	Staff OUP
3. Meet the President	3. President or Officer-in-Charge meets the visitor. Staff checks availability of the President or Representative. Set appointment date and time.	None	15 minutes	President, or Officer-in-Charge, or Representative OUP
TOTAL:		None	21 minutes	



3. Personal Meeting with the President (With Appointment)

Subject to presence and schedule of the President. Officer-in-Charge of the Office of the University President will act in the absence or unavailability of the President.

Office or Division:	Office of the University President			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	University Stakeholders, Guests, and Visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		Stakeholders, Guest and Visitors		
Letter of Appointment		Stakeholders, Guest and Visitors		
Notice of Acceptance		Stakeholders, Guest and Visitors		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the identification card	1. Staff acknowledges the valid identification card	None	Less than 1 minute	Staff OUP
2. Show appointment letter. Show evidence of acceptance	2. Staff verifies Notice of Acceptance of appointment	None	1 minute	Staff OUP
3. Meet the President, or Officer-in-Charge, or Representative	3. 5. Staff notifies President, or Officer-in-Charge or Representative of presence of University stakeholder. President or Officer-in-Charge meets the guest or visitor	None	15 minutes	President, or Officer-in-Charge, or Representative OUP
TOTAL:		None	20 minutes	



Office of the University President

Internal Services



1. Action on The Approval of Letters/Communications from Different Colleges/Offices of the University

Subject to presence and schedule of the President. Officer-in-Charge of the Office of the University President will act in the absence or unavailability of the President.

Office or Division:	Office of the University President			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Offices/Colleges of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter for approval		Concern Offices or Unit, Students		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward letter/communication in the Office of the University President	1.1 Staff receives letters/communications for approval from the various colleges/offices, of the University for approval of the President. 1.1.1 Staff checks completeness of letters/communications, and of the documents being submitted. Staff remands to the colleges/offices if the documents are not complete. 1.1.2 If documents are complete, Staff forwards letters/communications to the President, or Officer-in-Charge for appropriate action.	None	10 minutes	<i>Staff and President, or Officer-in-Charge, or Representative OUP</i>
	1.2 The President approves or endorses to the Vice Presidents/ appropriate officials concerned, or to sender/ filer for revision or action.	None	5 minutes	<i>President, or Officer-in-Charge, or Representative OUP</i>
2. Client receives action on request	2. Staff records the letters/communications in the logbook and forwards approved letter/communication to	None	1 day	<i>Staff OUP</i>



	the Records Management Unit.			
TOTAL:		None	1 day & 15 minutes	

2. Dissemination of Incoming Communication from Outside Persons or Agencies

Subject to presence and schedule of the President. Officer-in-Charge of the Office of the University President will act in the absence or unavailability of the President.

Office or Division:	Office of the University President			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letters/communications from Outside Persons or Agencies		Stakeholders, Guest and Visitors		
Endorsed Letters/communications from Outside Persons or Agencies		Stakeholders, Guest and Visitors		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward letter to Records Management Unit	1.1 Records and Archives Unit logs and maintains a copy of received letters/communication and forwards such to the Office of the University President.	None	5 minutes	<i>Clerk</i> Records and Archives Unit
	1.1.1 Staff logs the letters/communication in the logbook upon receipt of the letters/communication. 1.1.2 Forward letters/communication to the President or Officer-in-Charge for action and endorsement.	None	5 minutes	<i>Staff</i> OUP
	1.2 Forward letters/communication to the President or Officer-in-Charge for action and endorsement.	None	5 minutes	<i>President, or Officer-in-Charge, or Representative</i> OUP



2. Receive endorsement or action on request	2. Staff logs letter/ communications acted upon by the President or Officer-in-Charge and forwards the endorsed letter/ communication to the concerned office for dissemination or information.	None	5 minutes	Staff OUP
TOTAL:		None	20 minutes	



Office of the Board Secretary
Internal Services



1. Request of Board Resolutions from the Offices of the University

A board resolution is an important document and a legal record. This service helps the offices and units of the university identify their roles and matters needed to help them. Resolutions authorize the offices and units to act on matters that the board voted on.

Office or Division:	Office of the Board Secretary			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Concerned Units or Offices of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of the board resolution and with related documents.		Office of the Board Secretary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request of Board Resolutions from the Offices of the University	1. Pre-assessment of the request	None	1 day	<i>Board Secretary, Clerk</i> Office of the Board Secretary
2. Client will tell the information about the board resolution request	2. Preparation of the requested resolutions (either Academic, Administrative, or Board Resolution)	None	1 day	<i>Board Secretary, Clerk</i> Office of the Board Secretary
3. Receive the requested board resolution	3. Release of the requested board resolution	None	1 day	<i>Clerk</i> Office of the Board Secretary
TOTAL:		None	3 days	

2. Submission of Complete Staff Work or Agenda by the Offices of the University

This service helps to deliver efficient and effective university programs and policies. This is issued by the offices and units of the university and submitted to the board secretary. The draft action document, implementation plan, and other relevant documents must also be attached.

Office or Division:	Office of the Board Secretary			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Concerned Units or Offices of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete Staff Work (CSW) or Agenda		Concerned Units or Offices of the University		
Approved Board Resolution from the Agenda		Office of the Board Secretary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Complete Staff Work (CSW) or Agendas from the	1.1 Pre-assessment of the request	None	2 weeks	<i>Board Secretary</i> Office of the Board Secretary
	1.2 Schedule a special/pre-board or board meeting,	None	1 day	<i>Board Secretary</i> Office of the Board Secretary



Offices of the University	with the participation of Board of Regents.			<i>President</i> OUP Board of Regents
	1.3 Discussion of the submitted agendas of each offices	None	1 day	<i>Board Secretary</i> Office of the Board Secretary <i>President</i> OUP Board of Regents
	1.4 Approval of the agendas by Board of Regents	None	1 day	<i>Board Secretary</i> Office of the Board Secretary <i>President</i> OUP Board of Regents
	1.5 Releasing of approved agendas or board resolution to each offices of the university	None	1 day	<i>Board Secretary, Clerk</i> Office of the Board Secretary
TOTAL:		None	18 days	

3. Submission of Agendas in an Administrative Meeting by the Directors, Heads or OIC of the University

This service helps the offices a chance to give an overview of their individual achievements, accomplishments, contributions, list of what steps must be taken and formulate a timeline for when specific tasks need to be completed and the resources required in order to achieve the goals of the university.

Office or Division:	Office of the Board Secretary			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Heads, Directors or OIC of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of Agendas		From Heads, Directors or OIC of the University		
Administrative Council Resolution		Office of the Board Secretary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Agendas by the Directors, Heads or OIC of the University	1.1 Pre-assessment of the request	None	2 weeks	<i>Board Secretary</i> Office of the Board Secretary
	1.2 Schedule of Administrative Meeting	None	1 day	<i>Board Secretary</i> Office of the Board Secretary <i>President</i> OUP



				Vice Presidents VPAF, VPAA, VPRES, VPPQA Administrative Council
	1.3 Discussion of agendas with the Administrative Council	None	1 day	<i>Board Secretary</i> Office of the Board Secretary <i>President</i> OUP Vice Presidents VPAF, VPAA, VPRES, VPPQA Administrative Council
	1.4 Approval of the agendas	None	1 day	<i>Board Secretary</i> Office of the Board Secretary <i>President</i> OUP Vice Presidents VPAF, VPAA, VPRES, VPPQA Administrative Council
	1.5 Releasing of approved agendas	None	1 day	<i>Board Secretary, Clerk</i> Office of the Board Secretary
TOTAL:		None	18 days	

4. Submission of Agendas in an Academic Council Meeting by the Directors, Heads or OIC of the University

This service helps the offices a chance to give an overview of their individual achievements, accomplishments, contributions, list of what steps must be taken and formulate a timeline for when specific tasks need to be completed and the resources required to achieve the goals of the university.

Office or Division:	Office of the Board Secretary			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Heads, Directors or OIC of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of Agendas		From Heads, Directors or OIC of the University		
Administrative Council Resolution		Office of the Board Secretary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submission of Agendas by the Directors, Heads or OIC of the University	1. Pre-assessment of the request	None	2 weeks	<i>Board Secretary</i> Office of the Board Secretary
	2. Schedule of Academic Council	None	1 day	<i>Board Secretary</i> Office of the Board Secretary <i>President</i> OUP Vice Presidents VPAF, VPAA, VPRES, VPPQA Administrative Council
	3. Discussion of agendas with the Academic Council	None	1 day	<i>Board Secretary</i> Office of the Board Secretary <i>President</i> OUP Vice Presidents VPAF, VPAA, VPRES, VPPQA Administrative Council
	4. Approval of the agendas	None	1 day	<i>Board Secretary</i> Office of the Board Secretary <i>President</i> OUP Vice Presidents VPAF, VPAA, VPRES, VPPQA Administrative Council
	5. Releasing of approved agendas	None	1 day	<i>Board Secretary</i> Office of the Board Secretary <i>Clerk</i> Office of the Board Secretary
TOTAL:		None	18 days	



Internal Audit Service

Internal Services



1. Special Audit (Assurance and Advisory)

The special Audit is requested by the University President whenever necessary. It is intended to address current issues on governance, risk assessment and control processes of the University.

Office or Division:	Internal Audit Service			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	University President			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A request letter from the University President to conduct special audit		From the Office of the University President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. University President sends request letter for special audit	1.1 Clerk receives and records the request letter and sends it to the IAS Director	None	3 minutes	<i>Clerk</i> Office of the University President <i>Clerk</i> Internal Audit Service
	1.2 IAS Director evaluates the request and assigns the audit assignment to the audit team leader	None	1 hour	<i>Director</i> Audit Team Leader Internal Audit Service
	1.3 Audit Team Leader prepares the Audit Program and sends it to IAS Director for Approval	None	3 hours	<i>Audit Team Leader</i> <i>Director</i> Internal Audit Service
	1.4 IAS Director prepares and sends Notice of Audit to University President for Approval and communication to Auditee	None	1 hour	<i>Director</i> Internal Audit Services <i>Clerk</i> Office of the University President <i>Clerk</i> Internal Audit Services
	1.5 Perform appropriate auditing fieldwork	None	17 working days	<i>Audit Team Leader</i> <i>Audit Staff</i> Internal Audit Services
	1.6 Preparation and approval of audit report	None	1 working day	<i>Audit Team Leader</i> <i>Audit Staff</i> <i>Director</i> Internal Audit Services



	1.7 Submission of the Audit Report to the Office of the University President	None	3 minutes	<i>Clerk</i> Office of the University President <i>Clerk</i> Internal Audit Service
2. University President schedules the Exit Conference	2. Discussion of the Audit Findings with the University President, Auditee, IAS Director and Audit Team Leader.	None	1 hour	<i>University President</i> <i>Auditee</i> <i>IAS Director</i> <i>Audit Team Leader</i>
TOTAL:		None	18 days, 6 hours & 6 minutes	

2. Request for Audit Reports

This service is intended to address specific needs of the Commission on Audit and heads of Offices/Units/Colleges of the University.

Office or Division:	Internal Audit Service			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Commission on Audit and Colleges/Offices/Units of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved request to obtain copy of audit report.		From the Office of the University President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter to the Office of the University President for approval	1.1 Receives approved request letter and records it in the logbook	None	1 minute	<i>Clerk</i> Internal Audit Service
	1.2 Internal Audit Service Clerk sends the approved request letter to the IAS Director	None	1 minute	<i>Clerk</i> <i>Director</i> Internal Audit Service
	1.3 Locates needed report and reproduce it	None	1 hour	<i>Clerk</i> Internal Audit Service
	1.4 Records the distribution of the requested report	None	1 minute	<i>Clerk</i> Internal Audit Service
2. Receive the requested report	2. Send the requested report to the recipient	None	1 minute	<i>Clerk</i> Internal Audit Service
TOTAL:		None	1 hour & 4 minutes	



Management Information Systems Office

External/Internal Services



1. Account Creation and Assigning of Privileges

The service allows the creation of account and assigning of privileges.

Office or Division:	Management Information Systems Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government			
Who may avail:	Any TSU student or employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
System Access and Privilege Request Form		Front Desk at MIS Office Online thru website (https://www.tsu.edu.ph)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the System Access and Privilege Request Form or download the form on the website and fill it out properly	1. Give the System Access and Privilege Request Form or the link to download the form to the client	None.	3 minutes	<i>Software Unit Staff/Clerk MIS Office</i>
2. Give the filled-out form to the Software Unit staff/Clerk or send it using email or MS Teams	2. Get the Request to Create / Reset User Account Form from the client	None.	3 minutes	<i>Software Unit Staff/Clerk MIS Office</i>
3. Wait for the Software Unit staff/Clerk to perform the request	3. The Software Unit staff/Clerk will create the account and assign the necessary privileges. The client will be notified when the task is finished	None.	5 minutes	<i>Software Unit Staff/Clerk MIS Office</i>
TOTAL:		None	11 minutes	



Management Information Systems Office

Internal Services



1. Changing of Posted Schedule

The service allows the official rectification of posted class schedules.

Office or Division:	Management Information Systems Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Faculty and College Clerks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request to Change Posted Schedule Form		Front Desk at MIS Office Online thru website (https://www.tsu.edu.ph)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the Request to Change Posted Schedule Form or download the form on the website and fill it out properly	1. Give the Request to Change Posted Schedule to the client	None.	3 minutes	Clerk MIS Office
2. Give the filled-out form to the MIS Clerk or send it using email or MS Teams	2. Get the Request to Change Posted Schedule from the client	None.	3 minutes	Clerk MIS Office
3. Wait for the MIS Clerk to perform the request	3. Change the posted schedule as requested and will notify you if your request has been finished or if there is a conflict and the schedule cannot be updated	None.	5 minutes	Clerk MIS Office
TOTAL:		None	11 minutes	



2. Office 365 Account Assistance

The service allows the creation, password and reset of verification method of Office 365 account.

Office or Division:	Network Unit/Software Development Unit - Management Information Systems Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Office 365 Assistance Request Form		Front Desk at MIS Office Online thru website (https://www.tsu.edu.ph)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Office 365 Assistance Request Form or download the form on the website or fill out the MS Forms.	1. Give Office 365 Assistance Request Form or send the download link/MS Form link to the client.	None.	3 minutes	<i>MIS Staff</i>
2. Give filled out form to a MISO Technical Staff or send it using MS Teams or email	2. Office 365 account will be created by the MIS Staff.	None.	5 minutes	<i>MIS Staff</i>
3. Wait for the MIS Clerk to perform the request	3. After account is created, MISO Staff will give the credentials to the user. If the request is done online, the credentials will be given via email	None.	3 minutes	<i>MIS Staff</i>
TOTAL:		None	11 minutes	

3. Tag/Un-tag of Faculty/Room/Schedule

The service allows the tagging of faculty, room, and schedule to respective classes.

Office or Division:	Management Information Systems Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Faculty and College Clerks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request to Tag Faculty/Room/Schedule form		Front Desk at MIS Office Online thru website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the Request to Tag Faculty/ Room/ Schedule Form or download the form on the	1. Give the Request to Tag Faculty/ Room/ Schedule Form to the client	None.	3 minutes	<i>Clerk MIS Office</i>



website and fill it out properly				
2. Give the filled-out form to the MIS Clerk or send it using email or MS Teams	2. Get the Request to Tag Faculty/ Room/ Schedule from the client	None.	3 minutes	Clerk MIS Office
3. Wait for the MIS Clerk to perform the request	3. The MIS Clerk will encode the Request to Tag Faculty/Rooms/Schedule as requested and will notify you if your request has been finished	None.	5 minutes	Clerk MIS Office
TOTAL:		None	11 minutes	

4. Tag/Un-tag of Honorarium Classes

The service allows the tagging of faculty, room, and schedule to respective classes.

Office or Division:	Management Information Systems Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Faculty and College Clerks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Tagging of Honorarium Form		Front Desk at MIS Office Online thru website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the Tagging of Honorarium Form or download the form on the website and fill it out properly	1. Give the Tagging of Honorarium Form to the client	None.	3 minutes	Clerk MIS Office
2. Give the filled-out form to the MIS Clerk or send it using MS Teams or email	2. Get the Tagging of Honorarium Form from the client	None.	3 minutes	Clerk MIS Office
3. Wait for the MIS Clerk to perform the request	3. Notify you if your request has been finished	None.	5 minutes	Clerk MIS Office
TOTAL:		None	11 minutes	



5. Transfer of Students

The service allows the official transfer of students from one section to another.

Office or Division:	Management Information Systems Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Faculty and College Clerks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transfer of Students Form		Front Desk at MIS Office Online thru website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the Transfer of Students form or download the form on the website and fill it out properly	1. Give the Transfer of Students Form to the client	None.	3 minutes	<i>Clerk</i> MIS Office
2. Give the filled-out form to the MIS Clerk or send it using MS Teams or email	2. Get Transfer of Students Form from the client	None.	3 minutes	<i>Clerk</i> MIS Office
3. Wait for the MIS Clerk to perform the request	3. The MIS Clerk will notify you if your request has been finished	None.	5 minutes	<i>Clerk</i> MIS Office
TOTAL:		None	11 minutes	



Software Development Unit

External/Internal Services



1. Biometrics Registration

The service allows the collection of bio-information via fingerprinting which enables the registrants to record time and attendance through biometric system.

Office or Division:	Software Development Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	All TSU Employees, Student Athletes, and Student Trainees (at TSU Hotel)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Biometrics Registration Log		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the Biometrics Registration Log and fill it out properly	1. Give the Biometrics Registration Log to the client	None	3 minutes	SDU Staff MIS Office
2. Give the filled-out form to the SDU Staff	2. Get the Biometrics Registration Log from the client	None.	3 minutes	SDU Staff MIS Office
3. Wait for the SDU Staff	3. The SDU Staff will register your fingerprint to the biometrics device	None.	10 minutes	SDU Staff MIS Office
TOTAL:		None	16 minutes	

2. Blocking and Unblocking of RFID Cards

The service allows the blocking and unblocking of lost RFID to avoid misuse and unblocking of blocked RFID.

Office or Division:	Software Development Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	All student and employee RFID card holders may go to the MIS Office to request for the blocking or unblocking of their RFID Cards			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request to Block/Unblock Logbook		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the Request to Block/Unblock Logbook and Fill it out properly	1. Give the Request to Block/Unblock Logbook to the client	None.	3 minutes	Clerk/Software Unit Staff MIS Office
2. Give the filled-out logbook to the Software Unit staff	2. Get the filled-out logbook from the client	None.	3 minutes	Software Unit Staff MIS Office



3. Wait for the Software Unit staff to block or unblock the RFID	3. The Software Unit staff will notify you if your RFID has been Blocked or Unblocked	None.	10 minutes	<i>Software Unit Staff</i> MIS Office
TOTAL:		None	16 minutes	

3. Report Generation

The service allows the clients to request information coming from the different systems used by the university to aid decision making.

Office or Division:	Software Development Unit			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen; G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Data Form		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the Request for data form or the MS Form link and fill it out properly	1. Give the form/MS Form link to the client	None.	3 minutes	<i>Clerk/Software Unit Staff</i> MIS Office
2. Give the filled-out form to the Software Unit staff or submit the MS Form	2. Get the filled-out form from the client or open their response on MS Form	None.	3 minutes	<i>Software Unit Staff</i> MIS Office
3. Wait for the Software Unit staff to perform the request (face to face). If the request is thru online wait for the email response	3. The Software Unit staff will give to you the data you requested personally if face to face or thru MS teams/email if online transaction	None.	5 days	<i>Software Unit Staff</i> MIS Office
TOTAL:		None	5 days & 6 minutes	



Software Development Unit

Internal Services



1. Create and Update of Website/Webpage

The service allows client post new content to the university website or update outdated information to avoid misinformation and confusion.

Office or Division:	Software Development Unit			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Any TSU employee, both Non-Teaching and Faculty with permanent, temporary, lecturer, and job order may go to the MIS Office to request for website/webpage update			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Website / Webpage Update Form		Front Desk at MIS Office Online thru website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the Request for website / webpage update form and Fill it out properly	1. Give the website / webpage update form to the client	None.	3 minutes	<i>Clerk/ SDU Staff</i> MIS Office
2. Give the filled-out form to the Software Unit staff including all the information to be updated/posted on the website. Can be sent thru email or MS Teams	2. Get the website / webpage update form and the information to be posted from the client	None.	3 minutes	<i>SDU Staff</i> MIS Office
3. Wait for the Software Unit staff to perform the request	3. The Software Unit staff will notify you if your website/webpage has been updated	None.	5 days	<i>SDU Staff</i> MIS Office
TOTAL:		None	5 days & 6 minutes	



2. Development of New Systems/Programs

The service allows clients to request for a new Information System to aid in the ease of doing business, to be developed in-house by the software development unit.

Office or Division:	Software Development Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
System/Program Maintenance and Development Form		Front Desk at MIS Office Online thru website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the System/Program Maintenance and Development Form and Fill it out properly	1. Give the System/Program Maintenance and Development Form to the client	None.	3 minutes	<i>Clerk/ SDU Staff</i> MIS Office
2. Give the filled-out form to the Software Unit staff	2. The Software Unit staff will perform the request. The staff may request meetings to get more information regarding the system / program to be developed	None.	*It depends on the system / program request*	<i>SDU Staff</i> MIS Office
TOTAL:		None	It depends on the system / program requested by the end-user	



Hardware Maintenance Unit

External/Internal Services



1. Repair of ICT Equipment

The service allows the troubleshooting and repair of the ICT equipment of end-users.

Office or Division:	Hardware Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	All TSU Employees; Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Citizen / Client Satisfaction Survey		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will proceed to MIS Office or call the MIS Clerk regarding the problem encountered on the hardware.	1. The MIS Technician will go to the client's office to assess the problem encountered with the equipment.	None.	10 minutes *time may vary depending on the availability of technician	<i>MIS Hardware Technician</i> MIS Office
2. Wait for the equipment to be repaired and delivered (if unit is pulled out)	2. MIS Technician will perform the necessary actions/troubleshooting.	None.	10 working hours *time may vary depending on the assessment of the technician	<i>MIS Hardware Technician</i> MIS Office
3. Fill up the Citizen / Client Satisfaction Survey Form	3. Get the signed form.	None.	3 minutes	<i>MIS Hardware Technician</i> MIS Office
TOTAL:		None	10 hours & 13 minutes	



2. Software Installation

The service allows the installation of various software applications needed by end-users.

Office or Division:	Hardware Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	All TSU Employees; Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Citizen / Client Satisfaction Survey		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will call the MIS Clerk regarding the request of software installation.	1. The MIS Hardware Technician will proceed to the client's office and perform the software installation.	None.	5 minutes	<i>MIS Hardware Technician</i> MIS Office
2. Wait for the software installation to be completed.	2. Download necessary installation files and install the software.	None.	30 minutes *depending on what and number of software to be installed	<i>MIS Hardware Technician</i> MIS Office
3. Fill up the Citizen / Client Satisfaction Survey presented by the MIS Hardware Technician.	3. Get the form from the client.	None.	3 minutes	<i>MIS Hardware Technician</i> MIS Office
TOTAL:		None	30 minutes	



Hardware Maintenance Unit

Internal Services



1. Inspection for Condemn of ICT Equipment

The service allows the condemn of unserviceable ICT equipment for disposal.

Office or Division:	Hardware Unit			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Permanent Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pre-Repair / Inspection Form		Front Desk at MIS Office		
Property Acknowledgement Receipt		Front Desk at Supply and Property Management Unit		
Inventory and Inspection Report of Unserviceable Property Form		Front Desk at Supply and Property Management Unit		
Citizen / Client Satisfaction Survey		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will call MIS Office to request the technical inspection officer for the inspection of the ICT device.	1. The inspection officer will assess the ICT device based from the Property Acknowledgement Receipt.	None.	1 hour	<i>Clerk Inspection Officer MIS Office</i>
2. Client will sign the following: Request for Pre-Repair / Pre-inspection Form.	2. The inspection officer will present the Pre-inspection Form to the client to be signed by the accountable personnel.	None.	5 minutes	<i>Inspection Officer MIS Office</i>
3. Client will present the Pre-Repair/ Inspection form to the Supply & Property Management Unit (SPMU) to prepare the Inventory and Inspection Report of Unserviceable Property (INI)	3. The Supply & Property Management Unit Staff in charge will prepare the Inventory and Inspection Report of Unserviceable Property (INI)	None.	5 minutes	<i>SPMU Staff in charge of INI</i>
4. SPMU Staff in charge will give the INI form to the inspection officer in charge. To be sign by the MISO director	4. The MISO Director will sign the INI form.	None.	5 minutes	<i>Director of MISO Inspection Officer of MISO</i>
5. The inspection officer will return the INI form to the SPMU	5. The SPMU will receive the INI form	None.	5 minutes	<i>SPMU Staff in charge of INI</i>



6. Fill up the Citizen / Client Satisfaction Survey presented by the MIS Hardware Technician.	6. Get the form from the client.	None.	3 minutes	<i>MIS Hardware Technician MIS Office</i>
TOTAL:		None	1 hour & 21 minutes	

2. Inspection of New ICT Equipment

The service allows the inspection of new ICT equipment delivered to the university.

Office or Division:	Hardware Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Permanent Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Inspection and Acceptance Report Form		Supply and Property Management Unit		
Request for Inspection Form		Supply and Property Management Unit		
Citizen / Client Satisfaction Survey		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SPMU staff will request inspection of new ICT devices to the inspection officer.	1. The inspection officer will proceed with the inspection of the equipment.	None.	3 hours *time may vary depending on number of equipment to be inspected	<i>Inspection Officer MIS Office</i>
2. SPMU staff will present the Request for Inspection form and Inspection and Acceptance Report to the inspection officer to be fill out	2. The inspection officer will fill out the Request for Inspection form and sign the Inspection and Acceptance Report	None.	10 minutes	<i>Inspection Officer MIS Office</i>
TOTAL:		None	3 hours & 10 minutes	



3. Preventive Maintenance for Desktop Computer Units

The service allows the monthly scheduled maintenance of computer units to address issues and alleviate its future reoccurrence for the benefit of the end-user.

Office or Division:	Hardware Unit			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Preventive Maintenance Form		Front Desk at MIS Office		
Citizen / Client Satisfaction Survey		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the notification from the MIS Staff.	1. MIS Hardware Technician will notify client/s scheduled for computer preventive maintenance.	None.	5 minutes	<i>MIS Hardware Technician</i> MIS Office
2. Wait for the preventive maintenance to be completed.	2. MIS Hardware Technician will proceed to the client/s office.	None.	2 hours *time may vary depending on number of machines to maintained	<i>MIS Hardware Technician</i> MIS Office
3. Sign the Citizen / Client Satisfaction Survey presented by the MIS Hardware Technician.	2. Get the signed form.	None	10 minutes	<i>MIS Hardware Technician</i> MIS Office
TOTAL:		None	2 hours & 10 minutes	



Network Unit

External/Internal Services



1. Wi-Fi Access Registration

The service provides employees and students Wi-Fi access inside the university premises.

Office or Division:	Network Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	All TSU Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Wi-Fi Access Registration Form		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Wi-Fi Access Registration Form and fill out properly.	1. Give the Wi-Fi Access Registration Form.	None.	3 minutes	<i>Network Technician</i> MIS Office
2. Give filled out form to a Network Unit Staff.	2. Network Technician will register the equipment if client is an employee. If the client is a student, he/she will be given an access voucher instead.	None.	5 minutes	<i>Network Technician</i> MIS Office
3. Once equipment is registered, they will already have access to the Wi-Fi facilities of the university. For students they will just use their received voucher as an access to the captive portal page to be able to use the Wi-Fi facilities of the university.	2. Notify the client of they are already registered and/or guide them to login on the captive portal.	None.	3 minutes	<i>Network Technician</i> MIS Office
TOTAL:		None	11 minutes	



Network Unit

Internal Services



1. Creation of Domain Accounts

The service allows the creation of an account to access the TSU Network.

Office or Division:	Network Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request to Create / Reset User Account Form		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Request to Create / Reset User Account Form and fill out properly.	1. Give Request to Create / Reset User Account Form to client.	None.	3 minutes	<i>Network Unit Staff MIS Office</i>
2. Give filled out form to a Network Unit Staff.	2. Domain account will be created by a Network Unit Staff.	None.	5 minutes	<i>Network Unit Staff MIS Office</i>
3. Wait for the account to be created.	3. After account is created, Network Unit Staff will give the user credentials needed to be able to log in the TSU Network.	None.	3 minutes	<i>Network Unit Staff MIS Office</i>
TOTAL:		None	10 minutes	

2. Reset of TSU Systems/Network Accounts

The service allows the resetting of domain account password in case of locked account or forgotten password.

Office or Division:	Network Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request to Create / Reset User Account Form		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Request to Create / Reset User Account Form and fill out properly.	1. Give Request to Create / Reset User Account Form to clients.	None.	3 minutes	<i>Network Unit Staff MIS Office</i>
2. Give filled out form to a Network Unit Staff.	2. Network unit staff will reset the domain account of the client.	None.	10 minutes	<i>Network Unit Staff MIS Office</i>



3. Wait for the account to be reset.	3. After account is reset, Network Unit Staff will give the user credentials needed to be able to log in the TSU Network.	None.	3 minutes	Network Unit Staff MIS Office
TOTAL:		None	16 minutes	

3. Unblocking of Websites

The service grants the access of personnel to websites that are blocked in the university network.

Office or Division:	Network Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Unblock Website Form		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Unblock Website Form and fill out properly.	1. Give the Unblock Website Form to the client.	None.	3 minutes	Network Unit Staff MIS Office
2. Give duly filled out form to a Network Unit Staff.	2. Network Unit Staff will unblock the websites requested for the user indicated on the form.	None.	15 minutes	Network Unit Staff MIS Office
3. Wait for their request to be accomplished.	3. Notify the client that their request is done.	None.	3 minutes	Network Unit Staff MIS Office
TOTAL:		None	21 minutes	

4. Wi-Fi Setup/Deployment

The service allows the temporary deployment of Wi-Fi facility on areas that needs Wi-Fi service within the university.

Office or Division:	Network Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Wi-fi Setup/Deployment Form		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Unblock Website Form and fill out properly.	1. Give the Unblock Website Form to the client.	None.	3 minutes	Network Unit Staff MIS Office



2. Give filled out form to a Network Unit Staff. If request is given less than a week before the event the client needs to fill out the reason why the request was only given on a short notice.	2. After processing of form, the request is upon the availability of equipment. If equipment is available, it will be configured and deployed before the event. However, if there are no equipment available the client will be informed of the matter.	None.	4 days	<i>Network Unit Staff MIS Office</i>
3. The client will wait for the notification.	3. Once equipment is configured it will be deployed to the location of the request and will notify the client once deployed.	None.	2 hours	<i>Network Unit Staff MIS Office</i>
4. Inform MIS Staff that the event is finished.	4. Once event is done the equipment will be retrieved by MIS technical staff.	None.	1 hour	<i>Network Technician/MIS Hardware Technician MIS Office</i>
TOTAL:		None	4 days, 3 hours, 3 minutes	

5. Granting VPN Access

The service allows the granting of Virtual Private Network access to TSU Employees to access the university's application via internet connection.

Office or Division:	Network Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
VPN Access Form		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acquire or download VPN Access Form from the office or website.	1. Provide VPN Access Form to the client	None.	3 minutes	<i>Network Technician MIS Office</i>
2. Fill the necessary details in the form.	2. Provide assistance to the client for any clarification regarding the form	None.	2 days	<i>Network Technician MIS Office</i>



3. Return the form to the office for submission.	3. Receive the form from the client and check if the form is duly filled-up	None	3 minutes	<i>Network Technician</i> MIS Office
4. Bring the computer machine for the installation of VPN software	4. Install the VPN software to the client's machine and provide orientation in using the software	None	1 hour	<i>Network Technician</i> MIS Office
TOTAL:		None	2 days, 1 hour, 6 minutes	

6. Cabling for New Network Connection

The service allows the installation of cables for a new network connection.

Office or Division:	Network Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G – Government to Government			
Who may avail:	All TSU Employees; Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cabling Request Form		Front Desk at MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Cabling Request Form and fill out properly.	1. Give Cabling Request Form to the client.	None.	3 minutes	<i>Network Technician</i> MIS Office
2. Give filled out form to a Network Unit Staff.	2. The Network Technician will schedule the request and check if there are available supplies.	None.	2 hours	<i>Network Technician</i> MIS Office
3. Wait for the notification of network technician.	3. The Network / Computer Technician will perform the request if there are available supplies and will notify clients if request has been done.	None	2 days (depending on the cabling to be done)	<i>Network Technician</i> MIS Office
TOTAL:		None	2 days, 2 hours, 3 minutes	



Office of Public Affairs

External/Internal Services



1. Coverage of University Activities

The service allows the production of photos and videos of university activities and events. The output also serves as material for articles and layout design to be published on the TSU website, TSU Bulletin, TSU Annual Report and social media platforms.

Office or Division:	Office of Public Affairs			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form Coverage of Events or Activities <i>TSU-PAI-SF-09</i>		Office of Public Affairs		
Details of event, Program flow (if any)		Concerned office/college/organization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished form	1. Plot the request	None	1 minute	<i>Technical Staff and/or Director OPA</i>
2. Provide program flow (if any)	2.1 Attend the activity or event	None	7 days	<i>Technical Staff and/or Director OPA</i>
	2.2 Upload the photos/videos to available storage for safekeeping	None	1 hour	<i>Technical Staff OPA</i>
TOTAL:		None	7 days, 1 hour, 1 minute	

*Time may vary depending on the duration of the event

2. Publication of Online News

The service allows clients to get information on the programs, projects, activities in the university via TSU website and social media platforms.

Office or Division:	Office of Public Affairs			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Details of event, Program flow (if any) or news article		Concerned office/college/organization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit information or news article to OPA	1.1 Proofread the received file for write-up or revision	None	3 days	<i>Technical Staff OPA</i>
	1.1.1 Staff shall be deployed to cover the event/activity and shall write an article afterwards			



	1.2 Final checking of output shall be done by Director	None	2 hours	<i>Director OPA</i>
	1.3 Staff shall upload the article to TSU website and social media platform.	None	10 minutes	<i>Technical Staff OPA</i>
TOTAL:		None	3 days, 2 hours, 10 minutes	

3. Publication and Distribution of TSU Bulletin

The service allows to publish and distribute the university publication to stakeholders every month for information dissemination.

Office or Division:	Office of Public Affairs			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Details of event, Program flow (if any) or news article		Concerned office/college/organization		
TSU Bulletin Receiving Log <i>TSU-PAI-SF-02 Rev 01</i>		Office of Public Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting office must submit information/news article and details to OPA for write-up or proofreading	1.1 Proofread the received file for write-up or revision 1.1.1 Staff shall be deployed to cover the event/activity and shall write an article afterwards	None	3 days	<i>Technical Staff OPA</i>
	1.2. Checking of article/s shall be done by the Publications Unit Head and Director	None	2 hours	<i>Director OPA</i>
	1.3 Staff shall forward the final layout of the TSU Bulletin to BAASO for printing	None	5 days	<i>Technical Staff OPA</i>
	1.4 Final inspection of printed TSU Bulletin copies	None	1 day	<i>Director and Technical Staff OPA</i>
	1.5 Distribution of TSU Bulletin	None	1 day	<i>Technical Staff OPA</i>
	TOTAL:		None	10 days, 2 hours



4. Production of University Information Materials

The service allows the agency to prepare, publish and distribute the university annual report and produce the university audio visual presentation highlighting the important accomplishments of the university for the past calendar year.

Office or Division:	Office of Public Affairs			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Information and data about the university		Concerned office/college/organization		
Outgoing Documents Log TSU-PAI-SF-1		Office of Public Affairs		
Request for Eelectronic Copy of Photos, Videos or Files Log TSU-PAI-SF-08		Office of Public Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. OPPME shall gather information and data to be forwarded to OPA	None	5 days	<i>Director and Staff</i> OPPME
	2. Review of documents for layout	None	3 days	<i>Director</i> OPA
	3. Staff shall produce a book-type report/audio visual presentation on the reviewed documents	None	4 weeks	<i>Technical Staff</i> OPA
	4. Review of final output and content for publication	None	3 days	<i>Director and Technical Staff</i> OPA
	5. Production	None		<i>Technical Staff</i> OPA
	5.1 Printing of TSU Annual Report shall be forwarded to BAASO		5 days	
	5.2. Rendering of output for the audio-visual presentation		2 days	
1. Fill out the log sheet to receive a copy of requested file/material (also available online)	1.1 Distribution	None		<i>Technical Staff</i> OPA
	1.1.1 Annual Report distribution to different offices		5 days	
	1.1.2 Upload, store and publish the University AVP.		1 day	
TOTAL:		None	46 days	



5. Approval of Posting of Information, Education and Communication (IEC) Materials

The service allows the review of approval of posters, tarpaulins and other information and communication materials to be posted within the university premises.

Office or Division:	Office of Public Affairs			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Materials to be approved		Concerned office/college/organization		
Posting of Print/Social Media/TSU Website Materials Log <i>TSU-PAI-SF-06 Rev 01</i>		Office of Public Affairs		
Posting of Tarpaulins Log <i>TSU-PAI-SF-07 Rev 01</i>		Office of Public Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present material subject to approval; Submit request letter with attachments, if any	1.1 Review submitted material/s	None	4 minutes	<i>Technical Staff</i> OPA
	1.2 If there are no inputs necessary, the material may be approved.	None	1 minute	<i>Technical Staff</i> OPA
	1.2.1 Otherwise, incorporate inputs then submit again for review.		1 day	
TOTAL:		None	1 day, 5 minutes	

6. Addressing Client's Concerns via Email

The service allows the review of approval of posters, tarpaulins and other information and communication materials to be posted within the university premises.

Office or Division:	Office of Public Affairs			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Concerns/Requests		Concerned office/college/organization External Client		
File Attachment		Concerned office/college/organization External clients		
Reviewing of Email		Office of Public Affairs		
Acknowledgement/Action		Office of Public Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Send concerns or requests to agency. Attach file/s if there are any	1.1 Review the content of email and attachments if there are any	None	5 minutes	Technical Staff OPA
	1.2 Acknowledge the receipt of email or take appropriate action on concern.	None	3 minutes	Technical Staff OPA
TOTAL:		None	8 minutes	

7. Print/Social Media/TSU Website Materials for Posting

The service allows the posting of print/social media/TSU website materials.

Office or Division:	Office of Public Affairs			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Posting of Print/Social Media/TSU Website Materials Log <i>TSU-PAI-SF-06</i>		Office of Public Affairs		
Material for Posting		Concerned office/college/organization External clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send materials for posting by filling up the necessary form (<i>TSU-PAI-SF-06</i>)	1.1 Review the content of material/s for posting	None	5 minutes	Technical Staff OPA
	1.2 <i>If the material/s for posting is approved</i> , it will be posted through the preferred platform (bulletin boards, social media, TSU website, or can be both) 1.2 <i>If the material/s for posting is subject to revision</i> , client will be notified to revise the content	None	10 minutes	Technical Staff OPA
	1.3 Notify the client if material/s is already posted	None	3 minutes	Technical Staff OPA
TOTAL:		None	18 minutes	



8. Requesting of Electronic Copy of Photos, Videos or Files

The service allows the requesting of electronic copy of photos, videos or files used in university materials, projects, and such.

Office or Division:	Office of Public Affairs			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Electronic Copy of Photos/Videos or Files <i>TSU-PAI-SF-08</i>		Office of Public Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request for photos/videos or files through online or logbook (<i>TSU-PAI-SF-08</i>)	1.1 Review the form submitted	None	5 minutes	<i>Technical Staff</i> OPA
	1.2 <i>If the request is approved</i> , the staff will send the file/s through email or MS Teams 1.2 <i>If the request is disapproved</i> , the staff will inform the requestor via email or MS Teams on the reason/s for the disapproval	None	10 minutes	<i>Technical Staff</i> OPA
	1.3 For follow up, client will be notified once the posting is finished	None	3 minutes	<i>Technical Staff</i> OPA
TOTAL:		None	18 minutes	



International Affairs and Linkages Office
External/Internal Services



1. Processing of Documents for Apostille

The Liaison Officer of the university shall transact, process, and provide reportorial requirements to the Bureau of Immigration and Department of Foreign Affairs. The liaison officers primarily process certification, authentication, and verification (Apostille) of Memorandum of Agreement, Memorandum of Understanding and other pertinent documents of the University.

Office or Division:	International Affairs			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens			
Who may avail:	Offices of the University and International Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum of Agreement		Signed by the Office of the President and endorsed to the Office of International Affairs		
Memorandum of Understanding				
Diploma/Certificate of Completion from Schooling; and others.		Extended assistance to the International Students if necessary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Offices of the University shall endorse signed MOU / MOA or other pertinent documents	1.1 Receive the final and original document(s) for assessment and checking.	None	5 minutes	Staff IDIMSS Staff Office of International Affairs
	1.2. Process the documents for notary of MOAs or MOUs and Certificate of Authority for a Notarial Act (CANA) for MOAs or MOUs	None	1 day	Staff Office of International Affairs
	1.3 The Liaison Officer and IDIMSS Staff shall schedule a travel to the Department of Foreign Affairs and shall pick up the Apostilled Document (based on the date issued on the claim stub)	None	2 days (1 day for travel and 1 day for release)	Staff IDIMSS Liaison Officer IDIMSS
2. Client shall be notified on the status of their request after the official travel.	2. Notify the status of the request and will take a copy after handing the apostilled copy to the client.	None	10 minutes	Staff Office of International Affairs
TOTAL:		None	3 days, 15 minutes	



International Affairs and Linkages Office

Internal Services



1. Processing of CHED Endorsement for Legitimacy of Travel Abroad

The Office of International Affairs shall transact and process CHED Endorsement for Legitimacy of Travel Abroad as requirement for all official travel of faculty, non-teaching personnel and officials abroad.

Office or Division:	International Affairs and Linkages Office			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Offices of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement from the University President		Signed by the Office of the President and endorsed to the Office of International Affairs		
Invitation letter, Program, and other pertinent attachments regarding travel abroad				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Respective offices of the University shall endorse/submit documents to the Office of International Affairs regarding travel abroad	1.1 Receive the documents submitted. *Review and evaluate the documents. Advise the client if the documents submitted is insufficient	None	5 minutes	Staff Office of International Affairs
	1.2 The liaison officer shall prepare all the documents and forms to be submitted to CHED International Affairs and Services	None	10 minutes	Staff Office of International Affairs Clerk Office of the University President
	1.3 Schedule a travel to the Commission on Higher Education, Central Office and shall submit all pertinent documents	None	16 days (1 day for travel ang 15 working days for release)	Liaison Officer Office of International Affairs
2. Client shall be notified on the status of their request after the official travel.	2. Notify the status of the request and will take a copy after handing the apostilled copy to the client	None	10 minutes	Staff Office of International Affairs
TOTAL:		None	16 days & 25 minutes	



Office of the Vice President for Academic Affairs

External Services



1. Travel Order for Students on Local Off-Campus Activities

This reiterated the needed documents spelled out in CHED Memo 63 s. 2017 (Policies and Guidelines on Local Off-Campus Activities) and the processes in sanctioning official travel/business of students who will be engaged on local off-campus activities such as educational trip, students' fora, academic and allied competitions.

Office or Division:	Office of the Vice President for Academic Affairs			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Invitation	Office of the College Dean			
Endorsement	Office of the College Dean			
Letter of Request to Attend and Participate in the Activity	Office of the College Dean			
Photocopy of Student's ID	The student will provide.			
Certificate of Registration	Office of the College Dean / Student Portal			
Medical Clearance Issued by the University Medical Clinic	University Medical Clinic			
Duly Notarized Signed Consent Form by Parent / Guardian	Office of Student Affairs and Services			
Course Syllabus	Office of the College Dean / Department Chairperson / Program Coordinator			
Itinerary of the Trip / Activity with Minutes of the Meeting of the Organization	Secretariat of the Student Organization / Student Organization Adviser			
Breakdown of Budget or Expenses (If Financial Collection is required)	Secretariat of the Student Organization / Student Organization Adviser			
Minutes of Meeting with Parents or Guardians	Secretariat of the Student Organization / Student Organization Adviser / Office of the College Dean			
First Aid Kit	Secretariat of the Student Organization / Student Organization Adviser			
Insurance	Office of Student Affairs and Services			
Transportation for the Activity (If no TSU vehicle is available, the following are to be presented insurance of the vehicle, certification in good condition of the vehicle, certification that the driver has acceptable driving record)	TSU Motor pool (transportation provider)			
Faculty Loading and Make-up form of the supervising faculty / personnel in-charge (faculty-student ratio is 1:30)	Office of the College Dean			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the correct travel order form and its attached documents to the VPAA staff	2. Receive and review the completeness of the submitted documents Document with incomplete attachment will be returned to the client for completion	None.	10 minutes	Clerk OVPA



	<p>Document with complete requirements will be recorded by the staff</p> <p><i>For returned document, rechecking will be utilized</i></p>			
	1.2 Evaluate and act on the document	None.	1 hour	Vice President OVPAA
	1.3 After the evaluation, the document will be issued/released either back to the client or to the office of the next signatory	None.	5 minutes	Clerk OVPAA
	TOTAL:	None	1 hour, 15 minutes	



**Office of the Vice President for
Academic Affairs**

Internal Services



1. IPCR / DPCR (Faculty Personnel)

The Office of the Vice President for Academic Affairs verifies and confirms the IPCR of faculty members and the DPCR of the department chairpersons and college deans.

Office or Division:	Office of the Vice President for Academic Affairs			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
IPCR with Supporting Documents		The faculty member will provide.		
DPCR with Supporting Documents		Department Chairpersons / College Deans		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the IPCR/DPCR and attached supporting documents to the VPAA staff	2. Receive and review the completeness of the submitted documents Document with incomplete attachment will be returned to the client for completion Document with complete requirements will be recorded by the staff <i>For returned document, rechecking will be utilized</i>	None.	10 minutes	<i>Clerk</i> OVPAA
	1.2 Evaluate and act on the document	None.	1 hour	<i>Vice President</i> OVPAA
	1.3 After the evaluation, the document will be issued/released either back to the client or to the office of the next signatory	None.	5 minutes	<i>Clerk</i> OVPAA
TOTAL:		None	1 hour, 15 minutes	



2. Payroll / Voucher / Request to Render Overtime/ Request for Funding

The Vice President for Academic Affairs being the recommendatory personnel, verifies the accuracy of the amount by looking into the approved letter of request, supporting documents and the expenses as for funding.

Office or Division:	Office of the Vice President for Academic Affairs			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Student Assistants, Faculty, Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter to Request to Render Overtime or TSU-ASU-SF-02-Authority to Render Overtime Services		https://www.tsu.edu.ph/downloads/faculty-and-personnel/		
Approved Request Letter		Office of the College Dean / Unit Director		
Approved SO and DTR		Office of the College Dean / Unit Director		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document and its attached documents to the VPAA staff	2. Receive and review the completeness of the submitted documents	None.	10 minutes	Clerk OVPA
	Document with incomplete attachment will be returned to the client for completion			
	Document with complete requirements will be recorded by the staff			
	<i>For returned document, rechecking will be utilized</i>			
	1.2 Evaluate and act on the document	None.	1 hour	Vice President OVPA
	1.3 After the evaluation, the document will be issued/released either back to the client or to the office of the next signatory	None.	5 minutes	Clerk OVPA
TOTAL:		None	1 hour, 15 minutes	



3. Special Order for Lecturers, Part-timers, and Tenured Faculty with Honorarium Classes

A Special Order is issued to appointed lecturers, part-timers and tenured faculty members teaching honorarium classes. The Vice President for Academic Affairs being one of the signatories, confirms the veracity of the teaching load (30 units for lecturers, 6-12 units for part-timers and not more than 12 units for honorarium classes for tenured faculty).

Office or Division:	Office of the Vice President for Academic Affairs			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Faculty Loading with specified number of students		Office of the College Dean / Department Chairperson		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document and its attached documents to the VPAA staff	2. Receive and review the completeness of the submitted documents	None.	10 minutes	Clerk OVPAA
	Document with incomplete attachment will be returned to the client for completion			
	Document with complete requirements will be recorded by the staff			
	<i>For returned document, rechecking will be utilized</i>			
	1.2 Evaluate and act on the document	None.	1 hour	Vice President OVPAA
	1.3 After the evaluation, the document will be issued/released either back to the client or to the office of the next signatory	None.	5 minutes	Clerk OVPAA
TOTAL:		None	1 hour, 15 minutes	



4. Travel Order for Teaching Personnel

This spell out the needed document and processes in sanctioning official travel/business of teaching personnel of the University.

Office or Division:	Office of the Vice President for Academic Affairs			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty, Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Invitation Letter		The faculty member will provide.		
Endorsement		Office of the College Dean		
Faculty Loading		Respective College		
Signed make-up class form (for weekday official travel/business)		Respective College		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the travel order form and its attached documents to the VPAA staff	2. Receive and review the completeness of the submitted documents	None.	10 minutes	Clerk OVPA
	Document with incomplete attachment will be returned to the client for completion			
	Document with complete requirements will be recorded by the staff			
	<i>For returned document, rechecking will be utilized</i>			
	1.2 Evaluate and act on the document	None.	1 hour	Vice President OVPA
	1.3 After the evaluation, the document will be issued/released either back to the client or to the office of the next signatory	None.	5 minutes	Clerk OVPA
TOTAL:		None	1 hour, 15 minutes	



College of Arts and Social Sciences

External Services



1. Enrollment for Freshmen Students

The service is given for incoming students who wish to part of the college. This service allows incoming college students to initiate attendance for the coming semester.

Office or Division:	College of Arts and Social Sciences			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Incoming College Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission Slip that contains his/her student number		Admission unit of the ARO		
Certificate of Registration		ARO - Registrar's Office		
Official Receipt (to be presented)		Cashiering Unit		
Pre-Assessment Form		Dean's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get result of admission test from Testing Office <i>(for those who did not yet receive the result)</i>	1. Assist the incoming students	None	5 minutes	<i>Staff</i> Testing and Admission Office
2. See the College Dean for advising open subjects and available slots	2. Check system for te available slots	None	10 minutes	<i>Dean</i> CASS <i>College Clerk</i> CASS <i>Faculty</i> CASS
3. Proceed to the faculty in-charge for the advising assessment and tagging of subjects	3. Determine the subjects to be given to the student and tag them	None	5 minutes	<i>Faculty Member</i> CASS
4. Proceed to the faculty in-charge for the tagging of free tuition if they are qualified for the free tuition	4. Tag the student for the free tuition	None	5 minutes	<i>Faculty Member</i> CASS
5. Proceed to the faculty in charge for the schedule of medical examination and ID picture taking	5. Provide the student with the schedule of medical examination and ID picture taking	None	5 minutes	<i>Faculty Member</i> CASS
TOTAL:		None	30 minutes	



1.1 Enrollment for Freshmen Students (Online)

The service is given for incoming students who wish to part of the college. This service allows incoming college students to initiate attendance for the coming semester.

Office or Division:	College of Arts and Social Sciences			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Incoming College Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Number		Admission unit of the ARO		
Certificate of Registration		ARO - Registrar's Office		
Pre-Assessment Form		Dean's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the text or email from the Testing and admission office that will notify you for qualification. Or check http://cat.tsu.edu.ph for the result of your admission <i>(For those who did not yet receive the result)</i>	1. Notify qualified students through text or email	None	2 minutes	<i>Staff</i> Testing and Admission Office
<i>*Upon receiving the notification of qualification</i> Confirm your slot in http://cat.tsu.edu.ph .				
2. Wait for an email/text from admission/pre-registration/enrollment	3. Notify qualified students through text or email of their admission/ pre-registration/ enrollment	None	2 minutes	Admission and Registration Office
3. View you pre-registration at http://cat.tsu.edu.ph .	None	None	2 minutes	Admission and Registration Office
5. Proceed to the faculty in charge for the schedule of medical examination and ID picture taking	None	None	2 minutes	Admission and Registration Office/ MISO
TOTAL:		None	8 minutes	



2. Enrollment for Old Students – 2nd Year to 4th Year Students

The service is given for old students of the college. It starts after the students have secured the copies of their grades. This service allows old students in the college to initiate attendance for the coming semester.

Office or Division:	College of Arts and Social Sciences			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of grades		Student Portal		
Student Identification Card		The enrollee will present		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the faculty in-charge for the advising, assessment and tagging of subjects	1. Determine the subjects to be given to the student and tag them	None	5 minutes	<i>Faculty Member</i> CASS
2. Proceed to the faculty in-charge for the tagging of free tuition if they are qualified for the free tuition	2. Tag the student for the free tuition	None	5 minutes	<i>Faculty Member</i> CASS
TOTAL:		None	10 minutes	



2.2 Enrollment for Old Students – 2nd Year to 4th Year Students

(Online assisted enrollment)

The service is given for old students of the college. It starts after the students have secured the copies of their grades. This service allows old students in the college to initiate attendance for the coming semester.

Office or Division:	College of Arts and Social Sciences			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Confirm intentent to enroll by going to https://bit.ly/3hlp6kV	1. Faculty In-charge will enroll students who confirm to enroll during enrollment week	None	2 minutes	<i>Faculty In-charge/ Department Chairperson CASS</i>
2. Wait for the tagging of free tuition and check the student portal (http://student.tsu.edu.ph) to get the electronic copy of your certificate of registration	2. Tag the student for the free tuition	None	2 minutes	<i>Faculty In-charge/ Department Chairperson CASS</i>
TOTAL:		None	4 minutes	



2.3 Enrollment for Old Students – 2nd Year to 4th Year Students (Online-self enrollment)

The service is given for old students of the college. It starts after the students have secured the copies of their grades. This service allows old students in the college to initiate attendance for the coming semester

Office or Division:	College of Arts and Social Sciences			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in to http://student.tsu.edu.ph to enroll *Click REGISTRATION on the navigation bar	None	None	2 minutes	None
2. Create Registration Record Select an Academic Year to continue	None	None	2 minutes	None
3. Click Registration to continue	None	None	2 minutes	None
4. Select Subject to register	None	None	2 minutes	None
5. Create Assessment	None	None	2 minutes	None
6. Wait for the tagging of free tuition	None	None	2 minutes	None
	TOTAL:	None	12 minutes	



3. Enrollment for Old Students with Deficiency/Deficiencies

The service is given for old students of the college. It starts after the students have secured the copies of their grades. The Scholastic delinquent students (warning, probation, and dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrolment.

Office or Division:	College of Arts and Social Sciences			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copies of grades		Student Portal		
Student Identification Card		The enrollee will present		
Official Receipt (to be presented)		Cashiering Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scholastic delinquent students (Warning, Probation, and Dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrollment	1. Evaluate graduating students	None	10 minutes	<i>Guidance Associate</i> Guidance Office
2. Proceed to the faculty in-charge for the advising, assessment and tagging of subjects	2. Advise the student and determine the schedule to be given to the student	None	5 minutes	<i>Faculty Member</i> CASS
3. Request for subject/s that they need through signing a form and undergo the process until it is approved. This form shall be given to the College Clerk for encoding	3. Assist the students to undergo the process of requesting the subject/s they need and by encoding the subject/s they need to enroll	None	5 minutes	<i>College Clerk</i> CASS
4. Proceed to the enrollment area for the advising and reassessment of subjects	4. Advise, reassess, and tag the subject/s to be enrolled by the student	None	5 minutes	<i>Faculty Member</i> CASS



5. Proceed to the faculty in-charge for the tagging of free tuition if they are qualified for the free tuition	5. Tag the student for the free tuition	None	5 minutes	<i>Faculty Member</i> CASS
6. Pay the COR Fee and get the Official Receipt from the Cashier	6. Receive payment and issue Official Receipt	None	5 minutes	<i>Staff</i> Cashiering Unit
7. Present the Official Receipt and get Certificate of Registration	7. Verify the Official Receipt and print the Certificate of Registration	None	10 minutes	<i>Staff</i> ARO
TOTAL:		None	45 minutes	

3.1 Enrollment for Old Student with Deficiency/Deficiencies (Online Assisted)

The service is given for old students of the college. It starts after the students have secured the copies of their grades. The Scholastic delinquent students (warning, probation, and dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrolment.

Office or Division:	College of Arts and Social Sciences			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copies of grades		Student Portal		
Student ID		Student ID The student will provide		
Official Receipt (to be presented)		Cashiering Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scholastic delinquent students (Warning, Probation, and Dismissal in the College) should pass through the Guidance and Counseling Unit Guidance and Counseling Unit can be contacted through https://www.facebook.com/TSUGuidanceAndCounselingUnit/ before being admitted for enrollment	1. Evaluate graduating students	None	10 minutes	<i>Guidance Associate</i> Guidance Office



2. Email department chairperson/faculty in-charge for the advising, assessment and tagging of subjects	2. Advise the student and determine the schedule to be given to the student	None	5 minutes	<i>Faculty Member/ Department Chairperson CASS</i>
3. Request for subject/s that they need through signing a form (<i>request for subject form can downloaded in https://www.tsu.edu.ph/downloads/for-students/ and can be submitted through online</i>) and undergo the process until it is approved. This form shall be given to the College Clerk for encoding	3. Assist the students to undergo the process of requesting the subject/s they need and by encoding the subject/s they need to enroll	None	5 minutes	<i>College Clerk CASS</i>
4. Email Faculty in-charge/ Department chairperson for the advising and reassessment of subjects	5. Advise, reassess, and tag the subject/s to be enrolled by the student	None	2 minutes	<i>Faculty Member/Department Chairperson CASS</i>
5. Wait for the tagging of free tuition and check the student portal (https://student.tsu.edu.ph/) to get the electronic copy of certificate of registration	None	None	2 minutes	Student
TOTAL:		None	24 minutes	



4. Enrollment for Old Students with Deficiency/Deficiencies

The service is given for graduating students of the college. This service allows graduating students with deficiencies to enroll with overloading requests.

Office or Division:	College of Arts and Social Sciences			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copies of grades		Student Portal		
Student Identification Card		The enrollee will present		
Official Receipt (to be presented)		Cashiering Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure an evaluation of all subjects taken from ORA	1. Evaluate graduating students	None	10 minutes	<i>Staff</i> ARO
2. Fill out an application form for requests of Overloading	2. Sign the request form	None	15 minutes	<i>Dean</i> CASS
3. Secure approval of requests from concerned authorities	3. Approve requests of graduating students	None	30 minutes	<i>Dean</i> CASS <i>Director</i> ORA <i>Vice President</i> VP for <i>Academic</i> <i>Affairs</i>
4. Proceed to the faculty in-charge for the advising, assessment and tagging of subjects	4. Advise the student and determine the schedule to be given to the student	None	5 minutes	<i>Faculty Member</i> CASS
5. Request for subject/s that they need through signing a form and undergo the process until it is approved. This form shall be given to the College Clerk for encoding	5. Assist the students to undergo the process of requesting the subject/s they need and by encoding the subject/s they need to enroll	None	5 minutes	<i>College Clerk</i> CASS
6. Proceed to the enrollment area for the advising and reassessment of subjects	6. Advise, reassess and tag the subject/s to be enrolled by the student	None	5 minutes	<i>Faculty Member</i> CASS



7. Proceed to the faculty in-charge for the tagging of free tuition if they are qualified for the free tuition	7. Tag the student for the free tuition	None	5 minutes	<i>Faculty Member CASS</i>
TOTAL:		None	1 hour & 15 minutes	

4.1 Enrollment for Graduating Student with Deficiency/Deficiencies (Online Assisted)

The service is given for graduating students of the college. This service allows graduating students with deficiencies to enroll with overloading requests.

Office or Division:	College of Arts and Social Sciences			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copies of grades		Student Portal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure an evaluation of all subjects taken from ORA (evaluation of all subjects can be requested through ora@tsu.edu.ph)	1. Evaluate graduating students	None	10 minutes	<i>Staff ARO</i>
2. Fill out an application form for requests of Overloading (Soft copy of overloading form can be downloaded through 16-overloadingform.pdf (tsu.edu.ph))	2. Sign the request form	None	15 minutes	<i>Faculty Member/ Department Chairperson CASS</i>
3. Secure approval of requests from concerned authorities. *Graduating students can email the dean of CASS through cass_dean@tsu.edu.ph *Graduating students can email	3. Approve requests of graduating students	None	30 minutes	<i>Dean CASS Director ORA Vice President VP for Academic Affairs</i>



the ORA through ora@tsu.edu.ph				
4. Email the faculty in-charge/ Department Chairperson for the advising, assessment and tagging of subjects	4. Advise the student and determine the schedule to be given to the student	None	5 minutes	<i>Faculty Member/Department Chairperson</i> CASS
5. Request for subject/s that they need through signing a form (<i>request for subject form can be downloaded in https://www.tsu.edu.ph/downloads/students and can be submitted through online</i>) and undergo the process until it is approved. This form shall be given to the College Clerk for encoding	5. Assist the students to undergo the process of requesting the subject/s they need and by encoding the subject/s they need to enroll	None	5 minutes	<i>College Clerk</i> CASS
6. Email Faculty in-charge/ Department chairperson for the advising and reassessment of subjects	6. Advise, reassess and tag the subject/s to be enrolled by the student	None	3 minutes	<i>Faculty Member/ Department Chairperson</i> CASS
7. Wait for the tagging of free tuition and check the student portal http://student.tsu.edu.ph to get the electronic copy of certificate of registration	7. None	None	2 minutes	Student
TOTAL:		None	1 hour & 10 minutes	



5. Enrollment of Transferees, Shifters, Returnees and Second Courser

The service is given to transferees, shifters, returnees and second courser. It starts after the students have gone through the process for admission.

Office or Division:	College of Arts and Social Sciences			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission slip that contains his/her student number		From the Admission Unit of the ARO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Guidance and Counseling Unit before going to the Admissions Unit for compliance of other requirements and to secure Admission Slip	1. Issue Admission Slip	None	5 minutes	<i>Guidance Associate</i> Guidance Office
2. See the College Dean for advising open subjects and available slots	2. Check system for the available slots	None	10 minutes	<i>Dean</i> <i>College Clerk</i> <i>Faculty</i> CASS
3. Email Faculty in-charge/ Department chairperson for the advising and reassessment of subjects	3. Determine the subjects to be given to the student and tag them	None	5 minutes	<i>Faculty Member</i> CASS
4. Wait for the tagging of free tuition and check the student portal http://student.tsu.edu.ph to get the electronic copy of certificate of registration.	4. None	None	2 minutes	None
5. Proceed to the faculty in-charge for the advising assessment and tagging of subject	5. Determine the subjects to be given to the student and tag them	None	5 minutes	<i>Faculty Member</i> CASS
6. Proceed to the faculty in-charge for the tagging of free tuition if they are qualified for the free tuition	6. Tag the student for the free tuition	None	5 minutes	<i>Faculty Member</i> CASS



7. Proceed to the faculty in charge for the schedule of medical examination and ID picture taking	7. Provide the student with the schedule of medical examination and ID picture taking	None	5 minutes	<i>Staff</i> Cashiering Unit
8. Pay the COR Fee and get the Official Receipt from the Cashier	8. Receive payment and issue Official Receipt	None	5 minutes	<i>Staff</i> ARO
9. Present the Official Receipt and get Certificate of Registration	9. Verify the Official Receipt and print the Certificate of Registration	None	10 minutes	<i>Staff</i> ARO
TOTAL:		None	52 minutes	



5.1 Enrollment of Transferees, Shifters, Returnees and Second Courser (Online)

The service is given to transferees, shifters, returnees and second courser. It starts after the students have gone through the process for admission.

Office or Division:	College of Arts and Social Sciences			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission slip that contains his/her student number		The admission slip is secured from the admission unit number		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email Guidance and Counseling Unit, through https://www.facebook.com/TSUGuidanceAndCounselingUnit/ before going to the Admissions Unit for compliance of other requirements and to secure Admission Slip	1. Issue Admission Slip	None	5 minutes	<i>Guidance Associate</i> Guidance Office
2. Email College Dean, though cass_dean@tsu.edu.ph for advising, open subjects and available slots	2. Check system for the available slots	None	5 minutes	<i>Dean</i> <i>College Clerk</i> <i>Faculty</i> CASS
3. Email Faculty in-charge/ Department chairperson for the advising and reassessment of subjects	3. Determine the subjects to be given to the student and tag them	None	5 minutes	<i>Faculty Member</i> CASS
4. Wait for the tagging of free tuition and check the student portal http://student.tsu.edu.ph to get the electronic copy of certificate of registration	4. None	None	2 minutes	<i>Student</i>
TOTAL:		None	17 minutes	



6. General Enrollment Procedures for New MA English Language Students

The service allows students to enroll subjects on their course.

Office or Division:	College of Arts and Social Sciences			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transfer of Credentials		Previous School		
Official Transcript of Records (Original)		Previous School		
2 x 2 pictures Colored pictures		The Client will provide		
Birth Certificate PSA		PSA		
Accomplished Application Form for Admission		Testing, Monitoring and Evaluation		
TSU Graduate School Admission Test (PHP 250.00)		Cashiering Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant will go to the College and take some initial interview by the Chairperson of the program	1.1 Conduct initial interview in the college	None	10 minutes	<i>Chairperson of the Program</i>
	1.2 Verify and check the completeness of submitted documents	None	3 minutes	<i>Chairperson of the Program/ Faculty Member CASS</i>
	1.3 Encoding of admission and processing of student ID number	None	3 minutes	<i>Chairperson of the Program/ Faculty Member CASS</i>
2. Proceed to the enrollment area	2. Pre-assessment	None	3 minutes	<i>Chairperson of the Program/ Faculty Member CASS</i>
3. Proceed to the Cashiering Unit for the payment of the tuition fee	3. Cashier	Tuition Fee	3 minutes	<i>Cashier</i>
TOTAL:		None	22 minutes	



6.1 General Enrollment Procedures for New MA English Language Students (Online)

The service allows students to enroll subjects on their course.

Office or Division:	College of Arts and Social Sciences			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transfer of Credentials		Previous School		
Official Transcript of Records (Original)		Previous School		
2 x 2 pictures Colored pictures		The Client will provide		
Birth Certificate PSA		PSA		
Accomplished Application Form for Admission		Testing, Monitoring and Evaluation		
TSU Graduate School Admission Test (PHP 250.00)		Cashiering Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download the application form for admission from the TSU website. Fill out the form then send it to tsu.cass.dels@gmail.com together with the scanned copies of the following documents: a) Certification of Grades / Official Transcript of Records; b) Authenticated PSA Birth Certificate; c) Authenticated PSA Marriage Certificate (for female married students)	1.1 Verify and check the completeness of submitted documents	None	10 minutes	<i>Chairperson of the Program</i>
	1.2 Received and Temporarily Approved the application	None	3 minutes	<i>Chairperson of the Program/ Faculty Member CASS</i>
	1.3 Email interview schedule	None	3 minutes	<i>Chairperson of the Program/ Faculty Member CASS</i>
2. Go to the link for the initial interview	2.1 Interview the applicant	None	30 minutes	<i>Chairperson of the Program/ Faculty Member CASS</i>
	2.2 Submit student(s) name to Admission and Registration Office (ARO), for the			



	processing of student number			
	2.3 Determine the subjects that offered in the semester and tag them to the student			
3. View registration and assessment form by logging-in to the http://student.tsu.edu.ph	3. Email student(s) student ID number and pre-assessment form	None	3 minutes	<i>Chairperson of the Program/ Faculty Member CASS</i>
4. Pay fees through direct cash payment at the Cashier's Office or through online or bank payment * If you opt to pay online, check out "payment" in the student portal and use a credit card to pay off your fees. *if it is through bank payment, walk in to any DBP Branch in your area and deposit your payment using the following account details: Account Name: TSU – SPECIAL BUDGET Current Account Number: 00000060 – 5501 For Bank Deposit: scan your deposit slip with your name and reference number then send it to the chairperson for submission to the Cashier's Office. Note: <i>Verifying your payment will take several days due to the need of</i>	4. <i>*Upon Confirmation of Payment</i> Cashier provide you the Official Receipt which will be scanned and sent to email the chairperson	Tuition Fee	3 minutes	<i>Staff Cashiering Unit</i>



updating the TSU bank account.				
5. Log in to student portal (http://student.tsu.edu.ph) to get the electronic copy of certificate of registration	5. Email student(s) class schedule and student portal account	None	3 minutes	Chairperson of the Program/ Faculty Member CASS
TOTAL:		None	55 minutes	

7. Cross-Enrollees

This procedure applies to all enrollees will take units from other colleges.

Office or Division:	College of Arts and Social Sciences			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration		Student Portal		
Cross-enrollee form		Department Chairperson		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the cross-enrollee form	1.1 Give the form to the applicant	None	2 minutes	Chairperson of the Program
	1.2 Ask permission to the College Dean (Mother College) to cross-enroll	None	2 minutes	Dean
2. Proceed to the College where the subject offered	2. Checking for the availability of slots	None	5 minutes	Faculty in-charge/ College Clerk
3. Student will proceed to his/her Mother College for re-assessment	3.1 Tagging of subject	None	3 minutes	Faculty Member CASS
	3.2 Printing of Certificate of Registration (C.O.R)	None	2 minutes	Student Portal
TOTAL:		None	14 minutes	



8. Refund of Overpayment

The process of the amount due to the students of the overpayment made from their assessment because of incorrect valuation of student fees.

Office or Division:	College of Arts and Social Sciences			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students who are officially enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (Photocopy)		Cashiering Office – Collections		
Certificate of Registration (Photocopy)		Admission and Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System	1.1 Open Student Account in the TSU Enrolment System 1.1.1 Check if there's an overpayment made 1.1.2 Ask for the submission of requirements (if applicable)	None	3 minutes	<i>College Clerk</i> CASS
2. Submit the requirements for the processing of refund	2.1 Review the requirements presented if valid 2.1.1 Request for the Contact Number 2.1.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None	5 minutes	<i>College Clerk</i> CASS
TOTAL:		None	8 minutes	



9. Refund of Tuition Fees

The processing of amount due to the students because of their decision for dropping the course enrolled. Students who dropped the entire course within the first month after enrolment are entitled to refund of tuition fees as follows: First Week – 80%; Second to Fourth Week – 50%.

Office or Division:	College of Arts and Social Sciences			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students who officially dropped the entire course			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (Original and Photocopy)		Cashiering Office – Collections		
Certificate of Registration (Original and Photocopy)		Admission and Registrar's Office		
Dropping Form		Admission and Registrar's Office		
Official Receipt for the Revision Fee (Original)		Cashiering Office – Collections		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System	1.1 Open Student Account in the TSU Enrolment System 1.1.1 Verify if all the subjects enrolled are officially dropped 1.1.2 Ask for the submission of requirements (if applicable)	None	3 minutes	<i>College Clerk</i> CASS
2. Submit the requirements for the processing of refund	2.1 Review the requirements presented if valid 2.1.1 Request for the Contact Number 2.1.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None	7 minutes	<i>College Clerk</i> CASS
TOTAL:		None	10 minutes	



10. Refund of Overpayment

To reimburse the students of the deposit made from their entry for their diligence in handling the properties and equipment of the university.

Office or Division:	College of Arts and Social Sciences			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students who officially dropped the entire course			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (if still available) / Certificate of Payment in lieu of Official Receipt		Cashiering Office – Collections		
Transfer Credentials (if intention is for transferring to another university/college)		Admission and Registration Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrollment System	1.1 Open student account in the TSU enrollment system 1.1.1 Verify if the amount of breakage deposit is included in the assessment and how much is the amount 1.1.2 Ask for the submission of requirements (if applicable)	None	3 minutes	College Clerk CASS
2. Submit the requirements for the processing of refund	2.1 Review the requirements presented 2.1.1 Request for the Contact Number 2.1.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None	5 minutes	College Clerk CASS
TOTAL:		None	8 minutes	



College of Business and Accountancy

External Services



1. Enrollment for Cross-Enrollees

This service allows college students to cross-enroll some subjects available in other colleges.

Office or Division:	College of Business and Accountancy			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Incoming and Ongoing College Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission Slip (if from other school)		Testing, Counseling and Career Center		
Certificate of Registration		ARO - Registrar's Office		
Certificate of Registration		Can be printed through Student Portal		
Cross-Enrollee Form (signed by the Dean)		Dean's Office		
Official Receipt (to be presented)		Cashiering Unit		
Pre-Assessment Form		Dean's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Admissions Unit for submission of requirements	1. Receive submitted requirements	None.	5 minutes	Staff Testing, Counseling and Career Center
2. See the College Dean for advising open subjects and available slots	2. Check system for the available slots	None.	10 minutes	Dean College Clerk Faculty CBA
3. Get Pre-assessment registration and confirm tagging for 100% Continuing Scholarship	3. Print the Pre-assessment registration from the enrollment system	None.	10 minutes	Dean College Clerk Faculty Members (assigned in tagging) CBA
4. Pay the COR Fee and get the Official Receipt from the Cashier	4. Receive payment and issue Official Receipt	Php 25.00	5 minutes	Staff Cashiering Unit
5. Present the Official Receipt and get Certificate of Registration	5. Verify the Official Receipt and print the Certificate of Registration	None.	10 minutes	Staff ARO
TOTAL:		Php 25.00	40 minutes	



2. Enrollment for Freshmen Students

This service allows incoming college students to initiate attendance for the coming semester.

Office or Division:	College of Business and Accountancy			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Incoming College Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission Slip (if from other school)		Testing, Counseling and Career Center		
Certificate of Registration		ARO - Registrar's Office		
Certificate of Registration		Can be printed through Student Portal		
Cross-Enrollee Form (signed by the Dean)		Dean's Office		
Official Receipt (to be presented)		Cashiering Unit		
Pre-Assessment Form		Dean's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get result of admission test from Testing Office <i>(For those who did not yet receive the result)</i>	1. Assist the incoming students	None.	5 minutes	Staff Testing, Counseling and Career Center
2. See the College Dean for advising, open subjects and available slots	2. Check system for the available slots	None.	10 minutes	Dean College Clerk Faculty CBA
3. Get Pre-assessment registration and confirm tagging for 100% Continuing Scholarship	3. Print the Pre-assessment registration from the enrollment system	None.	10 minutes	Dean College Clerk Faculty Members <i>(assigned in tagging)</i> CBA
4. Pay the COR Fee and get the Official Receipt from the Cashier	4. Receive payment and issue Official Receipt	Php 25.00	5 minutes	Staff Cashiering Unit
5. Present the Official Receipt and get Certificate of Registration	5. Verify the Official Receipt and print the Certificate of Registration	None.	10 minutes	Staff ARO
TOTAL:		P 25.00	40 minutes	



3. Enrollment for Graduating Students with Deficiencies

This service allows graduating students with deficiencies to enroll with overloading requests.

Office or Division:	College of Business and Accountancy			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Ongoing College Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Overloading Form		ARO - Registrar's Office		
Certificate of Registration		ARO - Registrar's Office		
Certificate of Registration		Can be printed through Student Portal		
Official Receipt (to be presented)		Cashiering Unit		
Student Identification Card		The enrollee will present.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure an evaluation of all subjects taken from ORA	1. Evaluate graduating students	None.	10 minutes	Staff ARO
2. Fill out an Application form for requests of Overloading	2. Sign the request form	None.	15 minutes	Dean CBA
3. Secure approval of requests from concerned authorities	3. Approve requests of graduating students	None.	30 minutes	Dean CBA Director ORA Vice President Academic Affairs
4. Pay the COR Fee and get the Official Receipt from the Cashier	4. Receive payment and issue Official Receipt	Php 25.00	5 minutes	Staff Cashiering Unit
5. Present the Official Receipt and get Certificate of Registration	5. Verify the Official Receipt and print the Certificate of Registration	None.	10 minutes	Staff ARO
TOTAL:		P 25.00	1 hour, 10 minutes	



4. Enrollment for Old Students from 2nd Year to 4th Year

This service allows old students in the college to initiate attendance for the coming semester.

Office or Division:	College of Business and Accountancy			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Ongoing College Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Overloading Form		ARO - Registrar's Office		
Certificate of Registration		ARO - Registrar's Office		
Certificate of Registration		Can be printed through Student Portal		
Official Receipt (to be presented)		Cashiering Unit		
Student Identification Card		The enrollee will present.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to College enrollment area for advising at designated room	1. Assist graduating students during enrollment	None.	10 minutes	<i>Faculty</i> CBA
2. Scholastic delinquent students (Warning, Probation, and Dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrollment	2. Evaluate graduating students	None.	10 minutes	<i>Guidance Associate</i> Guidance and Counseling Unit
3. Get Pre-assessment registration and confirm tagging for 100% Continuing Scholarship	3. Print the Pre-assessment registration from the enrollment system	None	10 minutes	<i>Dean</i> <i>College Clerk</i> <i>Faculty Members</i> <i>(assigned in tagging)</i> CBA
4. Pay the COR Fee and get the Official Receipt from the Cashier	4. Receive payment and issue Official Receipt	Php 25.00	5 minutes	<i>Staff</i> Cashiering Unit
5. Present the Official Receipt and get Certificate of Registration	5. Verify the Official Receipt and print the Certificate of Registration	None	10 minutes	<i>Staff</i> ARO
TOTAL:		P 25.00	45 minutes	



5. Enrollment for Shifters from program to program under CBA

This service allows CBA students to shift from one program to another.

Office or Division:	College of Business and Accountancy			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Ongoing College Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Overloading Form		ARO - Registrar's Office		
Certificate of Registration		ARO - Registrar's Office		
Certificate of Registration		Can be printed through Student Portal		
Official Receipt (to be presented)		Cashiering Unit		
Student Identification Card		The enrollee will present		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Guidance and Counseling Unit before going to the Admissions Unit for compliance of other requirements and to secure Admission Slip	1. Issue Admission Slip	None	5 minutes	<i>Guidance Associate</i> Guidance and Counseling Unit
2. See the College Dean for advising, open subjects and available slots	2. Check system for the available slots	None	10 minutes	<i>Dean</i> <i>College Clerk</i> <i>Faculty</i> CBA
3. Get Pre-assessment registration and confirm tagging for 100% Continuing Scholarship	3. Print the Pre-assessment registration from the enrollment system	None	10 minutes	<i>Dean</i> <i>College Clerk</i> <i>Faculty Members</i> <i>(assigned in tagging)</i> CBA
4. Pay the COR Fee and get the Official Receipt from the Cashier	4. Receive payment and issue Official Receipt	Php 25.00	5 minutes	<i>Staff</i> Cashiering Unit
5. Present the Official Receipt and get Certificate of Registration	5. Verify the Official Receipt and print the Certificate of Registration	None	10 minutes	<i>Staff</i> ARO
TOTAL:		P 25.00	40 minutes	



6. Refund of Breakage Deposit

To reimburse the students of the deposit made from their entry for their diligence in handling the properties and equipment of the university.

Office or Division:	College of Business and Accountancy			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students who wants to transfer or graduated from the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (if still available)/ Certificate of Payment in lieu of Official Receipt		Cashiering Office – Collections		
Transfer Credentials (if intention is for transferring to another university/college)		Admission and Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Verify if the amount of breakage deposit is included in the assessment and how much is the amount 1.2 Ask for the submission of requirements (if applicable)	None	3 minutes	<i>College Clerk</i> CBA
2. Submit the requirements for the processing of refund.	2. Review the requirements presented. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None	5 minutes	<i>College Clerk</i> CBA
TOTAL:		None	8 minutes	



7. Refund of Overpayment

The process of the amount due to the students of the overpayment made from their assessment because of incorrect valuation of student fees.

Office or Division:	College of Business and Accountancy			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students who are officially enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (photocopy)		Cashiering Office – Collections		
Certificate of Registration (Photocopy)		Admission and Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Check if there's an overpayment made 1.2 Ask for the submission of requirements (if applicable)	None	3 minutes	<i>College Clerk</i> CBA
2. Submit the requirements for the processing of refund.	2. Review the requirements presented. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None	5 minutes	<i>College Clerk</i> CBA
TOTAL:		None	8 minutes	



8. Refund of Tuition Fees

The processing of amount due to the students because of their decision for dropping the course enrolled. Students who dropped the entire course within the first month after enrolment are entitled to refund of tuition fees as follows: First Week – 80%; Second to Fourth Week – 50%.

Office or Division:	College of Business and Accountancy			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students who officially dropped the entire course			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (Original and Photocopy)		Cashiering Office – Collections		
Certificate of Registration (Original and Photocopy)		Admission and Registrar's Office		
Dropping Form		Admission and Registrar's Office		
Official Receipt for the Revision Fee (Original)		Cashiering Office – Collections		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Verify if all the subjects enrolled are officially dropped 1.2 Ask for the submission of requirements (if applicable)	None	3 minutes	College Clerk CBA
2. Submit the requirements for the processing of refund.	2. Review the requirements presented. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None	7 minutes	College Clerk CBA
TOTAL:		None	10 minutes	



College of Computer Studies

External Services



1. General Enrollment Procedures for 1st Year Students of BS of Information Technology, BS Information Systems, BS Computer Science

The service allows students to enroll subjects on their course.

Office or Division:	College of Computer Studies			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form 137		Previous school		
Good Moral Character		Previous school		
2 x 2 pictures		The client will provide		
Birth Certificate PSA		PSA		
Entrance Exam results		Testing, Evaluation and Monitoring Services		
Admission Slip		Admission and Registration Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student will submit the Requirements needed (CET Result, Form 137, Good moral, pictures, clearances, etc.)	1.1 Admission staff will receive submitted document/s.	None.	1 minute	<i>Clerk</i> Admission and Registration Office
	1.2 Verify and check the completeness of submitted documents	None.	3 minutes	<i>Clerk</i> Admission and Registration Office
	1.3 Encoding of admission and processing of student id number	None.	3 minutes	<i>Clerk</i> Admission and Registration Office
2. Proceed to enrollment area	2.1 Pre-assessment	None.	3 minutes	<i>Dean, Faculty, Clerk</i> CCS
	2.2 Tagging of Free Tuition; Get COR	None.	2 minutes	<i>Faculty, Clerk</i> CCS
	2.3 Go to the Business Center for the assessment of ID and uniform	None.	2 minutes	<i>Staff</i> Business Center Office
TOTAL:		None	14 minutes	



2. General Enrollment Procedures for 2nd Year to 4th Year Students

The service allows students to enroll on their course.

Office or Division:	College of Computer Studies			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU ID		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the ID to the faculty/clerk assigned on the enrollment process	2. The faculty/clerk will be assessed the subjects to be enrolled (pre-assessment)	None.	3 minutes	<i>Dean, Faculty, Clerk CCS</i>
2. Tagging for free tuition	2. Faculty / clerk will tag the free tuition	None.	3 minutes	<i>Faculty, Clerk CCS</i>
*** FOR SCHOLASTIC DELINQUENT STUDENTS				
3. Proceed to Guidance and Counseling office	3. Scholastic delinquent students (Warning, Probation and Dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrollment.	None.	10 minutes	<i>Guidance Counselor CCS</i>
TOTAL:		None	16 minutes	



3. Transferees, Shifters, Returnees, Second Coursers, Professional Education Subjects Takers

The service allows students to enroll subjects on their course.

Office or Division:	College of Computer Studies			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Acceptance Form		Admission office/ college		
Form 137		Previous school		
Birth Certificate PSA		PSA		
Good Moral Character		Previous school		
2 x 2 pictures		The client will provide		
Entrance Exam results		Testing, Monitoring and Evaluation		
Admission Slip		Admission and Registration Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student will get and accomplish the Acceptance form at the Deans office, or Admission Office		None.	1 minute	Clerk CCS
2. Upon the approval of the Acceptance form, the student will submit the Requirements needed (CET Result, Form 137, Good moral, pictures, and clearances. Etc.)	2.1 Admission staff will receive submitted document/s.	None.	1 minute	Clerk Admission and Registration Office
	2.2 Verify and check the completeness of submitted documents	None.	3 minutes	Clerk Admission and Registration Office
	2.3 Encoding of admission and processing of student id number	None.	3 minutes	Clerk Admission and Registration Office
3. Proceed to enrollment area	3.1 Pre-assessment	None.	3 minutes	Dean, Faculty, Clerk CCS
	3.2 Tagging of Free Tuition; Get COR	None.	2 minutes	Faculty, Clerk CCS
	3.3 Go to the Business Center for the assessment of ID and uniform	None.	2 minutes	Staff Business Center Office
TOTAL:		None	15 minutes	



4. Refund of Breakage Deposit

To reimburse the students of the deposit made from their entry for their diligence in handling the properties and equipment of the university.

Office or Division:	College of Computer Studies			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who wants to transfer or graduated from the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (if still available)/ Certificate of Payment in lieu of Official Receipt		Cashiering Office – Collections		
Transfer Credentials (if intention is for transferring to another university/college)		Admission and Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Verify if the amount of breakage deposit is included in the assessment and how much is the amount 1.2 Ask for the submission of requirements (if applicable)	None.	3 minutes	Clerk CCS
2. Submit the requirements for the processing of refund.	2. Review the requirements presented. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None.	5 minutes	Clerk CCS
TOTAL:		None	8 minutes	



5. Refund of Overpayment (Graduate School, MIT) (Thesis)

The process of the amount due to the students of the overpayment made from their assessment because of incorrect valuation of student fees.

Office or Division:	College of Computer Studies			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who wants to transfer or graduated from the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (photocopy)		Cashiering Unit – Collections		
Certificate of Registration (Photocopy)		Admission and Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Verify if the amount of breakage deposit is included in the assessment and how much is the amount 1.2 Ask for the submission of requirements (if applicable)	None.	3 minutes	Clerk CCS
2. Submit the requirements for the processing of refund.	2. Review the requirements presented. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None.	5 minutes	Clerk CCS
TOTAL:		None	8 minutes	



6. Refund of Tuition Fees (Graduate School)

The processing of amount due to the students because of their decision for dropping the course enrolled. Students who dropped the entire course within the first month after enrolment are entitled to refund of tuition fees as follows: First Week – 80%; Second to Fourth Week – 50%.

Office or Division:	College of Computer Studies			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who wants to transfer or graduated from the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (Original and Photocopy)		Cashiering Office – Collections		
Certificate of Registration (Original and Photocopy)		Admission and Registrar's Office		
Dropping Form		Admission and Registrar's Office		
Official Receipt for the Revision Fee (Original)		Cashiering Office – Collections		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Verify if all the subjects enrolled are officially dropped 1.2 Ask for the submission of requirements (if applicable)	None.	3 minutes	Clerk CCS
2. Submit the requirements for the processing of refund.	2. Review the requirements presented. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None.	7 minutes	Clerk CCS
TOTAL:		None	10 minutes	



College of Criminal Justice Education

External/Internal Services



1. General Enrollment Procedures for 1st Year Students

The service allows students to enroll subjects on their course.

Office or Division:	College of Criminal Justice Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Incoming 1 st Year Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission requirements (Form 138, Good Moral Character, 2 ID Picture (2x2), PSA Birth Certificate, NCAE, Medical Certificate and College Admission Test Result)		The client will provide		
Admission Slip		Admission and Registration office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student will submit the Requirements needed (Form 138, Good Moral Character, 2 ID Picture (2x2), PSA Birth Certificate, NCAE, Medical Certificate and College Admission Test Result)	1.1 Admission staff will receive submitted document/s.	None.	2 minutes	Clerk Admission and Registration Office
	1.2 Verify and check the completeness of submitted documents	None.	3 minutes	Clerk Admission and Registration Office
	1.3 Issuance of Admission slip with the student ID number	None.	3 minutes	Clerk Admission and Registration Office
2. Proceed to enrollment area	2.1 Pre-assessment/ Computerized Enrollment	None.	3 minutes	Dean, Faculty, Clerk CCJE
	2.2 Tagging of Free Tuition; Get COR	None.	2 minutes	Faculty, Clerk CCJE
	2.3 The students will proceed to the Faculty In-Charge for the assessment of their uniform and ID	None.	2 minutes	Staff Business Center Office
	2.4 Right after the free tuition tagging, the schedule for medical examination will be given.	None.	2 minutes	Clerk Medical Services Office
TOTAL:		None	17 minutes	



2. General Enrollment Procedures for 2nd Year to 4th Year Students

The service allows students to enroll on their course.

Office or Division:	College of Criminal Justice Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Incoming 2 nd Year to 4 th Year Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU ID		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the ID to the faculty/clerk assigned on the enrollment process	1. The faculty/clerk will assessed the subjects to be enrolled (pre-assessment/computerized enrollment)	None.	3 minutes	<i>Dean, Faculty, Clerk CCJE</i>
2. Tagging for free tuition	2. Faculty / clerk will tag the free tuition	None.	3 minutes	<i>Faculty, Clerk CCJE</i>
3. Registrar/ Business Center	3. The student shall proceed to the Registrar Office for the validation of ID or business center for the renewal of ID (if needed)	None.	5 minutes	<i>Clerk Registrar/ Business Center</i>
*** FOR SCHOLASTIC DELINQUENT STUDENTS				
1. Proceed to Guidance and Counseling office Scholastic delinquent students (Warning, Probation and Dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrollment.	1. Evaluate the students	None.	10 minutes	<i>Guidance Counselor CCJE</i>
2. The students will request for subject that they need through signing a form and give it to the College Clerk for encoding.	2. Receive the signed form	None.	5 minutes	<i>CCJE, Clerk</i>



3. The students will proceed to the Office of the Registrar for adding/changing of subject.	3. Adding/changing of subject	None.	5 minutes	Registrar, Clerk
TOTAL:		None	31 minutes	

Note: COR is available for printing at the TSU Portal account of the student

3. Refund of Breakage Deposit

To reimburse the students of the deposit made from their entry for their diligence in handling the properties and equipment of the university.

Office or Division:	College of Criminal Justice Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who wants to transfer or graduated from the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (if still available)/ Certificate of Payment in lieu of Official Receipt		Cashiering Office – Collections		
Transfer Credentials (if intention is for transferring to another university/college)		Admission and Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Verify if the amount of breakage deposit is included in the assessment and how much is the amount 1.2 Ask for the submission of requirements (if applicable)	None.	3 minutes	Clerk, CCJE
2. Submit the requirements for the processing of refund.	2. Review the requirements presented. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None.	5 minutes	Clerk, CCJE
TOTAL:		None	8 minutes	



4. Refund of Overpayment

The process of the amount due to the students of the overpayment made from their assessment because of incorrect valuation of student fees.

Office or Division:	College of Criminal Justice Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who are officially enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (photocopy)		Cashiering Office – Collections		
Certificate of Registration (Photocopy)		Admission and Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Check if there's an overpayment made 1.2 Ask for the submission of requirements (if applicable)	None.	3 minutes	<i>Clerk, CCJE</i>
2. Submit the requirements for the processing of refund.	2. Review the requirements presented if valid. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None.	5 minutes	<i>Clerk, CCJE</i>
TOTAL:		None	8 minutes	



5. Refund of Tuition Fees

The processing of amount due to the students because of their decision for dropping the course enrolled. Students who dropped the entire course within the first month after enrolment are entitled to refund of tuition fees as follows: First Week – 80%; Second to Fourth Week – 50%.

Office or Division:	College of Criminal Justice Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who officially dropped the entire course			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (Original and Photocopy)		Cashiering Unit – Collections		
Certificate of Registration (Original and Photocopy)		Admission and Registrar's Office		
Dropping Form		Admission and Registrar's Office		
Official Receipt for the Revision Fee (Original)		Cashiering Unit – Collections		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Verify if all the subjects enrolled are officially dropped 1.2 Ask for the submission of requirements (if applicable)	None.	3 minutes	<i>Clerk, CCJE</i>
2. Submit the requirements for the processing of refund.	2. Review the requirements presented if valid. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None.	5 minutes	<i>Clerk, CCJE</i>
TOTAL:		None	8 minutes	

6. Transferees, Shifters, Returnees, Second Coursers, Professional Education Subject Takers

The service allows students to enroll subjects on their course.

Office or Division:	College of Criminal Justice Education
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen



Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Acceptance Form		Admission Registration Office/college		
Admission requirements: (Form 138, Good Moral Character, 2 ID Picture (2x2), PSA Birth Certificate, NCAE, Medical Certificate and College Admission Test Result)		The client will provide.		
Entrance Exam results		Testing Center		
Admission Slip		Admission and Registration office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student will get and accomplish the Acceptance form at the Deans office, or Admission Office	1. Submit the form	None.	1 minute	<i>Clerk, CCJE</i>
2. Upon the approval of the Acceptance form, the student will submit the Requirements needed (CET Result, Form 137, Good moral, pictures, clearances. Etc.)	2. Admission staff will receive submitted document/s.	None.	1 minute	<i>Clerk Admission and Registration Office</i>
	2.1 Verify and check the completeness of submitted documents	None.	3 minutes	<i>Clerk Admission and Registration Office</i>
	2.2 Issuance of Admission slip with the student ID number	None.	3 minutes	<i>Clerk Admission and registration Office</i>
3. Proceed to enrollment area	3.1 Pre-assessment / Computerized Enrollment	None.	3 minutes	<i>Dean, Faculty, Clerk CCJE</i>
	3.2 Tagging of Free Tuition; Get COR	None.	2 minutes	<i>Faculty, Clerk CCJE</i>
	3.3 The students will proceed to the Faculty In-Charge for the assessment of their uniform and ID.	None.	2 minutes	<i>Staff Business Center Office</i>
	3.4 Right after the free tuition tagging, the schedule for medical examination will be given.	None.	2 minutes	<i>Clerk Medical Services Office</i>
TOTAL:		None	15 minutes	



College of Engineering and Technology

External/Internal Services



1. General Enrollment Procedures for 1st Year Students of the following courses: BS in Civil Engineering, BS in Electrical Engineering, BS in Mechanical Engineering, BS in Electronics Engineering, BS in Industrial Engineering, Bachelor of Industrial Technology

The service allows students to enroll subjects on their course.

Office or Division:	College of Engineering and Technology			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All concerned students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form 137		Previous school		
Good Moral Character		Previous school		
2 x 2 pictures		The client will provide		
Birth Certificate PSA		PSA		
Entrance Exam results		Testing, Evaluation and Monitoring Services		
Admission Slip		Admission and Registration Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Requirements needed (CET Result, Form 137, Good moral, pictures, clearances, etc.) <i>(Due to pandemic, the submission of requirements scheduled by the Admission Office according in alphabetically arrangement of the last name of student)</i>	1.1 Receive the submitted document/s.	None	1 minute	Clerk Admission and registration Office
	1.2 Verify and check the completeness of submitted documents	None	3 minutes	Clerk Admission and registration Office
	1.3 Encoding of admission and processing of student ID number	None	3 minutes	Clerk Admission and registration Office
2. Proceed to enrollment area <i>(Due to pandemic the enrollment procedure is under the college and faculty in charge per department)</i>	2.1 Pre-assessment	None	3 minutes	Dean, Faculty, Clerk Faculty In-charge CoET
3. Log-in to student portal to see enrolled subjects and print COR	2.2 Tag the student for the free tuition	None	2 minutes	Accounting Office
	2.3 Go to the Business Center for the assessment of ID and uniform <i>(Suspension of face-to-face transaction due to pandemic)</i>	None	2 minutes	Staff Business Center Office
TOTAL:		None	14 minutes	



2. Processing of Online Evaluation of Freshman Credentials

The service allows to evaluate the credentials of freshman students

Office or Division:	College of Engineering and Technology			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All concerned students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive AND PRINTING OF list of qualified applicants from Testing Unit	None	15 minutes	<i>Enrollment-in-Charge (faculty or staff)</i>
	2. Log-in to freshmen qualifying portal to select the names of the most qualified applicants based on the approved for CoET	None	15 minutes	<i>Enrollment-in-Charge (faculty or staff)</i>
	3. Send and Notify the Testing Unit on the completion of Freshmen Evaluation	None	15 minutes	<i>Enrollment-in-Charge (faculty or staff)</i>
TOTAL:		None	35 minutes	



3. General Enrollment Procedures for 2nd Year to 4th Year Students

The service allows students to enroll subjects on their course.

Office or Division:	College of Engineering and Technology			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All concerned students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU ID		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the ID to the faculty/clerk assigned on the enrollment process <i>(Due to pandemic the enrollment procedure is under the college and faculty in charge per department)</i>	1.1 The faculty/ clerk will be assessed the subjects to be enrolled (pre-assessment)	None	3 minutes	<i>Dean, Faculty, Clerk CoET</i>
2. Tagging for free tuition	2. Faculty/ clerk will tag the free tuition	None	3 minutes	<i>Accounting Office</i>
*** FOR SCHOLASTIC DELINQUENT STUDENTS				
3. Proceed to Guidance and Counseling office <i>(Suspension of face-to-face transaction due to pandemic)</i>	3. Scholastic delinquent students <i>(Warning, Probation and Dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrollment.</i>	None	10 minutes	<i>Guidance Counselor Guidance and Counseling Services Unit</i>
TOTAL:		None	6 minutes	
***Total for scholastic delinquent students:		None	16 minutes	



3. A. General Enrollment Procedures for 2nd Year to 4th Year Students (Online assisted enrollment)

The service allows students to enroll subjects on their course.

Office or Division:	College of Engineering and Technology			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All concerned students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Confirm the intent to enroll by going to https://bit.ly/3_hlp6kV	1.1 Receive the list of confirmed students from MISO sort per program	None	3 minutes	<i>Dean, Faculty, Clerk CoET</i>
	1.2 Assessed and enroll students who confirm to enroll during enrollment week	None	3 minutes	<i>Dean, Faculty, Clerk CoET</i>
2. Wait for the tagging of free tuition and check the student portal (http://student.tsu.edu.ph) to get the electronic copy of your certificate of registration	2. Tag the student for the free tuition	None	3 minutes	<i>Accounting Office</i>
*** FOR SCHOLASTIC DELINQUENT STUDENTS				
3. Proceed to Guidance and Counseling office (<i>Suspension of face-to-face transaction due to pandemic</i>)	3. Scholastic delinquent students (<i>Warning, Probation and Dismissal in the College</i>) should pass through the Guidance and Counseling Unit before being admitted for enrollment.	None	10 minutes	<i>Guidance Counselor Guidance and Counseling Services Unit</i>
TOTAL:		None	9 minutes	
***Total for scholastic delinquent students:		None	19 minutes	



3. B. General Enrollment Procedures for 2nd Year to 4th Year Students (Online-self enrollment)

The service allows students to enroll subjects on their course.

Office or Division:	College of Engineering and Technology			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All concerned students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in to http://student.tsu.edu.ph to enroll *Click REGISTRATION on the navigation bar	None	None	2 minutes	None
2. Create Registration Record Select an Academic Year to continue	None	None	2 minutes	None
3. Click Registration to continue	None	None	2 minutes	None
4. Select Subject to register	None	None	2 minutes	None
5. Create Assessment	None	None	2 minutes	None
6. Wait for the tagging of free tuition	None	None	2 minutes	None
*** FOR SCHOLASTIC DELINQUENT STUDENTS				
7. Proceed to Guidance and Counseling office (<i>Suspension of face-to-face transaction due to pandemic</i>)	7. Scholastic delinquent students (<i>Warning, Probation and Dismissal in the College</i>) should pass through the Guidance and Counseling Unit before being admitted for enrollment.	None	10 minutes	Guidance Counselor Guidance and Counseling Services Unit
TOTAL:		None	12 minutes	
***Total for scholastic delinquent students:		None	22 minutes	



4. General Enrollment Procedures for MS Program Students of the following courses: MS in Electrical Engineering and MS in Civil Engineering

The service allows students to enroll subjects on their course.

Office or Division:	College of Engineering and Technology			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transfer of Credentials		Previous school		
Official Transcript of Records (Original Copy)		Previous school		
2 x 2 pictures Colored pictures		The client will provide		
Birth Certificate PSA		PSA		
Accomplished Application Form for Admission		Testing, Monitoring and Evaluation		
TSU Graduate School Admission Test (Php 250.00)		Cashiering Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant will go to the College and take some initial Interview by the Chairperson of MS Program <i>(Suspension of face-to-face transaction due to pandemic, interview of the students is via online)</i>	1.1 Conduct initial interview in the college.	None	10 minutes	<i>Dean, MS Chairperson Concerned College</i>
	1.2 Verify and check the completeness of submitted documents	None	3 minutes	<i>Clerk Admission and Registration Office</i>
	1.3 Encoding of admission and processing of student id number	None	3 minutes	<i>Clerk Admission and Registration Office</i>
2. Proceed to enrollment area <i>(The enrollment process is via online)</i>	2. Pre-assessment	None	3 minutes	<i>Dean, Faculty, Clerk CoET</i>
3. Proceed to Cashier pay the Tuition Fee <i>(The mode of payment must be face to face or bank transfer / online payment to less the face-to-face transaction due to pandemic)</i>	3. Cashier	P1,000/ unit + miscellaneous fees	3 minutes	<i>Staff Cashiering Unit</i>
TOTAL:		P 1,000/ unit + miscellaneous fees	22 minutes	



5. Refund of Breakage Deposit

To reimburse the students of the deposit made from their entry for their diligence in handling the properties and equipment of the university.

Office or Division:	College of Engineering and Technology			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who want to transfer or graduated from the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt <i>(if still available)</i> / Certificate of Payment in lieu of Official Receipt		Cashiering Office – Collections		
Transfer Credentials <i>(if intention is for transferring to another university/college)</i>		Admission and Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Verify if the amount of breakage deposit is included in the assessment and how much is the amount 1.2 Ask for the submission of requirements (if applicable)	None	3 minutes	Clerk CoET
2. Submit the requirements for the processing of refund	2. Review the requirements presented. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer.	None	5 minutes	Clerk CoET
TOTAL:		None	8 minutes	



6. Refund of Overpayment (Graduate School, MS Program) (Thesis)

The process of the amount due to the students of the overpayment made from their assessment because of incorrect valuation of student fees.

Office or Division:	College of Engineering and Technology			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who are officially enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (Photocopy)		Cashiering Unit – Collections		
Certificate of Registration (Photocopy)		Admission and Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System. <i>(Online request)</i>	1. Open Student Account in the TSU Enrolment System 1.1 Check if there's an overpayment made 1.2 Ask for the submission of requirements (if applicable)	None	3 minutes	<i>Clerk</i> CoET
2. Submit the requirements for the processing of refund	2. Review the requirements presented. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer.	None	5 minutes	<i>Clerk</i> CoET
TOTAL:		None	8 minutes	



7. Refund of Tuition Fees (Graduate School)

The processing of amount due to the students because of their decision for dropping the course enrolled. Students who dropped the entire course within the first month after enrolment are entitled to refund of tuition fees as follows: First Week – 80%; Second to Fourth Week – 50%.

Office or Division:	College of Engineering and Technology			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who officially dropped the entire course			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (Original and Photocopy)		Cashiering Office – Collections		
Certificate of Registration (Original and Photocopy)		Admission and Registrar's Office		
Dropping Form		Admission and Registrar's Office		
Official Receipt for the Revision Fee (Original)		Cashiering Office – Collections		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Verify if all the subjects enrolled are officially dropped 1.2 Ask for the submission of requirements (if applicable)	None	3 minutes	Clerk CoET
2. Submit the requirements for the processing of refund	2. Review the requirements presented if complete and valid 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer.	None	7 minutes	Clerk CoET
TOTAL:		None	10 minutes	



8. Transferees, Shifters, Returnees, Second Coursers, Professional Education Subjects Takers

The service allows students to enroll subjects on their course.

Office or Division:	College of Engineering and Technology			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Acceptance Form		Admission office/ college		
Form 137		Previous school		
Birth Certificate PSA		PSA		
Good Moral Character		Previous school		
2 x 2 pictures		The client will provide		
Entrance Exam results		Testing, Monitoring and Evaluation		
Admission Slip		Admission and Registration Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student will get and accomplish the Acceptance form at the Deans office, or Admission Office.	1. Receive the Accomplished Acceptance form	None	1 minute	Clerk CoET or Clerk Admission and Registration Office
2. Upon the approval of the Acceptance form, Submit the Requirements needed (CET Result, Form 137, Good moral, pictures, and clearances. Etc.)	2.1 Receive submitted document/s.	None	1 minute	Clerk Admission and Registration Office
	2.2 Verify and check the completeness of submitted documents	None	3 minutes	Clerk Admission and Registration Office
	2.3 Encoding of admission and processing of student ID number	None	3 minutes	Clerk Admission and Registration Office
3. Proceed to enrollment area	3.1 Pre-assessment	None	3 minutes	Dean, Faculty, Clerk CoET
	3.2 Tagging of Free Tuition; Get COR	None	2 minutes	Faculty, Clerk CoET
	3.3 Go to the Business Center for the assessment of ID and uniform	None	2 minutes	Staff Business Center Office
TOTAL:		None	15 minutes	



College of Public Administration and Governance

External Services



1. Application for Comprehensive Examination Procedures for Students of Master of Public Administration and Doctor of Public Administration

The service allows students to apply for the comprehensive examination.

Office or Division:	College of Public Administration and Governance			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who will take the comprehensive exam			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission/College requirements		The client will provide		
Application for comprehensive exam form		Admission and Registration Office/College		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the college to secure a comprehensive examination.	1.1 College clerk will provide the needed document/s.	None.	1 minute	Clerk CPAG
	1.2 Go to the ARO for the signing and evaluation of the grades.	None.	3 minutes	Clerk ARO
2. Proceed to the respective college.	2.1 Assessment for the comprehensive exam and review.	None.	3 minutes	Clerk CPAG
	2.2 Pay to the cashier the required fees.	Php 800.00	5 minutes	Cashier
3. Photocopy the application form and submit the original copy at the college.	3. Receive the submitted original copy	None.	2 minutes	Clerk CPAG
4. Check the schedule of the review and examination at the college.	4. Assist the student	None.	1 minutes	Clerk CPAG
TOTAL:		Php 800	1 day, 15 minutes	



2. Cross Enrollees

The service allows students to enroll subjects on their course.

Office or Division:	College of Public Administration and Governance			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cross enroll form		College		
		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student will get cross enroll form and secure dean's approval to open the subject/s.	1. Evaluate the student for approval	None.	3 minutes	<i>Dean, Faculty, Clerk CPAG</i>
2. Proceed to the enrolment area	2. Pre-assessment / Computerized Enrollment	None.	3 minutes	<i>Dean, Faculty, Clerk CPAG</i>
3. Get the COR	3. Tagging of Free Tuition;	None.	2 minutes	<i>Faculty and Clerk CPAG</i>
TOTAL:		None	9 minutes	

3. Dissertation/Thesis Defense Procedures for Students of Master of Public Administration and Doctor of Public Administration

The service allows students to apply for the dissertation/thesis defense.

Office or Division:	College of Public Administration and Governance			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification and Recommendation for Oral Examination /Thesis Committee		The client will provide.		
Appointment to Adviser		The client will provide.		
Invitation to Dissertation		The client will provide.		
		Admission and registration office/College		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the college to accomplish the needed documents	1.1 College clerk will provide the needed document/s	None.	1 minute	<i>Dean, Faculty, Clerk CPAG</i>
	1.2 Pre-assessment/ Computerized Enrollment	None.	3 minutes	<i>Dean, Faculty, Clerk CPAG</i>
	1.3 See the Dean and secure	None.	3 minutes	<i>Dean CPAG</i>



	approval of Oral examination			
	1.4 Issuance of assessment for the Oral examination	None.	3 minutes	<i>Faculty and Clerk CPAG</i>
	1.5 Pay to the cahier the required fees	Total Proposal MPA-3,450 DPA- 5,980 Final Defense MPA- 11, 040 DPA- 18, 400	5 minutes	<i>Staff Cashiering Unit</i>
	1.6 Present the Official Receipt (O.R.) to the college clerk for recording purposes	None.	3 minutes	<i>Clerk CPAG</i>
	TOTAL:	MPA– 14,490 DPA– 24,380	18 minutes	

4. Enrolment Procedures for 1st Year Students who will take Bachelor of Public Administration

The service allows students to enroll subjects on their course.

Office or Division:	College of Public Administration and Governance			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission requirements (Form 137, NCAE, Entrance exam result, Birth Certificate, Brgy. Clearance, etc.)		The client will provide.		
Admission Slip		Admission and Registration Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the college to accomplish the needed documents	1.1 College clerk will provide the needed document/s	None.	1 minute	<i>Dean, Faculty, Clerk CPAG</i>
	1.2 Verify and check the completeness of submitted documents	None.	3 minutes	<i>Clerk Admission and Registration Office</i>
	1.3 Issuance of Admission slip with the student ID number	None.	3 minutes	<i>Clerk Admission and Registration Office</i>



2. Proceed to enrollment area.	2.1 Pre-assessment / Computerized Enrollment	None.	3 minutes	Dean, Faculty and Clerk CPAG
	2.2 Tagging of Free Tuition and Get COR	None.	2 minutes	Faculty and Clerk CPAG
	2.3 Go to the Business Center for the assessment of ID and uniform	None.	2 minutes	Staff Business Center Office
TOTAL:		None	14 minutes	

5. Enrolment Procedures for 2nd Year to 4th Year Students

The service allows students to enroll on their course.

Office or Division:	College of Public Administration and Governance			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission requirements (Form 137, NCAE, Entrance exam result, Birth Certificate, Brgy. Clearance, etc.)		The client will provide.		
Admission Slip		Admission and Registration Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to enrollment area Proceed to enrollment area	1.1 Present the I.D to the faculty/clerk assigned for the enrolment area.	None.	3 minutes	Dean, Faculty and Clerk CPAG
	1.2 Present the I.D to the faculty/clerk assigned for the enrolment area.	None.	3 minutes	
2. Tagging for free tuition	2. Faculty / clerk will tag the free tuition	None.	3 minutes	Faculty and Clerk CPAG
*** FOR SCHOLASTIC DELINQUENT STUDENTS				
3. Proceed to Guidance and Counseling office	3. Scholastic delinquent students (Warning, Probation and Dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrollment	None.	10 minutes	Guidance Counselor CPAG
TOTAL:		None	16 minutes	



6. New Students of Master of Public Administration and Doctor of Public Administration

The service allows students to enroll subjects on their course.

Office or Division:	College of Public Administration and Governance			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission requirements (<i>Transfer credentials, TOR, PSA/Birth certificate, 2x2 pictures, etc.</i>)		The client will provide.		
Admission Slip		Admission and Registration Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student will submit the Requirements needed (<i>Transfer credentials, TOR, PSA/Birth certificate, 2x2 pictures, etc.</i>)	1.1 Testing staff will receive submitted document/s.	None.	1 minute	<i>Clerk</i> Testing Center
	1.2 Verify and check the completeness of submitted documents	None.	3 minutes	<i>Clerk</i> Testing Center
	1.3 Issuance of assessment for the admission exam	Php 250	3 minutes	<i>Clerk</i> Testing Center
	1.4 Pay to the cashier the required fees		5 minutes	<i>Cashier</i>
	1.5 Issuance of Admission slip with the student ID number	None.	3 minutes	<i>Clerk</i> Testing Center
2. Proceed to enrollment area	2.1 Pre-assessment/ Computerized Enrollment	None.	3 minutes	<i>Dean, Faculty, Clerk</i> CPAG
	2.2 Pay to the cashier the required fees	MPA-P800 per Unit DPA- P1000 per Unit (plus) P1,865 miscellaneous fee	5 minutes	<i>Staff</i> Cashiering Unit
	2.3 Get Certificate of Registration (COR)	None.	5 minutes	<i>Clerk</i> ARO/College
	2.4 Go to the Business Center for the assessment of ID and uniform	None.	2 minutes	<i>Staff</i> Business Center Office
TOTAL:		(<i>Depends on the number of units taken</i>)	30 minutes	



7. Old Students

The service allows students to enroll on their course.

Office or Division:	College of Public Administration and Governance			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student I.D.		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to enrollment area	1.1 Pre-assessment / Computerized Enrollment	None.	3 minutes	<i>Dean, Faculty and Clerk CPAG</i>
	1.2 Faculty / clerk will tag the free tuition	MPA – Php 800.00 per Unit DPA – Php 1,000 per Unit <i>(plus) Php 865.00 for the miscellaneous fee</i>	5 minutes	<i>Staff Cashiering Unit</i>
2. Get Certificate of Registration (COR)	2. Release the COR	None.	5 minutes	<i>Clerk ARO/College</i>
TOTAL:		None	13 minutes	

8. Refund of Breakage Deposit

To reimburse the students of the deposit made from their entry for their diligence in handling the properties and equipment of the university.

Office or Division:	College of Public Administration and Governance			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who wants to transfer or graduated from the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (if still available)/ Certificate of Payment in lieu of Official Receipt		Cashiering Office – Collections		
Transfer Credentials (if intention is for transferring to another university/college)		Admission and Registrar’s Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System	None	3 minutes	<i>Accounting Staff Accounting Unit</i>
	1.1 Verify if the amount of			



	breakage deposit is included in the assessment and how much is the amount 1.2 Ask for the submission of requirements (if applicable)			
2. Submit the requirements for the processing of refund.	2. Review the requirements presented. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None	5 minutes	<i>Accounting Staff</i> Accounting Unit
TOTAL:		None	8 minutes	

9. Refund of Overpayment

The process of the amount due to the students of the overpayment made from their assessment because of incorrect valuation of student fees.

Office or Division:	College of Public Administration and Governance			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who are officially enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (photocopy)		Cashiering Office – Collections		
Certificate of Registration (Photocopy)		Admission and Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Check if there's an overpayment made 1.2 Ask for the submission of requirements (if applicable)	None	3 minutes	<i>Accounting Staff</i> Accounting Unit
2. Submit the requirements for the processing of refund.	2. Review the requirements presented.	None	5 minutes	<i>Accounting Staff</i> Accounting Unit



	2.1 Request for the Contact Number			
	2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer			
TOTAL:		None	8 minutes	

10. Refund of Tuition Fees

The processing of amount due to the students because of their decision for dropping the course enrolled. Students who dropped the entire course within the first month after enrolment are entitled to refund of tuition fees as follows: First Week – 80%; Second to Fourth Week – 50%..

Office or Division:	College of Public Administration and Governance			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who are officially enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (Original and Photocopy)		Cashiering Office – Collections		
Certificate of Registration (Original and Photocopy)		Admission and Registrar's Office		
Dropping Form		Admission and Registrar's Office		
Official Receipt for the Revision Fee (Original)		Cashiering Office – Collections		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Verify if all the subjects enrolled are officially dropped 1.2 Ask for the submission of requirements (if applicable)	None	3 minutes	<i>Accounting Staff</i> Accounting Unit
2. Submit the requirements for the processing of refund.	2. Review the requirements presented. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None	7 minutes	<i>Accounting Staff</i> Accounting Unit
TOTAL:		None	10 minutes	



11. Transferees, Shifters, Returnees, Second Coursers, Professional Education Subjects Takers

The service allows students to enroll subjects on their course.

Office or Division:	College of Public Administration and Governance			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who are officially enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Acceptance Form		Admission office/ college		
Admission requirements (Form 137, NCAE, Entrance exam result, Birth Certificate, Brgy Clearance, etc.)		The client will provide		
Entrance Exam results		Testing, Evaluation and Monitoring Services		
Admission Slip		Admission and Registration office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student will get and accomplish the Acceptance form at the Deans office, or Admission Office	1.1. Receive the Acceptance form	None	1 minute	Clerk CPAG
2. Upon the approval of the Acceptance form, the student will submit the Requirements needed (CET Result, Form 137, Good moral, pictures, clearances. Etc.)	2.1 Admission staff will receive submitted document/s.	None.	1 minute	Clerk Admission and Registration Office
	2.2 Verify and check the completeness of submitted documents	None.	3 minutes	Clerk Admission and Registration Office
	2.3 Issuance of Admission slip with the student ID number	None.	3 minutes	Clerk Admission and Registration Office
3. Proceed to enrollment area	3.1 Pre-assessment/ Computerized Enrollment	None.	3 minutes	Dean, Faculty, Clerk CPAG
	3.2 Tagging of Free Tuition; Get COR	None.	2 minutes	Faculty, Clerk CPAG
	3.3 Go to the Business Center for the assessment of ID and uniform	None.	2 minutes	Staff Business Center Office
	3.4 Scheduling of medical/ physical examination.	None.	2 minutes	Clerk Medical Unit
TOTAL:		None	17 minutes	



College of Teacher Education

External Services



1. Cross-Enrollees

This procedure applies to all enrollees who will take units from other colleges.

Office or Division:	College of Teacher Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrollees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration		Student Portal		
Cross-Enrollee form		College Clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Dean Office to get and fill-up the cross-enrollee form	1.1 Give a cross-enrollee form to applicant	None.	2 minutes	Clerk CTE
	1.2 Permission to cross-enroll from College Dean (Mother College)	None.	5 minutes	Dean / Program Chairperson CTE
2. Proceed to the College where subject offered or available	2.1 Checking for availability of slots and other schedule to the college where the subject is being offered	None.	10 minutes	Clerk Other Colleges
	2.2 Tagging of subject for free tuition if they are qualified	None.	5 minutes	Clerk CTE
	2.3 Printing of Certificate of Registration (C.O.R.)	None.	1 minute	Clerk CTE
TOTAL:		None	23 minutes	

2. Enrollment Procedure for New Students

This procedure applies to all new enrollees.

Office or Division:	College of Teacher Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Freshmen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form-137 (Original Only)		High School		
Good Moral (Original Only)		High School		
Entrance Examination Result (Original Only)		Admission and Registrar Office		
Admission Stub		Admission and Registrar Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the college entrance test and other required documents	1. Verification of student's college entrance test and other documents	None	5 minutes	Clerk ARO
	2. Entering all subject (block section) need to be enroll by students	None	5 minutes	Clerk CTE
	3. Assessing all subject enroll by enrollees	None	3 minutes	Clerk CTE
	4. Tagged the students qualify in free tuition	None	2 minutes	Clerk CTE
	5. Printing of Certificate of Registration (C.O.R.)	None	1 minute	Clerk CTE
TOTAL:		None	16 minutes	

3. Enrollment Procedure for Old Students - Requesting for Open Subjects

This procedure applies to all old students and students with scholastic delinquency, requesting for open subjects.

Office or Division:	College of Teacher Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Freshmen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete Credentials		The enrollee will provide		
Admission Slip		ARO		
Shifter Form		College Clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the College where subject offered or available	1.1 Give an open subject form to the students requesting for open subject	None.	2 minutes	Clerk CTE
	1.2 Collect all form for signatory by Dean or Officer in Charge.	None.	5 minutes	Clerk CTE
	1.3 Forward at Admission and Registration Office.	None.	2 minutes	Clerk CTE
TOTAL:		None.	9 minutes	



4. Enrollment Procedure for Old Students - Requesting for Adding and Changing of Subjects

This procedure applies to all old students and students with scholastic delinquency, requesting for adding or changing an changing of subjects.

Office or Division:	College of Teacher Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Transferees, Shifter, Returnees, and Second courser			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete Credentials		The enrollee will provide		
Admission Slip		ARO		
Shifter Form		College Clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the College where subject offered or available	1.1 Give the Adding and Changing of Subjects Form to the student	None.	2 minutes	Clerk CTE
	1.2 Collect all form for signatory by Dean or Officer in Charge.	None.	5 minutes	Clerk CTE
	1.3 Forward at Admission and Registration Office.	None.	2 minutes	Clerk CTE
TOTAL:		None.	9 minutes	

5. For Transferees, Shifter, Returnees and Second Courser

This applies to all transferees, shifters and returnee students.

Office or Division:	College of Teacher Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Transferees, Shifter, Returnees, and Second courser			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete Credentials		The enrollee will provide		
Admission Slip		ARO		
Shifter Form		College Clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete credentials	1.1 Checking and verification of documents	None	5 minutes	Clerk ARO
	1.2 Encoding of Application Number, Indicated at College admission Test results	None	3 minutes	Clerk ARO



	1.3 Issuance of Admission slip to the enrollee with Students number for the enrollment	None	1 minute	Clerk ARO
	1.4 Tagging of subject for free tuition if they are qualified	None	2 minutes	Clerk CTE
	1.5 Evaluating the enrollee	None	2 minutes	Guidance Counselor Testing, Evaluation and Monitoring Unit
TOTAL:		None.	16 minutes	

6. Refund of Breakage Deposit

To reimburse the students of the deposit made from their entry for their diligence in handling the properties and equipment of the university.

Office or Division:	College of Teacher Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who wants to transfer or graduated from the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (if still available)/ Certificate of Payment in lieu of Official Receipt		Cashiering Unit – Collections		
Transfer Credentials (if intention is for transferring to another university/college)		Admission and Registrar’s Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Verify if the amount of breakage deposit is included in the assessment and how much is the amount 1.2 Ask for the submission of requirements (if applicable)	None.	3 minutes	Clerk CTE
	1.2 Encoding of Application Number, Indicated at College admission Test results	None	3 minutes	Clerk ARO



2. Submit the requirements for the processing of refund.	2. Review the requirements presented. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None.	5 minutes	Clerk CTE
TOTAL:		None.	16 minutes	

7. Refund of Overpayment

The process of the amount due to the students of the overpayment made from their assessment because of incorrect valuation of student fees.

Office or Division:	College of Teacher Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who wants to transfer or graduated from the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (photocopy)		Cashiering Unit – Collections		
Certificate of Registration (Photocopy)		Admission and Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Check if there's an overpayment made 1.2 Ask for the submission of requirements (if applicable)	None.	3 minutes	Clerk CTE
2. Submit the requirements for the processing of refund.	2. Review the requirements presented. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None.	5 minutes	Clerk CTE
TOTAL:		None.	8 minutes	



8. Refund of Tuition Fees

The processing of amount due to the students because of their decision for dropping the course enrolled. Students who dropped the entire course within the first month after enrolment are entitled to refund of tuition fees as follows: First Week – 80%; Second to Fourth Week – 50%.

Office or Division:	College of Teacher Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who wants to transfer or graduated from the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (Original and Photocopy)		Cashiering Unit – Collections		
Certificate of Registration (Original and Photocopy)		Admission and Registrar's Office		
Dropping Form		Admission and Registrar's Office		
Official Receipt for the Revision Fee (Original)		Cashiering Unit – Collections		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Verify if all the subjects enrolled are officially dropped 1.2 Ask for the submission of requirements (if applicable)	None.	3 minutes	Clerk CTE
2. Submit the requirements for the processing of refund.	2. Review the requirements presented if complete and valid. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None.	5 minutes	Clerk CTE
TOTAL:		None.	10 minutes	



College of Teacher Education

Internal Services



1. Daily Time Record / Certificate of Service

Procedure on securing and passing of Daily Time Record (DTR) or Certificate of Service (COS) form.

Office or Division:	College of Teacher Education			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Permanent, Temporary Faculty, Lecturer			
CHECKLIST OF REQUIREMENTS		Students who are officially enrolled in the University		
Daily Time Record form		Can be secured from office or business center		
Certificate of Service form		Can be secured from office or business center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty will secure DTR or COS from the office	1. Clerk will give DTR or COS form to faculty	None	2 minutes	Clerk CTE
2. Faculty will fill out needed data in the form and pass it on to the clerk in charge in the office.	2. Clerk check and verify inputs data in the DTR or COS form and forward to Program Chairperson.	None	2 minutes	Clerk CTE
3. Chairpersons, Job Order Faculty will use DTR. Faculty will include attachment in passing the DTR	3. The Program Chairperson will check information in the form and inspect completeness and accuracy of data and attachment needed and for counter signature	None	5 minutes	Clerk CTE
4. Faculty with honorarium loadings will use COS form with Special Order and the summary of number of hours service.	4.1 The Program Chairperson will check information in the form and inspect completeness and accuracy of data and attachment needed and for counter signature	None	5 minutes	Clerk CTE
	4.2 The clerk will pass the DTR or COS form to dean's office for signature	None	1 minute	Clerk Dean CTE
	4.3 The clerk will forward the signed DTR or COS to Admin for processing	None	5 minutes	Clerk CTE
TOTAL:		None	16 minutes	



2. For Faculty Transactions

Procedure on application for travel order of faculty.

Office or Division:	College of Teacher Education (CTE)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Permanent and Temporary Faculty			
CHECKLIST OF REQUIREMENTS		Students who are officially enrolled in the University		
TSU-ASU-SF-23 REV. 06 (travel order)		Can be downloaded from TSU website		
Endorsement letter		From Dean's office		
Faculty loading		Can be printed from PRISM		
Make up class form		From the office and can be downloaded from TSU site		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give details of travel to the office clerk	1. Clerk will encode the details in travel order form	None	10 minutes	Clerk CTE
2. Faculty will sign the travel order form	2.1 Clerk will ask for the signature of the faculty	None	5 minutes	Clerk CTE
	2.2 Attach endorsement, faculty loading and make up class form if needed	None	5 to 10 minutes	Clerk CTE
	2.3 Clerk will submit the travel order documents to VPAA for recommending approval then VPAA clerk forward to VPRES/ OUP for recommending approval	None	10 minutes	Clerk CTE
	2.4 Once travel order is approved, the record office will inform CTE clerk for the pick-up of the approved documents.	None	10 minutes	Clerk CTE
3. Faculty will have a copy of the travel for records and for vehicle arrangement purposes	3. The clerk will inform the faculty for the approval of the travel and furnish a copy.	None	10 minutes	Clerk CTE
TOTAL:		None	55 minutes	



3. Special Order (Honorarium)

Procedure on the preparation of special order for honorarium.

Office or Division:	College of Teacher Education (CTE)			
Classification:	2 to 3 days			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Permanent, Temporary Faculty and Part Time Lecturer			
CHECKLIST OF REQUIREMENTS		Students who are officially enrolled in the University		
Special Order		Can be secured from TSU website/system		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The faculty is fully aware that the class assigned to him/her is below benchmark there will be need of SO to be prepared and approved	1.1 The staff will prepare the special order for faculty with honorarium a week after enrollment or once all schedule and faculty loading has been settled.	None.	1 hour	Clerk CTE
	1.2 If there is no conflict in the schedule of classes and faculty loading the CTE staff can now finalized the special order for honorarium.	None.	30 minutes	Clerk CTE
2. The faculty will sign the prepared SO	2.1 The prepared Special Order for faculty honorarium will be signed by the concurred faculty and signed also by the dean.	None.	5 minutes	Dean CTE
	2.2 The signed Special Order will be forwarded to Admin for processing	None.	30 minutes	Clerk CTE
TOTAL:		None.	2 hours, 5 minutes	



College of Science

External Services



1. General Enrollment Procedures for 1st Year Students of BS Mathematics, BS Environmental Science, BS Chemistry, BS Food Technology

The service allows students to enroll subjects on their course.

Office or Division:	College of Science			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission requirements (Form 137, NCAE, Entrance exam result, Birth Certificate, Brgy Clearance, etc.)		The client will provide.		
Admission Slip		Admission and Registration Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student will submit the Requirements needed (CET Result, Form 137, Good moral, pictures, clearances, etc.)	1.1 Admission staff will receive submitted document/s.	None.	1 minute	Clerk ARO
	1.2 Verify and check the completeness of submitted documents	None.	3 minutes	Clerk ARO
	1.3 Issuance of Admission slip with the student ID number	None.	3 minutes	Clerk ARO
2. Proceed to enrollment area	2.1 Pre-assessment / Computerized Enrollment	None.	3 minutes	Dean, Faculty, Clerk COS
	2.2 Tagging of Free Tuition; Get COR	None.	2 minutes	Faculty, Clerk COS
	2.3 Go to the Business Center for the assessment of ID and uniform	None.	2 minutes	Staff Business Center Office
	2.4 Scheduling of medical/ physical examination.	None.	2 minutes	Clerk Medical Services Office
TOTAL:		None	16 minutes	



2. General Enrollment Procedures for 1st Year Students of BS Nursing

The service allows students to enroll subjects on their course.

Office or Division:	College of Science			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission requirements (Form 137, NCAE, Entrance exam result, Birth Certificate, Brgy. Clearance, etc.)		The client will provide		
Physical/Medical Exam Result		Hospital		
Admission Slip		Admission and registration office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Incoming 1 st year Nursing Student will attend the orientation	1. Nursing department will facilitate the Orientation	None.	30 minutes	<i>Dean and BS Nursing Faculty Members</i> COS
2. Student will submit their Medical Exam Results	2. The Dean and Nursing Faculty members will receive the Medical Exam Results	None.	1 minute	<i>Dean and BS Nursing Faculty Members</i> COS
3. Proceed to the enrollment area	3. Evaluation of the Medical Exam Results by the Dean and Nursing faculty members	None.	5 minutes	<i>Dean and BS Nursing Faculty Members</i> COS
4. Student will submit the Requirements needed (CET Result, Form 137, Good moral, pictures, clearances, etc.)	4.1 Admission staff will receive submitted document/s.	None.	1 minute	<i>Clerk</i> ARO
	4.2 Verify and check the completeness of submitted documents	None.	3 minutes	<i>Clerk</i> ARO
	4.3 Issuance of Admission slip with the student ID number	None.	3 minutes	<i>Clerk</i> ARO
	4.4 Pre-assessment / Computerized Enrollment	None.	3 minutes	<i>Dean, Faculty and Clerk</i> COS
	4.5 Tagging of Free Tuition (<i>EXCEPT FOR RLE PAYMENT</i> if any); Get COR	None.	2 minutes	<i>Faculty and Clerk</i> COS



	4.6 Go to the Business Center for the assessment of ID and uniform	None.	2 minutes	Staff Business Center Office
	4.7 Scheduling of medical/ physical examination.	None	2 minutes	Clerk Medical Services Office
TOTAL:		None	52 minutes	

3. General Enrollment Procedures for 2nd Year to 4th Year Students

The service allows students to enroll on their course.

Office or Division:	College of Science			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU ID		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the ID to the faculty/clerk assigned on the enrollment process	1.1 The faculty/clerk will assess the subjects to be enrolled (pre-assessment/ computerized enrollment)	None.	3 minutes	Dean, Faculty and Clerk COS
	1.2 Faculty / clerk will tag the free tuition (<i>EXCEPT FOR BS NURSING RLE PAYMENT</i> if any)	None.	3 minutes	Faculty and Clerk COS
2. The student shall proceed to the Registrar Office for the validation of ID or business center for the renewal of ID (<i>if needed</i>)	2. Validate/Renew the ID	None.	5 minutes	Clerk ARO Staff Business Center
*** FOR SCHOLASTIC DELINQUENT STUDENTS				
3. Proceed to Guidance and Counseling office	3.1 Scholastic delinquent students (Warning, Probation and Dismissal in the College) should pass through the Guidance and Counseling Unit before being	Proceed to Guidance and Counseling office	10 minutes	Guidance Counselor COLLEGE OF SCIENCE



	admitted for enrollment.			
	3.2 The student will give the list of subjects to be enrolled	None.	5 Minutes	Clerk COS
4. The student will proceed to the Office of the Registrar Note: (COR is available for printing at the TSU Portal account of the student)	4. For adding/ changing of subject. (If needed)	None	5 Minutes	Clerk ARO
TOTAL:		None	31 minutes	



4. Refund of Breakage Deposit

To reimburse the students of the deposit made from their entry for their diligence in handling the properties and equipment of the university.

Office or Division:	College of Science			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who wants to transfer or graduated from the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (if still available)/ Certificate of Payment in lieu of Official Receipt		Cashiering Office – Collections		
Transfer Credentials (if intention is for transferring to another university/college)		Admission and Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Verify if the amount of breakage deposit is included in the assessment and how much is the amount 1.2 Ask for the submission of requirements (if applicable)	None.	3 minutes	<i>Clerk</i> COS
2. Submit the requirements for the processing of refund.	2. Review the requirements presented. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None.	5 minutes	<i>Clerk</i> ARO <i>Staff</i> Business Center
TOTAL:		None	8 minutes	



5. Refund of Overpayment

**** applicable for BS Nursing and Graduate Studies only ****

The process of the amount due to the students of the overpayment made from their assessment because of incorrect valuation of student fees.

Office or Division:	College of Science			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who are officially enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (photocopy)		Cashiering Office – Collections		
Certificate of Registration (Photocopy)		Admission and Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Check if there's an overpayment made 1.2 Ask for the submission of requirements (if applicable)	None.	3 minutes	Clerk COS
2. Submit the requirements for the processing of refund.	2. Review the requirements presented if valid. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None	5 minutes	Clerk COS
TOTAL:		None	8 minutes	



6. Refund of Tuition Fees

**** applicable for BS Nursing and Graduate Studies only ****

The processing of amount due to the students because of their decision for dropping the course enrolled. Students who dropped the entire course within the first month after enrolment are entitled to refund of tuition fees as follows: First Week – 80%; Second to Fourth Week – 50%.

Office or Division:	College of Science			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who officially dropped the entire course			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (Original and Photocopy)		Cashiering Office – Collections		
Certificate of Registration (Original and Photocopy)		Admission and Registrar's Office		
Dropping Form		Admission and Registrar's Office		
Official Receipt for the Revision Fee (Original)		Cashiering Office – Collections		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Verify if all the subjects enrolled are officially dropped 1.2 Ask for the submission of requirements (if applicable)	None.	3 minutes	Clerk COS
2. Submit the requirements for the processing of refund.	2. Review the requirements presented if valid. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None.	7 minutes	Clerk COS
TOTAL:		None.	10 minutes	



7. Transferees, Shifters, Returnees, Second Coursers, Professional Education Subjects Takers

The service allows students to enroll subjects on their course.

Office or Division:	College of Science			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Acceptance Form		Admission office/ college		
Admission requirements (Form 137, NCAE, Entrance exam result, Birth Certificate, Brgy Clearance, etc.)		The client will provide		
Entrance Exam results		Testing office		
Admission Slip		Admission and registration office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Acceptance form at the Deans office, or Admission Office	1. Receive the accomplished acceptance form	None.	1 minute	Clerk COS
2. Upon the approval of the Acceptance form, the student will submit the Requirements needed (CET Result, Form 137, Good moral, pictures, clearances. Etc.)	2.1 Admission staff will receive submitted document/s.	None.	1 minute	Clerk ARO
	2.2 Verify and check the completeness of submitted documents	None.	3 minutes	Clerk ARO
	2.3 Issuance of Admission slip with the student ID number	None.	3 minutes	Clerk ARO Office
3. Proceed to enrollment area	3.1 Pre-assessment/ Computerized Enrollment	None.	3 minutes	Dean, Faculty, Clerk COS
	3.2 Tagging of Free Tuition (<i>EXCEPT FOR BS NURSING RLE PAYMENT</i> if any); Get COR	None.	2 minutes	Faculty, Clerk COS
	3.3 Go to the Business Center for the assessment of ID and uniform	None.	2 minutes	Staff Business Center Office
	3.4 Scheduling of medical/ physical examination.	None	2 minutes	Clerk Medical Services Office
TOTAL:		None.	17 minutes	



College of Architecture and Fine Arts

External Services



1. Enrollment for Freshmen Students

The service is given for incoming students who wish to part of the college. This service allows incoming college students to initiate attendance for the coming semester.

Office or Division:	College of Architecture and Fine Arts			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Incoming College Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission slip that contains his/her student number.		Admission unit of the ARO.		
Certificate of Registration		ARO - Registrar's Office		
Official Receipt (to be presented)		Cashiering Unit		
Pre-Assessment Form		Dean's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get result of admission test from Testing Office <i>(For those who did not yet receive the result)</i>	1. Assist the incoming students	None.	5 minutes	<i>Staff</i> Testing and Admission Office
2. See the College Dean for advising open subjects and available slots	2. Check system for the available slots	None.	10 minutes	<i>Dean</i> College Clerk Faculty CAFA
3. Proceed to the faculty in-charge for the advising assessment and tagging of subjects.	3. Determine the subjects to be given to the student and tag them.	None.	5 minutes	<i>Faculty Member</i> CAFA
4. Proceed to the faculty in-charge for the tagging of free tuition if they are qualified for the free tuition.	4. Tag the student for the free tuition.	None.	5 minutes	<i>Faculty Member</i> CAFA
5. Proceed to the faculty in charge for the schedule of medical examination and ID picture taking.	5. Provide the student with the schedule of medical examination and ID picture taking.	None.	5 minutes	<i>Faculty Member</i> CAFA
TOTAL:		None	30 minutes	



2. Enrollment for Old Students – 2nd Year to 4th Year Students

The service is given for old students of the college. It starts after the students have secured the copies of their grades. This service allows old students in the college to initiate attendance for the coming semester.

Office or Division:	College of Architecture and Fine Arts			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of grades		Student Portal		
Student Identification Card		The enrollee will present.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the faculty in-charge for the advising, assessment and tagging of subjects.	1. Determine the subjects to be given to the student and tag them.	None.	5 minutes	<i>Faculty Member CAFA</i>
2. Proceed to the faculty in-charge for the tagging of free tuition if they are qualified for the free tuition.	2. Tag the student for the free tuition.	None.	5 minutes	<i>Faculty Member CAFA</i>
TOTAL:		None	10 minutes	

3. Enrollment for Old Student with Deficiency/ies

The service is given for old students of the college. It starts after the students have secured the copies of their grades. The Scholastic delinquent students (warning, probation, and dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrolment.

Office or Division:	College of Architecture and Fine Arts			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copies of grades		Student Portal		
Student ID		The student will provide.		
Official Receipt (to be presented)		Cashiering Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scholastic delinquent students (Warning, Probation, and Dismissal in the College) should pass through the	1. Evaluate graduating students	None.	10 minutes	<i>Guidance Associate Guidance Office</i>



Guidance and Counseling Unit before being admitted for enrollment				
2. Proceed to the faculty in-charge for the advising, assessment and tagging of subjects.	2. Advise the student and determine the schedule to be given to the student	None.	5 minutes	<i>Faculty Member</i> CAFA
3. Request for subject/s that they need through signing a form and undergo the process until it is approved. This form shall be given to the College Clerk for encoding.	3. Assist the students to undergo the process of requesting the subject/s they need and by encoding the subject/s they need to enroll.	None.	5 minutes	<i>College Clerk</i> CAFA
4. Proceed to the enrollment area for the advising and reassessment of subjects.	4. Advise, reassess, and tag the subject/s to be enrolled by the student.	None.	5 minutes	<i>Faculty Member</i> CAFA
5. Proceed to the faculty in-charge for the tagging of free tuition if they are qualified for the free tuition.	5. Tag the student for the free tuition.	None.	5 minutes	<i>Faculty Member</i> CAFA
6. Pay the COR Fee and get the Official Receipt from the Cashier	6. Receive payment and issue Official Receipt	None.	5 minutes	<i>Staff</i> Cashiering Unit
7. Present the Official Receipt and get Certificate of Registration	7. Verify the Official Receipt and print the Certificate of Registration	None.	10 minutes	<i>Staff</i> ARO
TOTAL:		None	30 minutes	



4. Enrollment for Graduating Student with Deficiency/ies

The service is given for graduating students of the college. This service allows graduating students with deficiencies to enroll with overloading requests.

Office or Division:	College of Architecture and Fine Arts			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copies of grades		Student Portal		
Student ID		The student will provide.		
Official Receipt (to be presented)		Cashiering Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure an evaluation of all subjects taken from ORA	1. Evaluate graduating students	None.	10 minutes	<i>Staff</i> ARO
2. Fill out an application form for requests of Overloading	2. Sign the request form	None.	15 minutes	<i>Dean</i> CAFA
3. Secure approval of requests from concerned authorities	3. Approve requests of graduating students	None.	30 minutes	<i>Dean</i> CAFA <i>Director</i> ORA <i>Vice President</i> OVPA
4. Proceed to the faculty in-charge for the advising, assessment and tagging of subjects.	4. Advise the student and determine the schedule to be given to the student	None.	5 minutes	<i>Faculty Member</i> CAFA
5. Request for subject/s that they need through signing a form and undergo the process until it is approved. This form shall be given to the College Clerk for encoding.	5. Assist the students to undergo the process of requesting the subject/s they need and by encoding the subject/s they need to enroll.	None.	5 minutes	<i>College Clerk</i> CAFA
6. Proceed to the enrollment area for the advising and reassessment of subjects.	6. Advise, reassess, and tag the subject/s to be enrolled by the student.	None.	5 minutes	<i>Faculty Member</i> CAFA
7. Proceed to the faculty in-charge for the tagging of free tuition if they are qualified for the free tuition.	7. Tag the student for the free tuition.	None.	5 minutes	<i>Faculty Member</i> CAFA
TOTAL:		None	15 minutes	



5. Enrollment of Transferees, Shifters, Returnees and Second Courser

The service is given to transferees, shifters, returnees and second courser. It starts after the students have gone through the process for admission.

Office or Division:	College of Architecture and Fine Arts			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission slip that contains his/her student number		The admission slip is secured from the admission unit of the ARO.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Guidance and Counseling Unit before going to the Admissions Unit for compliance of other requirements and to secure Admission Slip	1. Issue Admission Slip	None.	5 minutes	<i>Guidance Associate</i> Guidance Office
2. See the College Dean for advising open subjects and available slots	2. Check system for the available slots	None.	10 minutes	<i>Dean</i> <i>College Clerk</i> <i>Faculty</i> CAFA
3. Proceed to the faculty in-charge for the advising assessment and tagging of subjects.	3. Determine the subjects to be given to the student and tag them.	None.	5 minutes	<i>Faculty Member</i> CAFA
4. Proceed to the faculty in-charge for the tagging of free tuition if they are qualified for the free tuition.	4. Tag the student for the free tuition.	None.	5 minutes	<i>Faculty Member</i> CAFA
5. Proceed to the faculty In charge for the schedule of medical examination and ID picture taking.	5. Provide the student with the schedule of medical examination and ID picture taking.	None.	5 minutes	<i>Faculty Member</i> CAFA
6. Pay the COR Fee and get the Official Receipt from the Cashier	6. Receive payment and issue Official Receipt	None.	5 minutes	<i>Staff</i> Cashiering Unit
7. Present the Official Receipt and get Certificate of Registration	7. Verify the Official Receipt and print the Certificate of Registration	None.	10 minutes	<i>Staff</i> ARO
TOTAL:		None	30 minutes	



6. Refund of Overpayment

The process of the amount due to the students of the overpayment made from their assessment because of incorrect valuation of student fees.

Office or Division:	College of Architecture and Fine Arts			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students who are officially enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (photocopy)		Cashiering Office – Collections		
Certificate of Registration (Photocopy)		Admission and Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Check if there's an overpayment made 1.2 Ask for the submission of requirements (if applicable)	None.	3 minutes	<i>College Clerk</i> CAFA
2. Submit the requirements for the processing of refund.	1. Review the requirements presented if valid. 1.1 Request for the Contact Number 1.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None.	5 minutes	<i>College Clerk</i> CAFA
TOTAL:		None	8 minutes	



7. Refund of Tuition Fees

The processing of amount due to the students because of their decision for dropping the course enrolled. Students who dropped the entire course within the first month after enrolment are entitled to refund of tuition fees as follows: First Week – 80%; Second to Fourth Week – 50%.

Office or Division:	College of Architecture and Fine Arts			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students who officially dropped the entire course			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (Original and Photocopy)		Cashiering Office – Collections		
Certificate of Registration (Original and Photocopy)		Admission and Registrar's Office		
Dropping Form		Admission and Registrar's Office		
Official Receipt for the Revision Fee (Original)		Cashiering Office – Collections		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the evaluation of student account information on TSU Enrolment System.	1. Open Student Account in the TSU Enrolment System 1.1 Verify if all the subjects enrolled are officially dropped 1.2 Ask for the submission of requirements (if applicable)	None.	3 minutes	College Clerk CAFA
2. Submit the requirements for the processing of refund.	2. Review the requirements presented if complete and valid. 2.1 Request for the Contact Number 2.2 Instruct them to wait for at least 2-3 weeks until being notified by the disbursing officer	None.	7 minutes	College Clerk CAFA
TOTAL:		None	10 minutes	



School of Law

External/Internal Services



1. Notarial Services

The notary's main functions are to administer oaths and affirmations, take affidavits and statutory declarations, witness and authenticate the execution of certain classes of documents.

Office or Division:	School of Law			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen or G2G Government to Government			
Who may avail:	Students Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment form		Office of the Dean School of Law		
Affidavit of Loss form		Office of the Dean School of Law		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the assessment form to the office clerk	1. Give the assessment form to the client 1.1 Indicate the amount	None.	1 minute	<i>Clerk</i> Office of the Dean School of Law
2. Go to the Accounting Office and look for person in-charge for notarial assessment. (make sure to fill out the necessary documents)	2. Issue the assessment number	None.	1 minute	<i>Clerk</i> Accounting Office
3. Proceed to cashiering area for payment	3. Accept the payment based on the order of payment 3.1 Give the Official Receipt to the client	<ul style="list-style-type: none"> • Affidavit of Loss– Php 50.00 • Permit to Study– Php 100.00 • Commitment Form– Php 50.00 	1 day	<i>Cashier</i> Cashiering Unit
4. Return to School of Law Office of the Dean to get the requested document and present the Official Receipt to the clerk in charge.	4. Start processing the request. 4.1 Issue the necessary documents as requested by the client	None.	1 minute	<i>Clerk</i> Office of the Dean School of Law
TOTAL:		Fees may vary depending on the request	3 minutes	



School of Law

External Services



1. Enrollment of Regular Students

In this process, students will be guide and advise to proceed and take the different series of enrolment process. First stage will be submission of documentary requirements for evaluation. In this stage of enrolment potential student will be evaluated if he/she in under probation or not. Second stage will be the enrolment proper where students will advise and guide what subject to get. After which, students will be given Pre-assessment form, where students can check and verify the correctness of subjects and scheduled being assessed.

Office or Division:	School of Law			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Evaluation of grades		Office of the Dean School of Law		
Application Form for enrollment		Office of the Dean School of Law		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. the necessary requirements for evaluation of grades	1. Receive the required documents and check for completeness Check if under probation or not	None.	10 minutes	<i>Representative of the Dean</i> School of Law Office of the Dean
2. Submit the necessary requirements for pre- assessment	2. Receive the complete requirement for pre-assessment Print the pre-assessment form for payment and give to the client	None.	2 minutes	<i>Clerk</i> School of Law Office of the Dean
3. Proceed to the cashiering office for payment	3. Accept the payment based on the order of payment Give the Official Receipt to the client	PHP 1,500 per unit	5 minutes	<i>Cashier</i> Cashiering Unit
TOTAL:		Fees may vary depending on the no. of units	1 day, 48 minutes	



2. Pre – Enrollment of Incoming First Year

The main purpose of pre-enrolment process is to assist students and guide them in subjects they needed to get in accordance with school and college policies. Also, in this stage of enrolment students are advice to bring their school documentary requirements. Thus, interview and essay exam will be given.

Office or Division:	School of Law			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Transcript of Records (1 original, 2 photocopy)		The enrollee will provide.		
Certificate of Good Moral Character (1 original, 2 photocopy)		Previous School		
Authenticated Birth Certificate PSA (3 photocopy)		PSA		
Identical Picture 1.77"x1.37" studio taken (2 pcs)		The enrollee will provide.		
PhilSAT Result (2 photocopy)		Philsat		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary requirements for initial evaluation	1. Receive the required documents and check for completeness 1.1 Evaluation of Transcript of Records, Philippine Law School Admission Test Result	None.	10 minutes	<i>Clerk</i> School of Law Office of the Dean
2. Submit the necessary requirements to Window 3 for evaluation of Pre-Requisites subjects.	2. Receive the complete requirement for evaluation of Pre-Requisites subjects, 18 units Social Science, 18 units English and 6 units Math	None.	10 minutes	<i>Clerk</i> Office of the Registration and Admission
3. Submit all the Requirements for entrance exam	3. Receive all the requirement a. Check for completeness. b. Issue the assessment to the client for payment if all the requirements were given	None.	5 minutes	<i>Clerk</i> Testing, Evaluation and Monitoring



4. Pay the required fees to the cashiering area to secure for the entrance exam	4. Receive the payment from the client a. Issue the Official Receipt to the client	PHP 1,000.00	5 minutes	<i>Cashier</i> Cashiering Unit
4. Return to the Testing Center for the processing and releasing of Law Admission Test Permit	4. Receive the Official Receipt given by the client a. Start processing the request b. Issue the Law Admission Test Permit	None.	5 minutes	<i>Clerk</i> Testing, Evaluation and Monitoring
5. Return to the Office of the Dean for Interview	5. Interview by the dean	None.	15 minutes	<i>Dean</i> School of Law Office of the Dean
TOTAL:		PHP 1,000.00	50 minutes	



Admission and Registration Office

Internal/External Services



1. Online Processing of Freshmen Enrollment

The service allows registration of newly admitted freshmen students.

Office or Division:	Admission and Registration Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Admitted freshmen student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. High School Card (Form 138) First and Second Semester of Grade 12 (original)/ ALS cert of Rating (original)		Previous School		
2. Good Moral Character		Previous School		
3. PSA birth certificate (Photocopy only)		Philippine Statistics Authority		
4. Medical certificate		TSU University Clinic		
5. 2 pcs. (2x2) photos		The applicant will provide		
6. PSA marriage cert (for female married Students)		Philippine Statistics Authority		
7. TSU – ARO – SF - 02		Admission and Registration Office, TSU Website (tsu.edu.ph) or email at ora@tsu.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive thru email the College Admission Evaluation (CAE) Result to confirm slots	1. Receive the list of qualified applicants with student number provided by MISO	None	1 hour	ARO staff
	1.1 Encode the student number of qualified applicants in the Enrollment Proper (Student Registration)	None	1 hour	ARO staff
	1.2 Process temporary enrollment subject to the submission of required documents. <i>The submission of requirements will be announced via OPAI Facebook page</i>	None (Free Tuition)	2 days	ARO staff
2. Print Cert of Registration (COR) thru student portal				Student
TOTAL:		None	2 days and 2 hours	



2. Online Processing of Request for Various Academic Documents

This service allows former and currently enrolled students to request thru online their needed various academic document (Transcript of Records, Diploma, Form 137A and various Certifications)

Office or Division:	Admission and Registration Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students who are enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student Clearance		Admission and Registration Office		
2. Student ID		The student will provide		
3. 2 pcs. Documentary stamps		Bureau of Internal Revenue Office		
4. Form 137-A (Copy for TSU)/ Transcript of Record (if transferee)		Previous School/University		
5. Authorization letter, claimants ID (if the client is not the owner of the document)		The student will provide		
6. One (1) copy of properly filled <i>Request Form TSU – ARO – SF - 01</i>		Admission and Registration Office, TSU Website (tsu.edu.ph) or email at ora@tsu.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Print and fill out the Request Form (<i>TSU-ARO-SF-01</i>), downloadable thru TSU website or send email at ora@tsu.edu.ph to request for the Request Form 1.1. Scan the accomplished Request Form and send it to ora@tsu.edu.ph	1. Check mails to view the request 1.1 Receive the accomplished Request Form and send the list of required documents (to be prepared by the client) thru email 1.2 Inform the client thru email the assessed fees for the requested document and the date of appointment for the submission of requirements and claiming of documents	None	3 hours	ARO In-charge of online request
2. Prepare the requirements to be submitted on the date of appointment	2. 1 Endorse the request to ARO, In-charge of Processing	None	1 hour	ARO In-charge of online request
	2.2 Process the Requested Document/s	None	2 days For the diploma – 9 days	ARO In-charge of Processing



3. Pay the required fees thru online or onsite (TSU Cashier)		₱100/page (for OTR & other Cert) ₱200 - Bonafide ₱150 - consular ₱300 / diploma	1 hour	Cashier's Office
4. Present a copy of the accomplished Request Form and submit the required documents and the Official Receipt <i>Note: The claimant should submit Authorization letter, photocopy of ID of the Requestor and the representative if the client is not the owner of the document/s</i>	3. Receive the required documents and the Official Receipt	None	1 hour	ARO In-charge of Releasing
	3.1 Release the Requested Documents	None	1 hour	ARO In-charge of Releasing
TOTAL:		₱100/page (for OTR & Cert) ₱300 / diploma	2 days and 7 hours 9 days	



3. Processing of Application for Leave of Absence (LOA)

The service allows student to apply for application of leave and defer enrollment.

Office or Division:	Admission and Registration Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students who cannot enroll during the semester			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished TSU-REG-SF-42		Student portal through TSU website www.tsu.edu.ph		
2. Medical Certificate if the reason for LOA is health related		TSU Medical Service Unit, Government Physician		
3. Letter of intent to leave		The student will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download to TSU Website (tsu.edu.ph) the LOA Form 1.1. Print and accomplish the form 1.2 Scan and send to the College Dean, Vice President for Academic Affairs and Director, ARO <i>The Official email of Colleges and Offices can be searched to the TSU Website (tsu.edu.ph)</i>	1. Receive, check, and evaluate the LOA and required documents	None	3 hours	ARO staff
	1.1 Issue payment slip for the LOA fee	None	3 hours	ARO staff
2. Pay for the LOA fee thru online or onsite (TSU Cashier) and send process LOA form to ARO (ora@tsu.edu.ph)	2. Receive Official receipt and approved LOA form to be recorded in the system	₱150.00	3 hours	ARO staff
	TOTAL:	₱150.00	6 hours	



Admission and Registration Office

Internal Services



1. Online Processing of Transcript of Records of Graduates (First Copy)

This service allows graduates to request thru online the First Copy of their Transcript of Records.

Office or Division:	Admission and Registration Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student Clearance		Admission and Registration Office		
2. Memo of Agreement/Distribution Letter (for CCS graduate and Graduate School only)		The student will provide		
3. 2 pcs. Documentary stamps		Bureau of Internal Revenue Office		
4. Form 137-A / Transcript of Records (if transferee) with remarks copy for TSU		Previous School/University		
5. Authorization letter, claimants ID (if the client is not the owner of the document)		The student will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the In-charge of Records Regarding the First Copy of Transcript of Records	1. Check email to respond to the requests 1.1 Review the records and send the list of other required documents to be prepared by the client	None	1 day	ARO In-charge of Records
	1.2 Email the client for the date of appointment	None	1 hour	ARO In-charge of Records
2. Submit to the In-charge of Records the needed documents and signs in the logbook	2.1 Issue First copy of Transcript of Records	None	3 hours	ARO In-charge of Records
TOTAL:		None	1 day and 2 hours	



2. Processing of Online Application for Graduation

The service allows student who have satisfied all the academic and non-academic requirements of their course to apply for graduation.

Office or Division:	Admission and Registration Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Student who completed their course			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Graduation		ARO In-charge of Records		
2. Form 137-A/Official Transcript of Records (If Transferee) with remarks "Copy for TSU"		Previous school/University		
3. 2 pcs (2x2) photos with name tag		The applicant will provide		
4. Student Clearance		TSU Website/ARO staff		
5. PSA Birth Certificate/ PSA Marriage Certificate (for female married applicants)		Philippine Statistics Authority		
6. Documentary stamps		Bureau of Internal Revenue		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive thru email the Application form for graduation 1.1 Print and accomplish the forms together with the required documents 1.2 Scan and send to ARO, In-charge of Records	1. Prepare the list of Candidates for Graduation to be submitted to the College Academic Council for approval	None	3 hours	ARO staff
	1.1 In-charge of Records send thru email the Application form for Graduation and list of requirements	None	1 day	ARO staff
	1.2 Review the evaluation records of the student	None	2 days	ARO staff
2. Student received the email for the approval of the application for the approval/disapproval of the application for graduation	2. In-charge of Records receive thru email the accomplished Application form for Graduation.	None	3 days	ARO staff



	2.1 Send confirmation of the approved / disapproved application for Graduation	None	1 hour	ARO staff
	2.2 University Academic Council endorse to the Board of Regents for approval the list and total number of Candidates for Graduation	None	1 hour	Board Secretary
	2.3 University Academic Council endorse to the Board of Regents for approval the list and total number of Candidates for Graduation	None	3 hours	Board Secretary
	2.4 Provide the Production Office the official list of Candidates for Graduation in preparation for printing the programs and diplomas	None	3 hours	ARO staff
	TOTAL	None	6 days and 11 hours	



Admission and Registration Office

External Services



1. Processing of Online Admission for Second Coursers and Professional Education Takers

The service allows applicant who earned collegiate units from other schools or universities to enroll online

Office or Division:	Admission and Registration Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Graduate of any course			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transfer Credentials/Honorable Dismissal		Previous school/University		
2. Transcript of Records/Copy of grades used for evaluation duly signed by the Registrar		Previous school/University		
3. 2 pcs (2x2) photos		The applicant will provide		
4. TSU-REG-SF-05,		ARO Admission Unit		
5. TSU – REG – SF – 12		ARO Admission Unit		
6. TSU-REG-SF-03		ARO Admission Unit		
7. PSA Birth Certificate/ Marriage Certificate (for female married applicants)		Philippine Statistics Authority		
8. Self-mailing stamped envelope		The applicant will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download from TSU Website the Notice of Acceptance (TSU – REG – SF – 03) and Application for enrollment (TSU – REG – SF – 05) 1.1 Print and accomplish the forms 1.2 Scan and send to the College Dean. <i>The Official email of colleges can be searched to the TSU website (tsu.edu.ph).</i>	1. Receive the accomplished Notice of Acceptance, check, and evaluate the applicants provided by the College	None	3 hours	Admission Unit
	1.1 Encode the name of student in the Enrollment System	None	1 hour	Admission Unit
	2. Issue Admission Slip with student number to the College. The College will process the Temporary Enrollment of the student subject to the submission of required	₱260/unit Prof. Ed ₱200/unit Lec - day ₱260/unit Lec - eve	3 hours	Admission Unit



	documents. The College should inform the student/s regarding their enrollment			
2. Send an email regarding the submission of requirements	3. Send an appointment for the submission of requirements	None	3 hours	ARO Staff in-charge of online Request
3. Submit the requirements for enrollment	4. Receive and evaluate the documents submitted by the students	None	3 hours	Admission Office
4. Pay the required fees thru online or onsite (TSU Cashier)		₱260/unit Prof. Ed ₱200/unit lec - day ₱260/unit Lec - eve	3 hours	Student Cashier
5. Print Cert of Registration (COR) thru student portal				Student
TOTAL:		Tuition Fee is dependent on the number of units enrolled	2 days	



2. Processing of Online Application and Admission for Shifters and Returnees

The service allows students to apply for a change of course (shifters) and continue the course (returnees).

Office or Division:	Admission and Registration Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students who are enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certification of Registration		ARO, In-charge of Records		
2. Report of Grades		ARO, In-charge of Records		
3. Student ID		Business Center		
4. TSU-REG-SF-03		Admission and Registration Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download to TSU Website the Notice of Acceptance form for Shifter/Returnee 1.1 Print and Accomplish the form 1.2 Scan and send to the College Dean. The Official email of colleges can be searched to the TSU website (tsu.edu.ph).	1. Receive the accomplished form provided by the College and check the student records in the enrollment system	None	3 hours	Admission Unit College Dean
2. Print COR thru student portal	2. Change the course in the enrollment system and issue Admission Slip (TSU-REG-SF-02) with Student Number <i>The College will process the Temporary Enrollment of the student subject to the submission of required documents. The College should inform the student/s regarding their enrollment</i>	None	3 hours	Admission Unit
TOTAL:		None	6 hours	



3. Processing of Online Application and Admission for Doctoral / Masteral / Juris Doctor

The service allows enrollment / admission of graduate students (Doctorate/Masters/ Juris Doctor)

Office or Division:	Admission and Registration Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students who are enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transfer Credentials/Honorable Dismissal		Previous School/University		
2. PSA Birth Certificate/PSA Marriage Contract (for female married student)		Philippine Statistics Authority		
3. Official Transcript of Records with remarks "Copy for TSU"		Previous School/University		
4. 2 pcs. (2x2) photos		The student will provide		
5. PhilSAT result for New Juris Doctor		Legal Education Board/Dean's Office		
6. Juris Doctor's additional required subjects: English -18 units, Math - 6 units, Soc Sci - 18 units				
7. TSU-REG-SF -03		Admission and Registration Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants need to contact the College Dean thru email 1.1 Provide the following contact details: Name, Mobile no., Email address and program 1.2 Download to TSU Website the Notice of Acceptance 1.3 Print and accomplish the form 1.4 Scan and send to the College Dean	1. Receive the list of accepted applicants and accomplished forms from the College	None	3 hours	ARO staff
	1.1 Encode the name of student in the Enrollment System	None	3 hours	ARO staff
	1.2 Issue Admission Slip with student number <i>The College will process the Temporary Enrollment subject to submission of requirements. The College should inform the students regarding their enrollment.</i>	None	3 hours	ARO staff
2. Send email at ora@tsu.edu.ph regarding the submission of requirements	2. Send an appointment date to submit the requirements	None	3 hours	ARO staff in – charge of online request



3. Pay for the required fees thru online or onsite (TSU cashier)		<u>Masteral</u> - ₱800/unit <u>Doctoral</u> - ₱1,000/unit <u>Juris Doctor</u> - 1 st year ₱1,500/unit 2 nd and 4 th year – ₱1,300/unit	3 hours	Cashier's office College
4. Submit the required documents	3. Receive the complete requirements of the students	None	3 hours	ARO staff
5. Print Cert of Registration (COR) thru student portal				Student
TOTAL:		<i>Tuition Fee is dependent on the number of units enrolled</i>	2 days, 2 hours	



4. Processing of online Application and Admission for Cross-Enrollees

The service allows cross-enrollment of students in the university.

Office or Division:	Admission and Registration Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Cross-enrollees from other school/university			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Permit to Cross-Enroll		Student's home school/university		
2. Official receipt of payment		TSU Cashier's Office		
3. TSU – REG – SF – 03		Admission and Registration Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download from TSU Website the Notice of Acceptance form for Cross-enrollee (TSU – REG – SF – 03)	1. Receive the accomplished forms provided by the College	None	3 hours	ARO staff College Dean
1.1 Print and accomplish the form	1.1 Encode the name of student in the Enrollment System and Issue Admission slip with student number	None	3 hours	ARO staff
1.2 Scan and send to the College Dean				
<i>The official email of Colleges and Offices can be searched to the TSU Website (tsu.edu.ph)</i>	<i>The College will process the Temporary Enrollment of the student subject to the submission of the required document and availability of slots. The College should inform the student regarding their enrollment.</i>			
2. Send email to ARO ora@tsu.edu.ph regarding the submission of requirement	2. Send appointment date regarding the submission of requirement	None	3 hours	ARO staff in-charge of online request
3. Submit the Permit to Cross – Enroll	3. Receive the Permit to Cross – Enroll	None	3 hours	ARO staff
4 Pay for the required fees thru online or onsite (TSU Cashier)		₱200/unit - lec ₱300/unit - lab		Cashier's Office



5. Print Cert of Registration (COR) thru student portal				Student
	TOTAL:	<i>Tuition Fee is dependent on the number of units enrolled</i>	1 day, 4 hours	

5. Issuance of Temporary Notice of Acceptance for Foreign Student

Processing of Acceptance Letter of new foreign student for registration purposes

Office or Division:	Admission and Registration Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	New Foreign Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original Personal History Statement (PHS)		The student will provide		
2. Transcript of Records/Certificate of completion/ graduation duly notarized and authenticated by the Philippine Embassy or Consulate in their country		Previous School/University		
3. Personal Data, Passport with approved Student Visa, Alien Certificate of Registration (ACR)		The student will provide		
4. Authenticated Police Clearance		The student will provide		
5. Birth Certificate or its equivalent duly authenticated by the Philippine Foreign Service Post		The student will provide		
6. Notarized proof of Adequate Financial Support/Affidavit of Support		The student will provide		
7. Medical Health Certificate from the Bureau of Quarantine		The student will provide		
8. Application fee (USD \$25.00)		TSU Cashier's Office		
9.Result of TOEFEL (if available)		The student will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email to the International Affairs (<i>oia@tsu.edu.ph</i>) regarding the requirements of Foreign Students 1.1 Send the complete requirements	1.Receive, check, and evaluate the documents provided by the International Affairs	None	3 hours	ARO staff International Affairs
	1.1 Prepare the Temporary Notice of Acceptance and submit to	None	3 hours	ARO staff International Affairs



	<p>International Affairs</p> <p><i>The International Affairs will send the Temporary Notice of Acceptance to the Foreign students</i></p>			
	<p>1.2 Issue the admission slips with student number to the College</p> <p><i>The College will process the temporary enrollment of student subject to the submission of required documents and inform the students regarding their enrollment</i></p>	None	3 hours	College
2. Pay for the required fees thru online or onsite (TSU Cashier)		<p>Application fee - \$25</p> <p>Baccalaureate: US\$30/unit- lec US\$45/unit- lab</p> <p>Master's: US\$35/unit- lec US\$50/unit- lab</p> <p>Doctoral: US\$40/unit- lec US\$60/unit- lab</p> <p>Foreign student fees: US\$200</p> <p>Miscellaneous fees: US\$50</p>		Cashier's Office
3. Print the cert of Registration (COR) thru student portal				Student
	TOTAL:	Tuition Fee is dependent on the number of units enrolled	1 day, 1 hour	



6. Processing of Online Application and Admission for Transferees

The service allows transferees to enroll and be registered as student of the university.

Office or Division:	Admission and Registration Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students from other school/university			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transfer Credentials/Honorable Dismissal	Student's home school/university			
2. Transcript of Records/Copy of grades used for evaluation duly signed by the Registrar	Student's home school/university			
3. Two (2x2) photos	The applicant will provide			
4. PSA Birth Certificate/PSA Marriage Certificate (for female married applicants)	Philippine Statistics Authority			
5. TSU – REG – SF - 03	ARO Admission Unit			
6. TSU – REG – SF - 05	ARO Admission Unit			
7. TSU – REG – SF - 12	ARO Admission Unit			
8. Self-mailing stamped envelope	The applicant will provide			
9. Official Transcript of Records with remarks "Copy for TSU"	Previous School/University			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download to TSU Website the Notice of Acceptance (TSU-REG-SF-03), application for enrollment (TSU-REG-SF-05), validation/ Accreditation forms (TSU-REG-SF-12) 1.1 Print and accomplish the forms 1.2 Scan and send to the College Dean <i>The Official email of the Offices and Colleges can be searched to the TSU Website (tsu.edu.ph)</i>	1. Receive the accomplished forms provided by the College	None	3 hours	ARO staff / College
	1.1 Send an appointment schedule to submit the requirements to the Admission Unit and issue payment Slip for the Validation/ Accreditation fee	None	3 hours	ARO staff
2. Pay for the required fees thru online or onsite (TSU Cashier) and submit the required documents to the Admission Unit	2. Receive the Official Receipt, required documents and the accomplished Validation/ Accreditation	₱20.00/ Page (for SUC) ₱20.00/ subject (for non-SUC)	3 hours	Cashier's Office/ ARO staff



	2.1 Encode the name of the student in the Enrollment System	None	3 hours	Admission Unit
	2.2 Encode the credited subjects of the student and issue Admission slip with student number	None	3 hours	In – charge of Records
	2.3 Issue Admission Slip to the student	None	3 hours	Admission Unit
3. Proceed to the College for Enrollment	3. The College will process the Temporary Enrollment of the students subject to the submission of requirements	None		College
4. Print Cert of Registration (COR) thru student portal				Student
	TOTAL:	₱ 40.00 (depends on the number of pages)	2 days, 2 hours	



Student Affairs and Services

External Services



1. Budget Hearing

The service allows Student Councils and Student Publication to establish a documented procedure on budget hearing.

Office or Division:	Student Affairs and Services			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Student Councils and Student Publication			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
General Plan of Action		The Student Councils and Student Publications will provide.		
Budget Plan		The Student Councils and Student Publications will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student Councils and Publications submit proposed General Plan of Action and Budget Plan to the Office of the Student Affairs and Services	1.1 Receive submitted document/s.	None.	5 minutes	Clerk SAS Office
	1.2 Schedule Budget Hearing	None.	5 minutes	Clerk SAS Office
	1.3 Conduct Budget Hearing via MS Teams (online)	None.	1 hour	Clerk, Dean, SAS Office
	1.4 If there is revision on the General Plan of Action and Budget Plan, it will be returned to the Student Council/Publication for revisions	None.	1 day	Clerk SAS Office
2. Review revisions	2.1 Recommend/sign for the approval of the proposed General Plan of Action and Budget Plan	None.	1 day	Clerk SAS Office
	2.2 Approve the budget plan	None	5 minutes	Dean SAS Office
3. Submits a copy of the approved General Plan of Action and Budget Plan to Records Office, SAS, Student Council/Publication	3. Receive the submitted copy	None	5 minutes	Clerk SAS RARU Student Council/ Publication
TOTAL:		None	2 days, 1 hour, 20 minutes	



2. Monetary Incentives to Various Student Awardee

The service allows a documented procedure for processing Monetary Incentives to Board/Bar Examination placers.

Office or Division:	Student Affairs and Services			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Board/Bar Examination placers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Professional Regulation Commission Certificate		The client will provide.		
Resolution No. 62, s. 2015		The clerk of Student Affairs and Services will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will send supporting documents to be attached on the payroll via SAS email – osa@tsu.edu.ph	1.1 Receive submitted document/s	None.	1 minute	<i>Clerk</i> SAS Office
	1.2 Verify submitted documents.	None.	5 minutes	<i>Clerk</i> SAS Office
	1.3 Prepare the payroll of the client	None.	1 day	<i>Clerk</i> SAS Office
	1.4 Student Affairs Office processes Payroll with necessary documents attached	None.	4 days	<i>Clerk</i> Budget Management Unit
2. The client receives Incentives at the Cashier	2. Cashiering Unit processes Cash Advance	None	2 days	<i>Personnel</i> Cashiering Unit
TOTAL:		None	7 days, 6 minutes	



Research, Accreditation and Records Unit

Internal Services



1. Processing of Document Request Service

Record provider for accreditation under support to student.

Office or Division:	Research, Accreditation and Records Unit			
Classification:	Simple Transaction (1 day to 3 days)			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Different Colleges and Units of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form TSU-RAR-SF-01 (1 copy)		Research, Accreditation and Records Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished DRF (Document Request Form) to the RAR staff through MS Teams or Outlook	1.1 Receive the DRF from the requesters through MS Teams or Outlook and will record the document in the incoming Documents Monitoring Logbook and print the DRF as proof of service transaction.	None.	3 minutes	Staff RAR Unit
	1.2 Assess the list of the requested records to determine their availability. The RAR staff will consult and ask for the approval from Data Privacy Officer via MS Teams or Outlook if the available documents and records are sensitive and confidential.	None.	1 day	Staff Unit Head RAR Unit Data Privacy Officer TSU



	<p>1.3 Prepare the available documents listed on the approved DRF and scan the documents and records to produce soft copies.</p> <p>*The allotted time for scanning depends on the volume of documents.</p>	None.	1 day	<p><i>Staff</i> RAR Unit</p> <p><i>Unit Head</i> RAR Unit</p>
2. Receive the requested documents	<p>2. Scanned copies will be sent through MS Teams or Outlook.</p> <p>All released documents will be logged at the Document Monitoring logbook</p>	None.	15 minutes	<p><i>Staff</i> RAR Unit</p> <p><i>Unit Head</i> RAR Unit</p>
TOTAL:		None	2 days, 18 minutes	



Student Development Services

External Services



1. Processing of Student Clearance

This process is expedited for the newly graduated students to claim their official Transcript of Records.

Note: SAS Dean is just one of the signatories of the student clearance.

Office or Division:	Student Development Services (SDU)			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students Enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Copy of Student Clearance (TSU_REG_SF_07)		From the ARO Unit, TSU website (www.tsu.edu.ph)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CEJPS Office and present the Filled-out Student Clearance Form	<p>1. CEJPS Staff will check if the student attended any CEJPS – organized activities they are REQUIRED to attend</p> <p>*If attended, the CEJPS will countersign the Student Clearance Form and proceed to <i>Client Step 2</i></p> <p>*If not attended, the student will be given an intervention action may vary depending on the activity not attended</p>	None.	2 minutes	Staff, Unit Head Career Education Job Placement Services
2. Proceed to SDS Office and present the Student Clearance Form with countersign of the CEJPS Unit Head	<p>2. SDS Staff will check if the student has no contemptible records/ accountability requirements (for SOU and SPU offices)</p> <p>*If no contemptible record, SDS Unit Head will sign the Student Clearance Form and proceed</p>	None.	2 minutes	Staff, Student Development Services Unit Head Student Development Services



	to the next processing office *If with contemptible record, SDS Head will refer the student to SDU for appropriate actions or to the SOU and SPU to replenish the accountability requirements.			<i>Unit Head Student Development Services</i>
TOTAL:		None	4 minutes	

*As of to this time of pandemic the office of Student Development Services is being considerate to **NOT** countersigning the clearances from CEJPS for not having activities this is to prevent COVID – 19 spreading.



2. Issuance of Lost FRID Request Form

This process allows students to process the necessary requirements for lost or replacement of RFID.

Note: This process is just one of the Procedure for Processing of Lost RFID.

Office or Division:	Student Development Services (SDU)			
Classification:	Simple Transactions			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Copy of Lost FRID Request Form (TSU-SDS-SF-3)		From the SDS Unit, TSU website (www.tsu.edu.ph)		
2 Copies of Affidavit of Loss ID		College of Law/ outside Law Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a photocopy of Affidavit of Loss for the Request of I.D. Form	2. Receive and check the submitted photocopy of Affidavit of Loss and issue the Request of I.D. Form	None.	2 minutes	Staff Student Development Services
TOTAL:		None	2 minutes	



Student Discipline Unit

External Services



1. Filing of Complaints and Investigation

Filing of complaints and investigation for student vs. student case. (Defendant Admitting to the Allegations)

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Highly Technical (7 days to 20 days)			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students Enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Copy Complaint Form (Photocopy)		Student Discipline Unit		
1 Copy Letter of Response (Photocopy)		Student Discipline Unit		
2 to 3 Copies Documented Evidence (Photocopy)		The student will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. File a formal written complaint at the office of Student Discipline Officer (R202, TSU Student Center, Lucinda Extension Campus, Tarlac City)</p> <p>Reminder: Use only the forms provided by SDU. Include documented evidence if there is any*</p>	<p>1. Accept the complaints and will record the necessary information to a logbook TSU-SDU-SF-09.</p>	None	1 hour, 30 minutes	Staff/Officers Student Discipline Unit
<p>2. Wait for the notification from SDU regarding the progress of the case and the schedule of the hearing.</p>	<p>2. Coordinate with other offices (MISO, CSU, and Guidance Counseling Offices) to trace the whereabouts of the respondent.</p> <p>2.1. SDU will issue a written notice to the defendant. ** that a complaint had filed against/her, attaching therewith a copy of the same and he/she must answer in a written providing the evidence.</p>	None	<p>Within 3 working days from the receipt of the formal complaint.</p> <p>Within 5 working days from the receipt of the complaint.</p>	Staff/Officers Student Discipline Unit



	2.2. The defendant should provide his/her response using the form which SDU has provided.		Within 3 working days upon receipt of the notice.	
3. Attend the scheduled hearing once notified by the SDU (R202, TSU Student Center, Lucinda Extension Campus, Tarlac City)	3. SDU will schedule a hearing/ formal investigation for both parties. Both parties will be notified thereof, minutes of the hearing must be filed/recorded.	None.	Within 3 working days upon the receipt of the defendant's answer.	Staff/Officers of Student Discipline Unit
4. Complainant will wait for the resolution of the case once the defendant admits partially/fully the allegation and will report at the office of SDU for a copy of the case's resolution upon being informed by SDU (R202, TSU Student Center, Lucinda Extension Campus, Tarlac City)	4. When defendant admits the allegations. Both parties will be informed regarding the case's resolution and the defendant must report at SDU. 4.1. The defendant must report at SDU to explain the penalties for his/her violative acts.	None.	Within 5 Working Days will render its decision Within 3 days upon receipt of the decision.	Staff/Officers of Student Discipline Unit
	TOTAL:	None	20 days, 1 hour, 30 minutes	

**SDU may however conduct preliminary interview with the complainant on or before the filing of the formal complaint.*

***SDU can conduct preliminary interview to defendant on or before filling his or her answer.*

**** Defendant can request for an extension of time to file his/her answer in writing subject to the prior approval of the head of the SDU*

Note: Investigation and decision of the case as much as practicable shall not exceed for 30 working days (base from the Revised Rules on Administrative Case in the Civil Service Rule 9, Section 48. See attached file)



2. Filing of Complaints and Investigation

Filing of complaints and investigation for student vs. student case. (Defendant Denies the Allegations)

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Highly Technical (7 days to 20 days)			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students Enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Copy Complaint Form (Photocopy)		Student Discipline Unit		
1 Copy Letter of Response (Photocopy)		Student Discipline Unit		
2 to 3 Copies Documented Evidence (Photocopy)		The student will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complainant will wait for the notifications coming from SDU regarding the development of the case	1. If defendant denies the allegations and SDU, however finds probable guilt, the discipline committee will convene.	None	Within 10 Working Days	Discipline Committee SSC President, Student Discipline Officer, Dean of Student Affairs and Services, VPAA Respective Offices
	1.1 Investigation will be conducted by the committee		Within 5 Working Days from the last meeting of discipline committee	
1.2 Decision will be rendered	2. If committee finds no substantial proof against the defendant or if the university lacks jurisdiction, it will dismiss the case. But if not, Written notice to both parties regarding the resolution of the case will be served. The defendant if found guilty will report to SDU's office from the receipt of the decision.	None.	Within 5 Working days upon receipt of the notification	Discipline Committee SSC President, Student Discipline Officer, Dean of Student Affairs and Services, VPAA Respective Offices
			2. Complainant will wait for the resolution and written notice of the case once the committee's decision was rendered and will report at the office of SDU for a copy of the case's resolution upon being informed by SDU (R202, TSU Student Center, Lucinda Extension Campus, Tarlac City)	
TOTAL:		None	20 days	

Note: Investigation and decision of the case as much as practicable shall not exceed for 30 working days (base from the Revised Rules on Administrative Case in the Civil Service Rule 9, Section 48. See attached file)



3. Filing of Complaints and Investigation

Filing of complaints and investigations for student vs. faculty or university personnel.

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Complex (beyond 3 days to 7 days)			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students Enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Copy Complaint Form (Photocopy)		Student Discipline Unit		
1 Copy Letter of Response (Photocopy)		Student Discipline Unit		
2 to 3 Copies Documented Evidence (Photocopy)		The student will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a formal written complaint at the office of Student Discipline Officer (R202, TSU Student Center, Lucinda Extension Campus, Tarlac City) Reminder: Use only the forms provided by SDU. Include any documented evidence if there is any. *	1. Accept the complaints and will record the necessary information to Student Discipline Logbook, Complainant Logbook, Case Summary Logbook and Student Blotter) *	None	1 hours, 30 minutes	Staff/Officers Student Discipline Unit
2. Wait for the notice coming from the SDU regarding the progress of the case or for the schedule of hearing to be given by the Grievance Board	2. SDU will forward the complaint to VPAA if the defendant is faculty or to VPAF if the defendant is a university personnel. The investigation will be then handled by the Grievance Board	None	Within 5 working days upon receipt of the complaint	Grievance Board VPAA or VPAF
TOTAL:		None	5 days, 1 hour, 30 minutes	

**SDU may however conduct preliminary interview with the complainant on or before the filing of the formal complaint.*



4. Procedure for Appeal

Procedure for appealing to the decision of the disciplinary case.

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Highly Technical (7 days to 20 days)			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students Enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Copy Letter of Appeal (Original or Photocopy)		The student will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Defendant or Complainant may appeal to the decision of offices of committee through written form.	<p>1. SDU will forward the appeal base from whom decision will be appealed by the defendant or the complainant:</p> <p>1.1 SDU's decision is appealable to the Dean of SAS within 15 days from notice.</p> <p>1.2 SAS's decision is appealable to the VPAA within 15 days from notice.</p> <p>1.3 VPAA's decision is appealable to the President within 15 days from notice.</p> <p>1.4 President's decision is appealable to the TSU-BOR within 15 days from notice.</p>	None	15 Days from Notice	<p><i>Staff</i> Student Discipline Unit</p> <p><i>Staff</i> VPAA</p> <p><i>Staff</i> SAS</p> <p><i>Staff</i> President's Office</p>
TOTAL:		None	15 days	



Student Publication Unit

Internal Services



1. Procedure for the Approval of Activities of Student Publication and College Publications

Approval of activities pertain to the event that include in the approve PPMP of the Publication and the activity letter must signed by the Editorial board and Staff.

Office or Division:	Student Publication Unit – Student Affairs Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ensure that activities are included in the approved PPMP of the Student Publication/ College Publications	1. Check the Approved GPOA if the activity is included	None.	1 day	Staff/Student Publication/College Publications
2. Submit the complete requirements and documents. Pursue letter must be signed by both the Editor- In-chief and their adviser	2. The requirements will be checked by the Student Publication Unit	None.	1 day	Staff/Student Publication/College Publications
3. Proceed to Student Development Services Unit for signing of Letters.	3. Documents will be signed by the Head of SDU	None.	5 minutes	Staff/Student Publication/College Publications
4. Proceed to Dean of SAS for the signing of letters	4. Documents will be signed by the Dean of Student Affairs and Services	None.	5 minutes	Staff/Student Publication/College Publications
5. Proceed to VPAA for the final approval of the activity and the go to Records and Archives Unit for compiling of the approved letter	5. Compiled the Approve activity letter	None.	None	Staff/Student Publication/College Publications Staff/Clerk RAU
TOTAL:		None	2 days, 15 minutes	



2. Publication's Intent to Operate

Intent to operate is pertain to intent to operate or renewal of their Publication's by accomplishing the necessary requirements need.

Office or Division:	Student Publication Unit – Student Affairs Services			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter Address to (Section Head of the SPU)		Student Publication/College Publications		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. During the mid-year period (June-July) of the academic calendar, Student Publication/College Publications will submit a letter addressed to SPU asking to operate for upcoming academic year.	1. Check the request letter of the Student Publication/ College Publications	None.	1 week	<i>Staff</i> Office of the Student Publication <i>Editorial Board Staff</i> College Publication
2. The head of SPU will meet the Publication for interview and deliberation	2. Meet and interview the Staff of every College Publications and Student Publication	None.	1 hour	<i>Staff</i> Student Publication <i>Editorial Board Staff</i> College Publication
3. If the publication has completed and submitted all their accomplishment reports, SPU will give them Certification to operate and official status that their publication must be active for one academic year	3. Check and evaluate their accomplishment reports.	None.	3 days	<i>Staff</i> Student Publication <i>Editorial Board Staff</i> College Publications
TOTAL:		None	10 days, 1 hour	



3. Reading of Student and College Publications' Budget and General Plan of Action

The Budget and General Plan of Action pertains to the budget breakdown and activities of the Student Publication/College Publications for every semester.

Office or Division:	Student Publication Unit – Student Affairs Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Liquidation of the Previous Accomplishment Report		Student Publication/College Publications		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make sure all finances from the previous semester or academic year is already liquidated before acquiring the certificate of liquidation from SAS.	1. Compile and record the documents.	None.	Depends upon the publication	Staff Student Publication Unit Staff Office of the Student Affairs and Services
2. Request for a schedule for the reading at SPU. Bring a copy proposed budget plan and general plan of action	2. Set for the requested schedule	None.	5 minutes	Staff Student Publication Editorial Board Staff College Publications
3. Attend the budget reading	3. Check and monitor the proposed budget and general plan of action of the Student Publication/College Publications	None.	30 minutes to 1 hour	Staff Student Publication Unit Staff Office of the Student Affairs and Services
4. Revise the budget plan accordingly based on the changes made on the budget hearing	4.	None.	Depends upon the publication	Staff Student Publication Editorial Board Staff College Publications
5. Submit the revised budget plan at Student Publication	5. Check and sign the revised budget plan	None.	5 minutes	Staff Student Publication
6. Submit a copy of the signed documents to SAS,	6. Compile the approved budget plan and GPOA	None.	Depends upon the publication	Staff Student Publication



SPU and Records Unit				<i>Editorial Board Staff College Publications</i>
TOTAL:		None	1 day, 40 minutes	

4. Signing of Resolution

Signing of the resolution pertains to their activities and other agenda that must signed by the Editorial board and Staff.

Office or Division:	Student Publication Unit – Student Affairs Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The resolution prepared by the student or college publication must be signed by the editorial board and staff with a minimum of five (5) signatories from them plus their adviser. Three (3) copies of resolution must be secured by the student/college publication.	1. Check and sign the resolution of the student/college publication.	None.	Depends upon the publication	<i>Staff Student Publication Editorial Board Staff College Publications</i>
2. The resolution will be signed by the head of Student Development Services provided that the approved GPOA budget plan must be attached to the resolution		None	5 minutes	<i>Staff Student Publication Unit Staff Office of the Student Affairs and Services</i>
3. The resolution will be signed by the head of Student Development Services provided that the approved GPOA budget plan must be attached to the resolution		None	5minutes	<i>Unit Head Office of the Student Development</i>



4. The resolution will be signed by the dean of SAS provided that the approved GPOA budget plan must be attached to the Resolution. One copy will be kept by SAS and the other copy to SPU	4. Assess and sign the resolution of the student/college publication.	None.	5 minutes	<i>Dean</i> Office of the Student Affairs and Services
TOTAL:		None	15 minutes	

5. Submission of Accomplishment Report

Accomplishment Reports pertain to submission of their documentation of their all activities that they conducted in the whole semester One copy of the accomplishment report will be.

Office or Division:	Student Publication Unit – Student Affairs Services			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government Citizen			
Who may avail:	TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplishment Report of the whole semester		Student Publication/College Publications		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Two weeks before the end of the semester, publication will submit their accomplishment report to SPU. Included in the accomplishment report is the documentation of their various activities.	1. SPU will review the submitted accomplishment report, for validation of their accomplished activities.	None.	1 week	<i>Staff</i> SPU <i>Editorial Board</i> <i>Staff</i> College Publications
TOTAL:		None	7 days	



6. Printing and Circulation of the Student and College Publication Issues

Printing and Circulation of the newspaper, magazine or folio must be included in the PPMP of each Publication and approved GPOA.

Office or Division:	Student Publication Unit – Student Affairs Services			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Printing of magazine, newspaper or folio must have included in the PPMP of each Publication and approved general plan of action for the whole academic year.	1.	None	Depends on client.	<i>Staff</i> SPU <i>Editorial Board</i> <i>Staff</i> College Publications
2. News article, column, comics/cartoons, as well as the layout shall be checked by the editors before creating the dummy newspaper/, magazine or folio	2.	None	1 week	<i>Staff</i> SPU <i>Editorial Board</i> <i>Staff</i> College Publications
3. Dummy copy of their issues will be submitted to Student Publication Unit.	3. Final Proofreading and correction.	None	2 days	<i>Staff</i> SPU <i>Editorial Board</i> <i>Staff</i> College Publications
4. A resolution must be submitted by the publication for the printing /circulation of their newspaper/ magazine /folio to the Student Publication Unit	4. Compile the documents.	None	1 day	<i>Staff</i> SPU <i>Editorial Board</i> <i>Staff</i> College Publications



5. Submission of the soft copy of the final version of the newspaper/magazine, or folio to selected printing company for printing	5. Check and assess.	None	1 week	Staff SPU <i>Editorial Board Staff College Publications</i>
6. Secure the following copy of documents to be submitted to the Student Publication Unit: Contract from the printing house, permit/license to Operate Photocopy of ID of the owner of the printing house	6. Check and assess the documents and compiled.	None	2 days	Staff SPU <i>Editorial Board Staff College Publications</i>
7. Once the printed copies of the newspaper/magazine, and folio delivered, it will be inspected first at the Student Publication Unit	7. Inspect and assess the printed copies newspaper/magazine or folio.	None	1 day	Staff SPU <i>Student Publication Editorial Board Staff College Publications</i>
8. After the inspection can now disseminate their newspaper/magazine or folio within the campus which includes the offices and other strategic areas. Three (3) copies will be given to the Student Publication Unit and ten (10) copies will be stored for archives of Student Publication and College student Publication	8. Monitor the circulation of newsletter/magazine or folio.	None	Depends upon the publication	Staff SPU <i>Student Publication Editorial Board Staff College Publications</i>
TOTAL:		None	17 days	



Student Organization Unit

Internal Services



1. Processing of Recognition of (New/Renewal Organization)

The service allows students to prepare their required documents regarding the set registration period for the academic year, as stipulated in the University Student Manual.

Office or Division:	Student Organization Unit (SOU)			
Classification:	Highly Technical (Overall processing takes 3 -4 weeks)			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Student Organization's Constitution and Bylaws 2. Student Organization's Official Logo 3. Application Form for Student Organizations (TSU-SOU-SF-01) 4. Statement of Involvement/ Commitment/ Acceptance of the President of Student Organization (TSU-SOU-SF-02) 5. Statement of Involvement/Commitment/Acceptance of the Adviser of Student Organization (TSU-SOU-SF-11) 6. Information Sheet of Student Organization Officers (TSU-SOU-SF-03) 7. Directory of Officers (TSU-SOU-SF-04) 8. Directory of Members (TSU-SOU-SF-12) 9. General Plan of Action and Budget for Student Organizations (TSU-SOU-SF-14) 		Forms are downloadable via the TSU website. (www.tsu.edu.ph)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Prepare all the required documents. <p>Note: Forms needed to be filled out shall be downloaded from the university website.</p> <p>Submit all the documents to the Student Organizations Unit either physically or via email (studentorg@tsu.edu.ph)</p>	<ol style="list-style-type: none"> 1.1 *For walk-in clients: Accept the required documents 1.1 *For online clients: Send an e-mail and staff will reply to acknowledge receipt of the said documents 1.2 SOU will review submitted documents. 	None	Overall processing takes 3-4 weeks	Staff Student Organizations Unit
<ol style="list-style-type: none"> 2. Receive the Permit to Operation (for new) or Certificate of Accreditation (for renewal). 	<ol style="list-style-type: none"> 3. Issue the Certificate of Accreditation 	None	2-3 days	Head Student Organizations Unit
TOTAL:		None	31 days	



2. Procedure for approval of Student Organization Activities (For Online Activity)

The service allows students to prepare their required documents regarding the set of requirements for the approval of their online activity.

Office or Division:	Student Organizations Unit (SOU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Request Letter on the Conduct of Activity (TSU-SOU-SF-08) downloadable via the TSU website Curriculum Vitae/Profile of resource speaker/s (for webinars, seminars, training, and other similar activities only) Letter of Invitation (for participation in outside activity) 		<p>Forms are downloaded to the TSU website. (<i>tsu.edu.ph</i>)</p> <p>The student will provide the needed requirements for approval.</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Prepare and submit the Request Letter on the Conduct of Activity (TSU-SOU-SF-08) and all required supporting documents (if applicable) to the Student Organizations Unit either physically or via email (studentorg@tsu.edu.ph) 	<ol style="list-style-type: none"> <ol style="list-style-type: none"> *For walk-in clients: Accept the submitted Request Letter on the Conduct of Activity (TSU-SOU-SF-08) and all the required documents *For online clients: Send an e-mail and staff will reply to acknowledge receipt of the said documents Review submitted requirements as to completeness and activity details (date and role of SO) <ol style="list-style-type: none"> Upon the evaluation of complete requirements, Sign the Request Letter on the Conduct of Activity (TSU-SOU-SF-08) and forward the 	None	1-2 days	<p>Staff Student Organizations Unit</p> <p>Head Student Organizations Unit</p> <p>Director Office of the Student Affairs and Services</p>



	<p>request to the OSAS dean for signature.</p> <p>1.3 Final approval of activity and signing will be at the office of VPAA</p> <p>1.3.1 Upon approval of the request, forward the approved letter to SOU.</p>			Vice President OVPA
2. Acknowledge the receipt of the scanned copy of the approved letter via email	2. Scan the approved letter and forward the scanned copy to SO/SC via email	None	1 day	<i>Staff</i> Student Organization Unit
TOTAL:		None	3 days	



3. Procedure for Approval of Student Organization Activities (For On-Campus Activity)

The service allows students to prepare their required documents regarding the set requirements for the approval of their on-campus activity.

Office or Division:	Student Organizations Unit (SOU)				
Classification:	Simple				
Type of Transaction:	G2C - Government to Citizen				
Who may avail:	Students Enrolled in the University				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
<ol style="list-style-type: none"> 1. Request Letter on the Conduct of Activity (TSU-SOU-SF-08) 2. Curriculum Vitae/Profile of resource speaker/s (for webinars, seminars, training, and other similar activities only) 3. Photocopy of Student's ID (for overnight on-campus activity) 4. Certificate of Registration (for overnight on-campus activity) 5. Medical Clearance (for highly physical on-campus activity) 6. Notarized Parental Consent (for overnight on-campus activity) 7. Photocopy of parent/guardian ID with three signatures (for overnight on-campus activity) 8. Minutes of the Meeting (for overnight on-campus activity) 9. Itinerary/Program (for overnight on-campus activity) 10. Certification of Faculty/Personnel that will accompany the students (for overnight on-campus activity) 11. First Aid Kit (for overnight on-campus activity) 12. First Aider certification of a student/personnel who will also attend the event (for overnight on-campus activity) 		Forms are downloadable via the TSU website. (www.tsu.edu.ph)			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit the Request Letter on the Conduct of Activity (TSU-SOU-SF-08) and all required supporting documents (if applicable) to the Student Organizations Unit either physically or via email (studentorg@tsu.edu.ph)		<ol style="list-style-type: none"> 1.1 *For walk-in clients: Accept the submitted Request Letter on the Conduct of Activity (TSU-SOU-SF-08) and all the required documents 1.1 *For online clients: Send an e-mail and staff will reply to acknowledge receipt of the said documents 1.2 Review submitted requirements as to completeness and activity details (date, role of SO and nature of the activity) 	None	2 days	Staff Student Organizations Unit



	<p>1.2.1 Upon the evaluation of complete requirements, Sign the Request Letter on the Conduct of Activity (TSU-SOU-SF-08) and forward the request to the OSAS dean for signature.</p> <p>1.3 Final approval of activity and signing will be at the office of VPAA</p> <p>1.3.1 Upon approval of the request, forward the approved letter to SOU.</p>			<p>Head Student Organizations Unit</p> <p>Director Office of the Student Affairs and Services</p> <p>Vice President OVPAA</p>
2. Receive the forwarded approved request activity	2. SOU Staff will forward the approved request activity	None	Overall processing takes 2 hours	Staff Student Organization Unit
TOTAL:		None	2 days, 2 hours	



4. Procedure for Approval of Student Organization Activities (For Off-Campus Activity)

The service allows students to prepare their required documents regarding the set requirements for the approval of their off-campus activity.

Office or Division:	Student Organizations Unit (SOU)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students Enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Request Letter on the Conduct of Activity (TSU-SOU-SF-08) 2. Curriculum Vitae/Profile of resource speaker/s (for webinars, seminars, training, and other similar activities only) 3. Photocopy of Student's ID (for overnight on-campus activity) 4. Certificate of Registration (for overnight on-campus activity) 5. Medical Clearance (for highly physical on-campus activity) 6. Notarized Parental Consent (for overnight on-campus activity) 7. Photocopy of parent/guardian ID with three signatures (for overnight on-campus activity) 8. Minutes of the Meeting (for overnight on-campus activity) 9. Itinerary/Program (for overnight on-campus activity) 10. Certification of Faculty/Personnel that will accompany the students (for overnight on-campus activity) 11. First Aid Kit (for overnight on-campus activity) 12. First Aider certification of a student/personnel who will also attend the event (for overnight on-campus activity) 		<p>Forms are downloaded to the TSU website. (tsu.edu.ph)</p> <p>The student will provide the needed requirements for approval.</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Prepare and submit the Request Letter on the Conduct of Activity (TSU-SOU-SF-08) and all the required documents to the Student Organizations Unit either physically or via email studentorg@tsu.edu.ph 	<ol style="list-style-type: none"> 1.1 *For walk-in clients: Accept the submitted Request Letter on the Conduct of Activity (TSU-SOU-SF-08) and all the required documents 1.1 *For online clients: Send an e-mail reply to acknowledge receipt of the said documents 	None	Overall processing takes 2 hours	Staff Student Organizations Unit



	<p>1.2 Review submitted requirements as to completeness and activity details (date and role of SO)</p> <p>1.2.1 Upon the evaluation of complete requirements, Sign the Request Letter on the Conduct of Activity (TSU-SOU-SF-08) and forward the request to the OSAS dean for signature.</p>	None	Overall processing takes 5 days	<p><i>Staff Student Organizations Unit</i></p> <p><i>Head Student Organizations Unit</i></p>
	<p>1.3 Review and sign the request</p> <p>1.3.1 Upon approval of the request, forward to VPAA</p>	None	Overall processing takes 3 hours	<i>Director Office of Student Affairs and Services</i>
	<p>1.4 Final approval of activity and signing will be at the office of VPAA</p> <p>1.4.1 Upon approval of the request, forward the approved letter to SOU.</p>	None	Overall processing takes 1 day	<p><i>Vice President OVPAA</i></p> <p><i>Staff OVPAA</i></p>
2. Receive the forwarded approved request activity	2. SOU Staff will forward the approved request activity	None	Overall processing takes 2 hours	<i>Staff Student Organizations Unit</i>
TOTAL:		None	6 days, 7 hours	



Sports Development and Management Unit

External Services



1. Monetary Incentives

Right of Student Athletes to their monthly Monetary Incentives for representing the school in different major competitions.

Office or Division:	Sports Development and Management Unit			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter for try-outs		Prepared by Coaches		
Obligation Request		Sports Development and Management Unit		
Payroll				
Voucher with supporting documents				
Feedback Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter for SCUAA Athletes for try-outs.	1.1 Check the given letter.	None.	15 minutes	Staff SDMU
	1.2 Prepare obligation request, payroll of the student/s', monetary incentives (amounts are indicated in the Board Resolution No. 62, s. 2015) <i>Note:</i> Coaches will be notified by the SDMU once payroll is ready; Student-Athletes shall wait for further announcement until allowance is ready to be claimed at the Cashiering Unit.	None.	1 working day	Staff SDMU
	1.3 Process payroll voucher with supporting documents attached. Have it signed by the SDMU Head, Budget Officer, and Vice President for Academic Affairs, Accounting Director, and Vice President for Administration and	None.	5 working days	Staff SDMU Staff Budget Management Unit Staff VPAA Accounting Staff Accounting Unit Staff VPAF Staff Cashiering Unit



	Finance, Cashiering Office Director			
	1.4 Conduct monitoring of implementation of approved recommendations and submit report to the University President	None.	1 working day	<i>Staff</i> SDMU <i>Staff</i> Cashiering Unit
2. Claim allowance at the Cashiering Unit once informed by SDMU.	2. Release and process the allowance	None.	5 minutes	<i>Staff</i> Cashiering Unit
TOTAL:		None	7 days, 20 minutes	



Office of Culture and the Arts

External Services



1. Request for any Culture and the Arts Services

The service allows to request services from the office.

Office or Division:	Office of Culture and the Arts			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Office of Culture and the Arts		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form or by email to the Office of the University President	1.1 Receive request letter	None.	3 minutes	Clerk OUP
	1.1.1 Ensure completion of details.			
	1.2 The request letter will be endorsed to the concerned Vice President.	None.	2 days	Clerk, President OUP
	1.3 The request letter will be endorsed to the Dean of Student Affairs and Services Office.	None.	2 days	Clerk, Vice President Concerned Vice President's Office
	1.4 The request letter will be endorsed to the Head of the Office of Culture and the Arts.	None.	2 days	Clerk Dean SAS Office
2. The requestor will be asked to discuss the details of the request to the HO and if the group requested is available, Performance Request form will be filled out by the requestor. If the group is not available, adjustment can be made and if problem is solved, the requestor will be asked to fill up the PR form	2.1 IC will coordinate the details of the request, prepare the group, and fill up Performance Activity form and Excuse Letter of the group.	None.	1 day	In-charge of the Group OCA



	2.2 The Group In Charge accompany the performers to the venue and execute and present the requested service.	None.	3 days	<i>In-charge of the Group OCA</i>
	2.3 Evaluation form will be given randomly to people who witnessed the activity of the group. Said forms together with a written report of the activity will be submitted to the HO not later than 3 days after the activity.	None.	2 days	<i>In-charge of the Group OCA</i>
TOTAL:		None	12 days, 3 minutes	



Guidance and Counseling Services

External Services



1. Ecumenical Recollection/ S.A.L.T. Activity

The service will enhance students' ability to cope and manage time and stress, provide ecumenical activity catering students' personal, social, and spiritual development. It will also provide information on healthy relationships and positive boundaries and offer an activity that will help graduating students reflect on their purposes in life as individuals, re-establish their relationships with their Creator, and achieve spiritual formation.

Office or Division:	Guidance and Counseling Services			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Identification Card or Certificate of Registration		University Business Center / University Registrar		
Graduating Students		From different colleges		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Guidance Counselors inform the client to attend the seminar.	1. Informs the College Dean for the said event. Prepares communication letters and seeks approval; invites the speakers or event facilitators, communicates the event to all graduating students, and determines all the materials needed for the activity.	None.	4 working days	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Services
	2. Facilitates the activity and participants evaluated the activity by answering/rating the evaluation sheets.	None.	1 working day	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Services
	3. Collects all evaluation sheets from the participants, computes the results and files all documents.	None.	10 minutes	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Services
TOTAL:		None	5 days, 10 minutes	



2. Group Counseling

To provide opportunities for self-knowledge, personal growth, and coping skills development of the clients; to assist clients in dealing with specific problems which could be physical, academic, emotional, personal, and social in nature; and to offer the chance for the clients to make personal decisions and solve problems.

Office or Division:	Guidance and Counseling Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Identification Card or Certificate of Registration		University Business Center / University Registrar		
Counseling Form		All Guidance and Counseling office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The clients will go to the nearest Guidance and Counseling office. 1.1 The clients will fill-out the Counseling Logbook. 1.2 Clients disclose their concerns.	1. Welcomes the clients, builds rapport, and interviews clients to get information. Clients are encouraged to tell their concerns to identify their condition and needs.	None.	20 minutes	<i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Services
	2. Provides appropriate interventions to the clients according to their personal choice and decisions. Decide necessary interventions if needed: 2.1 Offers referral interventions to the clients. 2.2 Prepares letter or referral slips. 2.3 Refer the clients to other guidance counselors, personnel, or external consultant 2.4 Ends counseling sessions after referral is completed.	None.	30 minutes	<i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Services



	3. Accomplishes and files the counseling form or up-date the clients' individual inventory record.	None.	2 minutes	<i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Services
	4. Schedule the follow-up sessions until the clients' needs are met. Terminate the counseling sessions when completed and not needed	None.	2 minutes	<i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Services
TOTAL:		None	54 minutes	

3. Homeroom Guidance / Classroom Lecture Activity

The service will provide homeroom guidance to cater students' personal, social, academic, and spiritual development, provide information on healthy relationships and positive boundaries, enhance students' ability to cope with life's struggles and re-acquaint, remind and inform students regarding SWS services/programs, and college concerns.

Office or Division:	Guidance and Counseling Services			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Identification Card or Certificate of Registration		University Business Center / University Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Guidance Counselors inform the client to attend the homeroom guidance activity.	1. Guidance Counselors seek approval from the college Dean where the homeroom activity will be conducted	None.	1 working day	<i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Services
	2. Counselors facilitate the activity and process the activity.	None.	4 hours	<i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Services



	3. Guidance counselor ends the activity	None.	5 minutes	<i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Services
TOTAL:		None	1 day, 4 hours, 5 minutes	

4. Individual Counseling

To provide opportunities for self-knowledge, personal growth, and coping skills development of the clients; to assist clients in dealing with specific problems which could be physical, academic, emotional, personal, and social in nature; and to offer the chance for the clients to make personal decisions and solve problems.

Office or Division:	Guidance and Counseling Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Identification Card or Certificate of Registration		University Business Center / University Registrar		
Counseling Form		All Guidance and Counseling office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will go to the nearest Guidance and Counseling office. 1.1 The client will fill-out the Counseling Logbook. 1.2 Clients disclose his/her concern/s.	1. Welcomes the client, builds rapport, and interviews client to get information. Client is encouraged to tell his/her concerns to identify his/her condition and needs. 2. Provides appropriate interventions to the client according to his/her personal choice and decisions. Decide necessary interventions if needed: 2.1 Offers referral interventions to the client.	None.	20 minutes	<i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Services
		None.	30 minutes	<i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Services



	2.2 Prepares letter or referral slips.			
	2.3 Refer the client to other guidance counselors, personnel, or external consultants.			
	2.4 Ends counseling sessions after referral is completed.			
	3. Accomplishes and files the counseling form or up-date the client's individual inventory record.	None.	2 minutes	<i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Services
	4. Schedules the follow-up sessions until the client's needs are met. Terminate the counseling sessions when completed and not needed.	None.	2 minutes	<i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Services
TOTAL:		None	54 minutes	

5. Referral Counseling Service

This service provides opportunities for self-knowledge, personal growth, and coping skills development of the clients; to assist clients in dealing with specific problems which could be physical, academic, emotional, personal, and social in nature; and to offer the chance for the clients to make personal decisions and solve problems.

Office or Division:	Guidance and Counseling Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Identification Card or Certificate of Registration		University Business Center / University Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. The client will go to the nearest Guidance and Counseling office.</p>	<p>1. Welcomes the referring person/s and ask necessary information from the referring person/s and the referred clientele.</p> <p>1.1 Prepares duplicate copies of call slips for the College Dean and Guidance Counselors.</p> <p>1.2 Seeks approval from the college Dean and coordinate to the college to inform the concerned student/s.</p>	<p>None.</p>	<p>20 minutes</p>	<p><i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Services</p>
<p>2. The Client fill-out the counseling form</p>	<p>2. Welcomes the clientele to get information. Clientele are encouraged to disclose their concerns to identify their conditions and needs.</p>	<p>None.</p>	<p>20 minutes</p>	<p><i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Services</p>
	<p>3. Provides appropriate interventions to the clientele towards their personal choice and decisions.</p> <p>3.1 Offers referral interventions to the clientele.</p> <p>3.2 Prepares letter or referral slips.</p> <p>3.3 Refers clientele to other guidance counselors, personnel, or external consultant.</p> <p>3.4 Ends counseling sessions after the referral completed.</p>	<p>None.</p>	<p>10 minutes</p>	<p><i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Services</p>



	4. Accomplishes and files counseling forms or up-date the clientele individual inventory records. 4.1 Schedules follow-up sessions until clientele are met.	None.	5 minutes	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Services
	5. Ends the counseling sessions when completed and not needed by the clientele.	None.	2 minutes	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Services
TOTAL:		None	57 minutes	

6. Seminar on Study Habits

The service provides seminars to cater students' personal, social, academic, and spiritual development, develop good study habits, provide information on healthy relationships and positive boundaries, and enhance students' abilities to cope and manage time and stress.

Office or Division:	Guidance and Counseling Services			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Identification Card or Certificate of Registration		University Business Center / University Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Guidance Counselors inform the client to attend the seminar.	1. Informs the guidance director/head and the college dean, informs, and invites other guidance counselors. Prepares the following: 1.1 Communication letters for the activity approval. 1.2 Attendance sheets for the participants.	None.	Four (4) Working days	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Services



	1.3 Activity Evaluation forms. 1.4 Other necessary documents for the activity.			
	2. Facilitates the activity.	None.	4 Hours	<i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Services
	3. Have evaluated the activity conducted. Collects the activity evaluation forms and other documents, computes the activity evaluation results and files all documents.	None.	5 minutes	<i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Services
	4. End of the activity.	None.	2 minutes	<i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Services
TOTAL:		None	4 days, 4 hours, 7 minutes	

7. VPI / RIASEC Examination and Career Counseling

To facilitate the client movement to the appropriate educational or occupational level/ program and entry to appropriate co-curricular and extra-curricular activities.

Office or Division:	Guidance and Counseling Services
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All (if any citizen is eligible)
CHECKLIST OF REQUIREMENTS	
Student Identification Card or Certificate of Registration	University Business Center / University Registrar
Shifting form	College Registrar
WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS
	FEES TO BE PAID
	PROCESSING TIME
	PERSON RESPONSIBLE



1. The client will go to the nearest Guidance and Counseling office.	1. Welcomes the Client, gathers information, and informs client about the process/test.	None.	10 minutes	<i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Services
	2. Client submits all requirements needed and answers the Vocational Preference Inventory Career Test. 2.1 Scores client's VPI test results and identify his/her VPI career profile.	None.	30 minutes	<i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Services
	3. Review / check all client's requirements and attaches additional documents needed by the clients and the other offices. Discusses with the client's his/her career profile results and identify interest matched to his/her desired course.	None.	10 minutes	<i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Services
	4. Client received his/her needed documents and reports to his/her desired college and course.	None.	10 minutes	<i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Services
TOTAL:		None	1 hour	



8. Online-Counseling

To provide opportunities online for the client self-knowledge, personal growth, and coping skills development; to assist clients in dealing with specific problems which could be physical, academic, emotional, personal, and social in nature; and to offer the chance for the clients to make personal decisions and solve problems.

Office or Division:	Guidance and Counseling Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Identification Card or Certificate of Registration		University Business Center / University Registrar		
Depression, Anxiety, & Stress Assessment (DAS)		Guidance and Counseling Unit Official FB page		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will log-in or visit the Official FB page of the Guidance and Counseling Unit. 1.1 The client will fill-out the (DAS). 1.2 Clients disclose his/her concern/s.	1.1 Process the client online accomplished DAS.	None	2 minutes	<i>Rpm</i> Guidance and Counseling Services
	1.2 Contact the client and schedule his/her counseling session.	None	2 minutes	<i>RGC</i> Guidance and Counseling Services
	1.3 Provide the client an online counseling intervention.	None	45 minutes Note: Time can change based on the client concerns	<i>RGC</i> Guidance and Counseling Services
	1.4 Accomplish and file the counseling form of the client.	None	2 minutes	<i>RGC</i> Guidance and Counseling Services
	1.5 Schedule a follow up session.	None	2 minutes	<i>RGC</i> Guidance and Counseling Services
	1.6 Terminate the counseling session when completed.	None	2 minutes	<i>RGC</i> Guidance and Counseling Services
TOTAL:		None	55 minutes	



9. Webinar (Online Seminar)

To provide online psychoeducational opportunities to reinforce student's resiliency development to cope-up with their mental health issues and other emotional and academic related concerns brought about by the Covid-19 pandemic and online classes.

Office or Division:	Guidance and Counseling Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Registration and activity evaluation		Guidance and Counseling Unit MS Teams or zoom Link provided		
		Guidance and Counseling Unit Official FB page		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Plan and organize the Webinar.	None	8 hrs. (2-day)	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Services
1. View their MS Teams, Official College FB page, and College Governor announcement.	1. Provide information and dissemination.	None.	8 hrs. (2-day)	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Services
2. Sign up for an online pre-registration and webinar attendance.	2. Provide online pre-registration.	None	24 hrs. (3-day)	Associate Guidance Counselors Guidance and Counseling Services
3. Fill out the attendance, participate for the forum and accomplish the evaluation forms.	3. Conduct the Webinar Proper. <ul style="list-style-type: none"> • Webinar proper • Participants Attendance • Webinar Evaluation 	None	5 hrs.	Technical Operator Moderator, and Resource speaker/s
TOTAL:		None	45 hours	



10. Online Request of Certificate of Good Moral Character

To provide an online request of Certificate of Good Moral Character for the students and alumni of the Tarlac State University.

Office or Division:	Guidance and Counseling Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>SCHOLARSHIP PURPOSE: Student Certificate of Registration (COR) or ID</p> <p>EMPLOYMENT AND BOARD EXAMINATION APPLICATION PURPOSE: Transcript of Record</p> <p>TRANSFER PURPOSE: Honorable dismissal and Transfer credentials.</p>		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Official Facebook page of the Guidance and Counseling Unit.	<p>1. Process participants Approved of Appointment.</p> <p>1.1 Validation or verification of the client request</p>	None	3 working days	Associate Guidance Counselors Guidance and Counseling Services
2. Report to the Main Campus-Guidance and Counseling Office and payment.	2. Give the client payment slip.	Php. 20.00	5 minutes	Associate Guidance Counselors Guidance and Counseling Services Staff Cashiering Unit
3. Proceed to the Office.	3. Releasing or issuance of Certificate for Good Moral Character.	None	2 minutes	Associate Guidance Counselors Guidance and Counseling Services
4. Client will fill out the Logbook.	4. Ask client for logbook purposes.	None	1 minute	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Services
TOTAL:		Php. 20.00	3 working days, 8 minutes	



Testing, Evaluation and Monitoring Unit

External/Internal Services



1. Application for Admission Test for Incoming College Students

(Online Application)

This service is for incoming first year college students from public and private senior high schools duly recognized by the government.

Office or Division:	Testing, Evaluation, and Monitoring Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Scanned Form 138 (Report Card)		Personal Copy		
2. Scanned 2 pcs. Identical 1.77"x1.37" (passport-size) photo with name tag. (DELA CRUZ, JUANA CRUZ)		Personal Copy		
3. Accomplished TSU-CAT Form (TSU-TEM-SF-01)		Testing, Evaluation, and Monitoring Unit cat.tsu.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to cat.tsu.edu.ph The client needs a valid email address for the filing of application and for receiving notifications about the status of application. <i>Note: The TSU-CAT Online application should be accessed on a laptop or personal computer, not on a mobile phone/ tablet.</i>	2. Accepts and reviews the requirements for online application. Once the applicant is qualified, he/she will receive a notification regarding the status of application.	None.	4 minutes	Staff Testing, Evaluation, and Monitoring Unit
TOTAL:		None	4 minutes	



2. Application for Admission Test for Incoming College Students

(Walk-In Application)

This service is for incoming first year college students from public and private senior high schools duly recognized by the government.

Office or Division:	Testing, Evaluation, and Monitoring Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Incoming First Year College Students (WALK-IN APPLICANTS): PRESENT ORIGINAL AND SUBMIT PHOTOCOPY ONLY.				
Form 138 (Report Card)	Personal Copy/ School Registrar of Previous School Attended			
Authenticated (NSO/PSA) Birth Certificate	Personal Copy			
2 pcs. Identical 1.77"x1.37" (passport-size) photo with name tag. (DELA CRUZ, JUANA CRUZ)	Personal Copy			
Accomplished TSU-CAT Form (TSU-TEM-SF-01)	Testing, Evaluation, and Monitoring Unit			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain application form from Testing, Evaluation, and Monitoring Unit (TEMU) located at TSU Lucinda Extension Campus or download from www.tsu.edu.ph	1. Gives copy of the requirements, provides clarifications if necessary.	None.	2 minutes	Staff/ Guidance Clerk Testing, Evaluation, and Monitoring Unit
2. Requirements should be clipped to the application form.	2. Accepts and review the requirements for online application.	None.	2 minutes	Staff/ Guidance Clerk Testing, Evaluation, and Monitoring Unit
3. Submit the completed and accomplished application form and requirements to Testing, Monitoring, and Evaluation Unit.	3. Once the applicant is qualified, the applicant will be scheduled for the admission test.	None.	2 minutes	Staff/ Guidance Clerk Testing, Evaluation, and Monitoring Unit
TOTAL:		None	6 minutes	



3. Application for Admission Test for Incoming First Year Juris Doctor Students (Walk-In Application)

This service is for incoming first year college students from public and private senior high schools duly recognized by the government.

Office or Division:	Testing, Evaluation, and Monitoring Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Incoming First Year Juris Doctor:				
PRESENT THE ORIGINAL AND SUBMIT THE PHOTOCOPY				
Photocopy of Official Transcript of Records (of the Degree Earned)	Personal Copy/ School Registrar of Previous School			
Photocopy of Certificate of Good Moral Character	Personal Copy/ Guidance Office of Previous School			
Photocopy of Authenticated (PSA/NSO) Birth Certificate	Personal Copy			
Photocopy of Authenticated (PSA/NSO) Marriage Certificate for Female married students only	Personal Copy			
2 pcs. Identical 1.77"x1.37" (passport-sized) photo with nametag	Personal Copy			
Official Receipt of Testing Fee amounting to Php 1,000.00	TSU-Cashiering Office			
Accomplished Application Form for College Admission Test	Testing, Evaluation, and Monitoring Unit			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain application form from Testing, Evaluation, and Monitoring Unit (TEMU) located at TSU Lucinda Extension Campus or download from www.tsu.edu.ph	1. Gives copy of the requirements, provides clarifications if necessary.	None.	2 minutes	Staff/ Guidance Clerk Testing, Evaluation, and Monitoring Unit
2. Requirements should be clipped to the application form.	2. Accepts and reviews the requirements for online application.	None.	2 minutes	Staff/ Guidance Clerk Testing, Evaluation, and Monitoring Unit
3. Proceed to the Cashiering Office for the payment of the Admission Test.	3. Receive and Process the payment	₱ 1,000	3 minutes	Staff Cashiering Unit
4. Submit the completed and accomplished application form and requirements	4. Once the applicant is qualified, the applicant will be scheduled for the admission test.	None.	2 minutes	Staff/ Guidance Clerk Testing, Evaluation, and Monitoring Unit
TOTAL:		₱ 1,000	9 minutes	



4. Application for Admission Test for Incoming Graduate Students

This service is for incoming first year graduate students from public and private state universities and colleges, graduated with four- or five-year course duly recognized by the government.

Office or Division:	Testing, Evaluation, and Monitoring Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Incoming Graduate Students:				
Transfer Credentials	Personal Copy/ School Registrar of Previous School Attended			
Photocopy of Official Transcript of Records (of the Degree Earned)	Personal Copy/ School Registrar of Previous School Attended			
Photocopy of Certificate of Good Moral Character (from School/College/ University graduated)	Personal Copy/ Guidance Office of Previous School Attended			
Photocopy of Authenticated (PSA/NSO) Birth Certificate	Personal Copy			
Photocopy of Authenticated (PSA/NSO) Marriage Certificate for female married students	Personal Copy			
Official Receipt of Testing Fee amounting to Php 250.00	Cashiering Unit			
2 pcs. Identical 1.77"x1.37" (passport-sized) photo with nametag	Personal Copy			
Accomplished Application Form for Graduate School	Testing, Evaluation, and Monitoring Unit			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain application form from Testing, Evaluation, and Monitoring Unit (TEMU) located at TSU Lucinda Extension Campus	1. Gives copy of the requirements, provides clarifications if necessary	None.	2 minutes	Staff/ Guidance Clerk Testing, Evaluation, and Monitoring Unit
2. Requirements should be clipped to the application form.	2. Accepts and review the requirements for online application.	None.	2 minutes	Staff/ Guidance Clerk Testing, Evaluation, and Monitoring Unit
3. Proceed to the Cashiering Office for the payment of the Admission Test.	3. Receive and Process the payment	₱250.00	3 minutes	Staff Cashiering Unit
4. Submit the completed and accomplished application form and requirements	4. Once the applicant is qualified, the applicant will be scheduled for the admission test.	None.	2 minutes	Staff/ Guidance Clerk Testing, Evaluation, and Monitoring Unit
TOTAL:		None	9 minutes	



5. Application for Admission Test for Transferees, Professional Education, and Second Courser

This service is for transferees, professional education takers, and second courser came from public and private school duly recognized by the government.

Office or Division:	Testing, Evaluation, and Monitoring Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Incoming Graduate Students:				
Transfer Credentials	Personal Copy/ School Registrar of Previous School Attended			
Photocopy of Official Transcript of Records (of the Degree Earned)	Personal Copy/ School Registrar of Previous School Attended			
Photocopy of Certificate of Good Moral Character (from School/College/ University graduated)	Personal Copy/ Guidance Office of Previous School Attended			
Photocopy of Authenticated (PSA/NSO) Birth Certificate	Personal Copy			
Photocopy of Authenticated (PSA/NSO) Marriage Certificate for female married students	Personal Copy			
Official Receipt of Testing Fee amounting to Php 250.00	Cashiering Unit			
2 pcs. Identical 1.77"x1.37" (passport-sized) photo with nametag	Personal Copy			
Accomplished Application Form for Graduate School	Testing, Evaluation, and Monitoring Unit			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain application form from Testing, Evaluation, and Monitoring Unit (TEMU) located at TSU Lucinda Extension Campus	1. Gives copy of the requirements, provides clarifications if necessary	None.	2 minutes	Staff/ Guidance Clerk Testing, Evaluation, and Monitoring Unit
2. Requirements should be clipped to the application form.	2. Accepts and review the requirements for online application.	None.	2 minutes	Staff/ Guidance Clerk Testing, Evaluation, and Monitoring Unit
3. Proceed to the Cashiering Office for the payment of the Admission Test.	3. Receive and Process the payment	₱300.00	3 minutes	Staff Cashiering Unit
4. Submit the completed and accomplished application form and requirements	4. Once the applicant is qualified, the applicant will be scheduled for the admission test.	None.	2 minutes	Staff/ Guidance Clerk Testing, Evaluation, and Monitoring Unit
TOTAL:		₱300.00	9 minutes	



Career Education and Job Placement Services

External/ Internal Services



1. Request for Company Accreditation

It refers to the process of accrediting company to avail the services offered by the office such as Campus Recruitment Activity, Career Fair, Campus Roadshow, Career Development Webinar/Seminar/Training/Workshop/Series, Graduate Listing, and Job Posting to the official Facebook Page of office.

Office or Division:	Career Education and Job Placement Services			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity/ies			
Who may avail:	Company/Agency/Institution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Company accreditation request (TSU-CJS-SF-01) b. Company Accreditation Terms of reference c. Job Posting/Graduate Listing/ Resume Request form (TSU-CJS-SF-03). d. CCR_CR_CF_REGISTRATION FORM (TSU-CJS-SF-10)		Career Education and Job Placement Services email at jobplacement@tsu.edu.ph		
1. Letter 2. BIR Certificate of Registration (BIR Form 2303) 3. Company SEC/DTI Registration. 4. PhilJobNet Registration Certificate 5. Company/Institution Profile.		From the requestor/ client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter addressed to the President of the TSU along with the following requirements	1.1 Checks the completeness and authenticity of submitted requirements, if complete, request will be forwarded to the records office of the university, otherwise, inform company to complete the requirements.	None.	10 minutes	Section Head/ Career Specialist Staff Career Education and Job Placement Services
	1.2 The President endorses the request of the company, otherwise, a regret letter will be issued	None	2 days	President, OUP Vice President, OVPA OIC-Director Student Affairs Services
	1.3 Issues company accreditation number and certificate valid for two years from the date of issue via email and/or office drop by.	None	10 minutes	Section Head/ Career Specialist Staff Career Education and Job Placement Services
TOTAL:		None	2 days, 20 minutes	



2. Request for Career Fair, Campus Recruitment Activity, Career Development Webinar/ Seminar/ Training/ Workshop, Career Roadshow

The service allows companies/ agencies/ institutions to participate or conduct activities such as Career Fair, Campus Recruitment Activity, Career Development Sessions Webinar/ Seminar/ Training/ Workshop and Career Roadshow.

*Note: *Company/agency/institutions who are not yet accredited must comply first the accreditation procedure.*

Office or Division:	Career Education and Job Placement Services			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity/ies			
Who may avail:	Company/Agency/Institution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CCR_CR_CF_REGISTRATION FORM (TSU-CJS-SF-10)		Career Education and Job Placement Services email at jobplacement@tsu.edu.ph		
Letter		From the requestor/ client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter addressed to the President of the TSU along with the following corresponding requirements.	1. Checks the completeness and authenticity of submitted requirements, if complete, request will be forwarded to the records office of the university, otherwise, inform company to complete the requirements.	None.	10 minutes	<i>Section Head/ Career Specialist Staff Career Education and Job Placement Services</i>
	2. The President endorses the request of the company, otherwise, a regret letter will be issued	None	1 day	<i>President, Vice President, SAS OIC-Director</i>
	3. Prepare a letter/request for approval to conduct the activity of the concerned authorities. *If approved, the office checks & request proposed budget from the PPMP, reserve venues/zoom	None	1 day	<i>Section Head/ Career Specialist Staff Career Education and Job Placement Services</i>



	account, prepare programs, disseminate information, and prepare other necessary request such as request to serve meals, OBR and DV for resource speakers if applicable.			
	4. The concerned parties execute the planned activity as scheduled.	None	1 day	<i>Section Head/ Career Specialist Staff, Participating Entities</i>
TOTAL:		None	3 days, 10 minutes	



3. Request for Job Posting and Graduate Listing

The service allows companies/agencies institutions to request to post their job vacancies to the official Facebook Page of Career Education and Job Placement Services and/or request graduates listing which corresponding courses/degree that will fill their vacancies.

**Note: Company/ agency/ institutions who are not yet accredited must comply first the accreditation procedure*

Office or Division:	Career Education and Job Placement Services			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity/ies			
Who may avail:	Company/Agency/Institution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Posting/Graduate Listing/ Resume Request form (TSU-CJS-SF-03).		Career Education and Job Placement Services email at jobplacement@tsu.edu.ph		
Letter		From the requestor/ client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter addressed to the President of the TSU along with the following corresponding requirements.	1.1 Checks the completeness and authenticity of submitted requirements, if complete, request will be forwarded to the records office of the university, otherwise, inform company to complete the requirements.	None.	10 minutes	Section Head/ Career Specialist Staff CEJPS
	1.2 The President endorses the request of the company, otherwise, a regret letter will be issued	None	1 day	President, Vice President, SAS OIC-Director CEJPS
	1.3 Facilitate the request of the company and send it via email	None	10 minutes	Career Specialist Staff CEJPS
TOTAL:		None	1 day, 20 minutes	



Career Education and Job Placement Services

Internal Services



1. Request for Documents

The service allows units, offices, and colleges of the university to request documents needed for accreditation purposes, for planning future educational needs, and to improve the course offerings.

Office or Division:	Career Education and Job Placement Services			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity/ies			
Who may avail:	Company/Agency/Institution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter address to the Section Head		From the office/unit requesting for documents		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares a request letter for a certain document needed for accreditation purposes, for planning future educational needs, and to improve the course offerings.	1.1 Received the letter.	None.	5 minutes	Staff CEJPS
	1.2 Prepare the certain requested documents.	None.	2 hrs.	Section Head/Career Specialist/ Staff CEJPS
2. Receive the document via email/office drop by.	2 Prepare the outgoing logbook.	None	10 minutes	Staff CEJPS
TOTAL:		None	2 hours, 15 minutes	



Scholarship and Financial Assistance Unit

External Services



1. Processing of Student Scholarship Application

Scholarship and Financial Assistance Office is to provide financial assistance to deserving students so that they can acquire quality education. To monitor the scholar / grantees performance to enable them to maintain their scholarship grants.

Office or Division:	Scholarship and Financial Assistance Unit			
Classification:	Simple (up to 3 days)			
Type of Transaction:	Internal Services			
Who may avail:	TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly filled up Scholarship Application Forms (TSU-SFA-SF-01 – 13 / TSU-SFA-SF-23 – 27 / TSU-SFA-SF-30)		From the SFA Office, Scholarship website (https://scholarship.tsu.edu.ph)		
2. Certification of Barangay Indigency (New Applicant)		Respective Barangays		
3. Certification of Registration (COR)		TSU Student Portal		
4. Report of Grades (ROG)		TSU Student Portal		
5. Medical Certification (PWD)		TSU Medical Office		
6. PWD ID		CSWD Office		
7. Household ID (ESGP-PA/TES)		DSWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to TSU Scholarship Website (https://scholarship.tsu.edu.ph), fill out the necessary scholarship forms: * Personal Information Sheet or P.I.S. (for New applicants and Renewals) (TSU-SFA-SF-14) * Scholarship Forms (Any chosen Scholarship Program) (TSU-SFA-SF-01 – 13/ TSU-SFA-SF-23 – 27/ TSU SFA-SF-30) * Uploading / Attaching of required documents for processing	1. Provide the Scholarship Application form and the list of required documents / attachment (For New applicants & Renewals) 1.1. Receive the accomplished Scholarship Application Form and required documents (For New applicants & Renewals) 1.2. Check the accomplished Scholarship Application form / required documents; 1.3. Verify and validate the accomplished Scholarship	None	2 minutes	SFA Staff



	Application form / required documents.			
	2. Evaluation of properly filled-up requirements for Approval	None	1-5 minutes	SFA Section Head
	3. Once Approved, Tagging of Scholarship Application.	None	1 minute	SFA Staff
	4. Notification of approval and disapproval thru electronic mail (registered e-mail or MS Teams)	None	1 minute	SFA Staff
TOTAL:		None	6 minutes	



International, Differently Abled, Indigenous, Marginalized Student Services

External Services



1. IDIMSS Application for Membership and Identification Card

The main purpose of the IDIMSS section is to give extended services to Marginalized or under-represented students. May it be a referral to a certain office or give them access to help them with their specific needs and concerns. The IDIMSS section also promotes and organize specific programs to improve and level the status of under-represented students.

Office or Division:	International, Differently-Abled, Indigenous, Marginalized Student Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Marginalized or Under-Represented Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Indigenous People – Certificate of Tribe Membership		Student's Government Issued I.D.'s		
For Solo Parent – Solo Parent I.D.				
For Persons with disability – PWD I.D.				
IDIMSS Membership Application form (TSU-IDI-SF-05)		IDIMSS Office (Student Center Building)		
IDIMSS Marginalized Student Information sheet (TSU-IDI-SF-03)				
Two (2) pieces updated 2 x 2 picture		Student requirement		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present his/her pertinent documents.	2. Review and evaluate the submitted documents. If the documents are sufficient, the student may proceed to next step.	None	2 minutes	Staff IDIMSS
2. Fill out the IDIMSS Application Form (TSU-IDI-SF-05)	2. Review and evaluate the submitted Application form (TSU-IDI-SF-05).	None	2 minutes	Staff IDIMSS
3. Fill out Marginalized Student Information Sheet (TSU-IDI-SF-03)	3. Review and evaluate the submitted Student Information Sheet (TSU-IDI-SF-03)	None	5 minutes	Staff IDIMSS
4. Receive the issued IDIMS Identification Card	4. If all pertinent documents and forms has been settled, file and list the documents submitted by the client and issue IDIMSS Identification Card	None	10 minutes	Staff IDIMSS
TOTAL:		None	19 minutes	



2. Filing of IDIMSS Student Consultation Log and Assistance Log

The main purpose of the IDIMSS Section is to represent the Marginalized or Underrepresented Students. Assistance and being always open for consultation is one important key to perform this purpose or duty.

Office or Division:	International, Differently-Abled, Indigenous, Marginalized Student Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Marginalized or Under-Represented Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
IDIMSS Identification Card		IDIMSS Office (Student Center Building)		
Consultation and Assistance Log Form (TSU-IDI-SF-06)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Marginalized or Underrepresented Student shall present his/her IDIMSS Identification Card for verification.	2. Verify the Student and Identification Card	None	1 minute	Staff IDIMSS
2. Fill out the IDIMSS Student Consultation and Assistance Log Form.	2. Check the filled-out Student Consultation and Assistance Log. Then assess to what assistance the client needs	None	5 minutes	Staff IDIMSS
3. Explain the concerns to the IDIMS Staff	3. Assess the conversation what type of assistance the Marginalized or Underrepresented student needs. Then advise or endorse the student to concerned office/individual.	None	10 minutes minimum	Staff IDIMSS
TOTAL:		None	16 minutes	



3. International Student Processing of VISA Conversion

International Students are some of the Marginalized or Underrepresented students in TSU. The IDIMSS staff, concurrently acting as Liaison Officer of the university to the Bureau of Immigration and Department of Foreign Affairs – oversees the VISA Conversion of TSU’s International Students.

Office or Division:	International, Differently-Abled, Indigenous, Marginalized Student Services			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Marginalized or Under-Represented Students <i>(International Students)</i>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Consolidated Application Form (CGAF-003-Rev 2)		Bureau of Immigration		
Photocopy of Passport Bio Page, Latest Arrival stamp, and valid authorized stay (VISA) and Bureau of Quarantine Stamp		Student’s Passport		
NBI Clearance (if six (6) months or more from the date of arrival in the Philippines)		National Bureau of Investigation		
Endorsement addressed to the commissioner from TSU for the conversion of the applicant’s status, signed by the School Registrar.		Prepared by the IDIMSS Staff and Liaison Officer		
Joint letter request to the commissioner of BI by the Liaison Officer and the International Student with Signature and Official Stamp.		Prepared by the IDIMSS Staff and Liaison Officer		
Photocopy of the I.D. of the BI Liaison Officer.		Prepared by the BI Liaison Officer		
Travel Order (TSU-ASU-SF-23)		Downloadable at the TSU official website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit his/her documents for the Liaison Officer and IDIMSS Staff to process. Note: submission of documents must be two (2) weeks before the expiration of visa.	1.1 Review and evaluate if the submitted documents are complete.	None	5 minutes	Staff Liaison Officer IDIMSS
	1.2 Prepare the pertinent documents for the conversion of VISA of the Student. Documents must be filed and fastened in a long white folder.	None	5 minutes	Staff Liaison Officer IDIMSS
	1.3 Schedule a travel to the Bureau of Immigration Student’s Desk	None	30 minutes	Staff Liaison Officer IDIMSS
2. Go with the liaison officer in processing the conversion of visa	2. Process the conversion of visa at the Student’s Desk, Bureau of Immigration	None	1 day	Staff Liaison Officer IDIMSS



3. Wait for the notice of the Liaison Officer regarding the status of the visa	3. Inform the Student regarding the approved schedule of travel.	None	5 minutes	<i>Staff Liaison Officer</i> IDIMSS
TOTAL:		None	1 day, 45 minutes	



4. International Student Processing of VISA Extension

International Students are some of the Marginalized or Underrepresented students in TSU. The IDIMSS staff, concurrently acting as Liaison Officer of the university to the Bureau of Immigration and Department of Foreign Affairs –oversees the VISA Extension of TSU’s International Students.

Office or Division:	International, Differently-Abled, Indigenous, Marginalized Student Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Marginalized or Under-Represented Students (<i>International Students</i>)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Consolidated Application Form (CGAF-003-Rev 2)		Bureau of Immigration		
Photocopy of Passport Bio Page, Latest Arrival stamp, and valid authorized stay (VISA) and Bureau of Quarantine Stamp		Student’s Passport		
Copy of Latest Transcript of Records from two (2) previous semesters.		TSU Registrar		
Honorable Dismissal or Certificate of Transfer from previous school		Previous school attended		
Joint letter request to the commissioner of BI by the Liaison Officer and the International Student with Signature and Official Stamp.		Prepared by the IDIMSS Staff and Liaison Officer		
Photocopy of the I.D. of the BI Liaison Officer.		Prepared by the BI Liaison Officer		
Travel Order (TSU-ASU-SF-23)		Downloadable at the TSU official website.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents for the Liaison Officer and IDIMSS Staff to process. Note: submission of documents must be two (2) weeks before the expiration of visa.	1.1 Review and evaluate if the submitted documents are complete.	None	5 minutes	Staff Liaison Officer IDIMSS
	1.2 Prepare the pertinent documents for the extension of VISA of the Student. Documents must be filed and fastened in a long white folder.	None	5 minutes	Staff Liaison Officer IDIMSS
	1.3 Schedule a travel to the Bureau of Immigration Student’s Desk	None	30 minutes	Staff Liaison Officer IDIMSS
2. Go with the liaison officer in processing the extension of visa	2. Process the extension of visa at the Student’s Desk, Bureau of Immigration	None	1 day	Staff Liaison Officer IDIMSS



3. Wait for the notice of the liaison officer regarding the status of the visa	3. Inform the Student regarding the approved schedule of travel.	None	5 minutes	Staff Liaison Officer IDIMSS
TOTAL:		None	1 day, 45 minutes	

5. IDIMSS Online Membership Application

The main purpose of the IDIMSS section is to give extended services to Marginalized or under-represented students. May it be a referral to a certain office or give them access to help them with their specific needs and concerns. The IDIMSS section also promotes and organize specific programs to improve and level the status of under-represented students.

Office or Division:	International, Differently-Abled, Indigenous, Marginalized Student Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Marginalized or Under-Represented Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Indigenous People – Certificate of Tribe Membership		Student's Government Issued I.D.'s		
For Solo Parent – Solo Parent I.D.				
For Persons with disability – PWD I.D.				
IDIMSS Online Membership Application form (TSU-IDI-SF-07)		IDIMSS Office (Student Center Building)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the IDIMSS Online Membership Application Form (TSU-IDI-SF-07) Link to TSU-IDI-SF-07: https://forms.office.com/r/4eUwL6cNRh	1. Review and evaluate the submitted Application form If qualified , place the student in the IDIMSS Master List for Marginalized Students.	None	15 minutes	Staff IDIMSS
2. Wait for an e-mail regarding the result of his/her application.	2. Update the student through e-mail regarding the application.	None	15 minutes	Staff IDIMSS
TOTAL:		None	30 minutes	



6. IDIMSS Online Student Consultation and Assistance

The main purpose of the IDIMSS Section is to represent the Marginalized or Underrepresented Students. Assistance and being always open for consultation is one important key to perform this purpose or duty.

Office or Division:	International, Differently-Abled, Indigenous, Marginalized Student Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Marginalized or Under-Represented Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
IDIMSS Identification Card		IDIMSS Office (Student Center)		
IDIMSS Online Student Consultation and Assistance (TSU-IDI-SF-08)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the IDIMSS Online Student Consultation and Assistance (TSU-IDI-SF-08) Link to TSU-IDI-SF-08: https://forms.office.com/r/CCJqf7MZrr	1. Review and evaluate the submitted form Assess as to what assistance the client needs. Upon assessment, reach to the client through MS Teams	None	15 minutes	Staff IDIMSS
2. Explain the concerns to the IDIMS Staff	2. Assess the conversation what type of assistance the Marginalized or Underrepresented student needs. Advise or endorse the student to concerned office/individual.	None	15 minutes	Staff IDIMSS
TOTAL:		None	30 minutes	



Dental Health Unit

External/Internal Services



1. New Patient

The service offers scheduling of new patient for dental appointment.

Office or Division:	Dental Health Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	Students, Faculty and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Information Sheet (TSU-DHU-SF-01)		Dental Health Unit		
Parental Consent (TSU-DHU-SF-03)				
Student's COR and Dental Schedule Log (TSU-DHU-SF-13)				
Daily Accomplishment Log (TSU-DHU-SF-14)				
Certificate of Registration		TSU Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present his/her Certificate of Registration as a basis showing the client is officially enrolled in TSU.	1. Dental Health Unit will verify	None.	1 minute	<i>Dental Clerk</i> DHU
2. Student may fill up the Personal Information Sheet (TSU-DHU-SF-01) once C.O.R. is already cleared	2. Check as to whether the form is properly filled up or not. Dental clerk may ask the student for correction or completion if not properly filled up.	None.	3 minutes	<i>Dental Clerk</i> DHU
3. The client may now enter the treatment room for oral check-up.	3. Conducts an oral examination or check-up to evaluate the severity of the case. <ul style="list-style-type: none"> •Mild cases will be considered as routine check-up •Moderate to severe cases will be scheduled according to the urgency of the case. •Emergency cases will be given immediate dental attention. 	None.	3 minutes	<i>Dentist and Dental Clerk</i> DHU



4. (Client oral check-up ongoing)	4. Discuss the procedure that will be done for the patient. <i>Students below 18 years of age need to have parental consent (TSU-DHU-SF-03) before having tooth extraction.</i>	None.	5 minutes	<i>Dentist and Dental Clerk DHU</i>
5. (Client's oral check-up is done)	5. Finalize the date and time of the procedure that was discussed to be made, and the Dental Clerk shall inform the client about the next appointment.	None.	1 minute	<i>Dental Clerk DHU</i>
6. Student shall Register at the Daily Accomplishment Log (TSU-DHU-SF-14)	6. Register time and date at the Student's COR and Dental Schedule Log (TSU-DHU-SF-13)	None.	1 minute	<i>Dental Clerk DHU</i>
TOTAL:		None	14 minutes	

2. Regular Patient

The service offers scheduling of new patient for dental appointment.

Office or Division:	Dental Health Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	Students, Faculty and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Information Sheet (TSU-DHU-SF-01)		Dental Health Unit		
Parental Consent (TSU-DHU-SF-03)				
Student's COR and Dental Schedule Log (TSU-DHU-SF-13)				
Daily Accomplishment Log (TSU-DHU-SF-14)				
Certificate of Registration		TSU Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present his/her Certificate of Registration as a basis showing the client is officially enrolled in TSU.	1. Verify and shall retrieve records for review of regular client's past check-up and appointments.	None.	1 minute	<i>Dental Clerk DHU</i>



2. Wait for the Dental Clerk's instruction	2. Review the treatment plan stated in the record from previous checkups <i>(if any)</i>	None.	1 minute	Dental Clerk DHU
3. Enter the treatment room for oral check-up.	3. Conducts an oral examination or check-up to evaluate the severity of the case. <ul style="list-style-type: none"> • Mild cases will be considered as routine check-up • Moderate to severe cases will be scheduled according to the urgency of the case. • Emergency cases will be given immediate dental attention. 	None.	3 minutes	Dentist and Dental Clerk DHU
4. <i>(Client oral check-up ongoing)</i>	4. Discuss the procedure that will be done for the patient. <i>Students below 18 years of age need to have parental consent (TSU-DHU-SF-03) before having tooth extraction.</i>	None.	5 minutes	Dentist and Dental Clerk DHU
5. <i>(Client's oral check-up is done)</i>	5. Finalize the date and time of the procedure that was discussed to be made, and the Dental Clerk shall inform the client about the next appointment.	None.	1 minute	Dental Clerk DHU
6. Student shall Register at the Daily Accomplishment Log <i>(TSU-DHU-SF-14)</i>	6. Register time and date at the Student's COR and Dental Schedule Log <i>(TSU-DHU-SF-13)</i>	None.	1 minute	Dental Clerk DHU
TOTAL:		None	12 minutes	



3. Pre and Post Treatment

The service offers implemented procedures prior and after dental treatment in accordance to ethical and sanitary standards.

Office or Division:	Dental Health Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	Students, Faculty and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Information Sheet (TSU-DHU-SF-01)		Dental Health Unit		
Parental Consent (TSU-DHU-SF-03)				
Student's COR and Dental Schedule Log (TSU-DHU-SF-13)				
Daily Accomplishment Log (TSU-DHU-SF-14)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient will fill up Request Form for Dental Certificate (TSU-DHU-SF-10)	1. Review the request together with the dental record of the requisite (TSU-DHU-SF-01) while making the draft of the Certificate Note on the draft the procedures that were done to the patient.	None.	1 minute	<i>Dentist</i> DHU
2. Student may wait for instructions.	2. Forward the draft to the Clerk who will prepare the official document that will be certified by the Dentist.	None.	5 minutes	<i>Dentist and Dental Clerk</i> DHU
3. Student may wait for instructions.	3. Review the document for correction and will certify/sign it if there's none.	None.	1 minute	<i>Dentist and Dental Clerk</i> DHU
4. Register at the Daily Accomplishment Log (TSU-DHU-SF-14) when told to do so by the Dental Clerk.	4. Release the Certificate to the patient once it is already certified and once the patient already registered his name to the Daily Accomplishment Log(TSU-DHU-SF-14)	None.	30 minutes	<i>Dentist and Dental Clerk</i> DHU
TOTAL:		None	43 minutes	



4. Dental Treatment

The service offers scheduling of dental treatment procedures for patients.

Office or Division:	Dental Health Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	Students, Faculty and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Information Sheet (TSU-DHU-SF-01)		Dental Health Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. <i>(Patient consulting)</i>	1. Review the patient's Personal Information Sheet (TSU-DHU-SF-01)	None.	3 minutes	<i>Dentist DHU</i>
2. <i>(Patient consulting)</i>	2. Diagnose the case presented and patient's chief complain	None.	3 minutes	<i>Dentist DHU</i>
3. <i>(Patient consulting)</i>	3. Explain the procedures to be done to the patient.	None.	2 minutes	<i>Dentist DHU</i>
4. <i>(Patient consulting)</i>	4. Treatment made according to the services offered such as composite filling restoration, gum treatment, extraction, and oral examination.	None.	30 minutes	<i>Dentist DHU</i>
5. <i>(Patient finished consulting)</i>	5. Record the patient's dental condition into the Personal Information Sheet. (TSU-DHU-SF-01)	None.	1 minute	<i>Dental Clerk DHU</i>
TOTAL:		None	39 minutes	



5. Dental Certificate

The service allows the availment of dental certificate.

Office or Division:	Dental Health Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	Students, Faculty and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Information Sheet (TSU-DHU-SF-01)		Dental Health Unit		
Request Form (TSU-DHU-SF-10)				
Dental Certificate (TSU-DHU-SF-04)				
Daily Accomplishment Log (TSU-DHU-SF-14)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Request Form for Dental Certificate (TSU-DHU-SF-10)	1. Review the request together with the dental record of the requisite (TSU-DHU-SF-01) while making the draft of the Certificate. The dentist shall note on the draft the procedures that were done to the patient.	None.	1 minute	<i>Dentist</i> DHU
2. Student may wait for instructions.	2. Forward the draft to the Dental Clerk who will prepare the official document that will be certified by the Dentist.	None.	5 minutes	<i>Dentist and Dental Clerk</i> DHU
3. Student may wait for instructions.	3. Review the document for correction and will certify/sign it if there's none.	None.	1 minute	<i>Dentist and Dental Clerk</i> DHU
4. Register at the Daily Accomplishment Log (TSU-DHU-SF-14) when told to do so by the Dental Clerk.	4. Release the Certificate to the patient once it is already certified and once the patient already registered his name to the Daily Accomplishment Log (TSU-DHU-SF-14)	None.	30 minutes	<i>Dentist and Dental Clerk</i> DHU
TOTAL:		None	37 minutes	



Medical Services Unit

External/Internal Services



1. Consultation

Consultation is doing assessment and providing medical intervention and treatment or preventive measure to patient illness.

Office or Division:	Medical Services Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government; G2C – Government to Citizen			
Who may avail:	Students and Personnel of Tarlac State University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Request Form (TSU-MSO-SF-36)		Medical Services Unit		
Consultation Form (TSU-MSO-SF-01)				
Walk-in Logbook (TSU-MSO-SF-10)				
Consultation Logbook (TSU-MSO-SF-11)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an Appointment at MSO by calling the clinic at 606-8136	Clerk/Nurse will receive the call and check the availability of slot on date and time set by the patient.	None.	2 minutes	Clerk Nurse Medical Services Unit
2. Patient will fill up the Client Request Form (TSU-MSO-SF-36).	2. Nurse will Provide Client Request Form (TSU-MSO-SF-36).	None.	2 minutes	Nurse Medical Services Unit
3. Patient will give the Client Request Form to Nurse on Duty.	3. Nurse will verify the Client Request Form.	None.	2 minutes	Nurse Medical Services Unit
4. (Assessment)	4.1 Nurse on duty will provide service. 4.2 Fill up Walk-in Logbook (TSU-MSO-SF-10) or Consultation Form (TSU-MSO-SF-01). 4.3 For Consultation ask patient if medical record is existing in the clinic. 4.4 If the patient is New, provide control number 4.5 If the patient already has a record check the control number and find the	None.	5 minutes	Nurse Physician Medical Services Unit



	<p>Consultation Record.</p> <p>4.6 Gather necessary data needed and assessment.</p> <p>4.7 Physician will do Physical Examination</p>			
5. (Evaluation)	<p>5.1. Nurse and Physician will evaluate the data of the patient to provide proper treatment.</p> <p>5.2. Physician will do Physical Examination</p>	None	5 minutes	Nurse Physician Medical Services Unit
6. (Treatment and Intervention)	<p>6.1 Nurse or Physician will provide treatment or intervention for the patient.</p> <p>6.2 Give Medicine, if needed.</p>	None.	10 minutes	Nurse Physician Medical Services Unit
7. (Documentation)	<p>7.1 Document treatment or intervention that provide to the patient.</p> <p>7.2 Record on Consultation Form (TSU-MSO-SF-01) or Walk-in Logbook (TSU-MSO-SF-10)</p>	None.	5 minutes	Nurse Physician Medical Services Unit
8. Patient will sign on the Logbook (TSU-MSO-SF-10) or Consultation Form (TSU-MSO-SF-01)	8. Let the patient sign on the Walk-in. If he/she receive treatment or intervention or medicine.	None.	2 minutes	Nurse Medical Services Unit
9. (Documentation)	9. Document the data from the Consultation Form into the Consultation Logbook (TSU-MSO-SF-11)	None.	5 minutes	Nurse Medical Services Unit
TOTAL:		None	38 minutes	



2. Medical Certificate Issuance

Medical Certificate is a written statement from a physician or another medically qualified health care provider which attests to the result of a medical examination of a patient and general health status of the patient.

Office or Division:	Medical Service Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government; G2C – Government to Citizen			
Who may avail:	Students, Faculty and Personnel of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form (<i>TSU-MSO-SF-06</i>)		Medical Services Unit		
Student Medical Certificate (<i>TSU-MSO-SF-14</i>)				
SMC Logbook (<i>TSU-MSO-SF-14</i>)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient will fill up the Client Request Form (<i>TSU-MSO-SF-06</i>).	1. Nurse will Provide Client Request Form (<i>TSU-MSO-SF-06</i>).	None	5 minutes	Nurse Medical Services Unit
2. Patient will give the Client Request Form to Nurse on Duty.	2. Nurse will verify the Client Request Form.	None	5 minutes	Nurse Medical Services Unit
3. Patient shall present his/her Certificate of Registration.	3. Nurse will review, validate, and stamp the Certificate of Registration with Medical Certificate Issued and Signed.	None	2 minutes	Nurse Medical Services Unit
4. (<i>Assessment</i>)	4. Gather data from the Patient. Gather necessary data a. Sign and release medical certificate by the Nurse. b. The nurse will give health teaching to the patient if necessary. c. If the patient has Medical Illness, refer to School Doctor for further evaluation. d. The nurse will explain the validity and instruct for	None	10 minutes	Nurse Physician Medical Services Unit



	reproduce copy of MC			
5. The patient will Sign in the SMC Logbook (TSU-MSO-SF-14)	5. Let the patient sign on the SMC Logbook (TSU-MSO-SF-14)	None	2 minutes	Nurse Medical Services Unit
6. The patient will reproduce copy of MC.	6. The Nurse will validate the produce copy of MC. 6.1 The nurse will Stamp the photocopy with Certified True Copy	None	1 minute	Nurse Medical Services Unit
TOTAL:		None	25 minutes	



Medical Services Unit

Internal Services



1. APE and Pre-Employment

Annual Physical Examination and Pre-Employment is the yearly evaluation of the general health status of Teaching and Non-Teaching personnel.

Office or Division:	Medical Services Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Non-Teaching and Teaching Personnel of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
APE Form (TSU-MSO-SF-02)		Medical Services Unit		
Visual Acuity Logbook (TSU-MSO-SF-13)				
Client Request Form (TSU-MSO-SF-04)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an Appointment at MSO by calling the clinic at 606-8136	1. Clerk/Nurse will receive the call and check the availability of slot on date and time set by the patient.	None	2 minutes	Clerk Nurse Medical Services Unit
2. Client present all laboratory requirements Including the X-ray film.	2. Nurse review all requirements, If the requirements of the client are incomplete advice to come back when requirement are complete.	None	3 minutes	Nurse Medical Services Unit
3. Client will fill-up Client Request Form (TSU-MSO-SF-04) if the requirements are complete.	3. Nurse attend on the client request and validate the Client Request Form (TSU-MSO-SF-04)	None	3 minutes	Nurse Medical Services Unit
4. APE form (TSU-MSO-SF-02) for the client will be prepared.	4. Nurse prepare the APE form (TSU-MSO-SF-02) for the client and attach the laboratory result on the form.	None	1 minute	Nurse Medical Services Unit
5. (Assessment)	5.1 Nurse gathers data from the client. 5.2 Nurse test Visual Acuity of the client.	None	3 minutes	Nurse Medical Services Unit
6. Log Visual Acuity result to Visual Acuity Logbook (TSU-MSO-SF-13) and Client signature is needed.	6. Nurse log the Visual Acuity result in the Visual Acuity Logbook (TSU-MSO-SF-13) and will be signed by the Nurse and Client.	None	2 minutes	Nurse Medical Services Unit



7. Client sign to APE form.	7. Nurse must ensure client's signature on the APE form.	None	1 minute	<i>Nurse</i> Medical Services Unit
8. Client PE will be performed by the physician.	8. Nurse refer the patient to the Physician. 8.1. Physician will do PE to client.	None	10 minutes	<i>Physician</i> Medical Services Unit
9. (Evaluation, Recommendation/Advised)	9. Physician evaluates PE of the client and Laboratory result. 9.1. Physician gives recommendation/ advised base on the evaluation and findings.	None	10 minutes	<i>Physician</i> Medical Services Unit
10. Client APE certificate released.	10. Physician will sign the APE form. 9.1. Physician will release client APE certificate.	None	2 minutes	<i>Physician</i> Medical Services Unit
11. Client proceed to the HRDMO to pass APE form.	11. Nurse instruct client to pass APE form together with the Laboratory result at HRMDO. Advised client to store his/her X-Ray film for it is valid and can be use for 6 months.	None	2 minutes	<i>Nurse</i> Medical Services Unit
TOTAL:		None	39 minutes	



Library Management and Services Office

External/Internal Services



1. Barrowing of Information Materials

This service allows students to borrow and use books and other information materials from the library.

Office or Division:	Library Management and Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid TSU ID		Business Auxiliary Services Office		
PATRON STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the book(s) for check-out at the Circulation Counter together with valid ID	1. Verifies validity of ID	None	1 minute	<i>Concerned Unit Head and Staff</i> Library Management and Services
2. Fill out the Book Card (TSU-LMS-SF-06) with his/her name including date borrowed	2.1 Check-out the book under the borrower/ patron's name in the library system.	None	1 minute	<i>Concerned Unit Head and Staff</i> Library Management and Services
	2.2 Issue the book and inform the patron of its due date	None	1 minute	<i>Concerned Unit Head and Staff</i> Library Management and Services
3. Receive the book	3. Files Book Card(s) in the filing box	None	1 minute	<i>Concerned Unit Head and Staff</i> Library Management and Services
TOTAL:		None	4 minutes	

1.A. Document Delivery Service for Distance Users

This service allows distance education students to obtain the learning resource materials required for their studies.

Office or Division:	Library Management and Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid TSU ID		Business Auxiliary Services Office		
PATRON STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Search through the OPAC (http://library.tsu.edu.ph/) for relevant material and inform librarians through Official Library FB Messenger Page (https://www.facebook.com/TarlaLibrary), or the official TSU email address (library@tsu.edu.ph)	1. Validate the Identity of the patron. Check availability of material	None	1 minute	Concerned Unit Head and Staff Library Management and Services
2. Request for the scanned / electronic copy of relevant pages	2.1 Check-out the book under the borrower/ patron's name in the library system	None	1 minute	Concerned Unit Head and Staff Library Management and Services
	2.2 Scan the item, inform patron of copyright restrictions	None	29 minutes *Time may vary depending on the total number of pages	Concerned Unit Head and Staff Library Management and Services
3. Receive the copy	3. Send the electronic copy to patron	None	2 minutes (May be extended due to power / Internet connection problems)	Concerned Unit Head and Staff Library Management and Services
TOTAL:		None	33 minutes	

1.B. Online Reservation and Pick-Up

This service allows students to reserve available materials and then pick them up on a pre-arranged date.

Office or Division:	Library Management and Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid TSU ID		Business Auxiliary Services Office		
PATRON STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request online during office hours thru Facebook Messenger (https://www.facebook.com/TarlaLibrary)	1. Check availability of material	None	2 days	Concerned Unit Head and Staff Library Management and Services



com/TarlacLibrary), library email (library@tsu.edu.ph) 2 days before pick-up				
2. Pick up the material at the TSU Main Campus Guardhouse	2.1 Validate identity of patron	None	2 minutes	Concerned Unit Head and Staff Library Management and Services
	2.2 Check-out the book under the borrower / patron's name in the library system	None	1 minute	Concerned Unit Head and Staff Library Management and Services
3. Fill-out Book Card (TSU-LMS-SF-06) and logbook (TSU-LMS-SF-28)	3. Release the material to patron	None	2 minutes	Concerned Unit Head and Staff Library Management and Services
TOTAL:		None	2 days, 5 minutes	

2. Clearance

This service allows students and employees with no library accountabilities to secure library clearance for their benefit.

Office or Division:	Library Management and Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form For Employees: <ul style="list-style-type: none"> - Plantilla (CS Form 7) - Non-Teaching (Job Order) (TSU-HRD-SF-45) - For Lecturer Full-time/Part-time (TSU-HRD-SF-46) For Students (TSU-REG-SF-07)		For employees: Human Resources and Management Development Office, forms downloadable thru TSU website (www.tsu.edu.ph) For students: Admission and Registration Office, forms downloadable thru TSU website (www.tsu.edu.ph)		
PATRON STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the properly filled out Clearance Form at the Circulation Counter	1. Verify library accountabilities of patron from the library system	None	3 minutes	Concerned Unit Head and Staff Library Management and Services



	<p>*If patron has no library accountabilities: Librarian will affix signature on the clearance form and release it to patron. Proceed to Step 4</p> <p>*If patron has existing library accountabilities: Librarian informs patron to settle his/her accountabilities</p>			
1. ARO forwards collected Clearance Forms to the concerned unit library	1. Receive the collected Clearance Forms	None	Processing time may vary depending on the number of forms collected at a time	Concerned Unit Head and Staff Library Management and Services
2. Settle library accountabilities at the Cashier's Office and/or Supply Office	2. Evaluate and assess the library accountabilities	Depends on the computed fines or price of book, if lost	Processing time may vary	Staff Cashiering Unit Staff Supply and Property Management Unit
3. Patron presents Official Receipt of payment	3. Verify Official Receipt	None	1 minute	Concerned Unit Head and Staff Library Management and Services
4. Receive the duly signed Clearance Form and fill-out the Clearance Logbook (TSU-LMS-SF-12)	4. Release the duly signed Clearance Form and Provide the Clearance Logbook	None	1 minute	Concerned Unit Head and Staff Library Management and Services
TOTAL if patron has no library accountabilities:		None	4 minutes	
TOTAL if patron has existing library accountabilities:		Depends on the computed fines or price of book, if lost	5 minutes (Processing time may vary)	



3. Computer & Internet Access

The library is equipped with computer units with internet access. Patrons may use the facilities for free.

Office or Division:	Library Management and Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid TSU ID		Business Auxiliary Services Office		
PATRON STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID at the Circulation Counter/Internet Section	1.1 Verifies validity of ID	None	1 minute	<i>Concerned Unit Head and Staff Library Management and Services</i>
	1.2 Scans available computer number tag under the patron's name in the library system and attach it to patron's ID	None	1 minute	<i>Concerned Unit Head and Staff Library Management and Services</i>
	1.3 Librarian assists patron to the computer workstation	None	1 minute	<i>Concerned Unit Head and Staff Library Management and Services</i>
2. After using the computer unit facilities, patron retrieves ID card at the Circulation Counter/ Internet Section	2. Librarian scans Computer Number Tag to check-in and returns patron's ID	None	1 minute	<i>Concerned Unit Head and Staff Library Management and Services</i>
TOTAL:		None	4 minutes	



4. Referral Service

For TSU students and employees who need to consult other information centers, they may request from the library for issuance of referral letter to other libraries.

Office or Division:	Library Management and Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid TSU ID		Business Auxiliary Services Office		
PATRON STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID at the Circulation Counter and informs staff of request for referral	1.1 Verifies validity of ID and provide to patron the request form to request for Referral Letter. Advise patron to fill out the form and seek Dean's signature for approval	None	30 seconds	<i>Concerned Unit Head and Staff Library Management and Services</i>
2. Fill-out the Referral Letter Request Form (TSU-LMS-SF-02) and seek signature of College Dean/Adviser for approval	2. Sign the Referral Letter Request Form	None	Processing time may vary	<i>College Dean</i>
3. Submit the signed Referral Letter Request Form to the Library Staff	3. Receives approved Referral Letter Request Form and encode information on the referral letter template, print, and affix signature	None	5 minutes	<i>Concerned Unit Head and Staff Library Management and Services</i>
4. Receive the referral letter and log on the Referral Issuance Log (TSU-LMS-SF-11)	4. Issue the Referral Letter to the patron	None	1 minute & 30 seconds	<i>Concerned Unit Head and Staff Library Management and Services</i>
TOTAL:		None	7 minutes	



5. Renewal

The service allows library patrons to renew borrowed books for three times. A borrowed book may be renewed if it has not been requested by another patron.

Office or Division:	Library Management and Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For renewal at the Circulation Counter- Book(s) for renewal		Patron will provide		
For Online renewal requests- Valid TSU ID number		Business Affairs and Auxiliary Services Office		
PATRON STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. *For renewal at the Circulation Counter - Patron presents book(s) for renewal	1.1 Scans the book or the borrower's ID in the library system for renewal. Pull-out Book Card from the file box and request the patron to rewrite his/her name on the book card and indicate current date	None	2 minutes (May be extended due to power / Internet connection problems)	<i>Concerned Unit Head and Staff Library Management and Services</i>
1. * For Online renewal requests - Patrons' name and student ID number	1.1 Validate identity of the patrons' account thru the library system			
2. *For renewal at the Circulation Counter - Fill-out the Book Card / Logbook with name, date of renewal and other pertinent information	2.1 Receive the Filled-out Book Card / Logbook	None	2 minutes	<i>Concerned Unit Head and Staff Library Management and Services</i>
*For Online renewal requests	2.1 Proceed to book renewal under the borrower/ patron's name in the library system			



3. *For renewal at the Circulation Counter - Return the filled-out book card (TSU-LMS-SF-06) *For Online renewal requests	3.1 Issue the renewed book(s) to patron 3.1 Renew book(s) under patron's name in the library system	None	1 minute	<i>Concerned Unit Head and Staff Library Management and Services</i>
4. For renewal at the Circulation Counter - Receive book(s). For Online renewal requests	4.1 Librarian files Book Card(s) in the filing box. 4.1 Inform patron of the new renewal date or that maximum renewal has been reached, if applicable	None	1 minute	<i>Concerned Unit Head and Staff Library Management and Services</i>
TOTAL:		None	6 minutes	

6. Return of Information Materials

This service assists library patrons in returning borrowed information materials to the library.

Office or Division:	Library Management and Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Information materials borrowed		Patron will provide		
PATRON STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the book(s) for check-in at the Circulation Counter	1.1 Receives and scan book(s) in the library system for check-in. Pull-out Book Card from the file box and insert in the book pocket	None	4 minutes	<i>Concerned Unit Head and Staff Library Management and Services</i>
1. * For Book drop usage - Patron leaves the book(s) at the Book Drop	1.1 *Retrieve the book from Book Drop for quarantine			



	1.2 If overdue: Librarian informs patron of the penalty which must be paid at the Cashier's Office	None	1 minute	<i>Concerned Unit Head and Staff Library Management and Services</i>
3. Pay the overdue fine at the Cashier's Office. *	3. Receive and Process the payment for the overdue fine	P20.00 per day per book	Processing time may vary	<i>Staff Cashier's Office</i>
4. Present the Official Receipt of overdue payment to the Library Staff at the Circulation Counter	4. Verify Official Receipt and update or clear patron's overdue fine in the library system	None	2 minutes	<i>Concerned Unit Head and Staff Library Management and Services</i>
TOTAL if without overdue penalty:		None	4 minutes	
TOTAL if with overdue penalty:		(may vary depending on the total fines)	7 minutes	

*All fines for overdue materials incurred during the new normal are suspended. Instead, patron's library privileges will be revoked until material is returned.

7. Reference Service

This service helps patrons' information needs by advising them on resources available in the library.

Office or Division:	Library Management and Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid TSU ID		Business Affairs and Auxiliary Services		
PATRON STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patron state query through library official email account (library@tsu.edu.ph) or social media platform thru Facebook Messenger (https://www.facebook.com/TarlacLibrary)	1. Receives query from patron	None	1 minute	<i>Concerned Unit Head and Staff Library Management and Services</i>
2. Verify and negotiate query with staff	2. Clarify and negotiate query	None	4 minutes	<i>Concerned Unit Head and Staff Library Management and Services</i>



3. Wait for reference query to be processed	3.1 Analyze query and identify possible information sources using the online access (OPAC)	None	5 minutes	Concerned Unit Head and Staff Library Management and Services
	3.2 If answer/s to query is found, present to patron the information source.	None	1 minute	Concerned Unit Head and Staff Library Management and Services
4. Receive answer to query	4. Record query in logbook (TSU-LMS-SF-10) and sources of information for reference purposes	None	1 minute	Concerned Unit Head and Staff Library Management and Services
TOTAL:		None	12 minutes	

*Processing times may be extended depending on the nature of the query.

8. Readers Advisory on Submission of Unpublished Materials

This service allows graduands to contribute unpublished research materials to the library.

Office or Division:	Library Management and Services			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Graduands			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy Furnish of Dissertation/Thesis Form (TSU-VPA-SF-50)		Respective Dean's office of the graduand. Or can be downloaded at https://www.tsu.edu.ph/downloads/students		
Four (4) copies of thesis/dissertation (HARDBOUND)		The graduand will provide		
PATRON STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The contributor submits their accomplished Copy Furnish form (TSU-VPA-SF-50) along with the copies of their dissertation / thesis at the TSU College of Engineering guardhouse	1. Receives Ccopy Furnish of Dissertation/ Thesis Form along with the copies of Dissertation/ Thesis	None	30 seconds	Guard on duty
2. Fill out the library Incoming Unpublished Materials logbook (TSU-LMS-SF-25)	2.1 Procedure to record the submission	None	1 minute	Guard on duty Concerned Unit Head and Staff



				Library Management and Services
	2.2 Forward the collected copies of Furnished Forms to the University Registrar on a set date	None	Every Friday	<i>Concerned Unit Head and Staff</i> Library Management and Services
	2.3 Collected copies of Dissertation/ Thesis for TSU libraries acquired are posted on library bulletin board, website or in the library FB page list of newly available library resources	None	Processing time may vary depending on the volume of collected at a time	<i>Concerned Unit Head and Staff</i> Library Management and Services
	2.4 Copies of Thesis/ Dissertations for Provincial Library and National Library of the Philippines forward on a set date	TSU library allocate d funds	Turn over time may vary depending on the volume of collected at a time	<i>Concerned Unit Head and Staff</i> Library Management and Services
	TOTAL:	None	4 days, 1 minute & 30 seconds	

*Safety measures are being implemented to follow the health guidelines set by authorities.
Processing time may vary depending on the volume of theses/dissertations collected at a time.



Library Management and Services Office

External Services



1. Visiting Researcher

This service aids patrons' information needs by providing resources available in the library.

Office or Division:	Quality Management System Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any valid ID		The patron will provide.		
Duly signed Referral Letter (Original copy) addressed to Tarlac State University Library Director		Head Librarian from their institution		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the referral letter at the Circulation Counter	1. Verify referral letter	None	2 minutes	<i>Concerned Unit Head and Staff Library Management and Services</i>
2. Log name on visitors Logbook (TSU-LMS-SF-29)	2. Perform reference procedure to identify needed information sources	None	3 minutes	<i>Concerned Unit Head and Staff Library Management and Services</i>
3. Patron state and negotiate query	3.1 Analyze query and identify possible information sources using the online access (OPAC)	None	5 minutes	<i>Concerned Unit Head and Staff Library Management and Services</i>
	3.2 If answer/s to query is found, present to patron the information source	None	1 minute	<i>Concerned Unit Head and Staff Library Management and Services</i>
4. Receive answer to query	4. Record query and sources of information for reference purposes	None	1 minute	<i>Concerned Unit Head and Staff Library Management and Services</i>
TOTAL:		None	12 minutes	



National Service Training Program

Internal Services



1. Transfer of Student (For choosing a component)

This service allows students to choose the NSTP component of their choice.

Office or Division:	National Services Training Program			
Classification:	Highly Technical Transactions			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All NSTP students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official List of students		NSTP trainers will provide		
Transfer Form (Original Copy)		The Office will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Identify the component of their choice.	1. Inform the NSTP trainer	None	4 hours	<i>NSTP Trainers</i>
2. Identify new class schedule vis-a-vis vacant time.	2. Inform the NSTP trainer	None	4 hours	<i>NSTP Trainers</i>
3. Submit the final list of students who will be transferred to their chosen NSTP component with their new schedule	3. Collate the report per section, per college	None	1 day	<i>NSTP Trainers</i>
4. Fill out Transfer Form	4.1 Generate summary of transferees	None	3 days	<i>Clerk NSTP Office</i>
	4.2 Sign the Transfer Form	None	2 days	<i>NSTP Director ARO Director Vice President for Academic Affairs</i>
	4.3 Transfer the student to the chosen NSTP components	None	2 days	<i>Clerk MISO Office</i>
TOTAL:		None	9 days	



2. Verification of Student's Component for the second semester

The purpose of this service is to validate the continuity of student's chosen NSTP component during the Second semester.

Office or Division:	National Services Training Program			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All NSTP Trainers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Database		From the NSTP Trainers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Generate database of NSTP trainees per component.	1. Provide a copy to NSTP trainers.	None	1 hour	Clerk NSTP Office
	2. Confirm the student's component based on the database.	None	7 days	Clerk NSTP Office
	3. Finalize the list of students according to their component.	None	1 day	Clerk NSTP Office
TOTAL:		None	8 days, 1 hour	

3. Requisite Graduation

The purpose of this service is to give a lead to both trainers and trainees in processing NSTP graduation.

Office or Division:	National Services Training Program			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All NSTP Trainers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Grade Sheet/s		The trainers will provide.		
OSS Form 2B		The trainees will fill out		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled out NSTP OSS Form 2b	1. Receive the submitted filled out Form	None	4 hours	Clerk NSTP Office
2. Submit a copy of posted grades.	2.1 Receive the submitted copy of posted grade	None	4 hours	Clerk NSTP Office
	2.2 Candidates for NSTP graduation will be verified via grade sheet	None	5 days	Clerk Coordinators Director NSTP Office
	2.3 Finalize and Release the List of Candidates for graduation	None	1 day	Clerk NSTP Office
TOTAL:		None	7 days	



4. Procedure for asking for a copy of Serial Number

This service allows the National Services Training Program graduates to obtain their NSTP serial number.

Office or Division:	National Services Training Program			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All TSU NSTP graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter (original)		Current school of the student		
Request Serial Number Form		The client will provide.		
Basic information of the client (as per NSTP OSS Form 2b, copy of NSTP grades)		The client will provide.		
Transcript of Records (Photocopy only)		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter from the existing school registrar requesting for a serial number and	1. Get the letter from the student	None	15 minutes	<i>Clerk</i> NSTP Office
2. Fill out the NSTP request form	2.1 Examine the form and verify its veracity vis-a-vis submitted documents	None	15 minutes	<i>Clerk</i> NSTP Office
	2.2 If verified true and correct, the Director signs the form.	None	15 minutes	<i>Clerk,</i> <i>Director</i> NSTP Office
3. Receive the document requested	3. Seal the document and release to the client.	None	15 minutes	<i>Clerk</i> NSTP Office
TOTAL:		None	1 hour	



**Office of the Vice President for
Administration and Finance**

Internal Services



1. Incoming Communication and/or endorsement from the Office of the University President to the Office of the VP for Administration and Finance

Letters are written or printed documents that are used to deliver important or specific information, to serve as documentation of an event or decision, and/or to ask for permission to a certain request within an organization.

The Office of the University President devised an Endorsement/Action Form which is used for the letter of invitation, request of data, extension services, reservation of facilities, etc. of the different agency and organizations in the national or international wherein the letter must be reviewed/recorded by the Records and Archives Unit. The President endorses the letter of communication to the concerned personnel to help and/or take charge in the decision making and let the undersigned know the status of specific request/project.

Office or Division:	Office of the Vice President for Administration and Finance			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement and/or attachments		Staff of OUP Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook	1.1 Receive and Log-in of incoming communication and/or endorsement	None.	2 minutes	Staff/Clerk VPAF
	1.2 Endorsement of the VP for Administration and Finance to the concerned Director/s, Faculty, or Staff	None.	1 day	Staff/Clerk VPAF
	1.3 Log-out of outgoing communication and/or endorsement	None.	2 minutes	Staff/Clerk VPAF
TOTAL:		None	1 day, 4 minutes	



2. Inter-Office Communication and Transactions

Inter-Office Communication/Transactions is a form of communication that occurs amongst the top management and its employees within the university. It is integral to the efficiency and operations of an office.

Office or Division:	Office of the Vice President for Administration and Finance			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documents and/or attachments (Letter, Purchase Request, Work Order, Job Order, and Payroll/Voucher)		The Client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook	1.1 Receive and Log-in of incoming communication and/or transaction from another office (e.g. Letter, Purchase Request, Work Order, Job Order, and Payroll/Voucher)	None.	2 minutes	Staff/Clerk VPAF
	1.2 Signing, or action on the inter-office communication and/or transaction	None.	1 day	Staff/Clerk VPAF
	1.3 Log-out of outgoing communication and/or transaction from another office	None.	2 minutes	Staff/Clerk VPAF
TOTAL:		None	1 day, 4 minutes	



Motorpool Unit

Internal Services



1. Scheduling of Travel

This service allows TSU Personnel to reach their destinations safely and in no time.

Office or Division:	Motorpool Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Government			
Who may avail:	All TSU Faculty and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Travel Order		From respective college/office/unit.		
Accomplished Trip Ticket		From the Motorpool Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved Travel Order	1.3 Check the important details of Travel Order and other attachment/s	None	1 minute	<i>Clerk/Staff</i> Motorpool Unit
	1.2 Check the availability of service vehicle and driver, based on the date and time of travel.	None	1 minute	<i>Clerk/Staff</i> Motorpool Unit
	1.3 Give confirmation if the request is already on schedule.	None	1 minute	<i>Clerk/Staff</i> Motorpool Unit
	1.4 Inform the client if the request is on Re- schedule due to unavailability of Service Vehicle.	None	1 minute	<i>Clerk/Staff</i> Motorpool Unit
TOTAL:		None	4 minutes	



Accounting Unit

External/Internal Services



1. Assessment of Fees for Other Payors

The procedure to help other payors for their payment with regards to a particular transaction.

Office or Division:	Accounting Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Training/Registration Form		University Extension Office		
Paper for Assessment of Bid Document		Procurement/ BAC Unit		
Disbursement Vouchers (Transfer of Funds, etc.)		Cashiering Unit		
Payment/Assessment Slip (TOR, Certification, Notarial Fee, etc.)		Concerned Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement needed for the particular transaction	1.1 Open the TSU's System for Assessment: 1.1.1 Check if there's already an account 1.1.2 Create an account (as needed)	None	1 minute	<i>Accounting Staff</i> Accounting Unit
	1.2. Assess particular fee/s	None	3 minutes	<i>Accounting Staff</i> Accounting Unit
TOTAL:		None	4 minutes	

2. Online Processing of Refund of Overpayment, Breakage Deposit & Other Credit Balances

To process request for refund of overpayment, breakage deposit, and other credit balances that is due to the students.

Office or Division:	Accounting Unit			
Classification:	Simple to Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students with Breakage Deposits, Overpayment/Credit Balances			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		Cashiering Unit		
Certificate of Registration		ARO / Student Portal		
Student ID		Student		
Contact Number				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an e-mail at acctg@tsu.edu.ph	1.1 Checking of e-mail from time to time	None	1 day	<i>Accounting Staff</i> Accounting Unit



regarding the request with the following requirements: (Scanned copy/ Picture) A. Overpayment and other Credit Balances: -Official Receipt -Certificate of Registration -Contact Number B. Breakage Deposit - Student ID -Contact Number	1.2 Open the Student Account in the TSU Enrolment System and check/verify account balance/ payments if eligible for refund	None	5 minutes	Accounting Staff Accounting Unit
	1.3 Print the complete requirements received from E-mail.	None	3 minutes	Accounting Staff Accounting Unit
	1.4 Prepare Obligation Request Status & Disbursement Voucher/Payroll and attach complete requirements to be signed by the Finance Director	None	3 days <i>Time may vary depending on the number of requests received</i>	Accounting Staff Accounting Unit
	1.5 Forward the prepared documents to Budget Management Unit.	None	10 minutes	Receiving/ Releasing Staff Accounting Unit
TOTAL:		None	4 working days, 18 minutes	

3. Pre-audit of Payroll/ Disbursement Vouchers

The validating of documents supporting a transaction or series of transactions before these are being paid and recorded. Pre-audit is being performed to determine the accuracy, validity and legality of the expenditure, and to assure that there is enough fund available for the payment.

Office or Division:	Accounting Unit			
Classification:	Simple to Complex			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payroll/ Disbursement Voucher (Salaries, Overtime, Purchases, Infrastructures, Utilities, etc.) with supporting documents		Concerned Offices/Employees/Officials		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit Payroll/ Disbursement Voucher with supporting documents	1.1 Receiving of Disbursement Vouchers/ Payroll with Supporting Documents	None	5 minutes <i>(may vary depending on the bulk of the vouchers/ payrolls to be received)</i>	<i>Receiving/ Releasing Staff Accounting Unit</i>
	1.2 Process Disbursement Voucher/ Payroll 1.2.1 Assign control number and stamp all sheets attached 1.2.2 Record the transaction in the logbook 1.2.3 Post to index card 1.2.4 Attach Pre-Audit Report form 1.2.5 Forward to the assigned pre-auditing staff	None	1 working day <i>(may vary depending on the bulk of the vouchers/ payrolls received)</i>	<i>Receiving/ Releasing Staff Accounting Unit</i>
	1.3 Pre-audit Disbursement Vouchers/ Payrolls (check if supporting documents are complete and expenditure is accurate, valid and in accordance with the governing law	None	3 working days, 4 hours <i>(may vary depending on the complexity of the transaction)</i>	<i>Accounting Staff (in-charge per Fund Cluster) Accounting Unit</i>
	1.4 Forward to Finance Office for signing of Vouchers/Payroll	None	1 hour <i>(may vary depending on the bulk of the vouchers/ payrolls to be forwarded)</i>	<i>Receiving/ Releasing Staff Accounting Unit</i>
TOTAL:		None	4 working days, 5 hours, 5 minutes	



Accounting Unit

External Services



1. Re-Assessment/Adjustment of Student Fees and Checking of Student Account Balances

To process student's request for re-assessment/adjustment of fees but in accordance with the university policy and checking of account balances.

Office or Division:	Accounting Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students who are enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pre-assessment/Pre-Registration Form;		Respective College		
Or ID		University Business Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Pre-Assessment/Pre-Registration Form or ID	1.1 Open Student Account in the TSU Enrolment System	None	1 minute	<i>Accounting Staff</i> Accounting Unit
	1.2 Check account balance and review for possible re-assessment/adjustment of fees as requested in accordance with the University policy	None	4 minutes	<i>Accounting Staff</i> Accounting Unit
TOTAL:		None	5 minutes	



2. Online Verification, Re-assessment/Adjustment of Account Balances of Students

To process student's online request for verification of account balances and re-assessment/adjustment of fees but in accordance with the university policy.

Office or Division:	Accounting Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students who are enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Name of Student		Student		
Student Number				
Course				
E-mail Address				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an e-mail at acctg@tsu.edu.ph with the following requirements. State the purpose whether to verify account balance or request for re-assessment/ adjustment of fees' schedule of payment.	1.1 Checking of E-mail from time to time.	None	1 day	Accounting Staff Accounting Unit
	1.2. Open Student Account in the TSU Enrolment System, check account balance and review for possible re-assessment/ adjustment of fees as requested in accordance with the University policy	None	5 minutes	Accounting Staff Accounting Unit
2. Check e-mail for the response to request/verification	2. Respond to student's request/ verification thru e-mail	None	10 minutes <i>(may vary depending on the stability of internet connection)</i>	Accounting Staff Accounting Unit
TOTAL:		None	1 day, 15 minutes	



Accounting Unit

Internal Services



1. Pre-audit of Liquidation Reports

The review of documents supporting a transaction or series of transactions after cash advances are given and recorded. To provide a more efficient and effective control over the granting, utilization, and liquidation of cash advances.

Office or Division:	Accounting Unit			
Classification:	Simple to Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Institution's Employee/ Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Liquidation Reports with supporting documents		Concerned Offices/Employees/Officials		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Liquidation Report with supporting documents	1.1 Receiving of Liquidation Report	None	5 minutes	5 minutes <i>(may vary depending on the bulk of the vouchers/ payrolls to be received)</i>
	1.2 Process Liquidation Report (Assign Control Number, Recording of Transaction, etc.)	None	1 working day <i>(may vary depending on the bulk of the vouchers/ payrolls received)</i>	1 working day <i>(may vary depending on the bulk of the vouchers/ payrolls received)</i>
	1.3 Pre-audit Liquidation Report	None	3 working days, 4 hours <i>(may vary depending on the complexity of the transaction)</i>	3 working days, 4 hours <i>(may vary depending on the complexity of the transaction)</i>
	1.4 Forward to Finance Office for signing of the Report	None	1 hour <i>(may vary depending on the bulk of the vouchers/ payrolls to be forwarded)</i>	1 hour <i>(may vary depending on the bulk of the vouchers/ payrolls to be forwarded)</i>
TOTAL:		None	4 working days, 5 hours, 5 minutes	



Budget Management Unit

Internal Services



1. Certification of Allocation of Fund

The service evaluates and certifies the funding requests of different offices and colleges of the University.

Office or Division:	Budget Management Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Any university employee representing an office or college			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Three (3) copies of funding request form/letter.		From office/unit requesting.		
Supporting documents, if applicable.		From office/unit requesting.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give the funding request form/letter together with the applicable supporting documents to the budget clerk	1.1. Receive and verify the completeness of documents supporting the request. Affix and record control number for reference Note: If there are any problems, the Budget Clerk will return the submitted documents and discuss the concerns to the client	None	10 minutes	<i>Budget Clerk</i> BMU
	1.2. Evaluate, certify, and sign the funding request form/letter	None	1 day	<i>Budget Officer/</i> OIC BMU
	1.3. Release/route the documents to the next approving authority	None	10 minutes	<i>Budget Clerk</i> BMU
TOTAL:		None	1 day, 20 minutes	



2. Processing of Obligation and Request Status (ObRS)

The service processes the recording of Obligation Request and Status (ObRS) by charging the amount obligated to the appropriate responsibility center, MFO and specific object of expenditure as supported by required documents establishing the validity and correctness of the claim.

Office or Division:	Budget Management Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Any university employee representing an office or college.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Four (4) copies of accomplished Obligation Request and Status (ObRS)		From the Business Center.		
Three (3) copies of accomplished Disbursement Voucher (DV)		From the Business Center.		
Required supporting documents.		From office/unit concerned.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give the ObRS with its corresponding supporting documents to the Budget Clerk.	1.1. Receive and verify the completeness of documents supporting the ObRS. Affix and record control number for reference. Note: If there are any problems, the Budget Clerk will return the submitted documents and discuss the concerns to the client.	None	10 minutes	<i>Budget Clerk</i> BMU
	1.2. Verify and obligate the amount for funding.	None	10 minutes	<i>Budget Staff</i> BMU
	1.3. Evaluate, certify, and signs the ObRS.	None	1 day	<i>Budget Officer/</i> <i>OIC</i> BMU
	1.4. Release/ route the documents to the next approving authority.	None	10 minutes	<i>Budget Clerk</i> BMU
TOTAL:		None	1 day & 30 minutes	



3. Queries/Assistance on Funding Requirements and Requests

The service provides assistance and replies on queries of clients regarding procedural and documentary requirements for fund allocation including the status of requested funding.

Office or Division:	Budget Management Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Any university employee representing an office or college.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Logbook or Record book.		From office/unit concerned.		
Copy of necessary documents with corresponding control/reference number, if available.		From office/unit concerned.		
Request letter, if applicable		From office/unit concerned.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire to the Budget Clerk regarding their mix-ups or the status of their requests.	1.1. The Budget Clerk replies to simple queries. For complex queries or concerns, the Budget Clerk request the client to provide a formal letter and advise the same to return after a specified day or time of the day.	None	1 day	<i>Budget Clerk</i> BMU
TOTAL:		None	1 day	



Cashiering Unit

External/Internal Services



1. Claiming of Checks

Payment of obligations *thru check*.

Office or Division:	Cashiering Unit - Disbursement			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entities G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		The payee will provide.		
For authorized representative: a. Authorization or Special Power of Attorney. b. Valid ID of representative. c. Xerox copy of valid ID of payee.		The authorized representative will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID / requirements of the authorized representative	1. Check the completeness of requirements	None.	5 minutes	<i>Releasing Officer</i> Cashiering Unit
2. Issue an Official receipt	2. Check the issued Official receipt	None.	5 minutes	<i>Releasing Officer</i> Cashiering Unit
3. Sign on the Disbursement Voucher.	3. Make the client sign the disbursement voucher	None.	5 minutes	<i>Releasing Officer</i> Cashiering Unit
4. Claim check and tax certificate for suppliers.	4. Release the check and tax certificate if available.	None.	5 minutes	<i>Releasing Officer</i> Cashiering Unit
TOTAL:		None	20 minutes	

2. Payment Thru Advice to Debit Account (ADA)

Direct payment of obligations thru bank.

Office or Division:	Cashiering Unit - Disbursement			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entities G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher		Accounting Unit or VPAF		
Official Receipt from client		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give Disbursement Voucher to Receiving Staff	1.1 Receive approved Disbursement Voucher (DV) charged from GAAA.	None.	5 minutes	<i>Receiving Staff</i> Cashiering Unit



	1.2 Prepare and route for approval of List of Due and Demandable Accounts Payable-Advice to Debit Account (LDDAP-ADA) and Summary of LDDAP- ADA Issued and validated Amount Entries (SLIAE).	None.	10 minutes	<i>Disbursing Staff Cashiering Unit</i>
	1.3 Transmit LDDA-ADA to Government Servicing Bank.	None.	30 minutes	<i>Disbursing Staff Cashiering Unit</i>
	1.4 Notify payee of the ADA payment.	None.	10 minutes	<i>Disbursing Staff Cashiering Unit</i>
2. Client will present an Official Receipt	2. Receive OR from client and release Tax Certificate if available	None.	5 minutes	<i>Disbursing Staff Cashiering Unit</i>
TOTAL:		None	1 hour	

3. Payment thru Petty Cash

The petty cash fund is intended for emergency purchases P 5,000.00 below.

Office or Division:	Cashiering Unit - Disbursement			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entities G2G - Government to Government			
Who may avail:	Requestor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Petty Cash Voucher		Petty Cash Custodian		
1. Fill up the PCV with attached required documents	1. Receive approved petty cash voucher (PCV) with attached required documents from requestor.	None.	5 minutes	<i>Petty Cash Custodian Disbursement</i>
2. Sign PCV and claim cash.	2. Give the PCV and Cash to the requestor	None.	2 minutes	<i>Petty Cash Custodian Disbursement</i>
3. Submit official receipt to Petty Cash Custodian for liquidation.	3. Check the official receipt for replenishment	None.	30 minutes	<i>Petty Cash Custodian Disbursement</i>
TOTAL:		None	37 minutes	



4. Payment thru Checks

Payment of obligation using empress fund.

Office or Division:	Cashiering Unit - Disbursement			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entities G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher		Accounting Unit, VPAF		
ACIC Form		Cashiering Unit		
Official Receipt		Client		
1. Give Disbursement Voucher to Receiving Staff	1.1 Receive approved Disbursement Voucher (DV).	None.	5 minutes	<i>Receiving Staff</i> Cashiering Unit
	1.2 Prepare and route for approval checks and Advice of Checks Issued and Cancelled (ACIC) if necessary.	None	10 minutes	<i>Disbursing Staff</i> Cashiering Unit
	1.3 Transmit ACIC to Government Servicing Bank.	None.	30 minutes	<i>Disbursing Staff</i> Cashiering Unit
	1.4 Notify payee of the payment.	None.	5 minutes	<i>Disbursing Staff</i> Cashiering Unit
2. Issue Official Receipt and claim Tax Certificate if needed.	2. Check the Official receipt and give the Tax Certificate to the client	None.	5 minutes	<i>Disbursing Staff</i> Cashiering Unit
TOTAL:		None	55 minutes	



Cashiering Unit

External Services



1. Claiming of Cash Benefits Over the Counter

Students with cash benefits from scholarships, assistant wages, refunds, and allowances can claim their cash in the cashiering office.

Office or Division:	Disbursement Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	University Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University ID		The student will provide		
For authorized representative: a. Authorization or Special Power of Attorney. b. Valid ID of representative. c. Xerox copy of valid ID of payee.		The authorized representative will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID to requirements of the authorized representative	1. Check the completeness of requirements	None.	3minutes	<i>Collecting Staff</i> Cashiering Unit
2. Sign on the payroll	2. Make the student sign the payroll	None.	2 minutes	<i>Collecting Staff</i> Cashiering Unit
3. Claim cash	3. Give cash to the student or representative	None.	2 minutes	<i>Collecting Staff</i> Cashiering Unit
TOTAL:		None	7 minutes	

2. Payment of Fees thru Cash

This service is intended to issue an Official Receipt to Students after paying their outstanding balance to the University.

Office or Division:	Cashiering Unit- Collection			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Past and current students of TSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment Slip		Business Center, Accounting Office		
University ID		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the Assessment slip and Student ID	1.1 Receive Assessment Slip and/or Valid ID from student	None.	1minute	<i>Collecting Staff</i> Cashiering Unit
	1.2 Encode necessary data to the computerized Collection System	None.	1 minute	<i>Collecting Staff</i> Cashiering Unit



2. Pay the necessary amount	2. Accept legal tender currencies	Outstanding balance	1 minute	Collecting Staff Cashiering Unit
3. Claim Official Receipt (O.R.) from Collecting Officer	3. Give the Official Receipt (O.R.) to the client	None.	1 minute	Collecting Officer Cashiering Unit
TOTAL:		None	4 minutes	

3. Request for Certificate of Payment for Lost Official Receipt

This service is intended to issue Certificate of Payment upon request of payee.

Office or Division:	Cashiering Unit - Collection			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Past and current Student of TSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Affidavit of Lost		The payee will provide.		
University ID		The payee will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request at the collection window the Certificate of Payment	1. Verify correctness of the Affidavit of loss and ID number	None.	1 minute	Collecting Staff Cashiering Unit
2. Pay the Certification Fee	2.1 Collect the payment	Php 20	1 minute	Collecting Staff Cashiering Unit
	2.2 Collector process, print and sign the certificate of payment	None.	1 minute	Collecting Staff Cashiering Unit
3. Claim Certificate of Payment	3. Release the Certificate of payment	None.	1 minute	Collecting Staff Cashiering Unit
TOTAL:		None	4 minutes	



4. Signing of Student Clearance

All students must pay their outstanding balance, if there is any, before the signing of their student clearance.

Office or Division:	Cashiering Unit-Collection			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	University Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Clearance Form		Registrar		
University ID		The student will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Student Clearance Form	Verify if the student has unpaid balance.	None.	30 seconds	<i>Collecting Staff</i> Cashiering Unit
2. Pay Unpaid Balance	2. Payment of unpaid balance or liability is required before clearance.	Outstanding balance	2 minutes	<i>Collecting Staff</i> Cashiering Unit
3. Claim Student Clearance	After fees has been settled, collection staff will then sign the clearance.	None.	30 seconds	<i>Collecting Staff</i> Cashiering Unit
TOTAL:		None	3 minutes	



Facilities Development and Management Office Planning and Monitoring Unit (FDMO-PMU)

External Services



1. Processing of initial payment – Mobilization / advance payment

Mobilization or Advance Payment refers to the initial billing received by the contractor which must not exceed fifteen (15%) of the contract amount for the project. This amount shall be paid in lump sum or, at the most, two (2) installments according to a schedule specified in the ITB and other relevant bidding documents.

Office or Division:	Planning and Monitoring Unit (FDMO-PMU)			
Classification:	Highly Technical			
Type of Transaction:	G2B-Government to Business Entity/ies			
Who may avail:	Contractors for the University Infrastructure Projects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent of the Contractor		The contractor will provide		
Advance Payment Bond (15% of the contract amount)		The contractor will provide		
Mobilization Photographs		The contractor will provide		
Bank Account Details (if GAA-funded only)		The contractor will provide		
Building Permit (if applicable)		The contractor will provide; To be issued by the Tarlac City Office of the Building Official		
Endorsement Letter from the President		Planning and Monitoring Unit (FDMO-PMU)		
Recommendation Letter from FDMO Director		Planning and Monitoring Unit (FDMO-PMU)		
Other documents peculiar to the contract		Planning and Monitoring Unit (FDMO-PMU)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The contractor submits the Letter of Intent and Mobilization Photographs to the Records and Archives Unit (RAU) of TSU for logging and controlling.	1.1 The Endorsement Form from OUP and documents submitted by the contractor will be forwarded to the Facilities Development and Management Office (FDMO) for the additional notes and instructions from the FDMO Director.	None	1 day	<i>Contractor</i> <i>Staff</i> <i>RAU</i>
	1.2 Evaluate the set of documents transmitted	None	1 day	<i>Clerk,</i> <i>Unit Head</i> <i>FDMO-PMU</i>
	1.3 Endorse the documents to the Project-in-Charge for validation of the submitted requirements.	None	1 day	<i>Unit Head,</i> <i>Project-in-Charge</i> <i>FDMO-PMU</i>



	1.4 Upon verification, Schedule a site inspection with the Infrastructure Project Inspection Team (IPIT) and the contractor.	None	1 day	<i>Project-in-Charge</i> FDMO-PMU
2. The contractor attends the site inspection scheduled by the Project-in-Charge from PMU	2.1 Inspect the site to check the actual site conditions and mobilization undertaken by the contractor	None	4 hours	<i>Project-in-Charge</i> FDMO-PMU <i>Infrastructure</i> <i>Project Inspection</i> <i>Team (IPIT)</i> <i>Contractor</i>
	2.2 After the site inspection, Give the contractor the checklist of requirements that they need to provide for the processing of their billing request.	None	1 hour	<i>Project-in-Charge</i> FDMO-PMU
3. The contractor will submit the additional requirements from the checklist given by the Project-in-Charge.	3.1 Receive the documents from the contractor for validation and review.	None	5 days	<i>Contractor</i> <i>Project-in-Charge</i> FDMO-PMU
	3.2 Prepare and compile the other documentary requirements for the billing.	None	1 day	<i>Project-in-Charge</i> FDMO-PMU
	3.3 Sign the recommendation letter and forward to the OVAF and OUP for the completion of signatures	None	1 day	<i>Director,</i> <i>Clerk</i> FDMO-PMU
	3.4 Receive the signed Recommendation Letter and compiles all the documentary requirements for transmittal to the Billing-in-Charge.	None	1 day	<i>Project-in-Charge</i> FDMO-PMU
	3.5 Verify the completeness and correctness of the submitted documentary requirements and	None	1 day	<i>Billing-in-Charge</i> FDMO-PMU



	prepares the Obligation Request and Disbursement Voucher for payment.			
	3.6 Sign the Obligation Request and Disbursement Voucher.	None	1 day	<i>Director</i> FDMO-PMU
	3.7 Log the completed documents and forward them to the next office concerned.	None	1 day	<i>Billing-in-Charge</i> FDMO-PMU
TOTAL:		None	15 days & 5 hours	

2. Processing of initial payment – First progress billing (If there is no advanced payment)

The contractor can opt out of charging a Mobilization/Advance Payment from the Procuring Entity and proceed to a First Progress Billing, provided the minimum evaluated accomplishment is at least 20% of the contract amount. Choosing this billing process also removes the deduction of a recoupment amount relative to the advance payment to the succeeding progress billings of the project.

Office or Division:	Planning and Monitoring Unit (FDMO-PMU)
Classification:	Highly Technical
Type of Transaction:	G2B-Government to Business Entity/ies
Who may avail:	Contractors for the University Infrastructure Projects
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Letter of Intent of the Contractor	The contractor will provide
Contractor's Progress Billing Statement for the Period Covered	The contractor will provide
Progress Photographs (Before, During, After)	The contractor will provide
Results of Test Analysis (concrete test, meager test, etc.), if there is a test analysis within the period only	The contractor will provide
Bank Account Details (if GAA-funded only)	The contractor will provide
Building Permit (if applicable)	The contractor will provide; To be issued by the Tarlac City Office of the Building Official
Endorsement Letter from the President	Planning and Monitoring Unit (FDMO-PMU)
Agency's Statement of Work Accomplished (includes the statement of time elapsed and the certification of the Infrastructure Project and Inspection Team)	Planning and Monitoring Unit (FDMO-PMU)
	Planning and Monitoring Unit (FDMO-PMU)
Other documents peculiar to the contract	Planning and Monitoring Unit (FDMO-PMU)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The contractor submits the Letter of Intent, Progress Billing Statement, and Progress Photographs to the Records and Archives Unit (RAU) of TSU for logging and controlling.	1.1 The Endorsement Form from OUP and documents submitted by the contractor will be forwarded to the Facilities Development and Management Office (FDMO) for the additional notes and instructions from the FDMO Director.	None	1 day	<i>Contractor</i> <i>Staff</i> <i>RAU</i>
	1.2 The set of documents will be transmitted to the Planning and Monitoring Unit (PMU) for evaluation of the Unit Head.	None	1 day	<i>Clerk</i> <i>Unit Head</i> <i>FDMO-PMU</i>
	1.3 Endorse the documents to the Project-in-Charge for validation of the submitted requirements.	None	1 day	<i>Unit Head,</i> <i>Project-in-Charge</i> <i>FDMO-PMU</i>
	1.4 Upon verification, Schedule a site inspection with the Infrastructure Project Inspection Team (IPIT) and the contractor.	None	1 day	<i>Project-in-Charge</i> <i>FDMO-PMU</i>
2. The contractor attends the site inspection scheduled by the Project-in-Charge from PMU	2.1 Inspect the site to check the actual site progress. Afterwards, they will meet to evaluate the progress of the contractor for the project.	None	4 hours	<i>Project-in-Charge</i> <i>FDMO-PMU</i> <i>Infrastructure</i> <i>Project Inspection</i> <i>Team (IPIT)</i> <i>Contractor</i>
	2.2 After the site inspection, Give the contractor the checklist of requirements that they need to provide for the	None	1 hour	<i>Project-in-Charge</i> <i>FDMO-PMU</i>



	processing of their billing request.			
3. The contractor will submit the additional requirements from the checklist given by the Project-in-Charge.	3.1 Receive the documents from the contractor for validation and review.	None	3 days	<i>Contractor</i> <i>Project-in-Charge</i> FDMO-PMU
	3.2 Prepare the Agency's Statement of Work Accomplished.	None	1 day	<i>Project-in-Charge</i> FDMO-PMU
	3.3 Verifies the billing computation and other information provided by the Project-in-Charge on the Statement of Work Accomplished.	None	1 day	<i>Billing-in-Charge</i> FDMO-PMU
	3.4 Finalize the SWA for signature of IPIT and the contractor.	None	1 day	<i>Project-in-Charge</i> FDMO-PMU
4. The contractor concurs and signs the finalized Statement of Work Accomplished prepared by the Project-in-Charge.	4.1 Affix the signature to the SWA as certification of the actual progress of the contractor for the project.	None	2 days	<i>Members</i> Infrastructure Project Inspection Team (IPIT)
	4.2 Prepare the Recommendation Letter and other documentary requirements for the billing.	None	1 day	<i>Project-in-Charge</i> FDMO-PMU
	4.3 Sign the recommendation letter and forward to the OVPAF and OUP for the completion of signatures.	None	1 day	<i>Director,</i> <i>Clerk</i> PMU
	4.4 Receive the signed Recommendation Letter and compile all the documentary requirements for transmittal to the Billing-in-Charge	None	1 day	<i>Project-in-Charge</i> FDMO-PMU



	4.5 Verify the completeness and correctness of the submitted documentary requirements and prepare the Obligation Request and Disbursement Voucher for the payment.	None	1 day	<i>Billing-in-Charge</i> FDMO-PMU
	4.6 Sign the Obligation Request and Disbursement Voucher.	None	1 day	<i>Director</i> FDMO
	4.7 Log the completed documents and forward them to the next office concerned.	None	1 day	<i>Billing-in-Charge</i> FDMO-PMU
TOTAL:		None	17 days & 5 hours	

3. Processing of Subsequent/Succeeding Payment - Progress Payment

Progress payments refer to the succeeding billing requests by the contractor after the Mobilization/Advance Payment or First Progress Billing (20%). These can be billed once a month or through an agreed schedule with the Procuring Entity depending on the availability of funds.

Office or Division:	Planning and Monitoring Unit (FDMO-PMU)
Classification:	Highly Technical
Type of Transaction:	G2B-Government to Business Entity/ies
Who may avail:	Contractors for the University Infrastructure Projects
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Letter of Intent of the Contractor	The contractor will provide
Contractor's Progress Billing Statement for the Period Covered	The contractor will provide
Progress Photographs (Before, During, After)	The contractor will provide
Results of Test Analysis (concrete test, meager test, etc.), if there is a test analysis within period	The contractor will provide
Bank Account Details (If GAA-funded Only)	The contractor will provide
Endorsement Letter from the President	The contractor will provide; To be issued by the Tarlac City Office of the Building Official
Agency's Statement of Work Accomplished (includes the statement of time elapsed and the certification of the Infrastructure Project and Inspection Team)	Planning and Monitoring Unit (FDMO-PMU)
Recommendation Letter from FDMO Director	Planning and Monitoring Unit (FDMO-PMU)



Copy of Approved Obligation Request of Initial Payment		Planning and Monitoring Unit (FDMO-PMU)		
Copies of Paid Vouchers		Planning and Monitoring Unit (FDMO-PMU)		
Other documents peculiar to the contract		Planning and Monitoring Unit (FDMO-PMU)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The contractor submits the Letter of Intent, Progress Billing Statement, and Progress Photographs to the Records and Archives Unit (RAU) of TSU for logging and controlling.	1.1 The Endorsement Form from OUP and documents submitted by the contractor will be forwarded to the Facilities Development and Management Office (FDMO) for the additional notes and instructions from the FDMO Director.	None	1 day	<i>Contractor</i> <i>Staff</i> <i>RAU</i>
	1.2 The set of documents will be transmitted to the Planning and Monitoring Unit (PMU) for evaluation of the Unit Head.	None	1 day	<i>Clerk</i> <i>Unit Head</i> <i>FDMO-PMU</i>
	1.3 Endorse the documents to the Project-in-Charge for validation of the submitted requirements.	None	1 day	<i>Unit Head,</i> <i>Project-in-Charge</i> <i>FDMO-PMU</i>
	1.4 Upon verification, Schedule a site inspection with the Infrastructure Project Inspection Team (IPIT) and the contractor.	None	1 day	<i>Project-in-Charge</i> <i>FDMO-PMU</i>
2. The contractor attends the site inspection scheduled by the Project-in-Charge from PMU	2.1 Inspect the site to check the actual site progress. Afterwards, they will meet to evaluate the progress of the contractor for the project.	None	4 hours	<i>Project-in-Charge</i> <i>FDMO-PMU</i> <i>Infrastructure</i> <i>Project Inspection</i> <i>Team (IPIT)</i> <i>Contractor</i>



	2.2 After the site inspection, Give the contractor the checklist of requirements that they need to provide for the processing of their billing request.	None	1 hour	<i>Project-in-Charge</i> FDMO-PMU
3. The contractor will submit the additional requirements from the checklist given by the Project-in-Charge.	3.1 Receive the documents from the contractor for validation and review.	None	1 day	<i>Contractor</i> <i>Project-in-Charge</i> FDMO-PMU
	3.2 Prepare the Agency's Statement of Work Accomplished.	None	1 day	<i>Project-in-Charge</i> FDMO-PMU
	3.3 Verifies the billing computation and other information provided by the Project-in-Charge on the Statement of Work Accomplished.	None	1 day	<i>Billing-in-Charge</i> FDMO-PMU
	3.4 Finalize the SWA for signature of IPIT and the contractor.	None	1 day	<i>Project-in-Charge</i> FDMO-PMU
4. The contractor concurs and signs the finalized Statement of Work Accomplished prepared by the Project-in-Charge.	4.1 Affix the signature to the SWA as certification of the actual progress of the contractor for the project.	None	2 days	<i>Members</i> Infrastructure Project Inspection Team (IPIT)
	4.2 Prepare the Recommendation Letter and other documentary requirements for the billing.	None	1 day	<i>Project-in-Charge</i> FDMO-PMU
	4.3 Sign the recommendation letter and forward to the OVPAF and OUP for the completion of signatures.	None	1 day	<i>Director,</i> <i>Clerk</i> PMU
	4.4 Receive the signed Recommendation Letter and compile all the documentary	None	1 day	<i>Project-in-Charge</i> FDMO-PMU



	requirements for transmittal to the Billing-in-Charge			
	4.5 Verify the completeness and correctness of the submitted documentary requirements and prepare the Obligation Request and Disbursement Voucher for the payment.	None	1 day	<i>Billing-in-Charge</i> FDMO-PMU
	4.6 Sign the Obligation Request and Disbursement Voucher.	None	1 day	<i>Director</i> FDMO
	4.7 Log the completed documents and forward them to the next office concerned.	None	1 day	<i>Billing-in-Charge</i> FDMO-PMU
TOTAL:		None	16 days & 5 hours	

4. Processing of Final Payment

The final payment will be made upon one hundred percent (100%) completion of the work. This payment will be reduced by whatever balance remains of the amount that is needed in order to return to the government the 15% advance payment previously made.

Office or Division:	Planning and Monitoring Unit (FDMO-PMU)
Classification:	Highly Technical
Type of Transaction:	G2B-Government to Business Entity/ies
Who may avail:	Contractors for the University Infrastructure Projects
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Letter of Intent of the Contractor	The contractor will provide
Contractor's Final Billing Statement	The contractor will provide
Contractor's Affidavit	The contractor will provide
Warranty Bond (30% of contract amount) One (1) year effective from the date of Final Acceptance	The contractor will provide
Progress Photographs (Before, During, After)	The contractor will provide
Results of Test Analysis (concrete test, meager test, etc.), if there is test analysis within the period	The contractor will provide
Approved revised S-Curve (applicable if there is approved time extension only), both approved revised S-Curve & PERT/CPM Network Diagram which shall be color coded (applicable if there is an approved Variation Order with time	The contractor will provide



extension), revised PERT/CPM Network Diagram which shall be color coded (applicable if there is approved Variation Order without time extension)				
Approved letters of time extension (if applicable)	The contractor will provide			
Permit to Operate from Environmental Management Bureau (EMB) (for projects with elevator and generator set)	The contractor will provide			
List of Equipment (for projects with equipment only; use the required template by FDMO-PMU)	The contractor will provide			
Occupancy Permit (if applicable)	The contractor will provide			
Approved As-Built Plan (if Applicable)	The contractor will provide			
Copy of Logbook of the Contractor, stamped as "Certified True Copy"*	The contractor will provide			
Bank Account Details* (if GAA-funded only)	The contractor will provide			
Endorsement Letter from the President	Planning and Monitoring Unit (FDMO-PMU)			
Agency's Statement of Work Accomplished (includes the statement of time elapsed and the certification of the Infrastructure Project and Inspection Team)	Planning and Monitoring Unit (FDMO-PMU)			
Recommendation Letter from FDMO Director	Planning and Monitoring Unit (FDMO-PMU)			
Copy of Approved Obligation Request of Initial Payment	Planning and Monitoring Unit (FDMO-PMU)			
Copies of Paid Vouchers	Planning and Monitoring Unit (FDMO-PMU)			
Certificate of Completion	Planning and Monitoring Unit (FDMO-PMU)			
Final Inspection Report	Planning and Monitoring Unit (FDMO-PMU)			
Other documents peculiar to the contract	Planning and Monitoring Unit (FDMO-PMU)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The contractor submits the Letter of Intent, Progress Billing Statement, and Progress Photographs to the Records and Archives Unit (RAU) of TSU for logging and controlling.	1.1 The Endorsement Form from OUP and documents submitted by the contractor will be forwarded to the Facilities Development and Management Office (FDMO) for the additional notes and instructions from the FDMO Director.	None	1 day	Contractor Staff RAU
	1.2 The set of documents will be transmitted to the Planning and Monitoring Unit (PMU) for evaluation	None	1 day	Clerk Unit Head FDMO-PMU



	1.3 Endorse the documents to the Project-in-Charge for validation of the submitted requirements.	None	1 day	<i>Unit Head, Project-in-Charge FDMO-PMU</i>
	1.4 Upon verification, Schedule a site inspection with the Infrastructure Project Inspection Team (IPIT) and the contractor.	None	1 day	<i>Project-in-Charge FDMO-PMU</i>
2. The contractor attends the site inspection scheduled by the Project-in-Charge from PMU	2.1 Inspect the site to check the actual site progress. Afterwards, they will meet to evaluate the progress of the contractor for the project.	None	4 hours	<i>Project-in-Charge FDMO-PMU Infrastructure Project Inspection Team (IPIT) Contractor</i>
	2.2 After the site inspection, Give the contractor the checklist of requirements that they need to provide for the processing of their billing request.	None	1 hour	<i>Project-in-Charge FDMO-PMU</i>
3. The contractor will submit the additional requirements from the checklist given by the Project-in-Charge.	3.1 Receive the documents from the contractor for validation and review.	None	1 day	<i>Contractor Project-in-Charge FDMO-PMU</i>
	3.2 Prepare the Agency's Statement of Work Accomplished.	None	1 day	<i>Project-in-Charge FDMO-PMU</i>
	3.3 Verifies the billing computation and other information provided by the Project-in-Charge on the Statement of Work Accomplished.	None	1 day	<i>Billing-in-Charge FDMO-PMU</i>
	3.4 Finalize the SWA for signature of IPIT and the contractor.	None	1 day	<i>Project-in-Charge FDMO-PMU</i>



4. The contractor concurs and signs the finalized Statement of Work Accomplished prepared by the Project-in-Charge.	4.1 Affix the signature to the SWA as certification of the actual progress of the contractor for the project.	None	2 days	Members Infrastructure Project Inspection Team (IPIT)
	4.2 Prepare the Recommendation Letter and other documentary requirements for the billing.	None	1 day	Project-in-Charge FDMO-PMU
	4.3 Sign the recommendation letter and forward to the OVPAF and OUP for the completion of signatures.	None	1 day	Director, Clerk PMU
	4.4 Receive the signed Recommendation Letter and compile all the documentary requirements for transmittal to the Billing-in-Charge	None	1 day	Project-in-Charge FDMO-PMU
	4.5 Verify the completeness and correctness of the submitted documentary requirements and prepare the Obligation Request and Disbursement Voucher for the payment.	None	1 day	Billing-in-Charge FDMO-PMU
	4.6 Sign the Obligation Request and Disbursement Voucher.	None	1 day	Director FDMO
	4.7 Log the completed documents and forward them to the next office concerned.	None	1 day	Billing-in-Charge FDMO-PMU
	TOTAL:	None		16 days & 5 hours



5. Processing of Variation order / Additional work billing

Payments for works satisfactorily accomplished on any Change Order or Extra Work Order may be made only after approval of the same by the Head of the Procuring Entity or his duly authorized representative.

Office or Division:	Planning and Monitoring Unit (FDMO-PMU)			
Classification:	Highly Technical			
Type of Transaction:	G2B-Government to Business Entity/ies			
Who may avail:	Contractors for the University Infrastructure Projects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent of the Contractor		The contractor will provide		
Warranty Bond (30% of contract amount)		The contractor will provide		
Contractor's Billing Statement		The contractor will provide		
Progress Photographs		The contractor will provide		
Endorsement Letter from the President		Planning and Monitoring Unit (FDMO-PMU)		
Agency's Statement of Work Accomplished (includes the statement of time elapsed and the certification of the Infrastructure Project and Inspection Team)		Planning and Monitoring Unit (FDMO-PMU)		
Recommendation Letter from FDMO Director		Planning and Monitoring Unit (FDMO-PMU)		
Certificate of Completion		Planning and Monitoring Unit (FDMO-PMU)		
Final Inspection Report		Planning and Monitoring Unit (FDMO-PMU)		
Other documents peculiar to the contract		Planning and Monitoring Unit (FDMO-PMU)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The contractor submits the Letter of Intent, Progress Billing Statement, and Progress Photographs to the Records and Archives Unit (RAU) of TSU for logging and controlling.	1.1 The Endorsement Form from OUP and documents submitted by the contractor will be forwarded to the Facilities Development and Management Office (FDMO) for the additional notes and instructions from the FDMO Director.	None	1 day	<i>Contractor</i> <i>Staff</i> <i>RAU</i>
	1.2 The set of documents will be transmitted to the Planning and Monitoring Unit (PMU) for evaluation of the Unit Head.	None	1 day	<i>Clerk</i> <i>Unit Head</i> <i>FDMO-PMU</i>



	1.3 Endorse the documents to the Project-in-Charge for validation of the submitted requirements.	None	1 day	<i>Unit Head, Project-in-Charge FDMO-PMU</i>
	1.4 Upon verification, Schedule a site inspection with the Infrastructure Project Inspection Team (IPIT) and the contractor.	None	1 day	<i>Project-in-Charge FDMO-PMU</i>
2. The contractor attends the site inspection scheduled by the Project-in-Charge from PMU	2.1 Inspect the site to check the actual site progress. Afterwards, they will meet to evaluate the progress of the contractor for the project.	None	4 hours	<i>Project-in-Charge FDMO-PMU Infrastructure Project Inspection Team (IPIT) Contractor</i>
	2.2 After the site inspection, Give the contractor the checklist of requirements that they need to provide for the processing of their billing request.	None	1 hour	<i>Project-in-Charge FDMO-PMU</i>
3. The contractor will submit the additional requirements from the checklist given by the Project-in-Charge.	3.1 Receive the documents from the contractor for validation and review.	None	1 day	<i>Contractor Project-in-Charge FDMO-PMU</i>
	3.2 Prepare the Agency's Statement of Work Accomplished.	None	1 day	<i>Project-in-Charge FDMO-PMU</i>
	3.3 Verifies the billing computation and other information provided by the Project-in-Charge on the Statement of Work Accomplished.	None	4 hours	<i>Billing-in-Charge FDMO-PMU</i>
	3.4 Finalize the SWA for signature of IPIT and the contractor.	None	1 day	<i>Project-in-Charge FDMO-PMU</i>



4. The contractor concurs and signs the finalized Statement of Work Accomplished prepared by the Project-in-Charge.	4.1 Affix the signature to the SWA as certification of the actual progress of the contractor for the project.	None	2 days	Members Infrastructure Project Inspection Team (IPIT)
	4.2 Prepare the Recommendation Letter and other documentary requirements for the billing.	None	1 day	Project-in-Charge FDMO-PMU
	4.3 Sign the recommendation letter and forward to the OVPAF and OUP for the completion of signatures.	None	1 day	Director, Clerk PMU
	4.4 Receive the signed Recommendation Letter and compile all the documentary requirements for transmittal to the Billing-in-Charge	None	1 day	Project-in-Charge FDMO-PMU
	4.5 Verify the completeness and correctness of the submitted documentary requirements and prepare the Obligation Request and Disbursement Voucher for the payment.	None	1 day	Billing-in-Charge FDMO-PMU
	4.6 Sign the Obligation Request and Disbursement Voucher.	None	1 day	Director FDMO
	4.7 Log the completed documents and forward them to the next office concerned.	None	1 day	Billing-in-Charge FDMO-PMU
	TOTAL:	None		15 days & 9 hours



6. Processing of Infrastructure Project Billing under Alternative mode of procurement - small value procurement (ABC: 1,000,000.00 Php below)

Payments for works satisfactorily accomplished on any Change Order or Extra Work Order may be made only after approval of the same by the Head of the Procuring Entity or his duly authorized representative.

Office or Division:	Planning and Monitoring Unit (FDMO-PMU)			
Classification:	Highly Technical			
Type of Transaction:	G2B-Government to Business Entity/ies			
Who may avail:	Contractors for the University Infrastructure Projects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent of the Contractor		The contractor will provide		
Statement of Work Accomplished, if needed		The contractor will provide		
Warranty Bond, if needed (30% of contract amount)		The contractor will provide		
Progress Photographs		The contractor will provide		
Results of Test Analysis (concrete test, meager test, etc.), if there is a test analysis within the period only		The contractor will provide		
Approved letters of Time Extension (if applicable)		The contractor will provide		
Approved revised S-Curve (applicable if there is approved time extension only), both approved revised S-Curve & PERT/CPM Network Diagram which shall be color coded (applicable if there is approved Variation Order with time extension), revised PERT/CPM Network Diagram which shall be color coded (applicable if there is approved Variation Order without time extension)		The contractor will provide		
List of equipment (for projects with equipment only; use the required template from FDMO-PMU)		The contractor will provide		
Endorsement Letter from the President		Planning and Monitoring Unit (FDMO-PMU)		
Recommendation Letter from FDMO Director		Planning and Monitoring Unit (FDMO-PMU)		
Certificate of Completion		Planning and Monitoring Unit (FDMO-PMU)		
Final Inspection Report		Planning and Monitoring Unit (FDMO-PMU)		
Other supporting documents		Planning and Monitoring Unit (FDMO-PMU)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The contractor submits the Letter of Intent, Progress Billing Statement, and Progress Photographs to the Records and Archives Unit (RAU) of TSU for logging and controlling.	1.1 The Endorsement Form from OUP and documents submitted by the contractor will be forwarded to the Facilities Development and Management Office (FDMO) for the	None	1 day	Contractor Staff RAU



	additional notes and instructions from the FDMO Director.			
	1.2 The set of documents will be transmitted to the Planning and Monitoring Unit (PMU) for evaluation of the Unit Head.	None	1 day	<i>Clerk Unit Head FDMO-PMU</i>
	1.3 Endorse the documents to the Project-in-Charge for validation of the submitted requirements.	None	1 day	<i>Unit Head, Project-in-Charge FDMO-PMU</i>
	1.4 Upon verification, Schedule a site inspection with the Infrastructure Project Inspection Team (IPIT) and the contractor.	None	1 day	<i>Project-in-Charge FDMO-PMU</i>
2. The contractor attends the site inspection scheduled by the Project-in-Charge from PMU	2.1 Inspect the site to check the actual site progress. Afterwards, they will meet to evaluate the progress of the contractor for the project.	None	4 hours	<i>Project-in-Charge FDMO-PMU Infrastructure Project Inspection Team (IPIT) Contractor</i>
	2.2 After the site inspection, Give the contractor the checklist of requirements that they need to provide for the processing of their billing request.	None	1 hour	<i>Project-in-Charge FDMO-PMU</i>
3. The contractor will submit the additional requirements from the checklist given by the Project-in-Charge.	3.1 Receive the documents from the contractor for validation and review.	None	1 day	<i>Contractor Project-in-Charge FDMO-PMU</i>
	3.2 Prepare the Agency's Statement of Work Accomplished.	None	1 day	<i>Project-in-Charge FDMO-PMU</i>



	3.3 Verifies the billing computation and other information provided by the Project-in-Charge on the Statement of Work Accomplished	None	4 hours	<i>Billing-in-Charge</i> FDMO-PMU
	3.4 Finalize the SWA for signature of IPIT and the contractor.	None	1 day	<i>Project-in-Charge</i> FDMO-PMU
4. The contractor concurs and signs the finalized Statement of Work Accomplished prepared by the Project-in-Charge.	4.1 Affix the signature to the SWA as certification of the actual progress of the contractor for the project.	None	2 days	<i>Members</i> Infrastructure Project Inspection Team (IPIT)
	4.2 Prepare the Recommendation Letter and other documentary requirements for the billing.	None	1 day	<i>Project-in-Charge</i> FDMO-PMU
	4.3 Sign the recommendation letter and forward to the OVPAF and OUP for the completion of signatures.	None	1 day	<i>Director,</i> <i>Clerk</i> PMU
	4.4 Receive the signed Recommendation Letter and compile all the documentary requirements for transmittal to the Billing-in-Charge	None	1 day	<i>Project-in-Charge</i> FDMO-PMU
	4.5 Verify the completeness and correctness of the submitted documentary requirements and prepare the Obligation Request and Disbursement Voucher for the payment.	None	1 day	<i>Billing-in-Charge</i> FDMO-PMU
	4.6 Sign the Obligation Request and Disbursement Voucher.	None	1 day	<i>Director</i> FDMO



	4.7 Log the completed documents and forward them to the next office concerned.	None	1 day	<i>Billing-in-Charge FDMO-PMU</i>
TOTAL:		None	15 days & 9 hours	

7. Processing of Retention Money

“Retention money” refers to the amount equal to ten percent (10%) of the progress payments, before deductions are made, that is withheld by the Procuring Entity to cover the uncorrected discovered defects and third-party liabilities. The total “retention money” shall be due for release after the defects liability period, upon final acceptance of the works.

Office or Division:	Planning and Monitoring Unit (FDMO-PMU)			
Classification:	Highly Technical			
Type of Transaction:	G2B-Government to Business Entity/ies			
Who may avail:	Contractors for the University Infrastructure Projects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent of the Contractor		The contractor will provide		
Retention Bond (10% Contract amount)		The contractor will provide		
Bank Account Details (if GAA-funded only)		The contractor will provide		
Endorsement Letter from the President		Planning and Monitoring Unit (FDMO-PMU)		
Recommendation Letter from FDMO Director		Planning and Monitoring Unit (FDMO-PMU)		
Copy of Approved Obligation Request of Initial Payment		Planning and Monitoring Unit (FDMO-PMU)		
Copies of Paid Vouchers		Planning and Monitoring Unit (FDMO-PMU)		
Other documents peculiar to the contract		Planning and Monitoring Unit (FDMO-PMU)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The contractor submits the Letter of Intent, Progress Billing Statement, and Progress Photographs to the Records and Archives Unit (RAU) of TSU for logging and controlling.	1.1 The Endorsement Form from OUP and documents submitted by the contractor will be forwarded to the Facilities Development and Management Office (FDMO) for the additional notes and instructions from the FDMO Director.	None	1 day	<i>Contractor</i> <i>Staff RAU</i>
	1.2 The set of documents will be transmitted to the Planning and Monitoring Unit	None	1 day	<i>Clerk Unit Head FDMO-PMU</i>



	(PMU) for evaluation of the Unit Head.			
	1.3 Endorse the documents to the Project-in-Charge for validation of the submitted requirements.	None	1 day	<i>Unit Head, Project-in-Charge FDMO-PMU</i>
	1.4 Upon verification, Schedule a site inspection with the Infrastructure Project Inspection Team (IPIT) and the contractor.	None	4 hours	<i>Project-in-Charge FDMO-PMU</i>
2. The contractor attends the site inspection scheduled by the Project-in-Charge from PMU	2.1 Inspect the site to check the actual site progress. Afterwards, they will meet to evaluate the progress of the contractor for the project.	None	4 hours	<i>Project-in-Charge FDMO-PMU Infrastructure Project Inspection Team (IPIT) Contractor</i>
	2.2 After the site inspection, Give the contractor the checklist of requirements that they need to provide for the processing of their billing request.	None	1 hour	<i>Project-in-Charge FDMO-PMU</i>
3. The contractor will submit the additional requirements from the checklist given by the Project-in-Charge.	3.1 Receive the documents from the contractor for validation and review.	None	2 days	<i>Contractor Project-in-Charge FDMO-PMU</i>
	3.2 Prepare the prepare the Recommendation Letter and other supporting documentary requirements for the billing.	None	2 days	<i>Project-in-Charge FDMO-PMU</i>
	3.3 Sign the recommendation letter and forward to the OVPAF and OUP for the completion of signatures.	None	1 day	<i>Director, Clerk FDMO-PMU</i>



	3.4 Receive the signed documents and compiles all the requirements for transmittal to the Billing-in-Charge	None	1 day	<i>Project-in-Charge</i> FDMO-PMU
	3.5 Verify the completeness and correctness of the submitted documentary requirements and prepares the Disbursement Voucher for the payment.	None	1 day	<i>Billing-in-Charge</i> FDMO-PMU
	3.6 Sign the Disbursement Voucher.	None	1 day	<i>Director</i> FDMO
	3.7 Log the completed documents and forward them to the next office concerned.	None	1 day	<i>Billing-in-Charge</i> FDMO-PMU
	TOTAL:	None	12 days & 9 hours	



**Facilities Development and Management Office
Facilities and Maintenance Unit (FDMO-PMU)**

External/Internal Services



1. Request for Various Repair Works

The service will perform repair and maintenance of TSU Facilities and Equipment upon request.

Office or Division:	Facilities Development and Management Office (FDMO/FMU)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B - Government to Business Entity/ies G2G -Government to Government			
Who may avail:	TSU Employee such as Deans, Director, Unit Head, students, TSU Office occupants and stakeholders.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Pre-Repair Inspection / Repair and other Services form duly signed and approved by the Head of Office or unit as the requestor.		FDMO/ FMU Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for Pre-Repair Inspection Form	1. Recording and Documentation of Request	None	2 minutes	<i>Clerk</i> FMU
2. Determination of Repair to be done	2.1 Assign a technician to conduct a pre repair inspection	None	30 minutes	Head FMU
	2.2 Submit evaluation & material Estimate breakdown to FMU Unit Head 2.2.1 Discuss to Client/End-User the final evaluation of the request for repair	None	15 minutes	<i>FMU Head and Technician Staff</i> FMU
	2.3 Check the availability of Material: If materials is not available , return to End user using return notice for repair form 2.3.1 Prepare RFF/PR&SAI or Job order for job out related work 2.3.2 Forward the approved RFF / PR& SAI or Job Order to procurement office	None	30 minutes	<i>FMU Head and Technician Staff</i> FMU



	If Material is Available , prepare Requisition and Issuance slip (RIS) then, forward to the Supply and Property Management Unit for approval			
3. Proceed to Job Site	3. Prepare all the materials needed and proceed to the Job Site	None	20 minutes	<i>FMU Head and Technician Staff FMU</i>
4. Commence the repair	4. Proceed with the Repair works	None	Minor Repair- 1hour Major Repair- 7 days	<i>Technician Staff FMU</i>
5. Acknowledge and sign the Accomplishment Report and Fill-Up the Customer Feedback Form	5.1 Submit Accomplishment report duly signed acknowledge by the end user and noted by the supervisor or head of the office	None	10 minutes	<i>Technician Staff FMU</i>
	5.2 Prepare the post repair Inspection Report (for Job out related work) and forward to Technical Working Committee to conduct of post repair Inspection	None	30 minutes	<i>Head FMU</i>
	5.3 Prepare Waste Materials Report *Collected excess unused materials will return to supply office for safekeeping	None	15 minutes	<i>Head and Technician Staff FMU</i>
	5.4 Recording, encoding and photocopy of each accomplished project for documentation Purposes	None	20 minutes	<i>Clerk FMU</i>
Total for minor repair:		None	3 hours, 22 minutes	
Total for major repair:		None	7 days, 2 hours, 22 minutes	



Business Affairs and Auxiliary Services Office

External/Internal Services



1. Application for Vehicle Gate pass

The process of availing for the application of gate pass for vehicles.

Office or Division:	Business Affairs & Auxiliary Services Office (BAASO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen or G2G - Government to Government			
Who may avail:	Students, Faculty and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		Business Affairs & Auxiliary Services Office (BAASO)		
Photocopy of the following:				
Certificate of Registration of Vehicle		The client will provide.		
Valid Official Receipt Registration of Vehicle		The client will provide.		
Valid Driver's License		The client will provide.		
TSU ID		The client will provide.		
Certificate of Registration (<i>Officially enrolled</i>) (<i>For Students</i>)		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all requirements (<i>Photocopy and Original</i>)	2. Receive, verify and ensure validity and completeness of submitted documents	None	1 minute	<i>Clerk</i> BAASO
2. Proceed to the Cashiering Unit and pay assessed fee	2. Receives payment and issue Official Receipt (OR)	Prices vary	1 minute	<i>Cashiering Staff</i> Cashiering Unit
3. Proceed to the BAASO and present the OR	3. Verifies the OR and issues the gate pass	None	1 minute	<i>Clerk</i> BAASO
TOTAL:		Prices vary depending on the sizes, volume and materials to be used	3 minutes	

2. Digital Studio RFID Processing – Lost ID

The process and procedures for availing obtaining replacement of lost ID.

Office or Division:	Business Affairs & Auxiliary Services Office (BAASO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen or G2G - Government to Government			
Who may avail:	Faculty & Personnel of the University Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Affidavit of Loss		The client will provide.		
Request for New RFID		Student Affairs Services Office		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure an Affidavit of Loss <i>(For students):</i> Proceed to Student Affairs Services to report for the lost ID	1. Verifies all requirements	None	1 minute	<i>Clerk of Digital Studio</i> BAASO
2. Proceed to BAASO (assessment window) for the assessment of RFID and surrender your old RFID	2. Assess the RFID and accept the old RFID	None	2 minutes	<i>Clerk of Digital Studio</i> BAASO
3. Proceed to the Cashiering Office for payment	3. Receive and process the payment	Prices may vary	3 minutes	<i>Cashiering Staff</i> Cashiering Unit
4. Proceed to Digital Studio	4. Take a photo for the RFID	None	1 minute	<i>Clerk of Digital Studio</i> BAASO
5. Fill out the log sheet provided and wait for your name to be called for your RFID	5. Release RFID	None	2 minutes	<i>Clerk of Digital Studio</i> BAASO
TOTAL:		Prices may vary depending on cost of the items purchased	9 minutes	

3. Digital Studio RFID Processing – Re-ID/Worn-out IDs

The process and procedures for obtaining of Re-IDs/Worn-out IDs.

Office or Division:	Business Affairs & Auxiliary Services Office (BAASO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen or G2G - Government to Government			
Who may avail:	All students, Faculty & Personnel of the University, Alumnus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration		BAASO- Digital Studio		
Official Receipt		Cashiering Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Certificate of Registration/Official Receipt	1. Verifies Certificate of Registration/Official Receipt	None.	1 minute	<i>Clerk of Digital Studio</i> BAASO
2. Proceed to BAASO (assessment window) for the assessment of	2. Receive the old RFID	None.	2 minutes	<i>Clerk of Digital Studio</i> BAASO



RFID and surrender your old RFID				
3. Proceed to the Cashiering Unit for payment	3. Receive and process the payment	Prices may vary	3 minutes	Cashiering Staff Cashiering Unit
4. Proceed to Digital Studio	4. Take a photo for the RFID	None.	1 minute	Clerk of Digital Studio BAASO
5. Fill out the log sheet provided and wait for your name to be called for your RFID	5. Release RFID	None.	2 minutes	Clerk of Digital Studio BAASO
TOTAL:		Prices may vary depending on cost of the items purchased	10 minutes	

4. Photocopying Services/Documents Printing

The process of availing photocopying services and documents printing.

Office or Division:	Business Affairs & Auxiliary Services Office (BAASO)			
Classification:	Simple (up to 3 days)			
Type of Transaction:	G2C - Government to Citizen G2G Government to Government			
Who may avail:	Colleges, Offices, Unit of the University Faculty Personnel Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documents to be photocopied (<i>hard copy</i>)		The client will provide.		
Soft copy to be printed thru removable device; flash drives		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the soft copy of the lay out for tarpaulin/sticker and heat transfer to be printed	1.1 Receive the details of job order/soft copy of printing jobs	None.	1 minute	Clerk of Printing Press BAASO
	1.2 Review the design and details	None.	1 minute	Clerk of Printing Press BAASO
	1.3 Lay out or edit as required	None.	1 minute	Clerk of Printing Press BAASO
	1.4 Execute the Work/Job order	None.	Depends on the volume and set up required for a specific job.	Clerk of Printing Press BAASO



2. Proceed to the window 1 (Gen. Mdse) and give the job order for assessment.	2. Receive and assess the job order	None.	1 minute	<i>Clerk of General Merchandise</i> BAASO
3. Proceed to the Cashiering Unit for payment.	3. Receive and process the payment	Prices vary	3 minutes	<i>Cashiering Staff</i> Cashiering Unit
4. Present the Official Receipt	4. Release the item	None.	1 minute	<i>Clerk of Printing Press</i> BAASO
TOTAL:		Prices vary depending on the sizes, volume and materials to be used	8 minutes	

5. Purchasing of Merchandise (Books, Bags, ID Holder, Souvenir Items, Etc.)

The procedure and process for the availment of books and various souvenir items.

Office or Division:	Business Affairs & Auxiliary Services Office (BAASO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen or G2G - Government to Government			
Who may avail:	Students, Faculty, Personnel and Visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		BAASO- General Merchandise		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the assessment of fees for the merchandise to be purchased	1. Print and issue the Assessment Form.	None.	1 minute	<i>Clerk of General Merchandise</i> BAASO
2. Presents the Assessment Form and pay the assessed amount.	2. Receives payment and issue Official Receipt (OR).	Prices may vary	2 minutes	<i>Clerk</i> Cashiering Unit <i>Clerk</i> BAASO
3. Presents the Official Receipt (OR).	3. Verifies the OR, releases the purchased items, and returns the OR.	None.	1 minute	<i>Clerk of General Merchandise</i> BAASO
TOTAL:		Prices vary depending on the sizes, volume and materials to be used	4 minutes	



6. Request to Use the University Facilities

The service allows utilization of different facilities of the University for various purposes such as seminars, trainings etc.

Office or Division:	Business Affairs & Auxiliary Services Office (BAASO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen or G2G - Government to Government			
Who may avail:	Student Organizations recognized by the University Offices and Units of the University Government Agencies Non-Government Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter approved by the TSU President		BAASO –Rentable Spaces Office		
Endorsement from the TSU President		Office of the University President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Request letter approved by the TSU President or Endorsement from the TSU President and request for the assessment <i>for the rental if any.</i>	1.1 Receive and verifies the documents presented	None.	1 minute	<i>Clerk of Digital Studio</i> BAASO
	1.2 Check the availability of the facility requested and prepares the Application Form and Assessment of Fees (if rental is applicable.)	None.	2 minutes	<i>Clerk of Digital Studio</i> BAASO
3. Proceed to the cashier for payment	3. Receive and process the payment	Rental fees may vary	3 minutes	<i>Staff</i> Cashiering Unit
4. Submits the signed Application Form and present OR	4.1 Receive the signed Application Form and OR	None.	1 minute	<i>Clerk of Digital Studio</i> BAASO
	4.2 Record the transaction in the Log Book	None.	1 minute	<i>Clerk of Digital Studio</i> BAASO
	4.3 Issue a copy of the approved Application Form to the customer/ applicant	None.	1 minute	<i>Clerk of Digital Studio</i> BAASO
	4.4 Forward the filled-out Application Form to the Office of Civil Security Unit (for their copy)	None.	1 minute	<i>Clerk of Digital Studio</i> BAASO
TOTAL:		Rental fees may vary according to the facility requested	10 minutes	



Business Affairs and Auxiliary Services Office

External Services



1. Digital Studio RFID Processing – For Alumni IDs

The process for availing Alumni IDs at the BAASO Digital Studio.

Office or Division:	Business Affairs & Auxiliary Services Office (BAASO)			
Classification:	Simple (up to 3 days)			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Alumnus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration		BAASO- Digital Studio		
Official Receipt		Cashiering Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the information needed on the log sheet and forms provided then submit it to the person in charge	1. Verifies the information on the log sheet and forms provided.	None	2 minutes	<i>Clerk of Digital Studio</i> BAASO
2. Wait for your name to be called for your alumni ID	2. Call the client and take a photo for the ID	None	2 minutes	<i>Clerk of Digital Studio</i> BAASO
3. Receive the ID	3. Release the ID	None	1 minute	<i>Clerk of Digital Studio</i> BAASO
TOTAL:		None	5 minutes	

2. Issuance of Uniforms

The process of issuing various uniforms to different colleges.

Office or Division:	Business Affairs & Auxiliary Services Office (BAASO)			
Classification:	Simple (up to 3 days)			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled freshmen students who have paid their uniforms during enrolment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		BAASO-General Merchandise		
Certificate of Registration		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Official Receipt (OR)	1. Verify/Check the OR and issues the uniform	Prices may vary depending on the cost of the items purchased	2 minutes	<i>Clerk of General Merchandise</i> BAASO
2. Inspects if the uniform is complete and without damage	2. Stamps the OR as evidence that the uniform has been issued to the student.	None	1 minute	<i>Clerk of General Merchandise</i> BAASO



3. Signs the Log Sheet of Students who have paid for the uniform	3. Return the OR to the student.	None	1 minute	<i>Clerk of General Merchandise BAASO</i>
TOTAL:		Prices may vary depending on the cost of the items purchased	4 minutes	

3. Print Shop Processing (Tarpaulin, Sticker, Heat Press)

The process of availing the different print shop services such as tarpaulin, sticker and heat press.

Office or Division:	Business Affairs & Auxiliary Services Office (BAASO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Soft copy of the lay out to be printed		The client will provide.		
Communication letter (if any)		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the soft copy of the lay out for tarpaulin/sticker and heat transfer to be printed	1.1 Receive the details of job order/soft copy of printing jobs	None	1 minute	<i>Clerk of Print Shop BAASO</i>
	1.2 Review the design and details	None	1 minute	<i>Clerk of Print Shop BAASO</i>
	1.3 Lay out or edit as required	None	1 minute	<i>Clerk of Print Shop BAASO</i>
	1.4 Execute the Work/Job order	None	Depends on the volume and set up required for a specific job	<i>Clerk of Print Shop BAASO</i>
2. Proceed to the window 1 (Gen. Mdse) and give the job order for assessment	2. Receive and assess the job order	None	For Tarpaulin Sizes: 4'x8'- 1hr 6'x12- 1.5 hr 12'x18- 4-6hrs	<i>Clerk of Print Shop BAASO</i>
3. Proceed to the Cashiering Unit for payment	3. Receive and process the payment	Prices may vary	3 minutes	<i>Staff Cashiering Unit</i>
4. Present the Official Receipt	7. Release the item	None	1 minute	<i>Clerk of Print Shop BAASO</i>
TOTAL:		Prices vary depending on the sizes, volume and materials to be used	4 hours, 7 minutes	



Business Affairs and Auxiliary Services Office

Internal Services



1. Digital Studio RFID Processing – For Employee ID

The service allows new employees to obtain a TSU ID.

Office or Division:	Business Affairs & Auxiliary Services Office (BAASO)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty & Personnel of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Charged Slip		Human Resource Development and Mgmt. Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present your charged slip issued by the Human Resource Development & Management Office (HRDMO)	1. Verify charged slip issued by the HRDMO to the person in charged.	Prices may vary	1 minute	<i>Clerk of Digital Studio</i> BAASO
2. Wait for your name to be called for your employee ID.	2. Let the employee fill out the log sheet	None.	2 minutes	<i>Clerk of Digital Studio</i> BAASO
3. Release employee ID	3. Release employee ID	None.	2 minutes	<i>Clerk of Digital Studio</i> BAASO
TOTAL:		Prices may vary depending on cost of the items purchased	5 minutes	

2. Print Shop Processing (Tarpaulin, Sticker, Heat Press) – For Charged Customers, Offices and Colleges

The process of availing the different print shop services such as tarpaulin, sticker and heat press by employees of the University.

Office or Division:	Business Affairs & Auxiliary Services Office (BAASO)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Offices and Units of the University Faculty and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Soft copy of the lay out to be printed		The client will provide.		
Communication letter (if any)		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the soft copy of the lay out for tarpaulin/sticker and heat transfer to be printed	1. Receive the details of job order/soft copy of printing jobs	None.	1 minute	<i>Clerk of Print Shop</i> BAASO



2. Present the communication letter (if any) from the offices/colleges where the ordered products will be charged	2.1 Review the design and details	None.	1 minute	Clerk of Print Shop BAASO
	2.2 Lay out or edit as required	None.	1 minute	Clerk of Print Shop BAASO
	2.3 Prepare charged slip (to be charged to offices/colleges)	None.	1 minute	Clerk of Print Shop BAASO
	2.4 Execute the Work/Job order	Prices vary	For Tarpaulin Sizes: 4'x8'- 1hr 6'x12- 1.5 hr 12'x18- 4-6hrs	Clerk of Print Shop BAASO
	2.5 Release the item	None.	1 minute	Clerk of Print Shop BAASO
TOTAL:		Prices vary depending on the sizes, volume and materials to be used	4 hours, 5 minutes	

3. Photocopying Services/Documents Printing – For Charged Customers, Offices and Colleges

The process of availing the different print shop services such as tarpaulin, sticker and heat press by employees of the University.

Office or Division:	Business Affairs & Auxiliary Services Office (BAASO)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Offices and Units of the University Faculty and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documents to be photocopied		The client will provide.		
Soft copy to be printed thru flash drives		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Handing over of Original documents or flash drives	1. Receive and sort then photocopy (<i>hard copy</i>) or select file then print (<i>soft copy</i>).	Prices vary	1 minute	Clerk of Printing Press BAASO
2. Fill out the log sheet for the offices/colleges to be charged.	2. Turn over the original documents and copies 2.1 Stapling jobs, if necessary	None.	2 minutes	Clerk of Printing Press BAASO
TOTAL:		Prices vary depending on the sizes, volume and materials to be used	3 minutes	



**Human Resource
Development and Management Office
External/Internal Services**



1. Request for Other Personnel-Related Documents and Reports

The service allows retrieval or acquisition of documents archived and documented by the office for the benefit of the concerned personnel or for any legal purposes it may be used.

Office or Division:	Human Resource and Development Management Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter with/without attachments		The applicant or client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter with attachments, if any.	1.1 Receive submitted document/s	None.	1 minute	<i>Messenger HRDMO</i>
	1.2 Verify submitted documents. 1.2.1 After verification, messenger will inform the client about release date of the requested document.	None	2 minutes	<i>Messenger, Concerned Unit Head HRDMO</i>
	1.3 Prepare the requested personnel-related documents and/or reports.	None	4 days	<i>Staff, Concerned Unit Head HRDMO</i>
2. Receive requested documents.	2. Release requested documents.	None	2 minutes	<i>Messenger HRDMO</i>
TOTAL:		None	4 days, 5 minutes	



Employee Welfare Unit

External/Internal Services



1. Requesting and Issuance of Certifications

The service allows the issuance of certain certifications, e.g. Certificate of Employment, to be used by employees for any legal purpose needed.

Office or Division:	Employees' Welfare Unit (EWU) of Human Resource Development and Management Office (HRDMO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A fully accomplished Certification / Documents Request Slip (TSU-HRD-SF-26), which contains the name of the personnel, their status, whether they are in active/inactive service, the requested certifications/documents, the purpose of the request.		The applicant or client will provide.		
Other necessary documents for inactive personnel, such as copy of Approved Clearance, if not yet cleared, and Authorization Letter, for representatives		The applicant or client will provide.		
201 File Folder of the personnel		From the HRDMO or Records and Archives Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the fully accomplished Certification/ Documents Request Slip, OR fill-up the online Certification/ Documents Request Form.	1.1 Receive the Certification/Documents Request Slip and endorse to Employees' Welfare Unit personnel.	None.	1 minute	<i>Messenger</i> HRDMO
	1.2 Ask the requesting personnel for additional documents, if necessary.	None	5 minutes	<i>Staff</i> EW Unit, HRDMO
	1.3 Check the 201 File Folder of the requesting personnel.	None	5 hours	<i>Staff</i> EW Unit, HRDMO
	1.4 Prepare and print the certification.	None	15 minutes	<i>Staff</i> EW Unit, HRDMO <i>Director</i> HRDMO
2. Receive requested documents.	2. Release the signed and dry-sealed certification to the requesting personnel. Have them sign on the Certifications Logbook for	None	2 minutes	<i>Staff</i> EW Unit, HRDMO <i>Head</i> EW Unit, HRDMO



	records purposes, OR depending on the request of the personnel, scan the signed certification and send to the provided email address; or retrieve at the HR file box at a designated date and time.			
TOTAL:		None	5 hours, 23 minutes	

2. Verification of Employment Service Request

The service allows the verification of the employment record of active and inactive personnel of the University for new employment and/or bank/loan applications.

Office or Division:	Employees' Welfare Unit (EWU) of Human Resource Development and Management Office (HRDMO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Any government agency and private companies requesting for the verification of active and/or inactive TSU employee for any legal purpose may avail of this service.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A list of personnel information to be verified		The applicant or client will provide.		
201 File Folder of the personnel		From the HRDMO or Records and Archives Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the employment details of the personnel concerned.	1.1 Receive and list the needed details and inform the client to feedback after 15 minutes.	None	1 minute	Messenger HRDMO
	1.2 Verify if the requested person is/was hired. List the information needed.	None	10 minutes	Staff EW Unit, HRDMO
2. Feedback for the verification of information.	2. State the information as per recorded on the 201 File of the personnel or on the HRIS. If concerned person not found in the HRIS or 201 File, declare that the person has/have no employment recorded at TSU.	None	4 minutes	Staff EW Unit, HRDMO
TOTAL:		None	15 minutes	



Employee Welfare Unit

Internal Services



1. Application for Leave of Absence

The service declares the leave benefits of personnel and records their application for leave of absences throughout their service in the Institution.

Office or Division:	Employees' Welfare Unit (EWU) of Human Resource Development and Management Office (HRDMO)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Any active TSU employee, both Non-Teaching and Faculty with permanent, temporary, contractual, and substitute status may go to the HRDM Office to file their application for leave of absence.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A fully accomplished Application for Leave form that indicates what type of leave the personnel is availing, the dates of leave of absences, and purpose, signed by the personnel and their immediate supervisor.		The applicant or client will provide.		
Other necessary documents depending on the type of leave availed (e.g. Medical Certificate for 5 or more days of Sick Leave).		The applicant or client will provide.		
Updated leave credits balance of the personnel concerned.		From the HRDM Office.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the fully accomplished Application for Leave Form.	1.1 Receive the Application for Leave Form and endorse to Employees' Welfare Unit personnel.	None	1 minute	<i>Messenger</i> HRDMO
	1.2 Check and update the requesting personnel's Leave Credits balance.	None	5 minutes	<i>Staff</i> EW Unit, HRDMO
	1.3 Process the approval/disapproval of the requesting personnel's Application for Leave.	None	1 hour	<i>Staff, Head</i> EW Unit, HRDMO <i>Vice President concerned</i> <i>President</i> OUP
2. Wait for confirmation of the approval/disapproval of the Application for Leave.	2. Inform the requesting personnel of the status of their application. File the form on the personnel's File folder.	None	30 minutes	<i>Staff</i> EW Unit, HRDMO <i>Head</i> EW Unit, HRDMO
TOTAL:		None	1 hour, 36 minutes	



2. Plantilla Upgrading

The service provides recording/upgrading of Plantilla items using the DBM generated system – PSIPOP.

Office or Division:	Employees' Welfare Unit (EWU) of Human Resource Development and Management Office (HRDMO)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Recruitment, Selection & Promotion Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appointment (CS Form No. 33-B, Revised 2018) List of Plantilla of Personnel and Salary Adjustment		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Appointment of the employees and/or List of Plantilla of Personnel and Salary Adjustment	1.1 Receive submitted documents	None	2 minutes	Staff EW Unit, HRDMO
	1.2 Fill in items on the system and/or update the existing items	None	1 hour	Staff EW Unit, HRDMO
	1.3 Recheck the data encoded	None	10 minutes	Staff EW Unit, HRDMO
	1.4 Upload to DBM	None	5 minutes	Staff EW Unit, HRDMO
	1.5 Notify the President for review and approval	None	2 minutes	Staff EW Unit, HRDMO
TOTAL:		None	1 hour, 19 minutes	

3. Printing of Daily Time Record (DTR) for Overtime/Extended Services

The service allows the issuance of Daily Time Record (DTR) of personnel for overtime/extended services.

Office or Division:	Employees' Welfare Unit (EWU) of Human Resource Development and Management Office (HRDMO)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Any active TSU employee, permanent, temporary, contractual, substitute and job order status for Overtime/Extended Service purposes.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A copy of the Approved Overtime/Extended Services Form		The applicant or client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a copy of the Approved	1.1 Receive and file the copy of the Approved	None	1 minute	Staff EW Unit, HRDMO



Overtime/Extended Services Form.	Overtime/Extended Services Form.			
	1.2 Plot the Overtime/Extended Services schedule.	None	10 minutes	Staff EW Unit, HRDMO
2. Receive the printed DTR.	2. Print and issue the plotted DTR schedule.	None	1 minute	Staff EW Unit, HRDMO
TOTAL:		None	12 minutes	

4. Requesting and Issuance of Authority to Travel Abroad

The service allows the issuance of the Authority to Travel Abroad for employees on Official Business or on leave of absence.

Office or Division:	Employees' Welfare Unit (EWU) of Human Resource Development and Management Office (HRDMO)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Any active TSU employee, both Teaching and Non-Teaching, permanent, temporary, contractual, and substitute status may go to the HRDM Office to request for Authority to Travel Abroad.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A Request Letter to Travel, which includes the travel dates and destination and the purpose of the travel, signed by the immediate supervisor and the Vice President concerned.		The applicant or client will provide.		
A copy of the Approved Application for Leave of Absence.		The applicant or client will provide.		
Other necessary documents for Official Business travels and/or for CHED Scholar's travels (TSU-HRD-WI-20)		The applicant or client will provide.		
A copy of the Board Resolution/Referendum.		From the Office of the University Board Secretary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the fully accomplished Certification/Documents Request Slip, as well as the University President-approved request letter to travel.	1. Receive the Certification/Documents Request Slip and approved request letter to travel.	None	1 minute	Staff EW Unit, HRDMO
2. Receive the checklist of the supporting documents needed for the approval of the request.	2. Issue the Checklist for Authority to Travel Abroad Requirements For personal travels, explain the time frame needed	None	5 minutes	Staff EW Unit, HRDMO



	for the approval of the Board of Regents.			
3. Submit the supporting documents for the request.	3.1 Receive and check the submitted supporting documents, have them photocopied for the preparation of the Authority to Travel Abroad (ATA) document.	None	5 minutes	<i>Staff</i> EW Unit, HRDMO
	3.2 For personal travels, prepare the Complete Staff Worksheet (CSW) Form. Submit the CSW Form to the Office of the University President for signing, together with the photocopy of the Request Letter of the personnel. Receive a copy of the Board Resolution/Referendum as another supporting document for the ATA. For official travels, this step is excluded.	None	5 days	<i>Staff</i> EW Unit, HRDMO <i>Staff</i> Office of the University President
	3.3 Prepare and print 2 copies of the Authority to Travel Abroad (ATA), attach a set of supporting documents for each ATA copy	None	10 minutes	<i>Staff</i> EW Unit, HRDMO <i>Director</i> HRDMO
	3.4 Submit to HRDM Director and concerned Vice President for countersign; University President for approval and signing.	None	1 day	<i>Staff</i> EW Unit, HRDMO <i>Director</i> HRDMO <i>Vice President</i> <i>University</i> President



	3.5 Release the signed and dry-sealed Authority to Travel Abroad (ATA) to the requesting personnel. Have them sign on the Logbook for records purposes.	None	2 minutes	<i>Staff</i> EW Unit, HRDMO <i>Head</i> EW Unit, HRDMO
TOTAL:		None	6 days, 23 minutes	



Performance Management Unit

External/Internal Services



1. Receiving and Submission of NBC Documents

The service allows faculty members who are qualified to comply with requirements of upgrading through the National Budget Circular 461.

Office or Division:	Human Resource and Development Management Office/ Performance Management Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Academically Qualified or Professionally Qualified Faculty Members with plantilla item			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form for NBC 461 Upgrading (CCE) (1 Original and one (2) xerox copies)		PMU will provide.		
QCE Form (Self, Peer, Supervisor & Client Rating) (1 Original and one (2) xerox copies)		PMU will provide. Also downloadable at the TSUAFES		
Personal Data Sheet/Resumé (Original only)		The applicant or client will provide.		
Official Transcript of Record (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of units earned in Post-graduate course/s, if any. (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of Eligibility, if applicable. (Original and three (3) photocopies)		The applicant or client will provide.		
Certificate of Trainings/Seminar-Workshops for the last five (5) years. (Original and three (3) photocopies)		The applicant or client will provide.		
Certificate of Awards, Plaque or Letter of Commendation for the last ten (10) years. (Original and three (3) photocopies)		The applicant or client will provide.		
Service Record (Original and one three (3) photocopies)		The applicant or client will provide.		
Office Order of Designation (Original and one three (3) photocopies)		The applicant or client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements and present all original copies. The receiving of application is until the date specified in the notice from the NBC Regional Office- Zonal Center.	1.1 Receive submitted document/s with 3 sets of photocopies	None	10 minutes	Staff EW Unit, HRDMO



	1.2 Endorse documents to the Local Evaluation Committee	None	10 minutes	Head PM Unit, HRDMO
	1.3 Verify photocopied documents from original copies and certify as true copies.	None	2 days	Director
	1.4 Coordinate with the Local Evaluation Committee about the status of application.	None	5 days	Head PM Unit, HRDMO Director HRDMO TSU-Local Evaluation Committee
	1.5 Submit application documents to the Zonal Center 1.5.1 Wait for confirmation or feedback from the Zonal Center (Regional then National)	Php 10,000/ Professorial applicants Guidelines for the Accreditation of Full Professor (https://bit.ly/3na0fur)	3 days <i>Note: A Memo from the Zonal Center will be sent stating therein the total processing time and deadline of submission. Usually, processing of submitted documents to the National Zonal Center is approx. within the year of application</i>	Director HRDMO Chairperson Local Evaluation Committee National Zonal Center, Bulacan State University
	TOTAL:	Php 10,000/ Professorial applicants	10 days, 20 minutes	



Performance Management Unit

External Services



1. Conduct of TSU Automated Faculty Evaluation via Student Portal

The service allows retrieval of documented faculty evaluation by the students (clients) for the performance evaluation of the concerned faculty.

Office or Division:	Performance Management Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who are officially enrolled during the semester			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student portal and Office 365 account		The applicant or client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student will log on to his student portal to view grades.	1.1 Refer to the existing academic calendar for evaluation period	None	3 minutes	<i>Head</i> PM Unit, HRDMO
	1.2 Set the evaluation period, College students will evaluate their instructors/ professors twice every semester (First is for midterm in the span of one month after the exam. Second is for final term in the span of two weeks after the exam) and once per Trimester. The students will receive email notification once evaluation	None.	5 minutes	<i>Head</i> PM Unit, HRDMO
2. Student will be prompted to evaluate faculty/ professors during the current semester/trimester before viewing their grades.	2.1 Monitor the results of the performance evaluation of faculty per colleges and by individual faculty	None.	1 hour	<i>Head</i> PM Unit, HRDMO
	2.2 Prepare the evaluation summary and submit report to the VP Academic Affairs and College Deans.	None.	1 day	<i>Staff</i> PM Unit, HRDMO <i>Head</i> PM Unit, HRDMO
	2.3 Release of the requested document to faculty or college dean concerned	None.	2 minutes	<i>Staff</i> PM Unit, HRDMO
TOTAL:		None	1 day, 1 hour, 10 minutes	



Performance Management Unit

Internal Services



1. Monitoring of Tardiness and/or Absenteeism

The service monitors time keeping of all employees and personnel of the University and provide intervention.

Office or Division:	Performance Management Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees who have rendered at least one (1) month of service in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Daily Time Record of Biometrics Entry		From the HRDM Office and Management Information System Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will register with the MISO to use the biometrics system	1. PMU will monitor the biometrics entries of the employees to monitor attendance and tardiness	None.	15 minutes	Clerk PM Unit HRDMO
2. Client uses biometrics system daily for entry and exit observing the official time	2. HRDMO will generate monthly report of attendance and tardiness per office	None.	3 hours	Clerk PM Unit HRDMO
	2.1 HRDMO-PMU will send notice to employees who are consistently tardy and absent as per Intervention program to be signed by the supervisor	None.	1 day	Clerk PM Unit HRDMO
TOTAL:		None	1 day, 3 hours, 15 minutes	

2. Performance Appraisal by Supervisors for Non-Plantilla Item Non-Teaching Staff

This service is for the performance evaluation of non-plantilla item holders of non-teaching staff.

Office or Division:	Performance Management Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Employees without Plantilla Item in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Performance Appraisal Form by Supervisors		From the HRDM Office		
Accomplishment report/ Clearance		To be provided by client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



	1. Set the Schedule of Automated Performance Evaluation for Non-Plantilla Item Non-Teaching Staff then announce it via eDMS.	None.	1 day	Clerk PM Unit HRDMO
2. Log-in to Employee portal to access the Automated Performance Evaluation for Non-Plantilla Item Non-Teaching Staff, evaluate the staff then click submit. Note: The performance evaluation is open for 2 weeks	2. Consolidate the result then submit to VPAF.	None.	1 day & 10 minutes	Clerk PM Unit HRDMO Supervisors Concerned Offices
TOTAL:		None	16 days & 10 minutes	

3. Strategic Performance Management System (SPMS) Process Monitoring

The service provides the plantilla faculty and staff an evaluation of their accomplished performance to be assessed by supervisors on functional targets and by PMT in the office strategic targets through one or more dimensions of Quality, Effectiveness & Timeliness.

Office or Division:	Performance Management Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Employees without Plantilla Item in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SPMS Form -IPCR/ DPCR/ OPCR		From the HRDM Office		
Performance Monitoring & Coaching Journal		From the HRDM Office		
Individual Development Plan		From the HRDM Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Planning Office and the Performance Management Team (PMT) set targets with the Head of Agency or representative prior to the start of each semester.	1. HRDMO Director & PMU Head coordinate with the PMT Chair regarding the SPMS process cycle through a PMT meeting.	None.	2 days	Head of Agency TSU CHAIRMAN: Executive Officer Appointed by the President CO-CHAIRMAN: Vice President for Academic Affairs MEMBERS: Highest Planning Officer



				<i>Head- Human Resource Officer Chief Administrative Officer Highest Finance Officer TSUFPU President NASA President Performance Management Team (PMT) Planning Office Staff HRDMO (Secretariat)</i>
2. The OUP, VP Offices cascade the university strategic plans to Deans and Directors and submit the OPCR to Planning Office to be reviewed by the PMT	2. PMT Secretariat (HRDMO) facilitates the re-orientation of SPMS among university human resources	None.	2 days	<i>Head PM Unit, HRDMO Members TSU-PMT Director HRDMO University President OUP Respective Vice Presidents</i>
3. Deans, Directors, Heads of Offices and Chairpersons discuss the assigned targets to their subordinate faculty or staff for the target setting	3. PMU answers inquiries with regards to the guidelines in the filling out of SPMS Forms as needed	None	2 days	<i>Head PM Unit, HRDMO Members TSU-PMT Director HRDMO Immediate Supervisor Concerned Office</i>
4. Faculty and staff submit DPRC/ IPCR with targets following the SPMS Calendar to respective VP Offices.	4. PMU reminds the human resources of the SPMS Cycle and submission deadlines through communication channels.	None	2 days	<i>Head PM Unit HRDMO All regular employees TSU</i>
5. Respective VP Offices review the targets in the DPRC & IPCRS of colleges/ offices under them,	5. PMU acts as repository of DPRCs and IPCRS with Targets and Actual accomplishments and Summary of	None	3 days	<i>Head PM Unit, HRDMO Respective Vice Presidents</i>



approve and submit to the HRDM office.	ratings per VP Offices.			
6. Colleges and offices conduct Coaching and Mentoring activities within the semester (Jan. to June; July to Dec.) documented by College Deans, Chairpersons, Directors and Heads of Offices	6. PMU responds to requests for Coaching and Mentoring as needed regarding SPMS.	None	1 day	<i>Head</i> PM Unit, HRDMO <i>Deans</i> Concerned College <i>Directors</i> Concerned Office <i>Heads</i> Concerned Unit
7. Supervisors discuss the performance of the faculty and staff during the semester and agree on the objective rating for the accomplishments based on the targets set or assigned.	7. PMU assists PMT of the policy reminders through an office order on the basis of the SPMS calendar.	None	1 day	<i>PMU Head</i> <i>HRDMO</i> <i>Supervisors</i>
8. Review of the DPCR and IPCR ratings is done per VP Offices while PMT reviews and validates the OPCR ratings for OUP and VPs	8. PMU Receives and collects the IPCRs with DPCR from the PMT and VP Office for	None	3 days	<i>Head</i> PM Unit, HRDMO <i>Director</i> HRDMO <i>Immediate</i> <i>Supervisor</i> Concerned Office
9. Submission of all IPCR and DPCR with attachments (PMCJ and IDP/ PDP to the HRDMO PMU	9. Facilitates submission to the Civil Service Commission of the Summary of Ratings and for filing of DPCRs and IPCRs	None	7 days	<i>Head</i> PM Unit, HRDMO <i>Director</i> HRDMO
10. Performance review and evaluation is done by the Executive Committee during mid-year and year end for Performance Rewarding and Development Planning which may coincide with	10. HRDMO assists in the development planning and Rewards and Recognition program or TSU PRAISE by the PRAISE Committee as well as observe the SPMS Cycle and SPMS Calendar	None	2 days	<i>Head of Agency</i> TSU <i>Members</i> TSU Executive Committee <i>Director</i> HRDMO <i>Members</i>



the University Planning and Target Setting to repeat the SPMS Process/ Cycle following the TSU SPMS Calendar				<p>TSU-PRAISE Committee</p> <p><i>Director</i> Office of Planning, Performance Monitoring and Evaluation</p>
TOTAL:		None	25 days	



Recruitment, Selection and Promotion Unit

External/Internal Services



1. Hiring of Contractual/Permanent Non-teaching Personnel

The service will help the University recruit and select qualified and competent faculty members

Office or Division:	Recruitment, Selection and Promotion Unit			
Classification:	Highly Technical			
Type of Transaction:	G2C- Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personnel Requisition Slip or TSU-HRD-SF-02A/02B (3 original copies)		HRDMO or TSU Website for the downloadable copy (www.tsu.edu.ph)		
Qualification Standard or TSU-HRD-SF01 (2 original copies)		HRDMO or TSU Website for the downloadable copy (www.tsu.edu.ph)		
Application Letter (Original only)		The applicant or client will provide.		
Personal Data Sheet/Resumé (Original only)		The applicant or client will provide.		
Official Transcript of Record (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of units earned in Post-graduate course/s, if any. (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of Eligibility, if applicable. (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of Trainings/Seminar-Workshops for the last five (5) years. (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of Awards, Plaque or Letter of Commendation for the last ten (10) years. (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of Employment, including outside of government service. (Original and one (1) xerox copy)		The applicant or client will provide.		
Performance Rating/IPCR (Last two (2) rating in the present plantilla) (Original and one (1) xerox copy)		The applicant or client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Dean/ Director/ Head will submit the accomplished PRS & QS Form	1. Receive QS Form	None.	1 minute	Messenger HRDMO
2. Hiring Director/Dean/Head will wait for the posting of the vacant position	2. Publishes Vacant Positions. <i>(*for Contractual Personnel- Note: If there are no available applicants, the RSP staff shall publish the vacant position for external hiring)</i>	None	1 hour	Staff RSP Unit, HRDMO Staff CSC Field Office
3. Submit application requirements	3. Checks and screens submitted requirements of	None	14 days	Messenger HRDMO



through email. hrdmo_rsp@tsu.edu.ph	applicants through email The receiving of application is until the date specified in the publication.			Staff RSP Unit, HRDMO
4. Hiring Director/Dean/Head will wait for the list of qualified applicants screened by the RSPU Staff.	4. Screens pertinent documents of applicants and forwards to the concerned Dean/ Director/ Heads for shortlisting through MS Teams or Email.	None.	45 minutes	Messenger HRDMO Staff RSP Unit, HRDMO
5. Qualified Applicants will wait for the schedule of demo and interview and examination via zoom.	5. Evaluates the documents of the shortlisted applicants.	None.	1 day	Evaluator RSP Unit, HRDM Office Staff RSP Unit, HRDMO
6. Qualified applicants will wait for the schedule of virtual interview.	6. RSPU staff notifies applicants for the schedule of virtual interview through text message and email.	None.	10 minutes	Staff RSP Unit, HRDMO
7. Applicants will prepare for the interview.	7. Convenes HRMPSB virtual interview (via zoom)	None.	6 hours	HRMPSB Staff RSP Unit, HRDMO
8. Applicants will attend to the scheduled examination.	8. Conducts online psychological test for selected applicants.	None.	3 hours	Psychometrician RSP Unit, HRDMO Staff RSP Unit, HRDMO
9. Applicants will wait for the result.	9. Prepares Ranking Result for approval of the Appointing Authority; Notifies hired applicant.	None.	30 minutes	Staff RSP Unit, HRDMO Hiring Supervisor Concerned College/Office
10. Applicants will wait for the result.	10. For externally hired applicants, the RSPU Staff will conduct a background check.	None.	30 minutes	Staff RSP Unit, HRDMO



11. Selected applicant will be informed for the signing of recommendation letter.	11. Route the Recommendation Letter for approval of the Appointing Authority.	None.	2 hours	Messenger HRDMO Staff RSP Unit, HRDMO
12. Recommended applicant/s will wait for the approved recommendation letter	12. Receives Approved Recommendation Letter	None.	1 minute	Messenger HRDMO
13. Hired personnel will visit the HRDM Office or checks his/her email.	13. Issues list of pre-employment requirements through email.	None.	20 minutes	Staff RSP Unit, HRDMO
14. Hired employee will submit the accomplished pre-employment requirements.	14. RSPU Staff checks the requirements and coordinates with the TAOD Staff for the Orientation of New Employee.	None.	40 minutes	Training Assistant TOD Unit, HRDMO Staff RSP Unit, HRDMO
15. Client will be informed regarding his/her start date.	15. RSPU Staff will issue the Work Order to the hired personnel.	None.	10 minutes	Staff RSP Unit, HRDMO Hiring Supervisor/ Assigned Buddy Concerned College/Office
TOTAL:		None	16 days, 5 hours, 57 minutes	

2. Hiring of Full-time/Part-time Lecturer

The service will help the University recruit and select qualified and competent faculty members.

Office or Division:	Recruitment, Selection and Promotion Unit	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen G2G – Government to Government	
Who may avail:	Dean of College All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Personnel Requisition Slip and Qualification Standard (3 copies of TSU-HRD-SF01, 2 copies of TSU-HRD-SF-02A)		HRDMO or TSU Website for the downloadable copy (www.tsu.edu.ph)
Application Letter (Original only)		The applicant or client will provide.
Personal Data Sheet/Resumé (Original only)		The applicant or client will provide.



Official Transcript of Record (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of units earned in post-graduate course/s, if any. (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of Eligibility, if applicable. (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of Trainings/Seminar-Workshops for the last five (5) years. (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of Awards, Plaque or Letter of Commendation for the last ten (10) years. (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of Employment, including outside of government service. (Original and one (1) xerox copy)		The applicant or client will provide.		
Performance Rating/IPCR (Last two (2) rating in the present plantilla) (Original and one (1) xerox copy)		The applicant or client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Dean/ Director/ Head will submit the accomplished PRS & QS Form for signature of the concerned officials.	1. Receive PRS and QS Form and forwards to the concerned office/official for approval.	None	5 minutes	Messenger HRDMO Concerned Officials
2. Hiring Director/Dean/Head will wait for the posting of the vacant position	2. Publishes Vacant Positions.	None	30 minutes	Staff RSP Unit, HRDMO
3. Submit application requirements through email. hrdmo_rsp@tsu.edu.ph	3. Checks and screens submitted requirements of applicants.	None	5 minutes	Messenger HRDMO
4. Hiring Director/Dean/Head will wait for the list of qualified applicants screened by the RSPU Staff.	4. Screens pertinent documents of applicants and forwards to the concerned Dean/ Director/ Heads for shortlisting through MS Teams or Email.	None.	45 minutes	Messenger HRDMO Staff RSP Unit, HRDMO
5. Qualified Applicants will wait for the schedule of interview and examination via Zoom.	5. Evaluates the documents of the shortlisted applicants.	None.	1 day	Evaluator HRMPSB Staff RSP Unit, HRDMO



6. Qualified applicants will wait for the schedule of virtual demo interview (via zoom)	6. RSPU staff notifies applicants for the schedule of virtual demo and interview	None.	15 minutes	Staff RSP Unit, HRDMO
7. Clients will prepare for the interview and demo	7. Convenes demo and interview via zoom	None	6 hours	Members HRMPSB Staff RSP Unit, HRDMO
8. Applicants will attend to the scheduled examination.	8. Conducts online psychological test for selected applicants.	None.	3 hours	Psychometrician, Staff RSP Unit, HRDMO
9. Applicants will wait for the result.	9. Prepares Ranking Result for approval of the Appointing Authority; Notifies hired applicant.	None.	45 minutes	Staff RSP Unit, HRDMO Hiring Supervisor Concerned College/Office
10. Applicants will wait for the result.	10. Conducts background check on the top-rank applicants.	None.	30 minutes	Staff RSP Unit, HRDMO
11. Chosen applicant will visit the HRDM Office or checks his/her email.	11. Issues list of pre-employment requirements	None.	20 minutes	Staff RSP Unit, HRDMO
12. Hired employee will submit the accomplished pre-employment requirements.	12. Checks the requirements and coordinates with the TAOD Staff for the Orientation of New Employee.	None.	40 minutes	Staff TOD Unit, HRDMO Staff RSP Unit, HRDMO
13. Client will be informed regarding his/her start date.	13. Issue the Work Order to the hired lecturer to report to their Dean for the schedule and faculty loading.	None	2 minutes	Staff RSP Unit, HRDMO Hiring Dean Concerned College
TOTAL:		None	2 days, 4 hours, 57 minutes	



3. Hiring of Temporary/Contractual

The service will help the University recruit and select qualified and competent faculty members.

Office or Division:	Recruitment, Selection and Promotion Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Dean of College, Director of Office & Head of Unit All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Qualification Standard or TSU-HRD-SF01 (2 copies of TSU-HRD-SF-02A / 2B)		HRDMO or TSU Website for the downloadable copy (www.tsu.edu.ph)		
Application Letter (Original only)		The applicant or client will provide.		
Personal Data Sheet/Resumé (Original only)		The applicant or client will provide.		
Official Transcript of Record (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of units earned in Post-graduate course/s, if any. (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of Eligibility, if applicable. (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of Trainings/Seminar-Workshops for the last five (5) years. (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of Awards, Plaque or Letter of Commendation for the last ten (10) years. (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of Employment, including outside of government service. (Original and one (1) xerox copy)		The applicant or client will provide.		
Performance Rating/IPCR (Last two (2) rating in the present plantilla) (Original and one (1) xerox copy)		The applicant or client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Dean/ Director/ Head will submit the accomplished QS Form	1. Receive QS Form	None	1 minute	Messenger HRDMO
2. Hiring Director/Dean/Head will wait for the posting of the vacant position <i>*if applicable</i>	2. Publishes Vacant Positions 2.1 if there are no available applicants, RSP staff shall publish the vacant position for external hiring (faculty positions are exempted from publication per CSC ruling)	None.	1 hour	Staff RSP Unit, HRDM Office Civil Service Commission Field Office



3. Submit application requirements through email. hrdmo_rsp@tsu.edu.ph	3. Checks and screens submitted application documents through email <i>*receiving of application is until the date specified in the publication</i>	None.	14 days	Messenger HRDMO Staff RSP Unit, HRDM Office
4. Hiring Director/ Dean/ Head will wait for the list of qualified applicants screened by the RSPU Staff.	4. Screens pertinent documents of applicants and forwards to the concerned Dean/ Director/ Heads for shortlisting through MS Teams or Email.	None.	45 minutes	Messenger HRDMO Staff RSP Unit, HRDMO
5. Qualified Applicants will wait for the schedule of interview and examination via Zoom.	5. Evaluates the documents of the shortlisted applicants.	None.	1 day	Human Resource Merit Promotion and Selection Board (HRMPSB) Evaluator HRMPSB RSPU Staff HRDMO
6. Qualified applicants will wait for the schedule of virtual demo interview (via zoom)	6. Notifies applicants for the schedule of virtual demo and interview	None.	10 minutes	Staff RSP Unit, HRDMO
7. Applicants will prepare for the online interview and demo via Zoom meeting.	7. Convenes virtual demo and interview	None	6 hours	Members HRMPSB Staff RSP Unit, HRDMO
8. Applicants will attend to the scheduled online examination via Zoom meeting.	8. Conducts online psychological test for selected applicants.	None.	3 hours	Psychometrician RSP Unit, HRDMO Staff RSP Unit, HRDMO
9. Applicants will wait for the result.	9. Prepares Ranking Result for approval of the Appointing Authority; Notifies hired applicant.	None.	45 minutes	Staff RSP Unit, HRDMO Hiring Supervisor Concerned College/Office



10. Applicants will wait for the result.	10. For externally hired applicants, the RSPU Staff will conduct a background check	None.	30 minutes	Staff RSP Unit, HRDMO
11. Client will be informed for the signing of recommendation letter.	11. Route the Recommendation Letter for approval of the Appointing Authority.	None.	2 hours	Staff RSP Unit, HRDMO
12. Chosen applicant will report to the HR office or check their email.	12. Issue list of pre-employment requirements through email	None.	20 minutes	Staff TOD Unit, HRDMO Staff RSP Unit, HRDMO
13. Hired employee will submit the accomplished pre-employment requirements through email/ walk-in by leaving documents in the file box	13. Checks the requirements through email and coordinates with the TOD Staff for the virtual Orientation of New Employee.	None	40 minutes	Training Assistant TOD Unit, HRDM Office Staff RSP Unit, HRDM Office
14. Client will be informed regarding his/her start date.	14. Issue the Work Order to the hired lecturer to report to their Dean for the schedule and faculty loading.	None.	5 minutes	Staff RSP Unit, HRDM Office Hiring Dean Concerned College
TOTAL:		None	16 days, 5 hours, 16 minutes	

4. Receiving of Application

The service allows citizens to apply for specific job vacancies or positions posted by the office.

Office or Division:	Recruitment, Selection and Promotion Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
Application Letter (Original only)	The applicant or client will provide.
Personal Data Sheet/Resumé (Original only)	The applicant or client will provide.
Official Transcript of Record (Original and one (1) xerox copy)	The applicant or client will provide.
Certificate of units earned in Post-graduate course/s, if any. (Original and one (1) xerox copy)	The applicant or client will provide.



Certificate of Eligibility, if applicable. (Original and one (1) xerox copy)	The applicant or client will provide.			
Certificate of Trainings/Seminar- Workshops for the last five (5) years. (Original and one (1) xerox copy)	The applicant or client will provide.			
Certificate of Awards, Plaque or Letter of Commendation for the last ten (10) years. (Original and one (1) xerox copy)	The applicant or client will provide.			
Certificate of Employment, including outside of government service. (Original and one (1) xerox copy)	The applicant or client will provide.			
Performance Rating/IPCR (Last two (2) rating in the present plantilla) (Original and one (1) xerox copy)	The applicant or client will provide.			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements through email hrdmo_rsp@tsu.edu.ph . The receiving of application is until the date of specified in the publication for published positions.	1.1 Checks and screens submitted document/s.	None.	1 minute	<i>Messenger</i> HRDM Office
	1.2 Encode and schedule for evaluation and interview.	None.	2 days	<i>Clerk</i> RSP Unit, HRDM Office
	1.3 Informs the applicant on his/her scheduled virtual interview.	None.	5 minutes	<i>Clerk</i> RSP Unit, HRDM Office
TOTAL:		None	2 days & 6 minutes	



Recruitment, Selection and Promotion Unit

External Services



1. Hiring of Job Order Personnel

The service will help the University recruit and select individuals required for the job.

Office or Division:	Recruitment, Selection and Promotion Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personnel Requisition Slip or TSU-HRD-SF-02A/02B (3 original copies)		HRDMO or TSU Website for the downloadable copy (www.tsu.edu.ph)		
Qualification Standard or TSU-HRD-SF01 (2 original copies)		HRDMO or TSU Website for the downloadable copy (www.tsu.edu.ph)		
Application Letter (Original only)		The applicant or client will provide.		
Personal Data Sheet/Resumé (Original only)		The applicant or client will provide.		
Official Transcript of Record (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of units earned in Post-graduate course/s, if any. (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of Eligibility, if applicable. (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of Trainings/Seminar-Workshops for the last five (5) years. (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of Awards, Plaque or Letter of Commendation for the last ten (10) years. (Original and one (1) xerox copy)		The applicant or client will provide.		
Certificate of Employment, including outside of government service. (Original and one (1) xerox copy)		The applicant or client will provide.		
Performance Rating/IPCR (Last two (2) rating in the present plantilla) (Original and one (1) xerox copy)		The applicant or client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Dean/ Director/ Head will submit the accomplished PRS and QS Form for signature of the concerned officials.	1. Receive PRS and QS Form and forwards to the concerned office/official for approval.	None.	5 minutes	Messenger HRDMO Concerned Officials
2. Hiring Director/ Dean/ Head will wait for the posting of the vacant position	2. Publishes Vacant Positions	None	1 hour	Staff RSP Unit, HRDMO Staff CSC Field Office
3. Submit application requirements through email: hrdmo_rsp@tsu.edu.ph	3. Checks and screens submitted requirements through email.	None.	5 minutes	Messenger HRDMO
4. Hiring Director/Dean/Head will wait for the list of qualified applicants	4. Screens pertinent documents of applicants and	None.	45 minutes	Messenger HRDMO



screened by the RSPU Staff.	forwards to the concerned Dean/ Director/ Heads for shortlisting through MS Teams or Email.			Staff RSP Unit, HRDMO
5. Qualified applicants will wait for the scheduled virtual interview and examination.	5. Notifies applicants for the schedule of virtual pre-employment tests and interview.	None.	15 minutes	Hiring Supervisor Concerned College/Office Staff RSP Unit, HRDM Office
6. Clients will report for the virtual examination and interview.	6. Conducts virtual examination and HRMPSB Interview	None.	3 hours	Staff RSP Unit, HRDM Office HRMPSB
7. Applicants will wait for the result.	7. Prepares Ranking Result, notifies the Hiring supervisor and hired applicant <i>a day after the exam and interview conducted.</i>	None.	1 day	Staff RSP Unit, HRDM Office Hiring Supervisor Concerned College/Office
8. Applicants will wait for the result.	8. Conduct background check for the top-rank applicants.	None.	20 minutes	Staff RSP Unit, HRDM Office
9. Chosen applicant/s will check their email for the list of requirements.	9. Job Offer and issuance of pre-employment requirements through email.	None.	20 minutes	Clerk RSP Unit, HRDM Office
10. Hired employee will submit the accomplished pre-employment requirements through email/ walk-in by leaving documents in the file box for HRDMO.	10. Prepares the Job Order contract RSPU Staff checks the requirements and coordinates with the TODU Staff for the Orientation of New Employee;	None.	1 hour	Staff RSP Unit, HRDM Office TODU Staff HRDMO
11. Client will be informed regarding his/her start date.	11. RSPU staff will issue gate pass, work order and request for shuttle availment (if applicable) and conduct on-boarding to the hired employee.	None.	10 minutes	Staff RSP Unit, HRDM Office Hiring Supervisor /Assigned Buddy Concerned College/Office
TOTAL:		None	1 day, 7 hours	



Recruitment, Selection and Promotion Unit

Internal Services



1. Change of Status from Temporary to Permanent

The service will help in promoting deserving personnel that will supply the needs of every office/unit/college of the University.

Office or Division:	Recruitment, Selection and Promotion Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Faculty Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU-HRD-SF-66 – 1 copy (Checklist of Requirements for Appointment)		HRDM Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit pertinent documents for possible change of status thru email hrdmorsp@tsu.edu.ph or walk-in by leaving documents in the file box of HRDMO	1. Receives the pertinent documents of faculty for possible change of status.	None.	1 minute	Messenger HRDMO Staff RSP Unit, HRDM Office
2. The dean and faculty will wait for the result of evaluation.	2. Evaluates the documents of the faculty for possible change status	None.	30 minutes	Staff RSP Unit Director HRDMO
3. Concerned dean/director will prepare recommendation letter.	3. Once approved, Receive the recommendation letter for change of status from temporary to permanent	None.	3 minutes	Messenger HRDMO Staff RSP Unit
4. Faculty being recommended will wait for the schedule of issuance of requirements and oath taking.	4. Prepares Complete Staff Work (CSW) with the attached Matrix of appointee's Recommendation Letter.	None.	1 hour	Staff RSP Unit
5. Client will be informed to the date of issuance of requirements through email.	5. Issue list of requirements through email.	None.	30 minutes	Staff RSP Unit
6. Client will be informed to the scheduled date of Oath Taking	6. Sends schedule and details for the Virtual Oath Taking	None.	3 minutes	Staff RSP Unit HRMPSB
7. Client will be informed to the date of orientation.	7. Coordinates with TOD Unit for faculty orientation	None.	3 minutes	Staff RSP and TOD Unit
TOTAL:		None	2 hours, 10 minutes	



2. Issuance of DBP Certification

The service allows employees to have their ATM Cards for easily obtaining their salaries in no time.

Office or Division:	Recruitment, Selection and Promotion Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees who have rendered at least one (1) month in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Bank Certification (Original)		From the HRDM Office		
Two (2) Employee Data Sheet		From the HRDM Office		
Checklist of requirements for DBP Account		From the HRDM Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the RSP Staff regarding the availment of DBP Certification	1. Issue Certification and give Employee Data Sheet.	None.	3 minutes	<i>Clerk</i> RSP Unit, HRDM Office
2. Accomplish the given Employee Data Sheet and submit one copy to the Cashiering Unit and one to Administrative Services Unit.	2. Receive the accomplished Employee Data Sheet	None.	5 minutes	<i>Clerk</i> Cashiering Unit <i>Staff</i> Administrative Services Unit
TOTAL:		None	8 minutes	



3. Issuance of I.D. Request Slip

The service allows employees to have their I.D.s as a requirement of being personnel of the University.

Office or Division:	Recruitment, Selection and Promotion Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees who have rendered at least one (1) month in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID Request Slip (TSU-HRD-SF85)		From the HRDM Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the messenger of his/her request of an ID.	1.1 Endorse to the RSP Staff.	None.	1 minute	<i>Messenger</i> HRDMO
	1.2 Give an ID Request Slip (TSU-HRD-SF85)	None.	1 minute	<i>Clerk</i> RSP Unit, HRDMO
2. Accomplish the ID Request Slip and proceed to the Business Center for the ID Capturing.	2. Receive the accomplished ID Request Slip and start capturing	None.	10 minutes	<i>Staff</i> BAASO
TOTAL:		None	12 minutes	



Training and Organizational Development Unit

External/Internal Services



1. Filing of Cases and Complaints

The service will help the University resolve issues and complaints arising in the workplace following due process and procedures.

Office or Division:	Training & Organizational Development Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen or G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A complaint letter with full name and address of the complainant, full name and address of the person complained of as well as his or her position and designation at the university, must be in writing and under oath.		The applicant or client will provide.		
A narrative of the relevant and material facts which show the acts of omissions allegedly committed by the employee.		The applicant or client will provide.		
Certified True Copies of documentary evidence and affidavits of his witness (if any).		The applicant or client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complaint letter to the Office of the University President	1.1 Receive letter by Office of the University President 1.1.1 The letter will be endorsed to the HRDMO through Office of the Vice President for Administration and Finance	None.	3 minutes	<i>Clerk</i> Office of the University President
	1.2 Initial assessment and evaluation of the case by the HRDMO	None.	30 minutes	<i>Director</i> <i>Technical Staff on Employee Relations</i> TOD Unit, HRDMO
2. Attend to Interview and Mediation at the HRDM Office	2. Interview the parties involved and facilitate initial mediation and amicable settlement	None.	1 hour	<i>Director</i> <i>Technical Staff on Employee Relations</i> TOD Unit, HRDMO



3. Wait for the resolution of the case	3. Submit case report and recommend to the Office of the University President 3.1 The Office of the University President will act; 3.2 through the Vice President for Administration and Finance	None.	2 days	<i>Director</i> HRDMO <i>Vice President</i> Office of the Vice President for Administration and Finance <i>President</i> Office of the University President
TOTAL:		None	2 days, 1 hour, 33 minutes	



Training and Organizational Development Unit

Internal Services



1. Employee Counseling

The service allows the employees to seek help and assistance from competent professionals to resolve personal, social, and career concerns that may be adversely affecting their well-being.

Office or Division:	Training & Organizational Development Unit			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Counseling Slip		Employee Relations Staff		
Employee Referral Form		Employee Relations Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Counseling Slip or Employee Referral Form obtained from the ER Staff. 1.1) Submit the Counseling Slip or Employee Referral Form to the HRDM Office.	1.1 Receive the documents.	None.	1 minute	<i>Technical Staff on Employee Relations TOD Unit, HRDMO</i>
	1.2 Assess the nature of concern of the counselee.	None.	1 day	<i>Technical Staff on Employee Relations TOD Unit, HRDMO</i>
	1.3 Communicate with the counselee to schedule the intake interview.	None.	1 day	<i>Technical Staff on Employee Relations TOD Unit, HRDMO</i>
2. Attend to initial intake interview.	2. Conduct an initial interview with the counselee and set another schedule for the Formal Counseling.	None.	30 minutes	<i>Director or Counselor HRDMO</i>
3. Attend to the Formal Counseling session.	3. Conduct Formal Counseling to the counselee and may refer him/her to other professionals, if needed. 3.1 Evaluate and monitor the outcome of the counseling.	None.	1 hour	<i>Director or Counselor HRDMO</i>
4. Client may request for further counseling session through the Employee Relations Staff, if needed.	4. Inform the counselor regarding the request of the client.	None.	1 day	<i>Technical Staff on Employee Relations TOD Unit, HRDMO</i>
	4.1 Once the goals of the counseling were achieved, the			<i>Director or Counselor HRDMO</i>



	counseling relationship is terminated.			
TOTAL:		None	3 days, 1 hour, 31 minutes	

2. Exit Interview Form Accomplishment

This service allows outgoing employees of the University to provide constructive and honest feedback that may help the institution to identify strengths and improve its weaknesses.

Office or Division:	Training & Organizational Development Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Outgoing Employee of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employee - Exit Interview Form		Employee Relations Staff.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Exit Interview Form.	1.1 Receive accomplished Exit Interview Form.	None.	2 days	<i>Clerk</i> Employee Welfare Unit, HRDMO
	1.2 Endorse the accomplished forms to the Employee Relations Staff.	None.	1 minute	<i>Clerk</i> Employee Welfare Unit <i>Technical Staff on Employee Relations</i> TOD Unit, HRDMO
	1.3 Receive the document.	None.	1 minute	<i>Technical Staff on Employee Relations</i> TOD Unit, HRDMO
TOTAL:		None	2 days & 2 minutes	

3. Issuance of Certificate of Compliance

The service provides a documentary requirement for the processing of Travel Expenses Voucher and liquidation of Cash Advance for the employees who attended external training or seminar.

Office or Division:	Training & Organizational Development Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employee - Exit Interview Form		Employee Relations Staff.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit accomplished Exit Interview Form.	1.1 Receive accomplished Exit Interview Form.	None.	2 days	Clerk Employee Welfare Unit, HRDMO
	1.2 Endorse the accomplished forms to the Employee Relations Staff.	None.	1 minute	Clerk Employee Welfare Unit Technical Staff on Employee Relations TOD Unit, HRDMO
	1.3 Receive the document.	None.	1 minute	Technical Staff on Employee Relations TOD Unit, HRDMO
TOTAL:		None	2 days & 2 minutes	

4. New Employee Online Orientation

The service aims to welcome the newly hired/newly appointed employees of the university and provide them an overview on the TSU's mission, vision, organizational structure, policies and procedures, and other employment details.

Office or Division:	Training & Organizational Development Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Newly hired and newly appointed employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form for Orientation, Testing and Counselling		Recruitment, Selection and Promotion Unit Staff.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Form for Orientation, Testing and Counselling	1.1 Receive submitted Request Form for Orientation, Testing and Counselling	None.	2 minutes	Staff RSP Unit Training Assistant TOD Unit, HRDMO
	1.2 Prepare the necessary forms and documents and Zoom/MS Teams links for the orientation	None.	10 minutes	Training Assistant TOD Unit, HRDMO
	1.3 Inform the newly hired/newly appointed employees of the details of the online orientation	None.	5 minutes	Staff RSP Unit, HRDMO
2. Attend the New Employee Online Orientation	2. Conduct of Online Orientation via Zoom using Powerpoint	None.	45 minutes	Training Assistant TOD Unit, HRDMO



	and Video Presentation			
3. Fill out the New Employee Orientation Evaluation Form and Employee Orientation Checklist and receive Information Technology Policy of the Tarlac State University, Quality, Environment, Health and Safety Policy Leaflet, and HR On-Boarding Brochure.	5. Issue the New Employee Orientation Evaluation Form and Employee Orientation Checklist to accomplished by the attendees and send via email the Information Technology Policy of the Tarlac State University, Quality, Environment, Health and Safety Policy Leaflet, and HR On-Boarding Brochure.	None.	10 minutes	<i>Training Assistant</i> TOD Unit, HRDMO
TOTAL:		None	1 hour & 12 minutes	

5. Processing of Other Scholarship Requests

This service helps the employee-scholars to monitor the status of their requests from the Faculty Scholarship Committee through the HRDM Office.

Office or Division:	Training & Organizational Development Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employee-Scholars of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		The client will provide.		
Other Supporting Documents		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter together with the supporting documents.	1.1 Receive and check the request and documents submitted. 1.1.1 If complete, proceed to the next step. If not, notify the scholar.	None.	15 minutes	<i>Technical Staff on Employee Relations</i> TOD Unit, HRDMO
	1.2 Discuss to the requestor all the conditions related to his/her request.	None.	15 minutes	<i>Technical Staff on Employee Relations</i> TOD Unit, HRDMO
	1.3 Organize the documents and coordinate with the FSC/NAPSC for the	None.	3 days	<i>Technical Staff on Employee Relations</i> TOD Unit, HRDMO



	schedule of the meeting.			
	1.4 Through the HRDM Office, the FSC/NAPSC shall convene to evaluate and, if in the affirmative, shall recommend the request for approval by the OUP.	None.	7 days	<i>Technical Staff on Employee Relations</i> TOD Unit, HRDMO <i>Members</i> TSU- Faculty Scholarship Committee (FSC)/ Non-Academic Personnel Scholarship Committee (NAPSC) <i>President</i> Office of the University President
	1.5 Notify the requestor on the status of his/her request, in writing	None.	3 days	<i>Technical Staff on Employee Relations</i> TOD Unit, HRDMO
TOTAL:		None	13 days & 30 minutes	

6. Request for Training or Seminar (Face-to-Face Training)

The service allows other offices/department of the university to organize and facilitate training or seminar for TSU employees.

Office or Division:	Training & Organizational Development Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly accomplished Training Request Form downloaded from TSU website (3 Original) with attachments, if any.		Training and Organizational Development Unit Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Training Request Form (TRF)	1.1 Receive submitted Training Request Form and supporting documents	None	2 minutes	<i>Front Desk Clerk</i> HRDMO <i>or</i> <i>Training Assistant</i> TOD Unit, HRDMO
	1.2 Review the submitted TRF and supporting documents	None	5 minutes	<i>Head</i> TOD Unit, HRDMO
			1 day	



	<p>1.2a If approved, forward to the Budget Management Unit. If not, notify the client</p> <p>1.2b If approved, forward to the Accounting Unit. If not, notify the client</p> <p>1.2c If approved, forward to the respective Vice President of the requesting office. If not, notify the client.</p>		<p>1 day</p> <p>1 day</p>	<p><i>Clerk</i> Budget Management Unit</p> <p><i>Clerk</i> Accounting Unit</p> <p><i>Clerk</i> Respective Vice President (AF, AA, PQA, RES)</p>
	1.3 Endorse the TRF for final approval of the President	None	1 day	<i>Clerk</i> Office of the University President
2. Announce the training details through DMS	2.1 Secure a copy of the signed memo	None	10 minutes	<i>Training Assistant</i> TOD Unit, HRDMO
	<p>2.2 Prepare necessary training needs and materials prior to scheduled training:</p> <p><i>Attendance sheet, Training Evaluation Form, Programme (if applicable), Request to serve meal (if applicable), etc.</i></p>	None	2-3 days	<p><i>Training Assistant</i> TOD Unit, HRDMO</p> <p><i>Requestor/Client</i> <i>Requesting Office</i></p>
	2.3 Conduct of training or seminar	None	<p>4 hours for half day seminar</p> <p>8 hours for whole day seminar</p>	<p><i>Training Assistant</i> TOD Unit, HRDMO</p> <p><i>Requestor/Client</i> <i>Requesting Office</i></p>
TOTAL:		None	8 days & 17 minutes	



7. Request for Training or Seminar (Free Online Trainings)

The service allows other offices/department of the university to organize and facilitate training or seminar for TSU employees.

Office or Division:	Training & Organizational Development Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly accomplished Training Request Form downloaded from TSU website (3 Original) with attachments, if any.		Training and Organizational Development Unit Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Training Request Form	1.1 Receive submitted Training Request Form with supporting documents	None	2 minutes	<i>Front Desk Clerk</i> HRDMO <i>or</i> <i>Training Assistant</i> TOD Unit, HRDMO
	1.2 Review the submitted TRF and supporting documents	None	5 minutes	<i>Head</i> TOD Unit, HRDMO
	1.2a If approved, forward to the Budget Management Unit. If not, notify the client		1 day	<i>Clerk</i> Budget Management Unit
	1.2b If approved, forward to the Accounting Unit. If not, notify the client		1 day	<i>Clerk</i> Accounting Unit
	1.2c If approved, forward to the respective Vice President of the requesting office. If not, notify the client.		1 day	<i>Clerk</i> Respective Vice President (AF, AA, PQA, RES)
	1.3 Endorse the TRF for final approval of the President	None	1 day	<i>Clerk</i> Office of the University President
2. Announce the training details through DMS	2.1 Secure a copy of the signed memo	None	10 minutes	<i>Training Assistant</i> TOD Unit, HRDMO
	2.2 Prepare necessary training	None	2 days	<i>Training Assistant</i>



	needs prior to scheduled webinar: <i>Zoom/MS Teams Link, Pre-registration Link and E-Training Evaluation, request to serve meal, if necessary</i>			TOD Unit, HRDMO <i>Requestor/Client Requesting Office</i>
	2.3 Conduct of training or seminar	None	4 hours for half day seminar 8 hours for whole day seminar	<i>Training Assistant</i> TOD Unit, HRDMO <i>Requestor/Client Requesting Office</i>
TOTAL:		None	7 days & 17 minutes	

8. Reinstatement from Study Leave

This service allows the employee-scholars to reinstate and resume to their duty after finishing the degree they took during their availed study leave.

Office or Division:	Training & Organizational Development Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employee-Scholars of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reinstatement Letter Form downloaded from TSU website (3 Original).		The client will provide.		
Diploma or Certificate from the University where he/she graduated		The client will provide.		
Transcript of Records (with Special Order for Private Schools)		The client will provide.		
Hard copy of the Thesis/Dissertation		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the Office of the University President	1.1 Endorse to the HRDM Office.	None.	1 minute	<i>Clerk</i> Office of the University President
	1.2 Endorse to the Employee Relations Staff.	None.	1 minute	<i>Messenger</i> HRDMO
	1.3 Receive the document.	None.	1 minute	<i>Technical Staff on Employee Relations</i> TOD Unit, HRDMO
	1.4 Through the HRDM Office, the FSC/NAPSC shall convene to evaluate and, if in the affirmative, shall recommend	None.	7 days	<i>Technical Staff on Employee Relations</i> TOD Unit, HRDMO <i>Committee Members</i>



	the request for approval by the OUP.			TSU-FSC or TSU-NAPSC <i>President Office of the University President</i>
	1.5 Notify the applicant on the status of his/her request, in writing.	None.	2 days	<i>Technical Staff on Employee Relations TOD Unit, HRDMO</i>
TOTAL:		None	9 days & 3 minutes	

9. Request for Scholarship Extension

This service allows the employee-scholars who cannot complete their degree within the period stipulated in their scholarship contract to request for one (1) semester extension with/without pay and with/without stipend to continue studying in their respective Universities.

Office or Division:	Training & Organizational Development Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employee-Scholars of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent addressed to the Office of the University President		The client will provide.		
Updated Study Plan		The client will provide.		
Grade Reports		The client will provide.		
Certification from the adviser indicating the needed period by the grantee to finish the degree, if there is any.		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent to the Office of the University President. Note: Request to extend shall be made one month before the current semester or end of summer/midyear for the FSC actions and endorsement to the OUP.	1.1 Endorse the letter to the HRDM Office.	None.	1 minute	<i>Clerk Office of the University President</i>
	1.2 Endorse to the Employee Relations Staff.	None.	1 minute	<i>Messenger HRDMO</i>
	1.3 Inform the requestor of the needed requirements.	None.	3 minutes	<i>Technical Staff on Employee Relations TOD Unit, HRDMO</i>
2. Submit the requirements.	2.1 Receive the submitted documents.	None.	1 minute	<i>Technical Staff on Employee Relations TOD Unit, HRDMO</i>



	2.2 Through the HRDM Office, the FSC/NAPSC shall convene to evaluate and, if in the affirmative, shall recommend the request for approval by the OUP.	None.	7 days	<i>Technical Staff on Employee Relations</i> TOD Unit, HRDMO <i>Members</i> TSU- Faculty Scholarship Committee (FSC)/ Non-Academic Personnel Scholarship Committee (NAPSC) <i>President</i> Office of the University President
	2.3 Notify the applicant on the status of his/her request, in writing.	None.	2 days	<i>Technical Staff on Employee Relations</i> TOD Unit, HRDMO
TOTAL:		None	9 days & 6 minutes	

10. Sending of Participants to Outside Trainings/Seminar (For Face-to-Face Trainings)

This service gives TSU employees opportunities to attend to trainings and seminars offered and organized by training providers outside the University for personal and professional development.

Office or Division:	Training & Organizational Development Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Plantilla Personnel (Teaching and Non-Teaching)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of invitation, Programme, and other attachments, if any.		Training Provider		
Endorsement form/letter, if any		Office of the University President		
Request for External Training		Training and Organizational Development Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Properly fill-out the Request for External Training (TSU-SF-HR-144) and submit hard copies along with other documents/ attachments.	1.1 Receive and review submitted forms and/or documents	None.	5 minutes	<i>Front Desk Clerk</i> HRDMO or <i>Training Assistant</i> TOD Unit, HRDMO
	1.2 Add control number and have it	None	2 minutes	<i>Training Assistant</i> TOD Unit, HRDMO



	signed by the HRDMO Director			<i>Director</i> HRDMO
	1.3 Proceed to other signatories: Budget/ Accounting Officer, Vice President and President. 1.3.1 The OUP will return the approved RET to the HRDM Office	None.	3 days	<i>Training Assistant</i> TOD Unit, HRDMO <i>Clerk</i> Budget and Management Unit, <i>Clerk</i> Concerned Vice President <i>Clerk</i> Office of the University President
2. Confirm attendance through registration form/link or confirmation form sent by the training provider	2.1 Upon receipt of approved RET, Notify the client/ participants.	None.	5 minutes	<i>Training Assistant</i> TOD Unit, HRDMO
	2.2 Prepare the Travel Order. Have it signed by the participants, their Office Heads, their respective VPs, and President.	None.	3 days	<i>Training Assistant</i> TOD Unit, HRDMO
3. Fill out both DV and ORS for the payment of registration fee and per diem of the participants	3.1 Receive the accomplished Disbursement Voucher (DV) and Obligation Request and Status (ORS), (4 copies each)	None.	10 minutes	<i>Training Assistant</i> TOD Unit, HRDMO
	3.2 Certify DV and ORS	None.	10 minutes	<i>Head</i> TOD Unit, HRDMO
	3.3 Forward to Budget Management Unit (BMU). The BMU will be the one to process the remaining signatories until it reaches the Cashiering Unit which is in-charge of depositing the registration fee to the account provided by the training provider.	None.	3 days	<i>Training Assistant</i> TOD Unit, HRDMO <i>Clerk</i> Budget and Management Unit, <i>Clerk</i> Cashiering Unit,
TOTAL:		None	9 days & 32 minutes	



11. Sending of Participants to Outside Trainings/Seminar (For Webinars with Registration Fee)

This service gives TSU employees opportunities to attend to trainings and seminars offered and organized by training providers outside the University for personal and professional development.

Office or Division:	Training & Organizational Development Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Plantilla Personnel (Teaching and Non-Teaching)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of invitation, Programme, and other attachments, if any.		Training Provider		
Endorsement form/letter, if any		Office of the University President		
Request for External Training		Training and Organizational Development Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Properly fill-out the Request for External Training (TSU-SF-HR-144) and submit hard copies along with other documents/ attachments.	1.1 Receive and review submitted forms and/or documents	None.	5 minutes	Front Desk Clerk HRDMO or Training Assistant TOD Unit, HRDMO
	1.2 Add control number and have it signed by the HRDMO Director	None	2 minutes	Training Assistant TOD Unit, HRDMO Director HRDMO
	1.3 Proceed to other signatories: Budget/ Accounting Officer, Vice President and President. 1.3.1 The OUP will return the approved RET to the HRDM Office	None.	3 days	Training Assistant TOD Unit, HRDMO Clerk Budget and Management Unit, Clerk Concerned Vice President Clerk Office of the University President
2. Confirm attendance through registration form/link or confirmation form sent by the training provider	2.1 Upon receipt of approved RET, Notify the client/ participants.	None.	5 minutes	Training Assistant TOD Unit, HRDMO
3. Fill out both DV and ORS for the payment of registration fee and	3.1 Receive the accomplished Disbursement Voucher (DV) and	None.	10 minutes	Training Assistant TOD Unit, HRDMO



per diem of the participants	Obligation Request and Status (ORS), (4 copies each)			
	3.2 Certify DV and ORS	None.	10 minutes	<i>Head</i> TOD Unit, HRDMO
	3.3 Forward to Budget Management Unit (BMU). The BMU will be the one to process the remaining signatories until it reaches the Cashiering Unit which is in-charge of depositing the registration fee to the account provided by the training provider.	None.	3 days	<i>Training Assistant</i> TOD Unit, HRDMO <i>Clerk</i> Budget and Management Unit, <i>Clerk</i> Cashiering Unit,
TOTAL:		None	6 days & 32 minutes	

12. Sending of Participants for External Trainings (Free Webinars)

This service gives TSU employees opportunities to attend to trainings and seminars offered and organized by training providers outside the University for personal and professional development.

Office or Division:	Training & Organizational Development Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Employees (Teaching and Non-Teaching)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of invitation, Programme, and other attachments, if any.		Training Provider		
Endorsement form/letter, if any		Office of the University President		
Request for External Training		Training and Organizational Development Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Properly fill-out the Request for External Training (TSU-SF-HR-144) and submit hard copies along with other documents/ attachments.	1.1 Receive and review submitted forms and/or documents	None.	5 minutes	<i>Front Desk Clerk</i> HRDMO <i>or</i> <i>Training Assistant</i> TOD Unit, HRDMO
	1.2 Add control number and have it signed by the HRDMO Director	None	2 minutes	<i>Training Assistant</i> TOD Unit, HRDMO <i>Director</i> HRDMO



	1.3 Proceed to other signatories: Vice President and President. 1.3.1 The OUP will return the approved RET to the HRDM Office	None.	2 days	<i>Training Assistant</i> TOD Unit, HRDMO <i>Clerk</i> Budget and Management Unit, <i>Clerk</i> Concerned Vice President <i>Clerk</i> Office of the University President
2. Confirm attendance through registration form/link or confirmation form sent by the training provider	2.1 Upon receipt of approved RET, Notify the client/ participants.	None.	5 minutes	<i>Training Assistant</i> TOD Unit, HRDMO
TOTAL:		None	2 days & 17 minutes	

13. Scholarship Application

This service provides opportunity for deserving faculty members and non-teaching personnel to pursue higher education.

Office or Division:	Training & Organizational Development Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Permanent employees who have rendered two (2) years and above to the University.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent addressed to the Office of the University President with an endorsement from the College Dean/Director and concerned Vice President		The client will provide.		
Scholarship Application Form		Technical Staff i TOD Unit		
Notice of Acceptance from the University or school where he/she plans to enroll		The client will provide.		
Two (2) consecutive Very Satisfactory Performance Rating for the previous IPCR rating period		The client will provide.		
Certificate of Employment		The client will provide.		
Medical Certificate		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent to the Office of	1.1 Endorse the letter to the HRDM Office.	None.	1 minute	<i>Clerk</i> Office of the University President



the University President.	1.2 Endorse to the Employee Relations Staff.	None.	1 minute	Messenger HRDMO
	1.3 Inform the requestor of the needed requirements.	None.	3 minutes	<i>Technical Staff on Employee Relations</i> TOD Unit, HRDMO
2. Submit the requirements.	2.1 Receive the submitted documents.	None.	1 minute	<i>Technical Staff on Employee Relations</i> TOD Unit, HRDMO
	2.2 Through the HRDM Office, the TSU- Faculty Scholarship Committee (FSC)/ Non-Academic Personnel Scholarship Committee (NAPSC) shall convene to evaluate and, if in the affirmative, shall recommend the application for approval by the OUP.	None.	7 days	<i>Technical Staff on Employee Relations</i> TOD Unit, HRDMO <i>Members</i> TSU- Faculty Scholarship Committee (FSC)/ Non-Academic Personnel Scholarship Committee (NAPSC) <i>President</i> Office of the University President
	2.3 Prepare and accomplish CSW for Board Confirmation	None.	3 days	<i>Technical Staff on Employee Relations</i> TOD Unit, HRDMO <i>Board of Regents</i> TSU
	2.4 Notify the applicant on the status of his/her application. 7.1) Facilitate the contract signing when approved.	None.	3 days	<i>Technical Staff on Employee Relations</i> TOD Unit, HRDMO
TOTAL:		None	13 days & 6 minutes	



14. Thesis/Dissertation Financial Assistance

This service is intended to provide financial assistance to deserving faculty members and non-teaching staff as support for the process of completing their thesis/dissertation.

Office or Division:	Training & Organizational Development Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Permanent employees who have rendered for at least two (2) years and above to the University and has been successfully defended his/her research proposal.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Thesis/Dissertation Financial Assistance Form downloaded from TSU website (3 original)		The client will provide.		
Permit to Study Form downloaded from TSU website (3 original)		The client will provide.		
Copy of Individual Performance Commitment and Review Summary (IPCR) for the past two (2) years		The client will provide.		
Research Proposal certified by the Dean concerned		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit needed requirements to the Office of the University President	1.1 Endorse the letter to the HRDM Office.	None.	1 minute	<i>Clerk</i> Office of the University President
	1.2 Endorse to the Employee Relations Staff.	None.	1 minute	<i>Messenger</i> HRDMO
	1.3 Through the HRDM Office, the FSC/NAPSC shall convene and evaluate if the thesis/dissertation is relevant with the development thrust of the University, if in affirmative, shall endorse the application to the Budget Office to determine if there is funds available.	None.	7 days	<i>Technical Staff on Employee Relations</i> TOD Unit, HRDMO <i>Members</i> TSU- Faculty Scholarship Committee (FSC)/ Non-Academic Personnel Scholarship Committee (NAPSC) <i>Clerk</i> Budget Management Unit
	1.4 Endorse the application to the Office of the University President for approval	None.	3 days	<i>Clerk</i> Office of the University President



	1.5 Endorse to the Employee Relations Staff.	None.	1 minute	Messenger HRDMO
	1.6 Compile and endorse all the requirements to the Administrative Services Unit for the processing of voucher.	None.	5 minutes	Technical Staff on Employee Relations TOD Unit, HRDMO Staff Administrative Service Unit
TOTAL:		None	10 days & 8 minutes	

15. Sabbatical Leave

This service may be granted to members of the faculty to encourage study, investigation and research, book writing, extension service, consultancy volunteer work or rest to improve their competency for service to the University.

Office or Division:	Training & Organizational Development Unit			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Government			
Who may avail:	Faculty members who have rendered ten (10) years and above to the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form for Sabbatical Leave downloaded from TSU Website (3 Original)		The client will provide.		
Proposed program of work		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Application form obtained from the Employee Relations' Staff. 1.1) Submit the Form to the Office of the University President together with the proposed of work	1. Endorse the documents to the HRDM Office.	None.	1 minute	Clerk Office of the University President
	1.2 Endorse to the Employee Relations Staff.	None.	1 minute	Messenger HRDMO
	1.3 Endorse the documents to the HRDMO Director	None.	1 minute	Technical Staff on Employee Relations TOD Unit, HRDMO Director HRDMO
	1.4 Convene and evaluate the applicant's proposed program of work.	None.	7 days	Members TSU-Administrative Council
	1.5 Prepare and accomplish CSW for Board Confirmation	None.	7 days	Technical Staff on Employee Relations TOD Unit,



				HRDMO <i>Board of Regents Tarlac State University</i>
	1.6 Notify the applicant on the status of his/her application. 1.6.1 Facilitate the contract signing when approved.	None.	3 days	<i>Technical Staff on Employee Relations TOD Unit, HRDMO</i>
TOTAL:		None	17 days & 3 minutes	



Administrative Services Unit

External/Internal Services



1. Remittance Voucher Preparation Procedure for BIR

This procedure applies to preparation of remittance voucher of withholding taxes of Permanent/Temporary/Contractual Employees, Job Orders, Lecturers and Part-timers.

Office or Division:	Administrative Services Unit – Payroll and Remittance Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	BIR			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Remittance List (<i>original copy</i>)		From Administrative Services Unit – Payroll and Remittance Staff		
2) Disbursement Voucher [<i>four (4) copies</i>]		From Administrative Services Unit – Payroll and Remittance Staff		
3) Obligation Request [<i>four (4) copies</i>]		From Administrative Services Unit – Payroll and Remittance Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME*	PERSON RESPONSIBLE
	1. Prepares Monthly Remittance List	None.	2 days	<i>Payroll and/or Remittance Staff</i> Administrative Services Unit
	2. Reviews remittance list including checking of figures entered.	None.	10 minutes	<i>Payroll and/or Remittance Staff</i> Administrative Services Unit
	3. Prints Remittance List.	None.	10 minutes	<i>Payroll and/or Remittance Staff</i> Administrative Services Unit
	4. Prepares Obligation Request and Disbursement Voucher.	None.	2 minutes	<i>Payroll and/or Remittance Staff</i> Administrative Services Unit
	5. Signs Remittance List, Obligation Request and Disbursement Voucher.	None.	3 minutes	<i>Head</i> Administrative Services Unit
	6. Logs documents and forwards to the next office concerned.	None.	2 minutes	<i>Receiving/ Releasing Staff</i> Administrative Services Unit
TOTAL:		None	2 days & 27 minutes	

*under normal circumstances

*per remittance list



2. Remittance Voucher Preparation Procedure for GSIS

This procedure applies to preparation of remittance voucher of premiums and/or loans of Permanent/Temporary/Contractual Employees.

Office or Division:	Administrative Services Unit – Payroll and Remittance Section			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	GSIS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Remittance List <i>(original copy)</i>		From ASU – Payroll and Remittance Staff		
2) Disbursement Voucher <i>[four (4) copies]</i>		From ASU – Payroll and Remittance Staff		
3) Obligation Request <i>[four (4) copies]</i>		From ASU – Payroll and Remittance Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME*	PERSON RESPONSIBLE
	1. Prepares Monthly Remittance List.	None.	6 days <i>(depending on the status of employee)</i>	<i>Payroll and/or Remittance Staff</i> Administrative Services Unit
	2. Reviews remittance list including checking of figures entered.	None.	10 minutes	<i>Payroll and/or Remittance Staff</i> Administrative Services Unit
	3. Prints Remittance List.	None.	10 minutes	<i>Payroll and/or Remittance Staff</i> Administrative Services Unit
	4. Prepares Obligation Request and Disbursement Voucher	None.	2 minutes	<i>Payroll and/or Remittance Staff</i> Administrative Services Unit
	5. Signs Remittance List, Obligation Request and Disbursement Voucher.	None.	10 minutes	<i>Head</i> Administrative Services Unit
	6. Logs documents and forwards to the next office concerned.	None.	2 minutes	<i>Receiving/ Releasing Staff</i> Administrative Services Unit
TOTAL:		None	6 days & 34 minutes	

*under normal circumstances

*per remittance list



3. Remittance Voucher Preparation Procedure for HDMF

This procedure applies to preparation of remittance voucher of premiums and/or loans of Permanent/Temporary/Contractual Employees, Job Orders, Lecturers and Part-timers.

Office or Division:	Administrative Services Unit – Payroll and Remittance Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	HDMF			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Remittance List (<i>original copy</i>)		From Administrative Services Unit – Payroll and Remittance Staff		
2) Disbursement Voucher [<i>four (4) copies</i>]		From Administrative Services Unit – Payroll and Remittance Staff		
3) Obligation Request [<i>four (4) copies</i>]		From Administrative Services Unit – Payroll and Remittance Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME*	PERSON RESPONSIBLE
	1. Prepares Monthly Remittance List.	None.	2 days	<i>Payroll and/or Remittance Staff</i> Administrative Services Unit
	2. Reviews remittance list including checking of figures entered.	None.	10 minutes	<i>Payroll and/or Remittance Staff</i> Administrative Services Unit
	3. Prints Remittance List.	None.	10 minutes	<i>Payroll and/or Remittance Staff</i> Administrative Services Unit
	4. Prepares Obligation Request and Disbursement Voucher .	None.	2 minutes	<i>Payroll and/or Remittance Staff</i> Administrative Services Unit
	5. Signs Remittance List, Obligation Request and Disbursement Voucher.	None.	3 minutes	<i>Head</i> Administrative Services Unit
	6. Logs documents and forwards to the next office concerned.	None.	2 minutes	<i>Receiving/ Releasing Staff</i> Administrative Services Unit
TOTAL:		None	2 days & 27 minutes	

*under normal circumstances

*per remittance list



4. Remittance Voucher Preparation Procedure for PHIC

This procedure applies to preparation of remittance voucher of premiums of Permanent/Temporary/Contractual Employees and Job Orders.

Office or Division:	Administrative Services Unit – Payroll and Remittance Section			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PHIC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Remittance List (<i>original copy</i>)		From Administrative Services Unit – Payroll and Remittance Staff		
2) Disbursement Voucher [<i>four (4) copies</i>]		From Administrative Services Unit – Payroll and Remittance Staff		
3) Obligation Request [<i>four (4) copies</i>]		From Administrative Services Unit – Payroll and Remittance Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME*	PERSON RESPONSIBLE
	1. Prepares Monthly Remittance List.	None.	4 days	<i>Payroll and/or Remittance Staff Administrative Services Unit</i>
	2. Reviews remittance list including checking of figures entered.	None.	10 minutes	<i>Payroll and/or Remittance Staff Administrative Services Unit</i>
	3. Prints Remittance List.	None.	10 minutes	<i>Payroll and/or Remittance Staff Administrative Services Unit</i>
	4. Prepares Obligation Request and Disbursement Voucher	None.	2 minutes	<i>Payroll and/or Remittance Staff Administrative Services Unit</i>
	5. Signs Remittance List, Obligation Request and Disbursement Voucher.	None.	5 minutes	<i>Head Administrative Services Unit</i>
	6. Logs documents and forwards to the next office concerned.	None.	2 minutes	<i>Receiving/ Releasing Staff Administrative Services Unit</i>
TOTAL:		None	4 days & 29 minutes	

*under normal circumstances

*per remittance list



5. Utilities' Voucher Preparation Procedure

This procedure applies to preparation of payment voucher of utilities - Electric (Tarlac Electric Inc.), Water (Prime Water), Telephone (PLDT), and Internet (Converge/PLDT).

Office or Division:	Administrative Services Unit – Remittance Section			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity/ies			
Who may avail:	TEI, Primewater, PLDT/Converge			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Remittance List (<i>original copy</i>)		From TelCos (<i>PLDT and Converge</i>)/Company		
2) Disbursement Voucher [<i>four (4) copies</i>]		From Administrative Services Unit – Remittance Staff		
3) Obligation Request [<i>four (4) copies</i>]		From Administrative Services Unit – Remittance Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME*	PERSON RESPONSIBLE
1. Submits monthly SOA through email or by a courier.	1.1 Prepares Monthly Remittance List.	None.	2 minutes	Remittance Staff Administrative Services Unit
	1.2 Reviews and checks SOA.	None.	5 minutes	Remittance Staff Administrative Services Unit TelCos (PLDT and Converge) /Company
	1.3 Prepares monthly summary.	None.	5 minutes	Remittance Staff Administrative Services Unit
	1.4 Computes Withholding Taxes.	None.	3 minutes	Remittance Staff Administrative Services Unit
	1.5 Encodes figures to disbursement voucher and obligation request.	None.	5 minutes	Remittance Staff Administrative Services Unit
	1.6 Prints Disbursement Voucher and Obligation Request	None.	3 minutes	Remittance Staff Administrative Services Unit
	1.7 Signs Disbursement Voucher and Obligation Request.	None.	5 minutes	Head Administrative Services Unit
	1.8 Logs documents and forwards to the next office concerned.	None.	2 minutes	Receiving/ Releasing Staff Administrative Services Unit
TOTAL:		None	30 minutes	

*under normal circumstances



Administrative Services Unit

Internal Services



1. Checking of Special Order for Honorarium Classes, Lecturers and Part-timers

This procedure applies to checking of Special Orders.

Office or Division:	Administrative Services Unit – Payroll Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Lecturers, Part-timers & Plantilla Personnel with Honorarium Classes			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Unapproved Special Order		From the College.		
2) Individual Faculty Loading		From the College.		
3) College Summary of Faculty Loading		From the College.		
4) Approved Justification Letter <i>(if necessary)</i>		From the College.		
5) Any Legal Basis <i>(if necessary)</i>		From the College.		
6) Approved Request Letter <i>(if necessary)</i>		From the College.		
7) Rotation Plan <i>(if applicable)</i>		From the College.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME*	PERSON RESPONSIBLE
1. Submits Special Order (S.O.) signed by the faculty and Dean and all documentary requirements.	1.1 Receives S.O. and attached documentary requirements <i>(S.O. not signed by the concerned faculty and/or Dean shall not be accepted).</i>	None.	1 minute	<i>Receiving/ Releasing Staff</i> Administrative Services Unit
	1.2 Checks S.O. based on the set guidelines and including completeness of supporting documents	None.	10 minutes	<i>Administrative Staff</i> Administrative Services Unit
	1.3 Reviews and signs S.O.	None.	15 minutes	<i>Head</i> Administrative Services Unit
	1.4 Logs S.O. and forwards to the next office concerned.	None.	1 minute	<i>Receiving/ Releasing Staff</i> Administrative Services Unit
TOTAL:		None	27 minutes	

*under normal circumstances



2. Payroll Preparation for All Personnel Benefits of Permanent/ Temporary /Contractual Employees

This procedure applies to payroll preparation for All Personnel Benefits of Regular/Temporary/Contractual employees (*determination of personnel entitled and/or qualified to such benefit is not included in this procedure*).

Office or Division:	Administrative Services Unit – Payroll Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Personnel entitled to benefits			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) List of personnel with pro-rated benefit/s and not entitled to receive such benefit/s. <i>[one (1) copy]</i>		From Administrative Services Unit – Payroll Staff/HRDMO <i>(if necessary)</i>		
2) Payroll <i>[three (3) copies]</i>		From ASU – Payroll Staff		
3) Obligation Request <i>[four (4) copies]</i>		From ASU – Payroll Staff		
4) Disbursement Voucher <i>[four (4) copies]</i>		From ASU – Payroll Staff		
5) Proof list <i>[two (2) copies]</i>		From ASU – Payroll Staff		
6) For single payee: four (4) copies Disbursement Voucher and four (4) copies Obligation Request		From ASU – Payroll Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME*	PERSON RESPONSIBLE
	1. Prepares list of personnel entitled to the benefits.	None.	1 hour	<i>Payroll Staff</i> Administrative Services Unit
	2. Prepares payroll/disbursement voucher <i>(including encoding of deductions if any)</i> .	None.	3 hours	<i>Payroll Staff</i> Administrative Services Unit
	3. Checks figures entered in the payroll/disbursement voucher.	None.	1 hour	<i>Payroll Staff</i> Administrative Services Unit
	4. Prints Payroll/disbursement voucher.	None.	30 minutes	<i>Payroll Staff</i> Administrative Services Unit
	5. Prepares Obligation Request.	None.	2 minutes	<i>Payroll Staff</i> Administrative Services Unit
	6. Prepares proof list <i>(not applicable if single payee)</i> .	None.	1 hour	<i>Proof list in-charge</i> Administrative Services Unit
	7. Signs payroll and Proof list.	None.	10 minutes	<i>Head</i> Administrative Services Unit
	8. Logs documents and forwards to the next office concerned.	None.	2 minutes	<i>Receiving/ Releasing Staff</i> Administrative Services Unit
TOTAL:		None	44 minutes	

*under normal circumstances



3. Payroll Preparation for Overtime/Extended Services

This procedure applies to payroll preparation for Overtime/Extended Services.

Office or Division:	Administrative Services Unit – Payroll Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU personnel with approved authority to render overtime and extended services.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Approved authority to render Overtime/Extended Services [<i>two (2) xerox copies</i>]		From the employee/s claiming their payment for the Overtime/Extended Services they rendered.		
2) Report on Overtime/Extended Services Rendered [<i>two (2) xerox copies</i>]		From the employee/s claiming their payment for the Overtime/Extended Services they rendered.		
3) Statement of Overtime/Extended Services [<i>two (2) xerox copies</i>]		From the employee/s claiming their payment for the Overtime/Extended Services they rendered.		
4) Accomplishments Reports [<i>two (2) xerox copies</i>]		From the employee/s claiming their payment for the Overtime/Extended Services they rendered.		
5) Daily Time Record [<i>two (2) xerox copies</i>]		From the employee/s claiming their payment for the Overtime/Extended Services they rendered.		
6) Payroll [<i>three (3) copies</i>]		From Administrative Services Unit – Payroll Staff		
7) Obligation Request [<i>four (4) copies</i>]		From Administrative Services Unit – Payroll Staff		
8) Proof list [<i>two (2) copies</i>]		From Administrative Services Unit – Proof list in-charge		
For single payee: four (4) copies Disbursement Voucher and four (4) copies Obligation Request		From Administrative Services Unit – Payroll Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME*	PERSON RESPONSIBLE
1. Submits signed DTR and all documentary requirements (<i>items 1 to 5 only</i>).	1.1 Receives DTR and attached documentary requirements (<i>unsigned DTR shall not be accepted</i>).	None.	2 minutes	Payroll Staff Administrative Services Unit
	1.2 Checks DTR and submitted documents.	None.	30 minutes (<i>time may vary depending on the bulk of DTRs received.</i>)	Payroll Staff Administrative Services Unit
	1.3 Computes total/allowable number of hours rendered.	None.	50 minutes (<i>time may vary depending on the number of DTRs received.</i>)	Payroll Staff Administrative Services Unit
	1.4 Encodes total/allowable number of hours	None.	10 minutes per DTR	Payroll Staff Administrative Services Unit



	rendered (<i>including deductions, if any</i>).			
	1.5 Checks figures entered in the payroll/disbursement voucher.	None.	1 minute	Payroll Staff Administrative Services Unit
	1.6 Prints payroll/disbursement voucher.	None.	2 minutes	Payroll Staff Administrative Services Unit
	1.7 Prepares Obligation Request.	None.	1 minute	Payroll Staff Administrative Services Unit
	1.8 Prepares proof list (<i>not applicable to single payee</i>).	None.	5 minutes	Proof list in-charge Administrative Services Unit
	1.9 Counter signs payroll/disbursement voucher and signs proof list.	None.	5 minutes	Head Administrative Services Unit
	1.10 Logs documents and forwards to the next office concerned.	None.	2 minutes	Receiving/Releasing Staff Administrative Services Unit
	TOTAL:	None	1 hour & minutes	

*under normal circumstances

*maximum of ten (10) persons per payroll

4. Payroll Preparation for PVP of Permanent and Temporary Teaching Employees

This procedure applies to payroll preparation for PVP of Permanent and Temporary Teaching Employees.

Office or Division:	Administrative Services Unit – Payroll Section			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Permanent and Temporary Teaching Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Payroll [three (3) copies]		From ASU – Payroll Staff		
2) Obligation Request [four (4) copies]		From ASU – Payroll Staff		
3) Disbursement Voucher [four (4) copies]		From ASU – Payroll Staff		
4) Proof list [two (2) copies]		From ASU – Payroll Staff		
5) For single payee: four (4) copies Disbursement Voucher and four (4) copies Obligation Request		From ASU – Payroll Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME*	PERSON RESPONSIBLE
	1. Prepares computation of Proportional Vacation Pay (PVP) of each employee as to the number of	None.	5 days (time may vary depending on the availability of data from HRDMO)	Payroll Staff Administrative Services Unit



	days and the corresponding amount to be received by each employee.			
	2. Prepares payroll including encoding of deductions.	None.	1 day	Payroll Staff Administrative Services Unit
	3. Checks figures entered in the payroll/disbursement voucher.	None.	1 hour	Payroll Staff Administrative Services Unit
	4. Prints payroll/disbursement voucher.	None.	30 minutes	Payroll Staff Administrative Services Unit
	5. Prepares Obligation Request.	None.	2 minutes	Payroll Staff Administrative Services Unit
	6. Prepares proof list (not applicable to single payee).	None.	10 minutes	Proof list in-charge Administrative Services Unit
	7. Signs payroll/disbursement voucher and proof list.	None.	10 minutes	Head Administrative Services Unit
	8. Logs documents and forwards to next office concerned.	None.	2 minutes	Receiving/ Releasing Staff Administrative Services Unit
TOTAL:		None	6 days, 1 hour & minutes	

*under normal circumstances

5. Payroll Preparation for Salary of Job Orders

This procedure applies to payroll processing for Salary of Job Orders.

Office or Division:	Administrative Services Unit – Payroll Section			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	TSU Job Orders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Daily Time Record (DTR) [two (2) original copies] signed by the immediate supervisor		From the Job Order/s.		
2) Payroll [three (3) copies]		From ASU – Payroll Staff		
3) Obligation Request [four (4) copies]		From ASU – Payroll Staff		
4) Proof list [two (2) copies]		From ASU – Payroll Staff		
5) For single payee: four (4) copies Disbursement Voucher and four (4) copies Obligation Request		From ASU – Payroll Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME*	PERSON RESPONSIBLE



1. Submits DTR signed by the immediate supervisor.	1. Receives DTR (unsigned DTR shall not be accepted).	None.	1 hour & 5 minutes <i>(time may vary depending on the bulk of DTRs to be received)</i>	<i>Payroll Staff</i> Administrative Services Unit
	2. Computes actual number of hours rendered.	None.	6 hours <i>(time may vary depending on the number of DTRs received)</i>	<i>Payroll Staff</i> Administrative Services Unit
	3. Encodes total number of hours rendered (including deductions). *Reviews the figures encoded.	None.	4 hours	<i>Payroll Staff</i> Administrative Services Unit
	4. Prints payroll/ disbursement voucher and Obligation Request.	None.	8 minutes	<i>Payroll Staff</i> Administrative Services Unit
	5. Prepares proof list (not applicable if single payee).	None.	1 hour	<i>Proof list in-charge</i> Administrative Services Unit
	6. Signs payroll and proof list and counter signs disbursement voucher.	None.	5 minutes	<i>Head</i> Administrative Services Unit
	7. Logs documents and forwards to the next office concerned.	None.	2 minutes	<i>Receiving/ Releasing Staff</i> Administrative Services Unit
TOTAL:		None	1 day, 4 hours & 45 minutes	

**under normal circumstances*

6. Payroll Preparation for Salary of Lecturers, Part-timers, and Faculty with Honorarium

This procedure applies to payroll preparation for salary of lecturers/part-timers and plantilla personnel with honorarium class.

Office or Division:	Administrative Services Unit – Payroll Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All TSU lecturers, part-timers and plantilla personnel with honorarium class
CHECKLIST OF REQUIREMENTS	
1) Daily Time Record (DTR) <i>[one (1) original copy]</i> signed by the immediate supervisor	WHERE TO SECURE From the College.



2) Summary of hours rendered [one (1) original copy and one (1) xerox copy] signed by the College clerk and Dean	From the College.
3) Approved Special Order (SO) [one (1) xerox copy]	From the College.
4) Approved make up class request, if any [one (1) xerox copy]	From the College.
5) Payroll [three (3) copies]	From ASU – Payroll Staff
6) Obligation Request [four (4) copies]	From ASU – Payroll Staff
7) Proof list [two (2) copies]	From ASU – Proof list in-charge
8) For single payee: four (4) copies Disbursement Voucher and four (4) copies Obligation Request	From ASU – Payroll Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME*	PERSON RESPONSIBLE
1. Submits signed DTR, Summary of Hours Rendered, Special Order and make up request (if any).	1. Receives documents (unsigned DTR and/or incomplete attachments shall not be accepted).	None.	10 minutes (time may vary depending on the bulk of DTRs to be received)	Receiving/ Releasing Staff Administrative Services Unit
	2. Checks DTRs and computes total number of hours rendered.	None.	50 minutes (time may vary depending on the number of DTRs received)	Payroll Staff Administrative Services Unit
	3. Prepares payroll (including encoding of deductions, if any).	None.	10 minutes	Payroll Staff Administrative Services Unit
	4. Prints payroll/ disbursement voucher and Obligation Request.	None.	2 minutes	Payroll Staff Administrative Services Unit
	5. Prepares proof list (not applicable if single payee).	None.	5 minutes	Proof list in-charge Administrative Services Unit
	6. Counter signs payroll/disbursement voucher and signs proof list.	None.	3 minutes	Head Administrative Services Unit
	7. Logs documents and forwards to the next office concerned.	None.	2 minutes	Receiving/ Releasing Staff Administrative Services Unit
TOTAL:		None	1 hour & 22 minutes	

*under normal circumstances

* maximum of ten (10) faculty per payroll



7. Payroll Preparation for Salary/PERA of Permanent/Temporary/ Contractual Employees

This procedure applies to payroll preparation for Salary/PERA of Permanent/Temporary/Contractual Employees (determination of amount of deductions and adjustments to salary if any, are not included in this procedure).

Office or Division:	Administrative Services Unit – Payroll Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Payroll [<i>three (3) copies</i>]		From ASU – Payroll Staff		
2) Obligation Request [<i>four (4) copies</i>]		From ASU – Payroll Staff		
3) Proof list [<i>two (2) copies</i>]		From ASU – Proof list in-charge		
4) For single payee: four (4) copies Disbursement Voucher and four (4) copies Obligation Request		From ASU – Payroll Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME*	PERSON RESPONSIBLE
	1. Prepares payroll including encoding of all deductions and salary adjustments, if any.	None.	4 hours	<i>Payroll Staff</i> Administrative Services Unit
	2. Checks figures entered in the payroll/disbursement voucher.	None.	40 minutes	<i>Payroll Staff</i> Administrative Services Unit
	3. Prints Payroll/disbursement voucher.	None.	30 minutes	<i>Payroll Staff</i> Administrative Services Unit
	4. Prepares and prints Obligation Request.	None.	2 minutes	<i>Payroll Staff</i> Administrative Services Unit
	5. Prepares proof list (<i>not applicable if single payee</i>).	None.	30 minutes	<i>Proof list in-charge</i> Administrative Services Unit
	6. Signs proof list, payroll/disbursement voucher and Obligation Request.	None.	10 minutes	<i>Head</i> Administrative Services Unit
	7. Logs documents and forwards to the next office concerned.	None.	2 minutes	<i>Receiving/Releasing Staff</i> Administrative Services Unit
TOTAL:		None	5 hours & 54 minutes	

*under normal circumstances



8. Payroll Preparation for Salary of Student Assistants

This procedure applies to payroll preparation for salary of student assistants.

Office or Division:	Administrative Services Unit – Payroll Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Student Assistants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Daily Time Record (DTR) [two (2) original copy] signed by the College Dean		From the College.		
2) Approved request letter [one (1) xerox copy]		From the College.		
3) Certificate of Registration (COR) [one (1) xerox copy]		From the student/College.		
4) Payroll [three (3) copies]		From ASU – Payroll Staff		
5) Obligation Request [four (4) copies]		From ASU – Payroll Staff		
6) For single payee: four (4) copies Disbursement Voucher and four (4) copies Obligation Request		From ASU – Payroll Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME*	PERSON RESPONSIBLE
1. Submit signed DTR, approved request letter and COR.	1.1 Receives DTR, documents and attachments (unsigned DTR shall not be accepted).	None.	10 minutes (time may vary depending on the number of DTRs to be received)	Receiving/ Releasing Staff Administrative Services Unit
	1.2 Checks DTR and attachments.	None.	10 minutes (time may vary depending on the number of DTRs to be received)	Payroll Staff Administrative Services Unit
	1.3 Computes total number of hours rendered.	None.	10 minutes	Payroll Staff Administrative Services Unit
	1.4 Encodes total number of hours rendered.	None.	3 minutes	Payroll Staff Administrative Services Unit
	1.5 Checks figures entered in the payroll/ disbursement voucher.	None.	1 minute	Payroll Staff Administrative Services Unit
	1.6 Prints payroll/disbursement voucher and Obligation Request.	None.	2 minutes	Payroll Staff Administrative Services Unit
	1.7 Countersigns payroll/ disbursement voucher.	None.	5 minutes	Head Administrative Services Unit



	1.8 Logs documents and forwards to the next office concerned.	None.	2 minutes	<i>Receiving/ Releasing Staff Administrative Services Unit</i>
TOTAL:		None	43 minutes	

*under normal circumstances

*maximum of ten (10) students per payroll

9. Request for Personnel-Related Documents Preparation Procedure

This procedure applies to all request for personnel-related documents of Permanent/Temporary/Contractual Employees, Job Orders, Lecturers and Part-timers.

Office or Division:	Administrative Services Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Properly accomplished Request Slip Form (TSU-ASU-SF-30)		From Administrative Services Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME*	PERSON RESPONSIBLE
1. Submits properly filled-out Request Slip Form. (TSU-ASU-SF-30)	1.1 Receives properly accomplished slip and confirms other details, if necessary.	None.	3 minutes	<i>Receiving/ Releasing Staff Administrative Services Unit</i>
	1.2 Forwards the slip to the administrative staff in-charge.	None.	1 minute	<i>Receiving/ Releasing Staff Administrative Services Unit</i>
	1.3 Prepares, prints, and countersigns the document based on the information found.	None.	4 hours (depending on the nature of request/s)	<i>Administrative Staff Administrative Services Unit</i>
	1.4 Signs the document/s.	None.	1 minute	<i>Head Administrative Services Unit</i>
2. Acknowledges receipt of documents by signing in the outgoing logbook.	2. Logs the document/s.	None.	1 minute	<i>Receiving/ Releasing Staff Administrative Services Unit</i>
TOTAL:		None	4 hours & 8 minutes	

*under normal circumstances



Procurement Unit

External Services



1. Sale of Bidding Documents

The service provides the suppliers and contractors on the process on how to acquire Bidding Documents.

Office or Division:	Procurement Unit - BAC Secretariat Division			
Classification:	Simple (up to 3 days)			
Type of Transaction:	G2B – Government to Business Entity/ies			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Bidding Documents (4 copies)		BAC Secretariat Division, Procurement Office and PHILGEPS website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements and present all original copies.	1.1 Receive the letter of intent from prospective bidders	None.	5 minutes	<i>BAC Secretariat Staff</i> Procurement Unit
	1.2 Assess the payment.	More than 1M up to 5M= 5,000	5 minutes	<i>BAC Secretariat Staff</i> Procurement Unit
		More than 5M up to 10M = 10,000		
More than 10M up to 50M = 25,000				
More than 50M up to 500M = 50,000				
1.3 The contractor shall pay the fee at the Cashiering Unit	More than 500M = 75,000	5 minutes	<i>BAC Secretariat Staff</i> Procurement Unit <i>Staff</i> Cashiering Unit	
	More than 1M up to 5M= 5,000			
	More than 5M up to 10M = 10,000			
	More than 10M up to 50M = 25,000			
	More than 50M up to 500M = 50,000			
	More than 500M = 75,000			



	1.4 Require the prospective bidder/supplier a photocopy of his/her official receipt and issue complete set of bidding documents	None.	5 minutes	<i>BAC Secretariat Staff</i> Procurement Unit
TOTAL:		(Total fees to be paid will depend on the equivalent amount of allotted budget stated on the table above)	20 minutes	

2. Canvassing of Request

The service provides information on how canvassers of TSU Procurement Unit distributes/retrieves Request of Quotation on any eligible supplier or contractor.

Office or Division:	Procurement Unit - Planning & Canvassing Division			
Classification:	Highly Technical (7 days to 20 days)			
Type of Transaction:	G2B – Government to Business Entity/ies			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Quotation (3 copies)		Receiving & Canvassing Division, Procurement Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Browse Request for Quotation with attach supporting documents on Philgeps.	1. The Canvassing Unit shall post the Request of Quotation at the Philgeps with ABC above 50,000	None.	5 days	<i>Staff</i> Planning and Canvassing Division
2. Receive Request for Quotation with attach supporting documents.	2.1 Distribute RFQ to all eligible contractors/ suppliers	None.	3 days	<i>Staff</i> Planning and Canvassing Division
	2.2 The Canvassing Staff shall retrieve all RFQ distributed to all eligible contractors/ suppliers	None.	1 hour	<i>Staff</i> Planning and Canvassing Division
TOTAL:		None.	8 days & 1 hour	



3. Performance Evaluation of Contractors/Suppliers

The service provides information on how Contract Management Division staff in Procurement Unit of Tarlac State University to conduct Suppliers Performance Evaluation to the End-Users for evaluation of all the items delivered & services accomplished.

Office or Division:	Procurement Unit - Contract Management Division			
Classification:	Simple (up to 3 days)			
Type of Transaction:	G2B – Government to Business Entity/ies			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Suppliers Performance Evaluation Form (1 copy)		Contract Management Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client receive performance evaluation form.	1. Distribute performance evaluation form to all completed projects.	None.	1 day	<i>Staff</i> Contract Mgt. Division
2. Client will send back the accomplish performance evaluation form.	2.1 Prepare a monthly report on the result of performance evaluation conducted to all suppliers/ contractors to be submitted to the Head of the Unit.	None.	30 minutes	<i>Staff</i> Planning and Canvassing Division
	2.2 Review and Check the report submitted by the Contract Unit then transmit the report to the OIC-CAO	None.	30 minutes	<i>Unit Head,</i> <i>Staff</i> Contract Mgt. Division
TOTAL:		None.	8 days & 1 hour	



Procurement Unit

Internal Services



1. Preparation and Submission of Annual Procurement Plan (APP)

This services as required by the law to offices and colleges to submit their Project Procurement Monitoring Plan for the applicable year to be included in the Annual Procurement Plan of the University.

Office or Division:	Procurement Unit - BAC Secretariat Division			
Classification:	Highly Technical (7 days to 20 days)			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Project Procurement Monitoring Plan Form (3 copies)		BAC Secretariat Division, Procurement Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements and present all original copies.	1.1 Receive and logged the Approved PPMP of each Offices/ Unit/ Colleges of the University.	None.	2 months (March to April of the current year)	<i>BAC Secretariat Staff</i> Procurement Unit
	1.2 Prepare a schedule to the evaluation of PPMP for each unit and offices/colleges	None.	1 day	<i>BAC Secretariat Staff</i> Procurement Unit
	1.3 Forward the Schedule of PPMP Evaluation for approval	None.	1 day	<i>BAC Secretariat Staff</i> Procurement Unit
	1.4 Forward the approved Schedule of PPMP Evaluation to the Record and Archives Unit to inform units/ colleges/ offices on the scheduled evaluation	None.	1 day	<i>BAC Secretariat Staff</i> Procurement Unit Staff <i>Records and Archives Unit</i>
	1.5 Notify the PPMP Evaluation Committee in writing on the Scheduled PPMP Evaluation	None.	1 day	<i>BAC Secretariat Staff</i> Procurement Unit
	1.6 Arrange, documents and assist the PPMP Evaluation Committee during the Evaluation	None.	2 months (May to June of the current year)	<i>BAC Secretariat Staff</i> Procurement Unit <i>PPMP Evaluation Committee</i> Procurement Unit



	1.7 Consolidate the evaluated PPMP	None.	1 month (July of the current year)	<i>BAC Secretariat Staff</i> Procurement Unit
	1.8 Forward the consolidated APP to the Budget Management Unit for the allocation of funds	None.	1 month (July of the current year)	<i>BAC Secretariat Staff</i> Procurement Unit <i>Budget Officer</i> Budget Management Unit
	1.9 Forward the Funded Consolidated APP to be signed by authorized signatory	None.	1 week (First week of August of the current year)	<i>BAC Secretariat and BAC Chairs</i> Procurement Unit <i>Chief CAO</i> Administrative Office <i>Vice President</i> Administration and Finance President
	1.10 Submit the approved APP to the Government Procurement Policy Board (GPPB) and PS-DBM through on-line and directly to the office of the GPPB	None.	1 day	<i>BAC Secretariat Staff</i> Procurement Unit
	1.11 Post to the Transparency seal a conspicuous place the Approved APP stamped received by the GPPB and duly stamped by the OPAI for posting.	None.	1 day	<i>BAC Secretariat</i> Procurement Unit <i>Staff</i> Office of Public Affairs and Information
	1.12 File the approved APP of the University	None.	1 day	<i>BAC Secretariat Staff</i> Procurement Unit
	TOTAL:	None	6 months & 14 days	



2. Processing of Purchase Request / Job Order

The service provides information for offices and colleges of Tarlac State University on the processing of their Purchase Request or Job Order.

Office or Division:	Procurement Unit - Planning & Canvassing Division			
Classification:	Highly Technical (7 days to 20 days)			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Funding, Purchase Request, Supply Availability Inquiry, Job Order, Request for Quotation (3 copies each)		Downloadable from TSU Portal		
Abstract of Quotation, BAC Resolution (3 copies each)		Receiving & Canvassing Division, Procurement Unit		
Purchase Order & Work Order (5 copies each)		Contract Management Division, Procurement Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements and present all original copies.	<p>1.1 The approve Purchase Request or Job Order with supporting documents by shall be received and logged by the unit and attached form for the number of days to process:</p> <p>Period of Action- SF 076</p> <p><i>Supporting Documents:</i></p> <ul style="list-style-type: none"> • Duly signed SAI • Funding form (For request not included in the approved APP) • Designs/layout (If applicable) 	None.	5 minutes	<p><i>Document Controller</i> Procurement Unit</p> <p><i>Receiving Staff</i> Procurement Unit</p>
	1.2 Forward the Approved Purchase Request / Job Order to the BAC Secretariat Section for processing	None.	5 minutes	<i>Receiving Staff</i> Procurement Unit
	1.3 Affix control number on the Approved Purchase Request/Job Order	None.	5 minutes	<i>BAC Secretariat Staff</i> Procurement Unit



	1.4 Forward the Approved PR/JO to the BAC Chair for the identification of mode of procurement (SF-075)	None.	10 minutes	<i>BAC Secretariat Staff</i> Procurement Unit
	1.5 Forward the approved PR/JO to the DCC for the preparation of Request for Quotation and retain documents for processing under public bidding.	None.	10 minutes	<i>Document Controller</i> Procurement Unit <i>BAC Secretariat Staff</i> Procurement Unit
	1.6 Prepare the bidding documents for the processing of request under public bidding	None.	2 days	<i>BAC Secretariat Staff</i> Procurement Unit
	1.7 Post to the Philgeps those request for public bidding	None.	1 hour	<i>BAC Secretariat Staff</i> Procurement Unit
	1.8 Post those requests to be process under alternative Mode of Procurement with below 50,000 ABC	None.	1 hour	<i>Staff</i> Planning and Canvassing Division
	1.9 Prepare the conduct public bidding for request to be undertaken through public bidding	None	28 to 58 days (with failed bidding)	<i>BAC Secretariat Staff</i> Procurement Unit
	1.9.1 Conduct canvassing for request undertaken through alternative mode of procurement	None	1 to 3 days	Planning and Canvassing Division
	1.10 Prepare BAC resolutions for projects completed which are undertaken through public bidding and BAC Resolutions for request undertaken through	None	30 minutes	<i>BAC Secretariat Staff</i> Procurement Unit



	alternative mode of procurement with an ABC above 50,000			
	1.11 Forward the sealed quotation of contractors/suppliers to the TWG-Technical and end-user for the evaluation of items	None.	1 day	<i>Staff</i> Planning and Canvassing Division
	1.12 Prepare the Abstract of Quotation for request undertaken through alternative mode of procurement	None.	30 minutes to 2 hours	<i>Staff</i> Planning and Canvassing Division
	1.13 Forward the completed projects undertaken through public bidding together with all supporting documents to the Contract Mgt. Unit for the preparation of Notice of Award and Purchase Order for the projects undertaken through alternative mode of procurement.	None.	Min. 15 mins; max 30 mins.	<i>BAC Secretariat</i> Procurement Unit <i>Staff</i> Contract Mgt. Division
	1.14 Forward the completed projects undertaken through public bidding together with all supporting documents to the Contract Mgt. Unit for the preparation of Notice of Award and Purchase Order for the projects undertaken through alternative mode of procurement.	None.	Min. 15 mins; max 30 mins.	<i>BAC Secretariat</i> Procurement Unit <i>Staff</i> Contract Mgt. Division



	1.15 Forwarded to the Office of the President for Approval	None.	1 day (Depends on the availability of signing officer)	<i>Staff</i> Contract Mgt. Division <i>Clerk</i> President's Office
	1.16 Countersign the Purchase Order	None.	5 minutes	<i>Unit Head</i> Procurement Unit
	1.17 Forward the duly countersigned PO/WO to the Budget Office for obligation for funds	None.	5 minutes	<i>Staff</i> Contract Mgt. Division <i>Budget Officer</i> Budget Management Unit
	1.18 Approved Notice of Award/ Purchase Order/ Work Order to suppliers/ contractor for signing/ confirmation though phone call or sending of scanned copy through mail	None.	30 minutes to 2 days	<i>Staff</i> Contract Mgt. Division
	1.19 Forward copy of duly confirmed PO/ WO to the Commission on Audit	None.	5 minutes	<i>Staff</i> Contract Mgt. Division
	1.20 Forwarded to the SPMU for the fulfillment of contracts. <i>Documents:</i> <ul style="list-style-type: none"> • Purchase Order • Work Order • Contracts And all supporting documents	None.	10 minutes	<i>Staff</i> Contract Mgt. Division
	1.21 For transparency the BAC shall post the awarded projects/contracts at the TSU website, conspicuous place and philgeps	None.	1 hour	<i>BAC Secretariat</i> Procurement Unit <i>Staff</i> Planning and Canvassing Division <i>Document Controller</i> Procurement Unit
TOTAL:		None	66 days & 7 hours	



Supply and Property Management Unit

External Services



1. Receipt of Deliveries of Supplies, Materials and Equipment

The service allows the receiving, inspection, and acceptance for deliveries of supplies, materials, and equipment.

Office or Division:	Receiving and Acceptance Section -Supply and Property Management Unit			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity/ies			
Who may avail:	Suppliers/ Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Order/ Work Order		Procurement Unit		
Original copy of Invoice/ delivery Receipt/ Certificate of Job Completion		Suppliers/ Contractors		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Supplier present required documents for the delivery of items	2. Checks completeness of documents	None	5 minutes	<i>Supplies and Materials (S&M) Staff</i> <i>Property, Plant and Equipment (PPE) Staff</i>
2. Delivery of Item/s	2.1 Checks and receives delivery of item/s if in conformity with the specifications indicated in the POWO; count the items delivered	None	*15 minutes	<i>S&M Staff</i> <i>PPE Staff</i>
	2.2 Prepares and issues Request for Inspection-to-Inspection Committee Member/s	None	10 minutes	<i>S&M Staff</i> <i>PPE Staff</i>
	2.3 Checks and inspects the item/s if in conformity with the specifications indicated in the PO/ WO	None	*15 minutes	<i>Inspection Committee Member/s</i>



3. Acceptance of delivery	3.1 Accepts the item/s delivered; signs Inspection and Acceptance Report (IAR); furnished copy of IAR to concerned offices	None	*10 minutes	S&M Staff PPE Staff Inspection Committee Member/s
	3.2 Posts delivered items manually and electronically in the property/ stock/ ledger card and supply inventory system	None	*20 minutes	S&M Staff PPE Staff
	3.3 Prepares Disbursement Voucher (DV); checks and validates attachments; forwards DV to end-user to certify expenses incurred under his/her direct supervision	None	20 minutes	SPMU Clerk SPMU Head End-user
TOTAL:		None	1 hour 35 minutes	

Note: *Duration of activity depends on the quantity, installation and training/s needed for the delivered Items.



2. Disposal of Used/Unserviceable Supplies, Materials and Equipment

The service allows the disposal of used/unserviceable supplies, materials and equipment upon the approval of required documents.

Office or Division:	Disposal Section -Supply and Property Management Unit			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity/ies			
Who may avail:	Business Enterprises			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Mayor's Permit		Municipal Office		
Latest Income Tax Return		BIR		
Instruction to Bidders		SPMU Office		
Bid Form		SPMU Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires/ Secures bidding guidelines	Issues bidding documents to interested bidder/s	None	10 minutes	<i>Disposal Staff</i>
2. Inspection of Items	Supervise the inspection of items for disposal	None	*30 minutes	<i>Disposal Staff</i>
3. Attend Bidding Conference	Conducts public bidding through sealed public bidding or when circumstances warrant by viva voce	None	**30 minutes	<i>Bids and Awards Committee on Disposal</i>
4. Submit sealed bid	4.1 Opening of bids	None	15 minutes per sealed bid	<i>BACD Secretariat (SPMU)</i>
	4.2 Evaluation of Bids	None	Within seven (7) working days	<i>Bids and Awards Committee on Disposal</i>
5. Receive Notice of Award and Proceed	Prepares and issues Notice of Award and Proceed to the winning bidder	None	Three (3) working days	<i>BACD Secretariat (SPMU)</i>



6. Payment of Bid Amount	Receives payment and issues Official Receipt	Bid Amount	Within five (5) working days upon receipt of Notice of Award and Proceed	Cashiering Staff
7. Submit Official Receipt	Records Official Receipt, prepares and issues gate pass	None	10 minutes	<i>BACD Secretariat (SPMU) and Disposal Staff</i>
8. Hauling of used/ unserviceable items	Checks and verifies items and documents	None	Within five (5) working days upon full payment	<i>Disposal Staff/ JGSU Staff/ CSU Staff</i>
TOTAL:		Bid Amount	20 days, 1 hour, 45 minutes	

Note: * Duration of activity depends on the location of items for disposal.

** Duration of activity depends on the number of interested bidder/s.



Supply and Property Management Unit

Internal Services



1. Issuance of Supplies, Materials, and Equipment

The service allows the issuance of supplies, materials, and equipment to end-user/s.

Office or Division:	Issuance Section -Supply and Property Management Unit			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity/ies			
Who may avail:	Respective End-users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition and Issue Slip (RIS)		SPMU Office		
Property Acknowledgement Receipt (PAR)		SPMU Office		
Inventory Custodian Slip (ICS)		SPMU Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives notice for available item/s	1. Prepares and issues notice to end-user/s for the availability of item/s	None	10 minutes	<i>Supplies and Materials (S&M) Staff</i> <i>Property, Plant and Equipment (PPE) Staff</i>
2. Presents duly accomplished Requisition and Issue Slip (RIS) for supplies, materials, and equipment	2.1 Checks, approves, and records the availability of items	None	5 minutes	<i>Receiving Clerk</i> <i>SPMU Head</i> <i>S&M Staff</i>
	2.2 Prepares and signs Inventory Custodian Slip for semi-expendable items	None	5 minutes	<i>S&M Staff/</i> <i>PPE Staff</i> <i>SPMU Head</i> <i>End-User/</i> <i>Accountable</i> <i>Person</i>
	2.3 Prepares and signs Property Acknowledgement Receipt (PAR) for PPE	None	5 minutes	<i>PPE Staff</i> <i>SPMU Head</i> <i>End-User/</i> <i>Accountable</i> <i>Person</i>
3. Receipt of items	3.1 Checks, counts and issue items to end-user/s	None	*10 minutes	<i>S&M Staff</i> <i>PPE Staff</i>
	3.2 Posts issued items manually an electronically in the property stock/ ledger card and supply inventory system	None	*20 minutes	<i>S&M Staff</i> <i>PPE Staff</i>
TOTAL:		None	55 minutes	

Note: *Duration of activity depends on the quantity of requested and issued items.



2. Issuance of Clearance of Employee with Property Accountability

The service allows the verification and checking of the property accountability of the teaching and non-teaching personnel.

Office or Division:	Inventory Section-Supply and Property Management Unit			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity/ies			
Who may avail:	Teaching and Non-Teaching Personnel with Plantilla Items			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of Missing Property Accountabilities		SPMU Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forwards the Clearance Form for signature	1.1 Receives accomplished clearance form	None	1 minute	<i>Property, Plant and Equipment (PPE) Inventory Staff</i>
	1.2 Verifies property accountability of client	None	10 minutes	<i>Property, Plant and Equipment (PPE) Inventory Staff</i>
2. Request to check property accountability				<i>Receiving Clerk SPMU Head S&M Staff</i>
a. Client without property accountability	2.1 Signs the clearance	None	1 minute	<i>SPMU Head</i>
b. Client with property accountability	2.2 Checks and verifies property accountability	None	10 minutes	<i>PPE Inventory Staff SPMU Head End-User/ Accountable Person</i>
c. Client with missing property accountability	2.3 Prepares and computes the book value of missing property based on e-NGAS	None	**30 minutes	<i>PPE Inventory Staff Accounting Staff Disposal Committee</i>



3. Payment of corresponding amount (with missing accountability/ies)	Receives payment and issue Official Receipt	Amount of missing accountability/ies	5 minutes	<i>Cashiering Staff</i> <i>S&M Staff</i> <i>PPE Staff</i>
4. Submit photocopy of Official Receipt as proof of paid accountability	4.1 Records Official Receipt	None	5 minutes	<i>PPE Inventory Staff</i>
	4.2 Initials clearance for property accountability	None	1 minute	<i>PPE Inventory Staff</i>
	4.3 Signs the clearance for property accountability	None	1 minute	<i>SPMU Head</i>
TOTAL:		Amount of missing accountability/ies	1 hour, 4 minutes	

*Note: * Duration of activity depends on the quantity and if property accountability/ies is/are not found in the station.*

*** Duration of activity depends on the quantity of missing accountability.*



Civil Security Unit

Internal/External Services



1. Procedure for CCTV Review

This service allows all stakeholders to gain access in reviewing the footages inside the university at a given place and time for the purpose of investigation.

Office or Division:	Civil Security Unit			
Classification:	Complex to Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		From the requestor or client		
Approved letter subject for investigation		From Data Privacy Officer.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document.	1.1 Accept the document and ask information for further verification.	None.	1 Minute	<i>Administrative Aide</i> Civil Security Unit
2. The requestor will view from monitor and accompanied by staff.	2. Review the CCTV footage in given specific location and time.	None.	Within 20 days	<i>Administrative Aide</i> Civil Security Unit
3. Submit the approved letter subject for investigation.	3. Accept the approved letter and provide the specific footage/s needed as evidence.	None		<i>Administrative Aide</i> Civil Security Unit <i>Shift in-Charge Chief for Operation</i> <i>Assistant Head</i> <i>CSU Head</i>
4. Accomplish the information in the log sheet before leaving the office.	4. Provide the log sheet.	None	1 Minute	<i>Administrative Aide</i> Civil Security Unit
TOTAL:		None	20 day/s, 2 Minutes (<i>Subject for further investigation</i>)	



2. Claiming of Lost and Found Items

This service allows all stakeholders to claim the item/s that are declared to be lost and found inside the university.

Office or Division:	Civil Security Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen or G2G – Government to Government			
Who may avail:	All stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) valid Identification Card		The claimant will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Accepts lost and found item/s recovered and keep in a safe compartment. 1.1 Evaluate and seek more information about the item/s.	None.	5 Minutes	<i>Administrative Aide or Security Guard on Duty</i> Civil Security Unit
1. Inquire on the lost item	Ask ID of the claimant and check item (s) recovered in the compartment.	None	5 minutes	<i>Administrative Aide or Security Guard on Duty</i> Civil Security Unit
2. Answer the questions of the Security	2. Evaluate the submitted form and interview the client as part of the verification process.	None	5 Minutes	<i>Administrative Aide or Security Guard on Duty or Chief of Operation</i> Civil Security Unit
3. Claim the lost item (s).	3. Once verification is complete & successful, item will be issued to the client.	None	2 Minutes	<i>Administrative Aide or Security Guard on Duty or Chief of Operation or Shift in-Charge</i> Civil Security Unit
TOTAL:		None	17 minutes	



3. Procedure for Action on Complaint

This service allows all stakeholders to resolve their complaints inside the university.

Office or Division:	Civil Security Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen or G2G – Government to Government			
Who may avail:	All stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of complaint		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document.	1. Accept the document and input transaction / control number.	None.	1 Minute	<i>Administrative Aide</i> Civil Security Unit
	2. Gather information from the complainant and other factors.	None.	Within 20 days	<i>Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge</i> Civil Security Unit
	3. Investigators prepare spot report and blotter in the security activity logbook.	None		<i>Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge</i> Civil Security Unit
	4. Endorse to the higher authority If the findings have probable cause. If not, amicable settlement is observed as an option. 4.1. Inform client in the status of the complaint.	None		<i>Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge</i> Civil Security Unit
TOTAL:		None	20 day/s, 1 minute	



4. Controlling of Entry and Exit Points

This service allows all stakeholders to minimize face to face transactions inside the University.

Office or Division:	Civil Security Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen or G2G – Government to Government			
Who may avail:	All stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Email containing, they are scheduled for appointment on the issuance of their documents.		Client		
Approved letter and lists of people who will have a transaction in the university. Accomplished Health Survey Form (TSU-HRD-SF-158)		Offices & colleges with approved activity. Entrance Gate		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the email that contains the appointment of the issuance of their documents. (TOR, Certificate of Good Moral) etc.	1. Check the email; schedule the activity and communicate to SG on duty the approved date & time of the activity.	None.	1 Minute	<i>Security Guard on Duty</i>
2. Scan the QR Code Stay Safe app located at the entrance of the gate.	2. Check the body temperature of the client / visitors by using Thermal Scanner. 2.1. If the person's temperature is high let them rest for a while and check again.	None.	10 minutes	<i>Security Guard on Duty</i>
3. Follow the instructions of SG on duty.	3. Assist the client / visitors to the respective office.	None	1 minute	<i>Security Guard on Duty</i>
4. Proceed to designated exit points.	4. Once the activity ended, SG on duty will monitor the exit of the clients.	None	10 minutes	<i>Security Guard on Duty</i>
TOTAL:		None	22 minutes	



Civil Security Unit

Internal Service



1. Application for Overnight Parking

This service allows all faculty and staff to park their vehicle inside the university for a specific time.

Office or Division:	Civil Security Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Form – Overnight Parking Permit Form (TSU-CSU-SF-38)		Civil Security Unit Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the form	1. Evaluate the completeness of the of the accomplished form. 1.1 In case of incomplete entries, the staff will ask the requestor to fill in the needed fields in the required form.	None.	2 minutes	<i>Administrative Aide</i> Civil Security Unit
2. Re-accomplish the form and submit.	2. Receive submitted form and input traceability / transaction / request number.	None.	5 Minutes	<i>Administrative Aide</i> Civil Security Unit
None	3. The form will be forwarded to authorities for approval. 3.1 Inform the client on the approval /disapproval of request.	None.	1 hour	<i>Administrative Aide</i> <i>Assistant Head</i> CSU Head
TOTAL:		None	1 hour, 7 minutes	



Records and Archives Unit

External/Internal Services



1. Use of Archives Center

Office or Division:	Records and Archives Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly filled up Visitor's Log (TSU-RAU-SF-09) and Customer Communication Form (TSU-RAU-SF-08)		From the Records and Archives Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit formal letter of request relative to the use of the Archives Center addressed to the Head of RAU (optional)	1.1 Receives the letter of request and verify identification card.	None.	10 minutes	<i>Archives Section In-Charge</i> <i>RAU Head</i>
2. Fill up the Visitor's Log (TSU-RAU-SF-09)	2. Provide the Visitor's Logbook	None	2 minutes	<i>Archives Section In-Charge</i>
3. Client will tour in the Museo	3. Assist the client during his/her tour in the Museo-Archivo	None	Museum official hours	<i>Archives Section In-Charge</i>
<i>For client requesting copies of documents</i> 4. Fill up the Customer Communication Form (TSU-RAU-SF-08) 5. Receive the requested copy of documents	4. Provide the Customer Communication Form 5. Retrieve and release the requested copy of documents	None	10 minutes	<i>Archives Section In-Charge</i>
TOTAL:		None	22 minutes	



Records and Archives Unit

External Services



1. Receiving of Documents

The service allows a systematic procedure of receiving records/ documents from other agencies/ institutions (government or non-government), taking into consideration the agency's Policies and Procedure on official communications (Admin. Order No. 68, s. 2018), compliance to the Republic Act 9470 (National Archives of the Philippines, (NAP) Act of 2007), RA 10173 (Data Privacy Act), Executive Order No. 2 -The Freedom of Information (FOI) Act and RA 11032-Ease of Doing Business (EODB).

Office or Division:	Records and Archives Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication letter from outside agencies addressed to the TSU President		The client will provide		
Or Approved letter		From the requestor/ client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Communication letter with attachments, if any.	1.1 Review and receive the communication. *The letter should be addressed to the TSU President and shall be indicated if printed by or received thru postal.	None	5 minutes	Staff RAU
	1.2. Stamp using the RAU seal at the upper right portion. Assign a tracer number, date, time and initial of the RAU receiving staff.	None	5 minutes	Staff RAU
	1.3. Record the communication in the assigned logbook of external documents.	None	5 minutes	Staff RAU
	1.4. Forward the recorded communication to the Office of the President and inform the concerned client.	None	5 minutes	Staff RAU
TOTAL:		None	20 minutes	



Records and Archives Unit

Internal Services



1. Receiving and Control

The service allows a systematic procedure of receiving records/ documents from other agencies/ institutions (government or non-government), taking into consideration the agency's Policies and Procedure on official communications (Admin. Order No. 68, s. 2018), compliance to the Republic Act 9470 (National Archives of the Philippines, (NAP) Act of 2007), RA 10173 (Data Privacy Act), Executive Order No. 2 -The Freedom of Information (FOI) Act and RA 11032-Ease of Doing Business (EODB).

Office or Division:	Records and Archives Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication letter duly signed by the TSU President/ Vice President/s or Authorized Representative		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the communication letter with attachments, if any	1.1 Review the nature/format of the communication *The document shall be duly signed by proper authority before receiving it	None	10 minutes	Staff RAU
	1.2. Stamp using the RAU seal at the upper right portion. Assign a tracer number, date, time and initial of the RAU receiving staff	None	5 minutes	Staff RAU
	1.3. Get one original copy. *If the original is to be released, the records file shall indicate "Received original copy" by the data owner	None	5 minutes	Staff RAU
	1.4. Record to the appropriate logbook	None	5 minutes	Staff RAU
2. Receive the recorded communication a. Sign in the appropriate logbook b. Receive the recorded communication thru	2.1. Dispatch the recorded communication: 2.1.1. Directly to the data owner 2.1.2. Send to MS Teams or post to	None	5 minutes	Staff RAU



MS Teams or from the eDMS c. Sign in the pigeon hole monitoring form	eDMS (if recipients are less than ten different college/office) 2.1.3. Pigeon hole stationed at the RAU and inform the concerned personnel			
TOTAL:		None	30 minutes	

2. Processing of Request in Compliance to FOI

The service allows anyone to access the transactions relative to Executive Order No. 2, Freedom of Information Act.

Office or Division:	Records and Archives Unit			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employee.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of properly filled up and approved FOI Request Form (TSU-RAU-SF-07)		From the Records and Archives Unit, TSU website (www.tsu.edu.ph)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the TSU-RAU-SF-07 FOI Request Form	1.1 Conduct the initial evaluation of the completely filled-up FOI request form. *Deny if the FOI request form is incomplete.	None	5 minutes	Staff RAU FOI Officer TSU
	1.2. Retrieve and release the information if available.	None	For simple transaction, release the information within the date of request. Not to exceed 7 working days for complex transaction follow the regulations under Executive Order No. 2 (Freedom of Information Act)	Staff RAU FOI Officer TSU
TOTAL:		None	7 days	



3. Request for Disposal of Records or Use of Storage

The service allows employees responsible in the disposal of records or use of storage to 100% ensure the application of the NAP General Disposition Schedule and TSU Records Disposition Schedule (RDS)

Office or Division:	Records and Archives Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two (2) copies of properly filled up Request for Authority to Dispose of Records or Use of Storage Form (TSU-RAU-SF-05)		From the Records and Archives Unit, TSU website (www.tsu.edu.ph)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the two (2) duly signed form (TSU-RAU-SF-05)	1.1 Review the completeness of the accomplished form submitted	None	5 minutes	Staff Storage In-Charge RAU
	1.2 Classify: 1.2.1 If for storage, transfer to storage area 1.2.2 If for disposal, transfer to disposal area	None	5 minutes	Staff Storage In-Charge RAU
2. Received one (1) copy of the form	2.1 Dispatch 1 copy of the signed RAU Form to the requestor and file one 1 copy for RAU	None	5 minutes	Staff RAU
	2.2 Prepare once a year a Request of Authority to Dispose using NAP Form No. 3 duly signed by the Agency Head and submit to the National Archives of the Philippines (NAP) for approval	None	Yearly	Head RAU
	2.3 The actual disposal shall be scheduled by the Agency once the approval from NAP is received.	None	Once a year, but depending upon the volume of the requested valueless records	Head RAU



	2.4 Proceeds on the sale of Valueless records (disposal) shall be receipted at the Cashiering Office	None	Once the actual disposal is undertaken	Staff Cashiering Unit
TOTAL:		None	15 minutes	

4. Archiving of Documents and Materials

The service allows the selection, protection and preservation of documents and materials compliance to Republic Act 9470 (National Archives of the Philippines, (NAP Act of 2007). Display or exhibit of the materials historically.

Office or Division:	Records and Archives Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly filled up registration for archives materials form (TSU-RAU-SF-19)		From the Records and Archives Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly signed form (TSU-RAU-SF-19)	1.1 Review the completeness of the submitted form	None	5 minutes	Staff RAU
	1.2 Conduct selection of Archival Records	None	5 minutes	Staff RAU
	1.3 Classification of archival materials & update the archives inventory	None	5 minutes	Staff RAU
	1.4 Reproduction on classified archival materials	None	5 minutes	Staff RAU
	1.5 Exhibit to the Museo-Archivo Tarlaqueño	None	5 minutes	Staff RAU
TOTAL:		None	30 minutes	



Office of the Vice President for Research and Extension Services

Internal Services



1. Accomplishment Reports (Transactions from the Offices of the VP for RES)

In compliance with the TSU Memorandum Order No. 58, s. 2019, that was issued on September 18, 2019. The Vice President for Research and Extension Services along with its offices prepare monthly and quarterly accomplishment reports that will be submitted to the Institutional Performance Monitoring and Evaluation Office (IPMEO) to ensure a higher level of performance.

Office or Division:	Vice President for Research and Extension Services			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Offices of the VPRES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Monthly Accomplishment Report Format		OPPME		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in of incoming communication and/or endorsement from the Offices under VPRES.	1.1 Receive submitted document/s	None.	1 minute	Clerk VPRES Office
	1.2 The staff will check the document attached and whether the document is signed by the director. <i>Note: Document with incomplete attachment will be returned to the client for completion</i>	None.	3 minutes	Clerk VPRES Office
	1.3 Document with complete requirements will be recorded by the staff.	None.	3 minutes	Clerk VPRES Office
	1.4 The Vice President will evaluate and act on the document.	None.	10 minutes	Vice President RES Office
	1.5 Log-out of outgoing communication and/or endorsement from the Office of the Vice President for Research and Extension Services	None.	2 minutes	Clerk VPRES Office
TOTAL:		None	19 minutes	



2. Approval/Recommending Approval (Inter-office Communication and Transactions)

The Vice President for Research and Extension Services being the recommendatory personnel, verifies the accuracy and check if all requirements are met and evaluate whether the request should be approved.

Office or Division:	Vice President for Research and Extension Services			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty, Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documents for Approval		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in of incoming communication and/or endorsement other offices.	1.1 Receive submitted document/s	None.	1 minute	Clerk VPRES Office
	1.2 The staff will check the document attached and whether the document is signed by the proper signatories. <i>Document with incomplete attachment will be returned to the client for completion</i>	None.	3 minutes	Clerk VPRES Office
	1.3 Document with complete requirements will be recorded by the staff.	None.	3 minutes	Clerk VPRES Office
	1.4 The Vice President will evaluate and act on the document.	None.	10 minutes	Vice President RES Office
	1.5 Log-out of outgoing communication and/ or endorsement from the Office of the Vice President for Research and Extension Services	None.	2 minutes	Clerk VPRES Office
TOTAL:		None	19 minutes	



3. Authority to Render Overtime/Extended Services/ Request for Approval of Emergency Overtime/Extended Services (Transaction from Offices of the VP for RES)

The Vice President for Research and Extension Services being the recommendatory personnel, verifies the accuracy and check if all requirements are met and evaluate whether request should be approved.

Office or Division:	Vice President for Research and Extension Services			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty, Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU-ASU-SF-02 to 07		Administrative Services Office or Download at: https://www.tsu.edu.ph/downloads/faculty-and-personnel/		
TSU-ASU-SF-31				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in of incoming communication and/or endorsement from faculties/non-teaching personnel/offices	1.1 Receive submitted document/s	None.	2 minutes	Clerk VPRES Office
	1.2 The staff will check the document attached and whether the document is signed by the proper signatories. <i>Note: Document with incomplete attachment will be returned to the client for completion</i>	None.	5 minutes	Clerk VPRES Office
	1.3 Document with complete requirements will be recorded by the staff.	None.	2 minutes	Clerk VPRES Office
	1.4 The Vice President will evaluate and act on the document.	None.	20 minutes	Vice President RES Office
	1.5 Log-out of outgoing communication and/or endorsement from the Office of the Vice President for Research and Extension Services	None.	2 minutes	Clerk VPRES Office
TOTAL:		None	1 hour, 31 minutes	



4. Clearance/Leave Form (Inter-office Communication and Transactions)

The Vice President for Research and Extension Services being the recommendatory personnel, verifies the accuracy and check if all requirements are met and evaluate whether request should be approved.

Office or Division:	Vice President for Research and Extension Services			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty, Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU-HRD-SF-45		Human Resources Development and Management Office or Download at: https://www.tsu.edu.ph/downloads/faculty-and-personnel/		
TSU-HRD-SF-46				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in of incoming communication and/or endorsement from other offices.	1.1 Receive submitted document/s	None.	1 minute	Clerk VPRES Office
	1.2 The staff will check the document attached and whether the document is signed by the proper signatories. <i>Note: Document with incomplete attachment will be returned to the client for completion</i>	None.	3 minutes	Clerk VPRES Office
	1.3 Document with complete requirements will be recorded by the staff.	None.	3 minutes	Clerk VPRES Office
	1.4 The Vice President will evaluate and act on the document.	None.	10 minutes	Vice President RES Office
	1.5 Log-out of outgoing communication and/or endorsement from the Office of the Vice President for Research and Extension Services	None.	2 minutes	Clerk VPRES Office
TOTAL:		None	19 minutes	



5. Correction, Corrective Action Report Form (CCAR)/ Incident/ Accident Report (Transaction of Offices under the VP for RES)

The Vice President for Research and Extension Services being the recommendatory personnel, verifies the accuracy of the report particularly if it is a CCAR/Incident/Accident Report that needs to be evaluated to meet the appropriate action for the said incident.

Office or Division:	Vice President for Research and Extension Services			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty, Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU-IMS-SF-11		Integrated Management System Office or Download at:		
TSU-IMS-SF-50		https://www.tsu.edu.ph/downloads/faculty-and-personnel/		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in of incoming communication and/or endorsement from other offices.	1.1 Receive submitted document/s	None.	1 minute	Clerk VPRES Office
	1.2 The staff will check the document attached and whether the document is signed by the proper signatories. <i>Document with incomplete attachment will be returned to the client for completion</i>	None.	5 minutes	Clerk VPRES Office
	1.3 Document with complete requirements will be recorded by the staff.	None.	3 minutes	Clerk VPRES Office
	1.4 The Vice President will evaluate and act on the document.	None.	20 minutes	Vice President RES Office
	1.5 Log-out of outgoing communication and/or endorsement from the Office of the Vice President for Research and Extension Services	None.	2 minutes	Clerk VPRES Office
TOTAL:		None	31 minutes	



6. Daily Time Record/Job Order/Obligation Request and Status/Special Order/Travel Order (Transaction of Offices of the VP for RES)

The Vice President for Research and Extension Services verifies the accuracy of the Daily Time Record of the employees under its offices by reviewing whether it's signed by its respective directors. A Special Order is issued to appointed faculty members, and unit heads for project undertakings. The VPRES being one of the signatories, confirms the veracity of the special order through the attached document/s. Lastly, travel order for teaching and non-teaching personnel spell out the needed document and processes in availing official travel/business of the personnel of the University.

Office or Division:	Vice President for Research and Extension Services			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty, Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU-ASU-SF-11 (Daily Time Record)		Administrative Services Office or Download at: https://www.tsu.edu.ph/downloads/faculty-and-personnel/		
TSU-ASU-SF-23 (Travel Order)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in of incoming communication and/or endorsement from other offices.	1.1 Receive submitted document/s	None.	1 minute	Clerk VPRES Office
	1.2 Check and Evaluate the document <i>Note: Document with incomplete attachment will be returned to the client for completion</i>	None.	5 minutes	Clerk VPRES Office
	1.3 Document with complete requirements will be recorded by the staff. <i>Note: For returned document, rechecking will be utilized for further clarification.</i>	None.	3 minutes	Clerk VPRES Office
	1.4 The Vice President will evaluate and act on the document.	None.	10 minutes	Vice President RES Office
	1.5 Log-out of outgoing communication and/or endorsement from the OVPRES	None.	2 minutes	Clerk VPRES Office
TOTAL:		None	21 minutes	



7. Extension Activity and Budget Request/Evaluation of Extension Program (Transactions from the University Extension Services Office)

The Vice President for Research and Extension Services being the recommendatory personnel, verifies and confirms the request of its offices. This is to evaluate the significance and appropriateness of the proposed activity and keep track of the amount of funds needed/used for this request.

Office or Division:	Vice President for Research and Extension Services			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty, Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU-ESO-SF-38-01 (June 28, 2018)		University Extension Services Office or download at https://www.tsu.edu.ph/downloads/faculty-and-personnel/		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in of incoming communication and/or endorsement from the University Extension Services Office (UESO).	1.1 Receive submitted document/s	None.	1 minute	Clerk VPRES Office
	1.2 Check and Evaluate the document <i>Note: Document with incomplete attachment will be returned to the client for completion</i>	None.	3 minutes	Clerk VPRES Office
	1.3 Document with complete requirements will be recorded by the staff. <i>Note: For returned document, rechecking will be utilized for further clarification.</i>	None.	3 minutes	Clerk VPRES Office
	1.4 The Vice President will evaluate and act on the document.	None.	3 days	Vice President RES Office
	1.5 Log-out of outgoing communication and/or endorsement from the OVPRES	None.	2 minutes	Clerk VPRES Office
TOTAL:		None	3 days, 9 minutes	



8. Incoming Communication and/or endorsement from the Office of the University President to the Office of the VP for Research and Extension Services

This service allows a smooth and clear communication and transaction with the Office of the University President since all communication are done in writing.

Office or Division:	Vice President for Research and Extension Services			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Office of the President and other offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU-OUP-SF-01 Revision No. 01 (October 03, 2017)		Office of the University President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in of incoming communication and/or endorsement from the University Extension Services Office (UESO).	1.1 Receive submitted document/s	None.	1 minute	Clerk VPRES Office
	1.2 Check and Evaluate the document <i>Note: Document with incomplete attachment will be returned to the client for completion</i>	None.	3 minutes	Clerk VPRES Office
	1.3 Document with complete requirements will be recorded by the staff. <i>Note: For returned document, rechecking will be utilized for further clarification.</i>	None.	3 minutes	Clerk VPRES Office
	1.4 The Vice President will evaluate and act on the document.	None.	3 days	Vice President RES Office
	1.5 Log-out of outgoing communication and/or endorsement from the OVPRES	None.	2 minutes	Clerk VPRES Office
TOTAL:		None	3 days, 9 minutes	



University Research Office

External Services



1. Processing of Request for Test of Similarity

The service will help maintain and improve the quality of researches that the university produces.

Office or Division:	University Research Office - Research Services Unit			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen G2G- Government to Government			
Who may avail:	TSU Undergraduate and Graduate Students Non-TSU Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. TSU-URO-SF-45 (1 copy)		University Research Office /TSU Website		
2. Receipt of payment (1 copy)		TSU Cashier's Office		
3. Soft copy of the document to be subjected in plagiarism scan (1 copy)		The applicant/client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the required fees at the University Cashiers Office	1. Accept the payment and issue official receipt	-P 200 for TSU students -P 1,500 for non-TSU clients	10 minutes	<i>Staff</i> Cashiering Unit
2. Send all the required documents (via email) to research@tsu.edu.ph	2. Receive and checks the completeness of the submitted documents	None	10 minutes	Staff, University Research Office
	2.1. Scan the submitted soft copy of the research paper to TURNITIN software	None	3 hours	Staff, University Research Office
	2.2. Release the result of the TURNITIN Scan	None	10 minutes	Staff, University Research Office
	2.3. Prepare and issue certificate of compliance for those who passed the plagiarism scan in the first run. *those who will not pass the scan are advised to revise their research paper and subject again to TURNITIN scan.	None	20 minutes	Staff, University Research Office
TOTAL:		P 200 for TSU students P 1,500 for non-TSU clients	3 hours, 50 minutes	



2. Processing of Request for Statistician Appointment

The service can be availed by students and faculty researchers who need assistance on the statistical portion of the conduct of research.

Office or Division:	University Research Statistical Center			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students TSU Faculty Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU-URO-SF-39 along with the		University Research Office		
Softcopy of the study's relevant chapters and/or data sets to be sent to ursc@tsu.edu.ph		The applicant/ client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the SF-39 (Appointment Form) along with the relevant documents via email. (ursc@tsu.edu.ph)	1.1. Receives and checks the completeness of submitted documents	None	5 minutes	<i>Personnel</i> URSC
	1.2. Reviews the availability of the pool of statisticians and assign a statistician to the request	None	8 hours	<i>Personnel</i> URSC
	1.3. Schedules a virtual or actual meeting between the available statistician and client depending on the situation. * In case the meeting was unsuccessful, a new statistician will be assigned, and date of consultation will be scheduled.	None	1 day	<i>Personnel</i> URSC
	1.4. Asks for updates from the statistician relative to the consultation.	None	1 day	<i>Personnel</i> URSC
TOTAL:		None	2 days, 8 hours, 5 minutes	



3. Processing of request for Water Analysis and Other Laboratory Services

Physico-Chemical and Microbiological Analysis of Drinking Water and Wastewater Samples.

Office or Division:	Analytical Testing Laboratory and Natural Products Research Center			
Classification:	Highly Technical (7 days to 20 days)			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	TSU Undergraduate Students (Internal Clients) TSU Faculty Researchers (Type A Clients) Other Interested Institutions/Agencies (Type A Clients) TSU Graduate Students (Type B Clients) Non-TSU Students (High School and College, Type C Clients)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Free Laboratory Analysis / Laboratory Service(s) (<i>TSU-PCL-SF-45, for Internal Clients only</i>)		TSU Website and TSU-ATL-NPRC Laboratory		
Printed journal/research paper explicitly indicating the method and conditions-to-be-used (<i>for Use of Equipment Requests</i>)		The client will provide		
Request for Analysis (<i>TSU-PCL-SF-33, for All</i>)		TSU-ATL-NPRC Laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Meet with the ATLNPRC Staff(s) at the ATLNPRC laboratory / thru online platforms for an initial meeting.	1.1 Have an initial meeting with the Client(s) and discuss other necessary requirements for the requested laboratory analysis or laboratory services. Log the Client(s) name on the Laboratory Analyses / Service(s) Log (TSU-PCL-SF-42)	None	30 mins	Staff(s) ATLNPRC
	1.2 Review the request and execute appropriate actions (Approval or Disapproval of request). If approved: Proceed to next step If disapproved: The Client(s) shall be notified that the request(s) is	None	1 hour	Staff(s) ATLNPRC



	disapproved thru online / via email / or face-to-face			
<p>2. For Internal Clients who wishes to avail free laboratory service(s) / laboratory analyses: Submit a Request for Free Laboratory Analysis / Laboratory Service(s) form (TSU-PCL-SF-45)</p> <p><i>Note: Request for Free Laboratory Analysis / Laboratory Service(s) form MUST be filled out and signed by Research / Thesis Adviser and Approved by the URO Director</i></p> <p>For the Proponent(s) of TSU Approved Research Proposal(s): Submit an official copy of a Research Capsule Proposal (TSU-URO-SF-01, signed by CRC) and an official copy of Notice to Proceed (TSU-URO-SF-60, signed by RMCBU Staff) to the ATLNPRC.</p> <p><i>Note: It MUST be explicitly stated in the LIB the specific analyses and laboratory service(s)-to-be-requested.</i></p> <p>For other Type A Clients, Type B</p>	2. Review and file the submitted Forms.	None	30 minutes	Staff(s) ATLNPRC



Clients, and C Clients: Proceed to next step.				
3. File the Request for Analysis (RFA, TSU-PCL-SF-33) and assessment of the total fees for the requested analysis or laboratory services—ATLNPRC Laboratory	3.1 Discuss other necessary requirements for the analysis or laboratory services requested and proper sampling and transportation procedures.	None	30 mins	Staff(s) ATLNPRC
	3.2 Review the RFA, assign necessary Job # and Sample #s to each sample, and calculate total amount-to-be-paid for analysis (For Type A-C clients)	None	1 hour	Staff(s) ATLNPRC In-charge of Assessment
	3.3 Assess the requested laboratory services	Number of Samples x Fees for each Service <i>* Table of fees attached</i>	4 hours	Accounting Unit
4. Pay assessed analysis and/or service fees at the Cashier and photocopy the receipt or scan the official receipt and send it to the ATLNPRC thru the email address: atlnprc@tsu.edu.ph	4. Accept, review, and archive the photocopy of the receipt or the e-copy of the receipt. Schedule the submission of samples of the Client(s) (thru face-to-face meeting or thru email)	None	30 minutes	Staff(s) ATLNPRC
5. Deliver the samples to the ATLNPRC with proper sample descriptions and labels. Samples must be delivered to the laboratory immediately after sampling. Properly sampling procedures MUST also be followed	5.1 Receive and review the samples. Conduct the requested services and summarize the results recorded.	None	2 hours	Staff(s) ATLNPRC
	5.2 Label each sample with assigned laboratory sample number.	None	13 days maximum <i>(Note: 1 day per analysis requested or 2 days per spectrophotometric analysis requested)</i>	Staff(s) ATLNPRC
	5.3 Conduct the laboratory analysis	None	1 day	Staff(s) ATLNPRC



<p>Physico-Chem samples must be placed in a clean container (preferably glass amber bottle or plastic container, $\geq 1000\text{mL}$) and are securely capped.</p> <p>Microbiological samples must be placed in a sterilized-sample bags ($\geq 400\text{mL}$). Samples must be transported inside a cooler with internal temperature of $\leq 6^\circ\text{C}$ but above freezing.</p>	for various parameters and render requested laboratory service(s).			
	5.4 Fill-out necessary analysis forms with results from the analyses and/or laboratory services.	None	6 hours	Staff(s) ATLNPRC
	5.5 Recheck and encode the results in the ROA. Print and sign the Results of the Analyses (ROA).	None	1 hour	Staff(s) ATLNPRC
6. Receive the printed copy of the ROA from the ATLNPRC thru face-to-face meeting or receive a scanned copy of the ROA thru email. Recover the excess samples and sign necessary documents.	6.1 Release the result to the client(s) by printing the ROA and giving it to the Client(s) or scan the ROA and send it to the email address provided by the Client(s).	None	30 mins	Staff(s) ATLNPRC
	6.2 Return excess samples to the client(s) (if face-to-face).	None	1 hour	Staff(s) ATLNPRC
	6.3 Discuss to the Client(s) the implications of the results and make necessary recommendations thru face-to-face meeting or thru online or via email.	None	2 hours	Staff(s) ATLNPRC
TOTAL:		Total amount of fees to be paid will depend on the number of samples and amount of service availed. * Table of fees attached	14 days, 19 hours	



University Research Office

Internal Services



1. Processing of Request for Research Output Incentives

The service can be availed by TSU faculty and non-teaching personnel whose researches were published and cited in Scopus, ISI, Thompson Reuters and other refereed journals. Also, faculty and non-teaching personnel who have presented their research output in regional, national, and international conferences including awards from conferences are eligible for the grant of research output incentives.

Office or Division:	Research Publication and Information Communications Unit
Classification:	Complex Transaction
Type of Transaction:	G2C - Government to Citizen
Who may avail:	TSU Faculty Researchers TSU Non-Teaching Personnel
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p>**For publication incentive</p> <p>a. TSU-URO-SF-56 (3 copies)</p> <p>b. TSU-URO-SF-51 (3 copies)</p> <p>b. Journal article including cover page (3 copies)</p> <p>c. Copyright page (3 copies)</p> <p>d. Editorial board and table of contents of the journal (3 copies)</p> <p>e. TSU-URO-SF-49 (If paper has multiple authors from TSU)</p> <p>f. TSU-URO-SF-46</p>	<p>University Research Office/TSU Website</p> <p>University Research Office/TSU Website</p> <p>The applicant/client will provide</p> <p>The applicant/client will provide</p> <p>The applicant/client will provide</p> <p>The applicant/client will provide</p> <p>University Research Office</p>
<p>***For citation incentive</p> <p>a. TSU-URO-SF-54 (3 copies)</p> <p>b. TSU-URO-SF-51 (3 copies)</p> <p>c. Copy of the citing article (3 copies)</p> <p>d. TSU-URO-SF-49 (If paper has multiple authors from TSU)</p> <p>e. TSU-URO-SF-46</p>	<p>University Research Office/TSU Website</p> <p>University Research Office/TSU Website</p> <p>The applicant/client will provide</p> <p>The applicant/client will provide</p> <p>University Research Office</p>
<p>****For presentation incentive</p> <p>a. TSU-URO-SF-55 (3 copies)</p> <p>b. TSU-URO-SF-51 (3 copies)</p> <p>c. Copy of the paper (3 copies)</p> <p>d. Invitation to the presentation (3 copies)</p> <p>e. Program of the conference (3 copies)</p> <p>f. Certificate of Appearance (3 copies)</p> <p>g. Certificate of participation (3 copies)</p> <p>h. Travel order (If applicable) (3 copies)</p> <p>i. TSU-URO-SF-49 (If paper has multiple authors from TSU)</p> <p>j. TSU-URO-SF-46</p>	<p>University Research Office/TSU Website</p> <p>University Research Office/TSU Website</p> <p>The applicant/client will provide</p> <p>The applicant/client will provide</p> <p>The applicant/client will provide</p> <p>The applicant/client will provide</p> <p>The applicant/client will provide</p> <p>The applicant/client will provide</p> <p>The applicant/client will provide</p> <p>University Research Office</p>
<p>***** For winners in a research competition/oral presentation</p> <p>a. TSU-URO-SF-57 (3 copies)</p> <p>b. TSU-URO-SF-51 (3 copies)</p> <p>c. Copy of the paper (3 copies)</p> <p>d. Invitation to the presentation (3 copies)</p> <p>e. Program of the conference (3 copies)</p>	<p>University Research Office/TSU Website</p> <p>University Research Office/TSU Website</p> <p>The applicant/client will provide</p> <p>The applicant/client will provide</p> <p>The applicant/client will provide</p>



f. Certificate of appearance (3 copies) g. Certificate of recognition (3 copies) h. TSU-URO-SF-49 (If paper has multiple authors from TSU) i. TSU-URO-SF-46		The applicant/client will provide The applicant/client will provide The applicant/client will provide University Research Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required request form: (TSU-URO-SF-54 for Citation Inventive, TSU-URO-SF-55 for Presentation Incentive, or TSU-URO-SF-56 for Publication Incentive), required attachments indicated on the form, and TSU-URO-SF-49 if the paper has multiple authors from TSU.	1.1 Receive and checks the completeness of the submitted documents	None	10 minutes	<i>RPICU Staff</i> <i>RPICU Head</i>
	1.2 Attach Approval of Funding Form	None	10 minutes	<i>RPICU Staff</i> <i>RPICU Head</i>
	1.3 Evaluate the request for incentive as to the correctness and reliability of the attached documents or evidence. Once the request passed the evaluation, it will be approved by URO Director	None	2 days	<i>RPICU Staff</i> <i>RPICU Head</i>
	1.4 Review the requested amount of incentive as to the availability of funds. Once fund is available, the accounting office will approve the request.	None	1 day	<i>Chief Finance Officer</i> <i>Finance Office</i>
	1.5 Review and evaluates the incentive by VPRES and VPAF for further approval and by the University President for final approval	None	3 days	<i>Vice President Research and Extension Services (VPRES)</i> <i>Vice President Administration and Finance (VPAF)</i> <i>University President OUP</i>



	1.6 Prepare the voucher for the incentive	None	30 minutes	<i>RPICU Staff RPICU Head</i>
	1.7 Forward the prepared voucher to the Budget Office for processing	None	30 minutes	<i>RPICU Staff RPICU Head</i>
	1.8 Send Notification slip to the applicant/client indicating that his/her voucher is already at the Budget office	None	30 minutes	<i>RPICU Staff RPICU Head</i>
TOTAL:		None	6 days, 1 hour, 50 minutes	

2. Processing of Funding Request for Research Paper Presentation

To increase the research presentation output of TSU, the university shoulders the registration fee of researchers that will present their researches to international, national, and regional conference/fora. The University Research Office caters the funding request of faculty researchers for research presentation by processing the request until its approval.

Office or Division:	University Research Office-Research Services Unit			
Classification:	Complex Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Faculty Researchers TSU Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU-URO-SF-42 (3 copies)		University Research Office/TSU Website		
TSU-URO-SF-51 (3 copies)		University Research Office/TSU Website		
TSU-URO-SF-46		University Research Office		
Full Copy of the Paper (3 copies)		The applicant/client will provide		
Invitation to the presentation or Acceptance letter (3 copies)		The applicant/client will provide		
Approval sheet of thesis dissertation (Only applicable for researches emanating from thesis or dissertation) (3 copies)		The applicant/client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit TSU-URO-SF-42 and required attachments indicated on the form to the	1.1 Receive and checks the completeness of the submitted documents	None	10 minutes	<i>RPICU Staff RPICU Head</i>



University Research Office	1.2 Attach Approval of Funding Form	None	10 minutes	<i>RPICU Staff RPICU Head</i>
	1.3 Evaluate the research whether it is already presented in the University's In-House Review. Also, the URO Director will check the correctness and verify the attached documents or evidence. Once the request passed the evaluation, it will be approved by the URO Director	None	2 days	<i>RPICU Staff RPICU Head URO Director</i>
	1.4 Review the requested amount as to the availability of funds. Once fund is available, the Accounting Office will approve the request	None	1 day	<i>Chief Finance Officer Finance Office</i>
	1.5 Review and evaluates the request by VPRES and VPAF for further approval and by the University President for final approval.	None	3 days	<i>Vice President Vice President for Research and Extension Services (VPRES) Vice President Vice President for Administration and Finance (VPAF) University President OUP</i>
	1.6 Notification of the applicant/client regarding the approval of his/her request	None	30 minutes	<i>RPICU Staff RPICU Head</i>
TOTAL:		None.	6 days, 50 minutes	



3. Processing of Funding Request for Research Publication Fee

To increase the research publication output of TSU, the university shoulders the publication fee of researches that will be published in Scopus, ISI, Thompson Reuters and other referred journals. The University Research Office caters the funding request of faculty researchers for publication fee by processing the request until its approval.

Office or Division:	University Research Office-Research Services Unit			
Classification:	Complex Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Faculty Researchers TSU Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU-URO-SF-41 (3 copies)		University Research Office/TSU Website		
TSU-URO-SF-51 (3 copies)		University Research Office/TSU Website		
TSU-URO-SF-46		University Research Office		
Copy of Full Paper (3 copies)		The applicant/client will provide		
Editorial Board of the Journal (3 copies)		The applicant/client will provide		
Table of Contents of the Journal which will prove that the research is included in that journal issue (3 copies)		The applicant/client will provide		
Cover of the Publishing Journal (3 copies)		The applicant/client will provide		
Acceptance letter from the publishing journal (3 copies)		The applicant/client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit TSU-URO-SF-41 and required attachments indicated on the form to the University Research Office.	1.1 Receive and checks the completeness of the submitted documents	None	10 minutes	<i>RPICU Staff RPICU Head</i>
	1.2 Attach Approval of Funding Form	None	10 minutes	<i>RPICU Staff RPICU Head</i>
	1.3 Evaluate the research whether it is already presented in the University's In-House Review. Also, the URO Director will check the correctness and verify the attached documents or evidence. Once the request passed the evaluation, it will be approved by the URO Director	None	2 days	<i>RPICU Staff RPICU Head URO Director</i>
	1.4 Review the requested amount as to the availability of funds. Once fund is available, the	None	1 day	<i>Chief Finance Officer Finance Office</i>



	accounting office will approve the request.			
	1.5 Review and evaluates the request by VPRES and VPAF for further approval and by the University President for final approval	None	3 days	<i>Vice President Vice President for Research and Extension Services (VPRES) Vice President Vice President for Administration and Finance (VPAF) University President OUP</i>
	1.6 Notification of the applicant/client regarding the approval of his/her request	None	30 minutes	<i>RPICU Staff RPICU Head</i>
TOTAL:		None	6 days, 50 minutes	

4. Processing of Research Proposal

The service can be availed by faculty researchers and TSU non- teaching personnel who pursue conduct of research. The service is a pre-requisite process for the university to fund researches implemented by faculty and non-teaching personnel.

1A. Initial Evaluation of Research Proposals

Office or Division:	University Research Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Faculty Researchers TSU Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU-URO-SF-01 (1 copy)		University Research Office /TSU Website		
TSU-URO-SF-03 (1 copy)		University Research Office /TSU Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the electronic copies of TSU-URO-SF-01 (Research Capsule Proposal Form) and TSU-URO-SF-03 (Researchers	1.1 Receive and checks the completeness of the submitted documents	None	10 minutes	<i>RMCBU Staff</i>
	1.2 Initial Evaluation of	None	7 working days	<i>University Research Office</i>



Profile Form) to rmcbu@tsu.edu.ph	Research proposals			<i>Director and RMCBU Staff</i>
	1.3 Release the results of the initial evaluation to all concerned researchers	None	2 Working days	<i>RMCBU Staff</i>
Total		None	9 Workings days and 10 minutes	

1B. Research Evaluation

Office or Division:	University Research Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Faculty Researchers TSU Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU-URO-SF-01 (revised proposal if applicable)		University Research Office /TSU Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the electronic copies of TSU-URO-SF-01 (Research Capsule Proposal Form) to rmcbu@tsu.edu.ph	1.1 Receive and checks the completeness of the submitted document	None	10 minutes	<i>RMCBU Staff</i>
	1.2 Research Evaluation (University Wide Research Colloquium)	None	7 working days	<i>Research Committee and External Research Evaluator</i>
	1.3 Consolidate the ratings and recommendation during the research evaluation	None	7 working days	<i>RMCBU Staff</i>
	1.4 Release the results of the evaluation to all concerned researchers	None	2 working day	<i>RMCBU Staff</i>
TOTAL		None	16 workings days and 10 minutes	



5. Approval of Special Research Project/Program

The service can be availed by faculty researchers and TSU non- teaching personnel who pursue conduct of research. The service indicates the process of approval of special research project/program in the university.

Office or Division:	University Research Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Faculty Researchers TSU Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If research is directly commissioned by the University President <ul style="list-style-type: none"> • Endorsement letter • TSU-URO-SF-01 (Research Capsule Proposal Form) • TSU-URO-SF-03 (Researcher's Profile Form) 		The researcher will provide University Research Office/TSU Website University Research Office/TSU Website		
If project is under Mentor and Mentee Program <ul style="list-style-type: none"> • Memorandum of Agreement • TSU-URO-SF-01 (Research Capsule Proposal Form) 		University Research Office University Research Office/TSU Website		
If the project is initiated and necessary to the college or specific office <ul style="list-style-type: none"> • Letter of Request for Approval • TSU-URO-SF-01 (Research Capsule Proposal Form) • TSU-URO-SF-03 (Researcher's Profile Form) 		The researcher will provide University Research Office/TSU Website University Research Office/TSU Website		
If a research is authored by members of the Administrative Council <ul style="list-style-type: none"> • TSU-URO-SF-01 (Research Capsule Proposal Form) • TSU-URO-SF-03 (Researcher's Profile Form) 		University Research Office/TSU Website University Research Office/TSU Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the electronic copies of all required documents to research@tsu.edu.ph	1.1 Receive and checks the completeness of the submitted document	None	10 minutes	<i>URO Staff</i>
	1.2 Evaluation of research/es by the UREC	None	7 Working days	<i>University Research</i>



				<i>Evaluation Committee</i>
	1.3 Approval of Research/es by the OUP *If the request is disapproved, the research will be notified	None	3 Working days	<i>OUP</i>
	1.4 Release of Notice to Proceed	None	1 Working Day	<i>RMCBU Staff</i>
	TOTAL	None	11 workings days and 10 minutes	



Extension Services Management Office

External Services



1. Request for Extension Documents, Facility and Equipment

This procedure applies during receiving and serving the request for extension documents, facility and equipment by faculty, personnel and students of TSU and other external interested parties.

Office or Division:	Extension Services Management Office			
Classification:	Simple (3 days)			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Extension Chairpersons, Extension Service Providers, Students, Guests			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form (TSU-ESO-SF 18)		Downloadable from TSU Official Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of filled -up request form	1.1 Acknowledgment and stamping of the filled-up request form	None	5 minutes	Office Clerk
	1.2 Review of the submitted request form	None	10 minutes	Unit Head
	1.3 Approval or Disapproval of request	None	10 minutes	Director
	1.4 Notification / Communication to the requesting person about the result of request	None	1 working day	Unit Head
2. Receiving / Claiming of requested items or facility (if approved)	2. Serving of request upon approval	None	1 working day	Office Clerk
TOTAL:		None	2 working days, 25 minutes	



Extension Services Management Office

Internal Services



1. Endorsement of Request Letter/Form to College

This procedure applies during the endorsement of request letter/form of beneficiary from Office of the Vice President for Research and Extension Services (VPRES) to the College Dean.

Office or Division:	Extension Services Management Office			
Classification:	Simple (3 days)			
Type of Transaction:	G2G - Government to Government			
Who may avail:	College Dean, Extension Chairpersons			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement Slip (TSU-OUP-SF-01)		Office of the University President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1.1 Receiving of request letter/form from VPRES	None	5 minutes	Office Clerk
	1.2 Review of the request letter/form	None	10 minutes	Director
	1.3 Logging the 3 rd endorsement addressed to the College Dean for action	None	5 minutes	Director
	1.4 Duplication of the logged endorsement slip and request letter/form for tracking purposes	None	5 minutes	Office Clerk
2. Acceptance of the endorsed request letter/form, for action	2. Endorsement / Transmittal of request letter/form	None	1 working day	Office Clerk
TOTAL:		None	1 Working days, 25 minutes	



2. Processing and Evaluation of Extension Proposal w/ Funding Request

This procedure applies when processing and evaluation of extension proposal submitted by various colleges with funding request. It covers from receiving of the extension proposal to endorsement to Accounting Office for fund certification.

Office or Division:	Extension Services Management Office			
Classification:	Complex (7 days)			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Extension Chairpersons and Extension Service Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form (TSU-ESO-SF-01)		Downloadable from TSU Faculty Portal		
Request Letter		Beneficiary / Client		
Generic Memorandum of Agreement (MOA)		Downloadable from TSU Faculty Portal		
Extension Proposal (TSU-ESO-SF-02)		Downloadable from TSU Faculty Portal		
Module (for Trainings/Seminars)		Downloadable from TSU Faculty Portal		
Evaluation Form (TSU-ESO-SF-36)		Extension Services Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the extension documents (Extension Activity Proposal with Supporting Attachments)	1. 1 Receiving and Stamping of extension documents	None	5 minutes	Office Clerk
	1.2 Review and evaluation of extension documents	None	2 working days	Unit Head
	1.3 Encoding of evaluation report	None	10 minutes	Unit Head
	1.4 Encoding of proposal details in PMERS	None	30 minutes	Technical Staff
	1.5 Review and signing of evaluation report	None	30 minutes	Director
	1.6 Endorsement of extension documents and evaluation report to Accounting Office.	None	1 working day	Office Clerk
TOTAL:		None	3 Working days, 1 hour, 15 minutes	



3. Processing and Evaluation of Extension Proposal w/o Funding Request

This procedure applies when processing and evaluation of extension proposal submitted by various colleges without funding request. It covers from receiving of the extension proposal to endorsement to VPRES for recommending approval.

Office or Division:	Extension Services Management Office			
Classification:	Complex (7 days)			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Extension Chairpersons and Extension Service Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form (TSU-ESO-SF-01)		Downloadable from TSU Faculty Portal		
Request Letter		From beneficiary / client		
Generic Memorandum of Agreement (MOA)		Downloadable from TSU Faculty Portal		
Extension Proposal (TSU-ESO-SF-02)		Downloadable from TSU Faculty Portal		
Module (for Trainings/Seminars)		Downloadable from TSU Faculty Portal		
Evaluation Form (TSU-ESO-SF-36)		Extension Services Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the extension documents (Extension Activity Proposal with Supporting Attachments)	1. 1 Receiving and Stamping of extension documents	None	5 minutes	Office Clerk
	1.2 Review and evaluation of extension documents	None	2 working days	Unit Head
	1.3 Encoding of evaluation report	None	10 minutes	Unit Head
	1.4 Encoding of proposal details in PMERS	None	30 minutes	Technical Staff
	1.5 Review and signing of evaluation report	None	30 minutes	Director
	1.6 Endorsement of extension documents and evaluation report to Accounting Office.	None	1 working day	Office Clerk
TOTAL:		None	3 Working days, 1 hour, 15 minutes	



4. Sending of Notification relative to Submitted Extension Documents

This procedure applies whenever there are deficiencies / lacking on the submitted extension documents by College Extension Chairpersons and Extension Service Providers.

Office or Division:	Extension Services Management Office			
Classification:	Simple (3 days)			
Type of Transaction:	G2G - Government to Government			
Who may avail:	College Dean, Attention to: College Extension Chairperson			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notification Slip (TSU-ESO-SF-38)		Extension Services Management Office		
Transmittal Slip (TSU-ESO-SF-20)		Extension Services Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1.1 Preparation of notification slip	None	30 minutes	Unit Head
	1.2 Review and signing of notification slip	None	30 minutes	Director
2. Acceptance of notification slip, for action	2. Endorsement / Transmittal of request letter/form	None	1 working day	Clerk
TOTAL:		None	1 Working days, 1 hour	

5. Review of Extension Post-Reportorial Documents

This procedure applies for the review of post-reportorial documents submitted by the Extension Chairpersons, and Extension Services Providers of the university.

Office or Division:	Extension Services Management Office			
Classification:	Simple (3 days)			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Extension Chairpersons and Extension Service Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Post Activity Report (TSU-ESO-SF-08)		Downloadable from TSU Faculty Portal		
Attendance Sheet (TSU-ESO-SF-10)		Downloadable from TSU Faculty Portal		
Special Order / Work Order		Concerned College		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the Post-Reportorial Documents (Post Activity Report, Attendance Sheet, Activity Photos, Work/Special and other applicable documents)	1. Receiving and stamping of post-reportorial documents	None	5 minutes	Office Clerk
	2. Review of Post-Reportorial Documents	None	1 hour	Unit Head
	3. Filing / Record Keeping	None	5 minutes	Technical Staff
	4. Data encoding (PMERS)	None	10 minutes	Technical Staff
TOTAL:		None	1 hour, 20 minutes	



6. Administration of On-Site Customer Satisfaction Survey

This procedure applies during the actual conduct of on-site extension activity to measure effectiveness and quality of rendered extension intervention of the implementing College/Extension Service Providers.

Office or Division:	Extension Services Management Office			
Classification:	Simple (3 days)			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Extension Chairpersons and Extension Service Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Customer Satisfaction Survey (TSU-ESO-SF-15)		Downloadable from TSU Faculty Portal		
Customer Satisfaction Survey (TSU-ESO-SF-15)		Downloadable from TSU Faculty Portal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Preparation of travel order	None	10 minutes	Technical Staff
	2. Review and signing of travel order	None	30 minutes	Director
	3. Transmittal of travel order to the VPRES for signing	None	1 working day	Office Clerk
	4. Printing of Customer Satisfaction Survey (CSS) Form	None	10 minutes	Technical Staff
	5. Travel to actual location / site	None	Depends on distance / location	Technical Staff (with Motorpool Staff)
	6. Actual on-site run of CSS Form	None	Depends on the number of participants	Technical Staff
	7. Data encoding of CCS results (PMERS)	None	10 minutes	Technical Staff
TOTAL:		None	1 working day, 5 minutes (±)	



7. Administration of On-Line Customer Satisfaction Survey

This procedure applies during the actual conduct of on-line extension activity to measure effectiveness and quality of rendered extension intervention of the implementing College/Extension Service Providers.

Office or Division:	Extension Services Management Office			
Classification:	Simple (3 days)			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Extension Chairpersons and Extension Service Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Customer Satisfaction Survey (TSU-ESO-SF-15)		Downloadable from TSU Faculty Portal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Creation of Customer Satisfaction Survey (CCS) Link (in PMERS)	None	20 minutes	Technical Staff
	2. Actual on-line run of CSS	None	Depends on the number of participants	Technical Staff
	3. Data encoding of CCS result (PMERS)	None	10 minutes	Technical Staff
TOTAL:		None	30 minutes (±)	



Gender and Development Office

Internal/External Services



1. Processing of GAD-related webinars/seminars/trainings

TSU-GAD holds various GAD-related seminars/webinars/orientations/trainings among all university constituents that seeks to provide awareness among the students as well as faculty members and non-teaching personnel of the university on GAD-related laws and women's rights.

Office or Division:	Gender and Development Office			
Classification:	Highly Technical (7 days to 20 days)			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Student Organizations, Colleges/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter from colleges/offices (3 copies)		GAD Office		
Request letter to use facility/venue (3 copies)		Business Center		
Approved TSU-SOU-SF-08 or Approved letter for the conduct of GAD activity and budgetary requirements		SAS Office / OUP		
Request to serve meal (TSU-VPF-SF-10) (2 copies)		VPAF		
Office Memorandum (TSU-GAD-SF-05)		GAD Office		
ORS - DV (4 copies) and other attachments		Cashier		
Attendance Sheet (TSU-GAD-SF-19) (1 copy)		GAD Office		
Evaluation Form (TSU-GAD-SF-02) in Google Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the GAD Office for approval	1. Receive request letter from Colleges/Offices to be approved by the GAD director	No Fees	1 day	Clerk GAD
2. Communicate with staff regarding the venue, number of facilitators and participants	2.1 Process request for venue, budgetary requirements approved by the OUP	No fees	3 Working days	Clerk/ Technical Staff GAD
	2.2 Prepare and process <i>Request to Serve Meal</i> for the participants and facilitators approved by the VPAF and VPRES	No fees	2 Working days	Clerk/ Technical Staff GAD
	2.3 Prepare materials to be used in the seminar	No fees	1 Working day	Clerk/ Technical Staff GAD
	2.4 Prepare and process invitation letter for the Resource Speaker	No fees	1 Working day	Clerk/ Technical Staff GAD



3. Get a copy of the Office Memorandum	3.1 Release an Office Memorandum for the attendance of the participants	No fees	2 Working days	Clerk/ Technical Staff GAD
	3.2 Staff/GAD coordinators will facilitate the seminar/workshop in the colleges	No fees	1 day	Staff/Coordinators GAD
	3.3 Prepare and process ORS and DV of the resource speaker	No fees	3 working days	Clerk GAD
	3.4 Prepare the Accomplishment Report for the Seminar/Workshop	No fees	1 day	Clerk GAD
TOTAL:		None	15 working days	

Office or Division:	Gender and Development Office			
Classification:	Highly Technical (7 days to 20 days)			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Student Organizations, Colleges/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Online Transaction				
Request Letter from colleges/offices (soft copy)	GAD Office			
Approved TSU-SOU-SF-08 or Approved letter for the conduct of GAD activity and budgetary requirements	SAS Office / OUP			
Office Memorandum (TSU-GAD-SF-05)	GAD Office			
ORS - DV (4 copies) and other attachments	Cashier			
Attendance Sheet (TSU-GAD-SF-19) (In Google Form)	GAD Office			
Evaluation Form (TSU-GAD-SF-02) in Google Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the GAD Office for approval via email/MS Teams	1. Receive request letter from Colleges/Offices to be approved by the GAD director	No Fees	1 Working day	Clerk GAD
2. Communicate with staff regarding the online platform to be used, number of participants, and facilitators	2.1 Schedule the webinar via ZOOM or MS Teams	No fees	1 Working day	Clerk/Technical Staff GAD
	2.2 Prepare and process invitation letter for the Resource Speaker	No fees	1 Working day	Clerk/Technical Staff GAD



3. Get a copy of the Office Memorandum	3.1 Release an Office Memorandum for the attendance of the participants	No fees	2 Working days	Clerk/Technical Staff GAD
	3.2 Staff/GAD coordinators will facilitate the seminar/workshop in the colleges	No fees	1 Working day	Staff/Coordinators GAD
	3.3 Prepare and process ORS and DV of the resource speaker	No fees	3 Working days	Clerk GAD
	3.4 Prepare the Accomplishment Report for the Seminar/Workshop	No fees	1 Working day	Clerk GAD
TOTAL:		None	10 working days	
End of transaction				

2. Gender-Responsive Extension Program for Short-Term Services/Activities

The TSU-GAD provides Expertise Service through GAD-related seminars/orientations, training, and workshops to the functional linkages (Government or Non-Government Organizations).

Office or Division:	GAD Extension Programs/Activities			
Classification:	Highly Technical (7 days to 20 days)			
Type of Transaction:	G2G			
Who may avail:	Government and Non-Government Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter from GOs/NGOs (3 copies)		GAD Office		
Endorsement/Action Form		GAD Office		
Travel Order if Face-to-Face (TSU-ASU-23) (3 copies)		OUP/VPRES		
Module (PPT)		GAD Office		
Memorandum of Agreement		Extension Office		
Attendance Sheet (TSU-GAD-SF-19) (in Google Form)		GAD Office		
Evaluation Form		Extension Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request to the Records Management Unit or via Email	1. GAD director will review/endorse assess the requested extension service	No fees	1 Working day	Clerk/Staff RMU, VPRES, GAD
2. Wait for the approval of the request	2.1 Inform client on the action taken regarding the request as well as the MOA	No fees	1 Working day	Clerk GAD



	signing between the beneficiaries			
	2.2 Prepare and process short-term extension activity application form and attachments e.g. endorsement form, module, MOA	No fees	3 Working days	<i>Clerk/Staff GAD</i>
	2.3 Prepare attendance and evaluation form	No fees	1 Working Day	<i>Technical Staff GAD</i>
	2.4 Facilitates the seminar/orientation/workshop	No fees	1 Working Day	<i>Staff/Coordinator s GAD</i>
	2.5 Prepares and submits an activity report to the requesting party	No fees	2 Working Days	<i>Technical Staff GAD</i>
TOTAL:		None	9 Working days	
End of transaction				



Gender and Development Office

Internal Services



1. Submission of Research Proposals

As part of the Gender-Responsive Research Program (GRRP) of TSU-GAD, through the Center for Gender Studies provide assistance to all gender-responsive researches which promote gender sensitivity awareness, equality, and other gender-related concerns and issues among women and girls, vulnerable groups, and other marginalized sectors in education and community. Hence, submission and approval of Gender-responsive researches is being administered to strengthen research-culture of the university.

Office or Division:	Center for Gender Studies			
Classification:	Highly Technical (7 days to 20 days)			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Faculty/Personnel Researcher/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Capsule Proposal Form (TSU-URO-SF-01) (1 copy)		URO/GAD		
Researcher's Profile Form (TSU-URO-SF-03) (1 copy)		URO/GAD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Call for papers	No fees	21 Working days	<i>Research Assistant II</i> GAD
	2. The researcher/s submit/s research capsule proposal with their research profile from to GAD Office	No fees	10 Minutes	<i>Research Assistant II</i> GAD
	3. The Personnel In-charge receives and checks the completeness of the documents submitted	No fees	15 Minutes	<i>Research Assistant II</i> GAD
TOTAL:		None	21 Working days and 25 minutes	

2. Approval of Research Proposals

As part of the Gender-Responsive Research Program (GRRP) of TSU-GAD, through the Center for Gender Studies provide assistance to all gender-responsive researches which promote gender sensitivity awareness, equality, and other gender-related concerns and issues among women and girls, vulnerable groups, and other marginalized sectors in education and community. Hence, submission and approval of Gender-responsive researches is being administered to strengthen research-culture of the university.

Office or Division:	Center for Gender Studies			
Classification:	Highly Technical (7 days to 20 days)			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Faculty/Personnel Researcher/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Revised Research Proposal (TSU-URO-SF-32) (1 copy)		URO		



Research Revision Form (TSU-URO-SF-24) (1 copy)	URO			
The Authenticity of Authorship and Commitment to Revise (TSU-URO-SF-07) (1 copy)	URO			
UREC Evaluation Form (TSU-URO-SF-05) (1 copy)	URO/UREC			
Notice of Disapproval (TSU-URO-SF-29) If necessary (1 copy)	URO/UREC			
Notice to Proceed (TSU-URO-SF-30) (1 copy)	UREC			
Request Letter (TSU-GAD-SF-06) (1 copy)	GAD			
MOA (TSU-URO-SF-17) (1 copy)	URO			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive the capsule proposal and convene URO to evaluate the proposal for a colloquium	No fees	1 Working days	<i>Research Assistant II</i> GAD
	2. Results of the evaluation in the colloquium are given to the researchers in a written form stating if the paper is a) approved, b) approved subject to modification, or c) disapproved	No fees	5 Working days	<i>Research Assistant II</i> GAD
	3. Disapproved Proposals are returned to the researchers immediately after the colloquium	No fees	1 Working day	<i>Technical Staff</i> RERC
	4. Approved Proposals that are subject to modification are returned to the researchers immediately after the colloquium	No fees	1 Working day	<i>Technical Staff</i> RERC
	5. The revised GAD-related proposal is submitted back to URO	No fees	7 Working days	<i>Staff</i> URO
	6. The revised proposal is given to the UREC for review attached to the recommendations and evaluations from the colloquium	No fees	1 Working day	<i>Staff</i> URO
	7. UREC will review the proposal coming from the URO as to	No fees	3 Working days	<i>Staff</i> URO/UREC



	the funding of the proposal		7 Working Days	
	8. Results of the evaluation will be given to the proponent in a written form stating if the proposal is a) for university funding, b) recommended for external funding, c) terminal incentive, d) disapproved citing the reasons thereof All accepted proposals will be submitted to UP for final approval	No fees	7 Working Days	
	9. Notice to proceed is given to the researcher/s	No fees	1 Working day	Secretariat UREC
	10. GAD shall request a copy of the revised GAD-related proposal from the URO for monitoring	No fees	1 Working day	Research Assistant II GAD
	11. MOA shall be signed by the researcher opting to fund before the project proposal	No fees	7 Working days	Staff URO Researcher/s
	12. All approved research proposals will be consolidated by the UREC for proper programming	No fees	1 Working day	Staff URO
TOTAL:		None	36 Working days	

3. In-House Review of Completed Researches

TSU-GAD facilitates the conduct of In-House review of completed researches in coordination with the University Research Office to review and assess the quality of impact of gender-responsive researches and to continually develop and enhance capability of one and all.

Office or Division:	Center for Gender Studies
Classification:	Highly Technical (7 days to 20 days)
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Faculty/Personnel Researcher/s
CHECKLIST OF REQUIREMENTS	
Revised Research Proposal (TSU-URO-SF-32) (1 copy)	URO
WHERE TO SECURE	



Research Revision Form (TSU-URO-SF-24) (1 copy)		URO		
The Authenticity of Authorship and Commitment to Revise (TSU-URO-SF-07) (1 copy)		URO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The researcher submits his/her entry to URO	1. Receive entry according to the in-house review of the research's guidelines	No fees	10 Minutes	Staff URO Researcher/s
	2. URO receives the completed research and files the entry	No fees	10 Minutes	Staff URO
	3. All entries are assessed by the VP RES and URO-Director if the research output is qualified for the presentation in the in-house review	No fees	7 Working days	Staff URO
	4. Disapproved outputs are returned to the researchers while if it is approved, URO staff will confirm the acceptance of the research output in the in-house review of completed researches	No fees	3 Working days	Staff URO
	5. All accepted entries are compiled and categorized according to a) Social Sciences, b) Technology Generated, or c) Information Dissemination	No fees	1 Working day	Staff URO
	6. Conduct of in-house review of completed researches: <ul style="list-style-type: none"> • Powerpoint presentation of the entries • Evaluation of Entry <p>External Panel of Judges (EPJ) evaluates and reviews each entry. They can also give recommendations and inputs for the improvements of the research output</p>	No fees	2 Working days	Staff URO External Panel of Judges



	<p>Scores are summarized by the EPJ and a representative from URO. Entries are ranked and the three (3) highest ranks for each category will be announced as winners and will receive certificates and cash prizes</p> <p>All participants are given certificates of participation</p>			
TOTAL:		None	13 Working days and 20 minutes	

4. TSU-GAD Funding and Program/Project Implementation

All Programs, Activities, and Projects (PAPs) of the office/unit are subjected to the Harmonized Gender and Development Guideline Checklist (HGDG) for possible funding if the project/activity/program is GAD-related.

Office or Division:	GAD Office			
Classification:	Complex (beyond 3 days to 7 days)			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All offices/units in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Client		
Project Proposal		GAD Office		
Harmonized Gender and Development Guidelines		GAD Office		
Travel Order		VPAF		
Accomplishment Report		GAD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter/project proposal with the HGDG tool to the GAD Office for evaluation	1. Receives and forward the request letter to the Director of GAD	No fees	15 Minutes	Staff GAD
2. Wait for the approval of the program/activity/project	2.1 Evaluates the Program/Project	No fees	3 Working days	Director GAD
	2.2 Prepares and processes the required documents	No fees	3 Working days	Clerk/Staff GAD
	2.3 Facilitate the program/project and do documentation	No fees	-	Staff/Coordinators GAD
	2.4 Prepare the post-activity report	No fees	1 day	Technical Staff GAD



	for the requesting party			
TOTAL:		None	7 Working days and 15 minutes	

5. Childcare Center

TSU-GAD has established the Child Care Center services to anchor support to the employee of TSU by providing child-caring and facilitate child learning through activities and materials to promote the holistic development of children.

Office or Division:	Child Care Center			
Classification:	G2C – Government to Citizen			
Type of Transaction:	Simple (up to 3 days)			
Who may avail:	TSU faculty/personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		GAD Office		
PSA/ Birth Certificate		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit registration form with attachment	1. Receive the Registration Form	No fees	5 Minutes	<i>Clerk</i> GAD
2. Participate in the evaluation process by providing details to the staff	2. Evaluate the child based on age and cognitive, academic, behavioral, physical, and other developmental factors	No fees	30 Minutes	<i>Social Welfare Aide</i> GAD
3. Wait for the result of the evaluation	3. Inform the parent/guardian present if the child is qualified or not	No fees	15 Minutes	<i>Social Welfare Aide</i> GAD
4. Wait for the student number of the child	4. If qualified, get student number to the Admission Office	No fees	2 Working days	<i>Social Welfare Aide</i> GAD
5. Get a copy of certificate of enrollment/ registration of the child	5. Register/enroll the child in the Child Care Center	No fees	1 Working day	<i>Social Welfare Aide</i> GAD
TOTAL:		None	3 Working days and 50 minutes	



Technology Development, Transfer and Commercialization Office

External Services



1. Trademark Application Assistance

The service can be availed by TSU offices and External client who need assistance in the registration of their office or company logo.

Office or Division:	Technology Development, Transfer and Commercialization Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU-TTO-SF-01 -Service Request Form		TDTCO Office / Downloadable from TSU Website		
Trademark Application Form		TDTC Office / IPOPHIL Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit request for trademark application assistance and trademark application form	1.1 Receive the accomplished form	None	20 minutes	Staff TDTCO
	1.2 Endorse the request to the Vice President for Research and Extension Services (VP-RES)	None	1 day	Director TDTCO
	1.3 Recommends the approval of the request to the University President	None	1 day	VP OVPRES
	1.4 TDTCO submits extension service proposal to ESMO (Phase 1)	None	2 days	Staff ESMO
2. The applicant pays the corresponding filing fees	2.1 Processing and examination of application and issuance notice of allowance c/o the University	IPOPHL approved fees depending on the scope of application	6 months & 7 days	Intellectual Property Office of the Philippines (IPOPHL)
	2.2 TDTCO submits extension service proposal to ESMO (Phase 2)	None	2 days	Staff ESMO
3. Applicant pays publication and registration fees c/o the University	3.1 IPOPHL issues certificate of registration c/o the University	1 st and 2 nd Publication fees Certificate of Registration fee	5 months	IPOPHL
	3.2 TDTCO personnel forwards certificate to applicant	1 day	None	Personnel TDTCO
TOTAL:		None	11 months, 14 days & 20 minutes	



2. Copyright Deposit Assistance

The service can be availed by students and faculty researchers who request for their research works and other papers to be applied for copyright registration.

Office or Division:	Technology Development, Transfer and Commercialization Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All (if any citizen is eligible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSU-TTO-SF-01 -Service Request Form		TDTC Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit request for copyright deposit and submit requirements	1.1 Receive the accomplished form	None	20 minutes	Staff TDTCO
	1.2 Endorse the request to the Vice President for Research and Extension Services (VP-RES)	None	1 day	Director TDTCO
	1.3 Recommends the approval of the request to the University President	None	1 day	VP OVPRES
	1.4 TDTCO submits extension service proposal to ESMO (Phase 1)	None	2 days	Staff ESMO
2. Applicant pays the copyright deposit fee c/o the University	2.1 Files the online copyright application at the Intellectual Property of the Philippines (IPOP HL) and pays fee	Copyright deposit fee	1 day & 5 minutes	Personnel TDTCO
	2.2 Processes application	None	1 month	IPOP HL
	2.3 Sends the certificate of deposit through email	None	1 day	IPOP HL
	2.4 Forwards certificate (or certified copy) to applicant	None	1 day	Personnel TDTCO
TOTAL:		None	1 month, 7 days & 25 minutes	



Research Ethics Review Committee

Internal/External Services



1. Application for Ethics Review

This applies to initial study protocol submissions by faculty, staff, and students of Tarlac State University received by the TSURERC. This process begins with the receipt of study documents for initial review, determination of completeness of submission, and ends with the determination of type of review or action.

Office or Division:	Research Ethics Review Committee			
Classification:	Simple (up to 3 days) Complex (beyond 3 days to 7 days) Highly Technical (7 days to 20 days)			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	TSU Faculty and Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Application Form (TSU-ERC-SF-07) - Cover Letter (Request Letter to the Chairperson) - Certificate of Endorsement Letter (TSU-ERC-SF-012) - Research Protocol (the protocol must include the title, objectives of the study, significance of the study, literature review, methodology and procedures, description of the study population, exclusion/inclusion criteria, data analysis plan, and ethical considerations) - Informed Consent Document (TSU-ERC-SF-42) English and Filipino version - Informed Assent Form (TSU-ERC-SF-48) English and Filipino version for studies involving minors and relevant populations deemed incompetent to sign an informed consent form. - Study Tools (These include survey questionnaires, interview guide, case report form, posters/advertisements for recruitment, etc.) - Curriculum Vitae of the Researcher/s Adviser's Curriculum Vitae (for students) 		Research Ethics Review Committee/ Downloadable at the TSU Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt of study documents for initial review and determination of completeness of submission	1. The principal Investigator submits research proposal to the TSURERC Secretariat for review and approval of Initial Review Application	None	15 minutes 2 Working days 1 Working day 1 Working day	<i>Researchers (Faculty/ Student)</i> <i>Secretariat</i>
	2. The TSURERC Secretariat shall inform the Principal Investigator on the completeness of the submitted documents.	None		<i>Secretariat</i>



	3. The TSURERC Secretariat will stamp, sign and date of receipt on the cover letter confirming receipt of the documents. A photocopy of the completed document shall be given to the applicants for their records.	None		<i>Secretariat</i>
	4. Incomplete or incorrect submissions will not be accepted and will be returned.	None		<i>Secretariat</i>
	5. The TSURERC Secretariat ensures that all required forms and materials are contained within the submitted package.	None		<i>Secretariat</i>
	6. Checking is done as per checklist for submissions for initial review.	None		<i>Secretariat</i>
3. Assessment and Categorization of the Study Protocol Type of Review by the Chair	1. Expedited	None	20 minutes	<i>Chairperson</i>
	2. Full Review			
	3. Exemption from Review			
3. Review of Protocols	3. Review the Protocol by the Primary Reviewer.	None	Expedited 5 Days	<i>Primary Reviewer</i>
			Full Board 14 Days	<i>All members</i>
			Exempted 1 Day	<i>Chairperson</i>
4. Action on the reviewed protocol	4. Draft the ethical clearance whether the study is full board/ expedited/ exemption from the review protocol based on returned reviews and duly signed by the Chairperson.	None	5 minutes	<i>Chairperson Secretariat</i>
TOTAL of Expedited Review:		None	5 days, 45 minutes	
TOTAL of Full Board Review		None	20 days, 45 minutes	
TOTAL for Exempted from Review		None	1 day, 45 minutes	



2. Process on the Resubmitted Protocols

This process only applies to resubmissions of protocol by faculty, staff, and students of Tarlac State University received by the TSURERC. The process begins with the receipt of study documents for resubmission review, determination of completeness, and ends with the determination of type of review or action.

Office or Division:	Research Ethics Review Committee			
Classification:	Simple (up to 3 days) Complex (beyond 3 days to 7 days) Highly Technical (7 days to 20 days)			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	TSU Faculty and Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> -Application Form (TSU-ERC-SF-07) -Revised Research Protocol -Revised Informed Consent Document (TSU- ERC-SF-42) English and Filipino version -Revised Informed Assent Form (TSU-ERC-SF-48) English and Filipino version <i>*if applicable</i> -Review of Resubmitted Protocol (TSU-ERC-SF- 40) 		Research Ethics Review Committee/ Downloadable at the TSU Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Resubmission of Revised Protocols	1. The principal Investigator shall resubmit research proposal to the TSURERC Secretariat.	None	15 minutes	<i>Secretariat</i>
	2. The TSURERC Secretariat shall inform the Principal Investigator on the completeness of the submitted documents			
	3. Incomplete or incorrect submissions will not be accepted and will be returned.			
	4. The TSURERC Secretariat ensures that all required forms and materials are contained within the submitted package.			
	5. Checking is done as per checklist for submissions for initial review.			



2. Review of the Resubmitted Revised Protocols	2. Review the Protocol by the Primary Reviewer.	None	Expedited -7 Days Full Board -14 Days	<i>Primary Reviewer/s All members</i>
3. Issuance of Ethical Clearance	3. Draft the Ethical Clearance forwarded from full board/ expedited protocol based on returned reviews and duly signed by the Chairperson.	None	5 minutes	<i>Chairperson Secretariat</i>
TOTAL for Expedited Review:		None	7 days, 20 minutes	
TOTAL for Full Board Review		None	14 days, 20 minutes	

3. Process on the final Review of Protocol

The review of final report ensures continuous protection of participants and compliance with initially approved protocol.

Office or Division:	Research Ethics Review Committee			
Classification:	Simple (up to 3 days) Complex (beyond 3 days to 7 days) Highly Technical (7 days to 20 days)			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	TSU Faculty and Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Application Form (TSU-ERC-SF-07) - Final Report Form (TSU-ERC-SF-30) - Completed Research Study - Final Manuscript (for students) - Signed Informed Consent Document English and Filipino version - Signed Informed Assent English and Filipino version 		Research Ethics Review Committee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Resubmission of Revised Protocols	1. The principal Investigator shall submit a final report with attached final research paper and other documents	None	15 minutes	<i>Secretariat</i>
	2. The TSURERC Secretariat shall inform the Principal Investigator whether the documents are complete or incomplete.			
	3. The TSURERC Secretariat will stamp, sign and			



	<p>date of receipt of the final report.</p> <p>4. Incomplete or incorrect submissions will not be accepted and will be returned.</p> <p>5. The TSURERC Secretariat ensures that all required forms and materials are contained within the submitted package. Checking is done as per checklist for submissions for initial review.</p>			
2. Review of the Final Report	2. Review the Protocol by the Primary Reviewer.	None	7 Days	Primary Reviewer/s
3. Step 3 Issuance of Final Report Approval	3. Draft the Final Report Approval letter forwarded from full board/ expedited review based on returned reviews and duly signed by the Chairperson.	None	5 minutes	- Chairperson Secretariat
TOTAL:		None	7 days, 20 minutes	



Food Technology and Research Center External Services



1. Processing of FTRC Services Request

This allows the external clients to request services on technical training, technical advisory, shared facility, analytical laboratory, research and development, and product standardization which will be delivered through the facilities, equipment, and technical service provider of the FTRC.

Office or Division:	Food Technology and Research Center			
Classification:	Complex/ Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	Anyone who is in need and interested on the available services such any individual, business enterprise, government agency, local government unit, other universities, and colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of properly filled-out FTRC Service Request Form (TSU-FTR-SF01) with endorsement from the TSU President to TSU-FTRC		From the TSU website (www.tsu.edu.ph), under the FTRC's Download Section		
Or Approved letter with endorsement from the TSU President to TSU-FTRC		From the requestor/ client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the FTRC Service Request Form (TSU-FTR-SF01), downloadable thru TSU website), have it signed and submit it to the TSU Records Office or TSU-OUP through email ftrc@tsu.edu.ph and/or pres_office@tsu.edu.ph . Note: All areas needed to be filled up by the client shall be complete.	1.1. Receipt of Service Request and endorsement to OUP	None	1 day	Staff Records Office
	1.2 Endorsement of Request from OUP to FTRC	None	1 day	TSU President
	1.3 Assessment of Request Form as to availability of service and endorsement to FTRC Unit Head	None	30 minutes	FTRC Director
	1.4 Review the submitted Request Form as to the availability of resources (e.g. schedule of facility use, and service provider/ food specialists)	None	30 minutes	FTRC Unit Head



	<p>1.5 Send Notice of Receipt of Service Request (NRSR) through email and mobile number</p> <p>*NRSR contains proposed schedule of initial consultation meeting</p>	None	15 minutes	<i>FTRC Unit Head</i>
2. Confirm available schedule and attendance to the initial consultation meeting	2.1 Organize and conduct initial consultation meeting	None	30 minutes	<i>FTRC Director and/or FTRC Unit Head FTRC Staff</i>
	<p>2.2 Draft and finalize relevant documents (e.g. MOA, TOR, NDA, Service Proposal, Research Proposal, etc.)</p> <p>Note: Relevant documents differ depending on the nature of service request. This may not be applicable to one-time use of resources under Shared Facility Services</p>	None	21 working days	<i>FTRC Director and/or FTRC Unit Head FTRC Staff</i>
3. Conform to agreed service terms and conditions, and project activities as stipulated in the relevant documents	<p>3. Deliver service activities</p> <p>Types of Service: (1) Shared Facility Services (2) Technical Training (3) Technical Advisory (4) Analytical Laboratory Service (5) Research and Development (6) Product Standardization</p>	None	<p>1 day or depending on the scope of project duration</p> <p>Note: Depending on the nature and scope of agreed service to be delivered</p>	<i>FTRC Service Providers and Staff</i>
TOTAL:		None	7 hours & 35 minutes or depending on the scope of project duration	



Office of the Vice President for Planning and Quality Assurance

Internal Services



1. Processing of Incoming Communication and/or Endorsement from the Office of the University President to the Office of the VP for Planning and Quality Assurance

This service allows a smooth and clear communication and transaction with the Office of the University President. The President endorses the letter of communication to the concerned personnel to help and/or take charge in the decision making and let the undersigned know the status of specific request/project.

Office or Division:	Office of the Vice President for Planning and Quality Assurance			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication and/or Endorsement (TSU-OUP-SF-01)		Office of the University President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the incoming Communication and/or Endorsement from the Office of the University President	1.1 Receive and Log-in the incoming Communication and/or Endorsement to the Logbook	None	2 minutes	Staff VPPQA Office
	1.2 Evaluate and Act and/or endorse the document to the concerned Director/s, Faculty, or Staff for: a. Action or responsibility b. For study and recommendation	None	1 day	Staff VPPQA Office
2. Receive the Communication and/or endorsement and sign in the receiving column of the Logbook	2. Log-out the Communication and/or Endorsement	None	2 minutes	Vice President VPPQA Office
TOTAL:		None	1 day, 4 minutes	



2. Processing of Inter-office Communications and Transactions

The Vice President for Planning and Quality Assurance being the recommendatory personnel, verifies the accuracy and check if all requirements are met and evaluate whether the request should be approved.

Office or Division:	Office of the Vice President for Planning and Quality Assurance						
Classification:	Simple						
Type of Transaction:	G2G - Government to Government						
Who may avail:	All TSU Employees						
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE					
Letter/Communication, attachments if any		From the requestor/ client					
For Transactions for Approval from the Offices under the VP for PQA:							
a. Monthly Accomplishment Report		Form/Template from the OPPME					
b. Disbursement Voucher		Form/Template from the BMU					
c. Obligation Request and Status							
d. Special Order		From the requestor/ client					
e. Request to serve meals (TSU-VPF-SF-10)		Download the Form/s from the TSU Website https://www.tsu.edu.ph					
f. Request for Approval of Emergency Overtime/ Extended Services (TSU-ASU-SF-31)							
g. Authority to Render Overtime/Extended Services (TSU-ASU-SF-02 to 07)							
h. Travel Order (TSU-ASU-SF-23)							
i. Clearance Form: i.i For Non-Teaching (Job Order) (TSU-HRD-SF-45) i.ii For Plantilla/ Contractual Personnel (CS Form 7)							
j. Application for Leave (CS Form 6)							
k. Daily Time Record (CS Form 48)							
l. IPCR, DPCR, OPCR							
CLIENT STEPS	AGENCY ACTIONS				FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward letter/ communication in the Office of the Vice President for Planning and Quality Assurance 1. For Transactions for Approval from the Offices under the VP for PQA: Submit the document/s to the Office of the Vice President for Planning and Quality Assurance	1.1 Receive the submitted letter/ communication and/or transaction	None	2 minutes	Staff VPPQA Office			



	<p>1.2 Review the completeness of the submitted documents</p> <p>*Document with incomplete attachment will be returned to the client for completion</p> <p>*Document with complete requirements will be recorded in the logbook and forwarded to the Vice President</p>	None	5 minutes	Staff VPPQA Office
	1.3 Evaluate, act, and sign the letter/communication and/or transaction	None	10 minutes	Vice President VPPQA Office
2. Receive the request letter/communication, or documents and sign in the receiving column of the Logbook	<p>2. Log-out the outgoing document</p> <p>for the disapproved request letter/communication, or documents: inform and return it back to the client</p> <p>for the approved request letter/communication, or documents: issue/release to the office of the next signatory</p>	None	3 minutes	Staff VPPQA Office
TOTAL:		None	20 minutes	



Pollution Control and Safety Unit

Internal Services



1. Process in Requesting for Issuance of Certification for full workforce

The service allows all Offices and Colleges of the University to request for Certification for full workforce capacity.

Office or Division:	Pollution Control and Safety Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Inspection of offices and colleges for issuance of certificate		From the Pollution Control and Safety Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Inspection of offices and colleges for complying for safety protocols of the university	None	1 day	<i>Pollution Control Officer, Safety Officer, Environmental Analyst PCSU</i>
	1.2 Orienting the office/college on proper safety precaution and provide information of non-contact to full work force and work from home schedules	None	10 minutes	<i>Pollution Control Officer, Safety Officer, Environmental Analyst PCSU</i>
2. Compliance of safety precaution and safety protocols	2. Reinsertion of offices/ colleges before issuance of certification	None	1 day	<i>Pollution Control Officer, Safety Officer, Environmental Analyst PCSU</i>
3. Receiving of Certification to Pollution Control and Safety Unit	3. Issuance of certificate	None	2 minutes	<i>Pollution Control Officer, Safety Officer, Environmental Analyst PCSU</i>
TOTAL:		None	2 days, 12 minutes	



Quality Management System Unit

External/Internal Services



1. Processing of Request for QMS Registered Documents for Various Purposes

The service allows employees, accrediting bodies and other interested parties to request and have copies of TSU's documented information being controlled by the Document Control Officer. Documented information are documents implemented in the service provision of different units, offices and colleges of the university that are enrolled/registered in the QMS Unit.

Note: For External clients: Not all requested documents are being issued, (e.g. manual/s, operation manual/s, process manual/s) but can be viewed and read. Copy of manuals are being given to internal clients for accreditation, audit, assessment, and certification purposes only.

Office or Division:	Quality Management System Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of properly filled up and approved Document Request Form (TSU-QMS-SF-10)		From the QMS Unit, TSU website (www.tsu.edu.ph)		
Or Approved letter		From the requestor/ client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. *For Internal clients: Fill up the Document Request Form and have it signed and approved by the immediate supervisor.	1.1 *For Internal clients: Review and evaluate the submitted Document Request Form	None	5 minutes	QMS Staff Document Control Officer QMSU
1. *For external clients: Submit a request letter addressed to the TSU President Note: All areas needed to be filled up by the client shall be complete	1.1 *For external clients: Review and evaluate the submitted Endorsement Form (TSU-OUP-SF-01) from Office of the President together with the attached letter of request.	None	5 minutes	QMS Staff Document Control Officer QMSU
	1.2 Reproduce the requested document Note: Reproduction day is dependent on the number of on-going reproduction and printing job being carried out by the	None	1 day	QMS Staff Document Control Officer QMSU



	Business Center Office			
	1.3 Stamp the reproduce document with “uncontrolled copy” mark	None	2 minutes	<i>QMS Staff Document Control Officer QMSU</i>
2. Review the completeness of the requested documents and receive the requested document	2. Log the document/s to be issued in Releasing Log - Other Copy Holders and Requested Documents (<i>TSU-QMS-SF-16</i>) and have the client sign in the receiving column	None	5 minutes	<i>QMS Staff Document Control Officer QMSU</i>
3. Sign in the receiving column of the Logbook	3.1 Issue the requested document	None	1 minutes	<i>QMS Staff Document Control Officer QMSU</i>
	3.2 Fill out the “Action Taken” portion of the Document Request Form and file the form	None	2 minutes	<i>QMS Staff Document Control Officer QMSU</i>
	TOTAL:	None	1 day, 15 minutes	



Quality Management System Unit

Internal Services



1. Processing of QMS Documents for Registration, Revision, and Abolition

The service allows units, offices, and colleges of the university to register documented information implemented in their various services and operations related to quality, environment, health, and safety.

Note: All documented information to be registered to QMS Unit shall be forwarded at least three (3) working days prior to effectivity or implementation

Office or Division:	Quality Management System Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of properly filled out and approved Document Registration, Revision and Abolition Form (<i>TSU-QMS-SF-01, downloadable thru TSU website</i>)		From the QMS Unit, TSU website (www.tsu.edu.ph)		
2. One (1) copy of duly signed and approved document following TSU's standard template and document nomenclature		From the office/unit requesting for registration/revision/abolition		
3. One (1) copy of duly signed and updated Master list of Registered Document (<i>TSU-QMS-SF-04, downloadable thru TSU website</i>)		From the QMS Unit, TSU website (www.tsu.edu.ph)		
<ul style="list-style-type: none"> If the document for registration is a revised one, surrender the old version or superseded version (Controlled Copy) of the document. For abolishing documents, surrender the current version (Controlled Copy) of the document. <p>Note: Only current versions of documented information are distributed to Official Copyholders</p>		From the office/unit requesting for registration/revision/abolition		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the following to the QMS Unit a. Approved Document Registration and Revision, and Abolition (DRRA) Form. *Must be reviewed and approved by the immediate	1.1. Review and evaluate the submitted: Approved DRRA, Documented information, updated master list and superseded version (<i>for revised documents only</i>) Note: If there is/are problem/s, the DCO will return the	None	30 minutes	QMS Staff Document Control Officer QMSU



supervisor and the next higher authority following b. Document to be registered, c. Updated and signed master list Note: Additional requirement for revised documents to be registered - <i>superseded or old version of the document with controlled copy stamp</i>	submitted documents for registration together with the attachment, the DCO will discuss the concerns to the client and will issue a Notification Slip			
	1.2 Receive and log the documented information to be registered in the Receiving, Retrieval and Releasing Log (TSU-QMS-SF-02)	None.	30 minutes	<i>QMS Staff Document Control Officer QMSU</i>
	1.3. Register the Documented Information in the Database of QMS Documents	None.	30 minutes	<i>QMS Staff Document Control Officer QMSU</i>
	1.4 Stamp the document with "master copy" mark	None	3 minutes	<i>QMS Staff Document Control Officer QMSU</i>
	1.5 Reproduce the master copy of the document according to the number of official copyholders Note: Reproduction day depends on the number of on-going reproduction and printing job being carried out by the Business Center Office	None.	5 minutes	<i>QMS Staff Document Control Officer QMSU</i>
	1.6. Obtain copies from Business Center and stamp the reproduced document with "controlled copy" mark.	None	1 day	<i>QMS Staff Document Control Officer</i>
	1.7. Inform clients that documents were registered, and controlled copies are available for pick up in the QMS Unit	None	2 minutes	<i>QMS Staff Document Control Officer</i>



2. Go to QMS Unit and review the completeness of the registered documents	2. Issue the registered documents	None	5 minutes	<i>QMS Staff Document Control Officer</i>
3. Sign in the Receiving, Retrieval and Releasing Log (TSU-QMS-SF-02)	3. Have the client sign in the receiving column of the logbook	None	3 minutes	<i>QMS Staff Document Control Officer</i>
TOTAL:		None	1 day, 48 minutes	



Office of Planning, Performance Monitoring and Evaluation

Internal Services



1. Request for Assistance in the Pre-Planning of Offices/ Colleges

Assistance in the Pre-planning activity may be requested by all the colleges/ offices/ units of the University.

Office or Division:	Office of Planning, Performance Monitoring and Evaluation			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Heads of Offices/ Deans of Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request <ul style="list-style-type: none"> • Program of Activities • Proposed Budget 		To be prepared by the requestor/ client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the letter of request	1.1. Receives the request and forwards to the OPPME Director	None	3 minutes	<i>Clerk</i> OPPME
	1.2. Reviews/ signs the request and gives the request to the OPPME Staff	None	30 minutes	<i>Director</i> OPPME
	1.3. Notifies the requesting Office/ College if the request has been approved or not	None	2 minutes	<i>Clerk</i> OPPME
TOTAL:		None	35 minutes	



2. Request for Planning forms/ documents of Offices/ Colleges

Planning Forms/ Documents may be released if the request was approved.

Office or Division:	Office of Planning, Performance Monitoring and Evaluation			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Heads of Offices/ Deans of Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request <ul style="list-style-type: none"> • Program of Activities • Proposed Budget 		To be prepared by the requestor/ client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the letter of request	1.1. Receives the request and forwards to the OPPME Director	None	3 minutes	<i>Technical Staff</i> OPPME
	1.2. Reviews/ signs the request and gives the request to the OPPME Staff	None	30 minutes	<i>Director</i> OPPME
	1.3. Notifies the requesting Office/ College if the request has been approved or not	None	2 minutes	<i>Technical Staff</i> OPPME
TOTAL:		None	35 minutes	



Quality Assurance Office

External/Internal Services



1. Facilitation of CHED Accreditation

The Quality Assurance Office facilitates in the conduct of the CHED accreditation and assessment in coordination with the VP Academic Affairs Office, the VP Planning and Quality Assurance Office, the VP Research and Extension Office, the VP Administration and Finance and the various colleges in the university with potential to become an avenue and candidates for Center of Development, Center of Excellence, as well as ensuring quality and excellence through the Certificate of Program Compliance for every program offered in the university.

Office or Division:	Quality Assurance Office (Government/CHED-Related Accreditation Unit)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government G2C – Government to Citizens			
Who may avail:	College Deans, Department Chairpersons, Faculty, Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of Revised Policies and Standards on the Center of Excellence Project		CHED Website and CHED Memorandum Order		
Copy of Revised Policies and Standards on the Center of Development Project		CHED Website and CHED Memorandum Order		
Checklist of CHED Requirement for COPC Accreditation		CHED Website and CHED Memorandum Order		
Outcomes-Based Syllabus of the Program		TSU Colleges and Department Chairperson		
Application Form for COD		CHED Website and Memorandum Order		
Application Form for COE		CHED Website and Memorandum Order		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The College receives CHED Memorandum/Letter granting the request date of accreditation	1.1 Study and evaluates the CHED Guidelines for proper information	None	1 day	<i>Vice President VPPQA</i> <i>Personnel QA Office</i>
	1.2 Set meeting with the TSU Officials to present the Guidelines and Schedule Plan for the conduct of CHED Accreditation and establish Committee to work on the different areas for certification and assessment	None	3 hours	<i>Director and Staff QAO</i> <i>Admin. Council Members with the Directors and Unit Heads TSU</i>
2. Attend the Committee meeting for Orientation and tasking	2. Conduct Orientation meeting with the RQAT, COD/COE Committee for duties and responsibilities	None	4 hours	<i>Director and Staff QAO</i> <i>Committee</i>



3. Prepares request for budget for the conduct of CHED Accreditation	3. Assist in the preparation of the necessary steps and documents for the conduct of the CHED visit	Budgetary requirements	1 hour	<i>Director and Staff QAO</i>
4. All TSU Officials, concerned colleges/ programs and offices attends in the opening ceremony of the CHED accreditation	4. Facilitates the conduct of the Opening Ceremony of the CHED Accreditation	None	4 hours	<i>Staff QAO Admin. Council members TSU Faculty & Unit Heads Concerned Faculty or Office</i>
5. Attend the Actual visit of CHED Accreditation	5. Facilitates the interview and site visit with the concern individuals	None	4 hours	<i>Staff QAO College concerned</i>
6. All TSU Officials, concerned colleges/ programs and offices attends in the closing ceremony of the CHED accreditation	6. Facilitates the conduct of the Closing Ceremony of the CHED Accreditation	Budgetary requirements	4 hours	<i>Staff QAO Admin. Council members TSU Faculty & Unit Heads Concerned Faculty or Office</i>
7. Receives the result of CHED Accreditation	7. Cascade the results to the TSU officials and concerned colleges	None	1 hour	<i>President Office of the University President</i>
TOTAL:		Depends on the budgetary requirements	3 days & 4 hours	



2. Facilitation in Sending of TSU Faculty member as Program Accreditors

The Quality Assurance Office spearheads the sending of TSU Faculty members Accreditors for the program accreditation of various State Universities and Colleges in the Philippines based on the invitation and /or recommendations from the AACCUP National office and Office of the President.

Office or Division:	Quality Assurance Office - AACCUP Accreditation Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C – Government to Citizens			
Who may avail:	TSU Faculty Accreditors SUC's undergoing accreditation based on invitation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Invitation from AACCUP		Office of the President		
Endorsement		Office of the President		
Travel Order		Quality Assurance Office and/or Dean's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. The Office of the President staff receive the letter of invitation from AACCUP inviting a specific TSU Faculty Accreditor for SUC Program Accreditation and present it to the President 1.1 Endorse the invitation letter of AACCUP to VPPQA	None	30 minutes	<i>President and Staff</i> OUP
1. Receive the endorsed invitation	1. The VPPQA through the QAO informs/ endorsed the invitation letter as program accreditor to the concerned faculty	None	1 hour	<i>Vice President</i> VPPQA <i>Director</i> QAO
2. If the invited faculty is available on the scheduled date being requested by AACCUP, the faculty member will confirm with the invitation.	2.1 The necessary Travel Order is prepared by the QA Staff and signed by the faculty/ accreditor and noted by the QA Director with the concerned College Dean	None	1 day	<i>Vice President</i> VPAA <i>Director</i> QAO <i>Dean</i> Concerned College <i>Faculty/Accreditor</i> Concerned College <i>Vice President</i> VPRES



	2.2 The Quality Assurance Office sends a confirmation email on the requested faculty/ accreditor as an action to the invitation	None	1 hour	Staff QAO Staff AACCUP National Office
3. A certificate of appearance is presented to the QA Office from the invited Faculty/ Accreditor	3. After the conduct and attendance on the SUC program accreditation through AACCUP, the QA Office demands for a Certificate of Appearance from the Invited Faculty/ Accreditor	None	1 hour	Staff QAO Faculty/ Accreditor
TOTAL:		None	1 day, 3 hours & 30 minutes	



3. University Internal Program Accreditation

The Quality Assurance Office facilitates in the conduct of internal accreditation of the specific program to be subjected for AACUP survey visit. In coordination with the College Dean, the department chairpersons and the area heads of every unit, an internal accreditation is held for critiquing as well as brainstorming of the strengths and weaknesses of the program set to be accredited.

Office or Division:	Quality Assurance Office - AACUP Accreditation Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C – Government to Citizens			
Who may avail:	College Deans, Department Chairpersons, Faculty, Students, TSU AACUP Accreditors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Technical Result of AACUP Accreditation Survey by program and validity dates		Quality Assurance Office		
Narrative Report of the Program		College Dean, Program Chairpersons		
Self-Survey of the Program		College Dean, Program Chairpersons		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. The QA Office keeps record of the technical results and the summary as well as findings and recommendations of every program which have undergone accreditation process as provided by the AACUP. 1.1 The Quality Assurance Office securely keeps the technical results of accreditation of every program in the university and making it available for perusal by the concerned colleges	None.	Year-round	<i>Director and Staff QAO</i>
	2. The Quality Assurance Office Director and Staff regularly monitors the validity date of every program in the entire university	None.	Year-round	<i>Director and Staff QAO</i>



	2.1 Mindful of the validity dates of every program, the QA Office convenes with the College Deans for the conduct of the AACUP Accreditation visit			
3. The Quality Assurance Office issues a Memorandum through the Document Management System (DMS) for the conduct of an Internal Accreditation of the program to be accredited.	3. The QA Director communicates to the university administrative council and the concerned college dean and area heads for the conduct of the internal accreditation	None.	1 hour	<i>Director and Staff QAO</i> <i>Deans, Area Heads and Faculty Concerned College</i>
4. Internal Accreditation at the college for the program/s to be accredited	4. The college dean concerned together with the area heads, and the faculty of the program to be accredited with the AACUP accreditors of the university and the QA staff convene for the conduct of internal accreditation	Budgetary requirements	8 hours	<i>Director and Staff QAO</i> <i>AACUP Accreditors TSU</i> <i>Deans, Area Heads and Faculty Concerned College</i>
5. As the summary results, findings, and recommendations per area of the program which have undergone internal accreditation are presented to the college dean concerned and the area heads, they must have inputs to their program enhancement prior to the actual survey visit.	5. The AACUP Accreditors from the university presents their inputs and assessment on the different areas of accreditation for utilization of the program under accreditation	None.	2 hours	<i>Director QAO</i> <i>AACUP Accreditors TSU</i> <i>Deans, Area Heads and Faculty Concerned College</i>
TOTAL:		None	1 day, 4 hours & 30 minutes	



Quality Assurance Office

Internal Services




1. Facilitating in Sending TSU Faculty Member for Agency of Chartered Colleges and Universities in the Philippines (AACUP) Accreditors' Training

The university through the Quality Assurance Office sends faculty from the rank of Assistant Professors to Professors to attend to the AACUP Training Program to be trained for the OBQA instruments and the rudiments of the accreditation process and to serve as internal accreditors of the university. Similarly, the said faculty and/or accreditors will constitute the pool of external accreditors who will serve as AACUP national accreditors.

Office or Division:	Quality Assurance Office - AACUP Accreditation Unit			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity/ies			
Who may avail:	TSU Faculty from Assistant Professor to Professor Rank			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Invitation Letter from AACUP for the scheduled Accreditors Training		AACUP Office President's Office		
Endorsement Letter		President's Office		
Travel Order		Quality Assurance Office Deans Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. The QA Office through the Office of the University President receives the Letter from AACUP for the Training of Accreditors 1.1 OUP forwards the Letter of Invitation to the QAO for nomination and action	None	15 minutes	<i>Staff OUP</i> <i>Director & Staff QAO</i>
	2. The Quality Assurance Office in coordination with the OUP review the qualifications and competencies of the potential faculty to be nominated for the AACUP Training Program. 2.1 The Quality Assurance Office reviews the existing list of university accreditors	None	4 hours	<i>Director QAO</i> <i>Dean, Department Chairpersons and Faculty Different Colleges</i>



	making sure that every discipline and college is well represented in the pool of expert's accreditors			
	3. The OUP reviews the list of candidates and approves the nomination for training	None	1 hour	Staff OUP Director and Staff QAO
1. The faculty either approved or disapproved the invitation from the QAO and the OUP.	4. The QAO confers with the nominated faculty the invitation to be included in the list to be trained as National AACCUP Accreditor.	None	1 day	Director and Staff QAO Faculty Concerned College
	4.1 The QAO prepares the necessary Travel documents of the faculty who will undergo the AACCUP training	Budgetary requirements for the AACCUP Training	1 day	Director and Staff QAO Faculty Concerned College
2. Attendance of the qualified faculty in the AACCUP Training Program	5. Facilitation in the active participation of the faculty in the AACCUP Training	Budgetary requirements for the AACCUP Training	3 days	Trainers AACCUP Concerned Faculty
3. Presentation of the Faculty/ Accreditor of the necessary Certificate of Appearance to the Quality Assurance Office after the attendance in the AACCUP Training	6. Receive and Keeps the Certificate of Appearance and the completion of the Travel order of the Faculty/ Accreditor	Budgetary requirements for the AACCUP Training	1 hour	Director and Staff QAO Faculty/Accreditor Concerned College
TOTAL:		Depends on the budgetary requirement	5 days, 6 hours & 15 minutes	



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 President
 Tarlac State University