



KALINGA STATE UNIVERSITY

CITIZEN'S CHARTER

2019 (1st Edition)

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I. Mandate:

Kalinga State University was established and mandated primarily to provide advanced education, higher technological, professional instruction and training in the fields of arts, agriculture, forestry, social and natural sciences, and technology, and other relevant fields of study. It shall also promote and undertake research and extension services and provide progressive leadership in it's of specialization. (*Resolution No. 1243, s. 2016 dated January 21, 2016 under the Republic Act 10584 on May 24, 2013*).

II. Vision:

A knowledge and Technology Hub in Asia Pacific Region

III. Mission:

Kalinga State University shall primarily provide higher and advanced Education, professional Instruction and Training in the Arts, Agriculture, Forestry, Social and Natural Sciences and Technology, and other relevant fields of study. It shall also promote and undertake Research and Extension services and provide progressive leadership in its areas of specialization.

IV. Service Pledge:

We the officials and employees of KSU, pledge to provide services that are:

Functional
Accurate
Systematic, and
Timely

As such, we commit ourselves to be always

Knowledgeable
Service-oriented, and
Selfless
Civil servants



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Office of the President
Internal and External Service

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Processing of Request/Incoming External Communication

Office or Division	: Office of the President			
Classification	: Complex			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All KSU Employees and/or External Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request with supporting documents			Requester	
2. KSU ID, and any valid ID for external clients				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1.1 Receive request letter and record in the logbook	None	30 Seconds	<i>Office Clerk</i> Office of the University President
	1.2 Act or decide on the request	None	5 Minutes	<i>President</i> Office of the University President
	1.3 Endorse or refer it to appropriate unit	None	1 Minute	<i>President</i> Office of the University President
	1.4 Act promptly on endorsement or referral	None	5 Minutes	<i>Unit Head</i> Concerned Office
	1.5 Decide on the response or give direction	None	3 Minutes	<i>President</i> Office of the University President
	1.6 Encode response to request	None	2 Minutes	<i>Office Clerk</i> Office of the University President
	1.7 Deliver response and receive in the logbook	None	1 Minute	<i>Board Secretary</i> Office of the Board Secretary
2. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Board Secretary</i> Office of the Board Secretary
TOTAL:		None	18 Minutes, 30 Seconds	



Office of the Board Secretary
Internal Service



1. Processing of Request for Board Policies/Board Actions

The agency recognizes the optimum authority of the board of regents to approve all requests prior to implementation of programs/policies to concerned department or office.

Office or Division	: Office of the Board Secretary			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All KSU employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Form		Board Secretary Office		
KSU ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishment and submission of request form	1.1 Receive request and retrieve data	None	5 Minutes	<i>Board Secretary</i> Office of the Board Secretary
	1.2 Print data		3 Minutes	<i>Board Secretary</i> Office of the Board Secretary
2. Receive data and sign log book	Issue data	None	1 Minute	<i>Board Secretary</i> Office of the Board Secretary
3. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/ officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Board Secretary</i> Office of the Board Secretary
TOTAL:		None	10 Minutes	



**Office of the Campus Administrator
(*Bulanao or Main Campus, Dagupan Campus
and Rizal Campus*)**

Internal Services



1. Releasing of Travel Orders

Office or Division	: KSU-Office of the Campus Administrators			
Classification	: Complex			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All KSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. FTDC decision		Office of the Vice President for Academics and Student Development		
2. Endorsement of the President		Dean's Office/Office of the President		
3. Teacher's Substitution form				
4. Communication from the organizers				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for travel order	1.1 Receive the required documents and check for completeness	None	2 Minutes	Office Clerk Office of the Campus Administrator
	1.2 Start processing of request	None	3 Minutes	Office Clerk Office of the Campus Administrator
	1.3 Issuance of travel order	None	30 Seconds	Office Clerk Office of the Campus Administrator
2. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/ officer will file for records keeping purposes and further analysis	None	1 Minute	Office Clerk Office of the Campus Administrator
TOTAL:		None	6 Minutes, 30 Seconds	



2. Approval of Leave Forms

The agency recognizes the privilege of all employees to file their leave for emergency or personal purpose which need urgent action.

Office or Division		: KSU-Office of the Campus Administrators		
Classification		: Complex		
Type of Transaction		: G2C - Government to Citizen		
Who may avail		: All KSU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Leave form		Dean's Office		
2. Faculty ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit leave forms	1.1 Receive the required documents and check for completeness	None	2 Minutes	<i>Office Clerk</i> Office of the Campus Administrator
	1.2 Approval of the leave form	None	1 Minute	<i>Campus Administrator</i> Office of the Campus Administrator
	1.3 Issuance of leave form	None	30 Seconds	<i>Office Clerk</i> Office of the Campus Administrator
2. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/ officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Office Clerk</i> Office of the Campus Administrator
TOTAL:		None	4 Minutes, 30 Seconds	



3. Approval of Request for Transportation

Approval of the request for transportation is given upon submission of the required documents by the requesting party/office. Government vehicles were used specially for official business of the employees and students as well.

Office or Division	: KSU-Office of the Campus Administrators			
Classification	: Complex			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All KSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		Client		
2. Faculty ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1.1 Receive the required documents and check for completeness	None	2 Minutes	<i>Office Clerk</i> Office of the Campus Administrator
	1.2 Direct to GSO to check the availability of the vehicle	None	2 Minutes	<i>Campus Administrator</i> Office of the Campus Administrator
	1.3 Issuance of approval for the request	None	30 Seconds	<i>Office Clerk</i> Office of the Campus Administrator
2. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/ officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Office Clerk</i> Office of the Campus Administrator
TOTAL:		None	3 Minutes, 30 Seconds	



4. Approval of Request on Use of Facilities

Office or Division	: KSU-Office of the Campus Administrators			
Classification	: Complex			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All KSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		Client		
2. Faculty ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1.1 Receive the required documents and check for completeness	None	2 Minutes	<i>Office Clerk</i> Office of the Campus Administrator
	1.2 Direct the GSO to check the availability of the of the facility	None	1 Minute	<i>Campus Administrator</i> Office of the Campus Administrator
	1.3 Issuance of approval for the request	None	30 Seconds	<i>Office Clerk</i> Office of the Campus Administrator
2. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/ officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Office Clerk</i> Office of the Campus Administrator
TOTAL:		None	4 Minutes, 30 Seconds	



5. Approval of Request for Repairs and Maintenance

Office or Division	: KSU-Office of the Campus Administrators			
Classification	: Complex			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All KSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		Client		
2. Faculty ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1.1 Receive the required documents and check for completeness	None	2 Minutes	Office Clerk Office of the Campus Administrator
	1.2 Coordinate with the GSO to conduct inspection and action	None	5 Minutes	Campus Administrator Office of the Campus Administrator
	1.3 Issuance of approval for the request	None	30 Seconds	Office Clerk Office of the Campus Administrator
2. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/ officer will file for records keeping purposes and further analysis	None	1 Minute	Office Clerk Office of the Campus Administrator
TOTAL:		None	8 Minutes, 30 Seconds	



6. Consolidation of College/Unit Reports

Office or Division	: KSU-Office of the Campus Administrators			
Classification	: Complex			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All KSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. College reports		Client		
2. Faculty ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit reports	1.1 Receive the required documents and check for completeness	None	2 Minutes	<i>Office Clerk</i> Office of the Campus Administrator
	1.2 Review and give recommendation or endorsement to the Office of the Vice President	None	4 Hours	<i>Campus Administrator</i> Office of the Campus Administrator
TOTAL:		None	4 Hours, 2 Minutes	



7. Approval of College/Unit Budget/PPMP

Office or Division	: KSU-Office of the Campus Administrators			
Classification	: Complex			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All KSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PPMP		Client		
2. Faculty ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the PPMP	1.1 Receive the required documents and check for completeness	None	2 Minutes	<i>Office Clerk</i> Office of the Campus Administrator
	1.2 Upon review and giving of recommendations, submit to the BAC secretariat	None	4 Hours	<i>Campus Administrator</i> Office of the Campus Administrator
	1.3 Issuance of receiving copy	None	30 Seconds	<i>Office Clerk</i> Office of the Campus Administrator
2. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/ officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Office Clerk</i> Office of the Campus Administrator
TOTAL:		None	4 Hours,3 Minutes, 30 Seconds	



8. Resolving of Internal Problems

Office or Division	: KSU-Office of the Campus Administrators			
Classification	: Complex			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All KSU Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Complaint			Client	
2. Valid ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of complaint	1.1 Receive the required documents and check for completeness	None	2 Minutes	<i>Office Clerk</i> Office of the Campus Administrator
	1.2 Upon receipt of complaint, constitute the grievance committee for preliminary conference, if needed	None	4 Hours	<i>Campus Administrator</i> Office of the Campus Administrator
2. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/ officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Office Clerk</i> Office of the Campus Administrator
TOTAL:		None	4 Hour, 3 Minutes	



Office of the College Dean
Internal Services



1. Processing of Freshmen Admission during Enrolment

Office or Division	: Office of the College Dean			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: Incoming Freshmen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 138 or its equivalent (original)	Philippine Statistics Authority			School last attended
2. Certificate of Good Moral Character				
3. PSA authenticated Birth Certificate				
4. Marriage Certificate (for married female students)	Employer			
5. Permit to study in cases of employed students in the government or in private agencies	Photo Studio/Shop			
6. One piece 2x2 ID picture	Guidance Office			
7. Result of Qualifying Examination				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit admission requirements	Receive and review admission documents submitted	None	3 Minutes	<i>Program Chairman</i> Office of the Dean
2. Accomplish enrolment form	2.1 Give subjects to be taken and approve the enrolment	None	9 Minutes	<i>Program Chairman</i> Office of the Dean
	2.2 Encode data and issue student's assessment form	None	5 Minutes	<i>College Clerk</i> Office of the Dean
3. Pay necessary fees to the Finance Office	Receive initial payment	Miscellaneous fees	5 Minutes	<i>Collecting Officer</i> Finance Office
4. Claim official receipt and assessment form and proceed to Auxiliary Services Office for ID	Proceed to the Auxiliary Office for processing of ID	None	13 Minutes	<i>BAO Clerk</i> Business Affairs Office
5. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	Staff
TOTAL:		Applicable Miscellaneous fees	36 Minutes	



2. Process of Admission of Student Transferee

Office or Division	: Office of the College Dean			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All Transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transfer Credentials	School last attended			
2. Certificate of Good Moral Character	School last attended			
3. PSA authenticated Birth Certificate	Philippine Statistics Authority			
4. Marriage Certificate (for married female students)	Philippine Statistics Authority			
5. Permit to study in cases of employed students in the government or in private agencies; and	Employer			
6. One 2x2 ID Picture	Photo Studio			
7. Result of Qualifying Examination	Guidance Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit admission and transfer credentials	1.1 Receive and review admission requirements and transfer credentials submitted	None	3 Minutes	<i>Program Chairman</i> Office of the Dean
	1.2 Evaluate subjects taken from former school	None	15 Minutes	<i>Program Chairman</i> Office of the Dean
2. Accomplish enrolment form	2.1 Give subjects to be taken and approve enrolment	None	9 Minutes	<i>Program Chairman</i> Office of the Dean
	2.2 Encode data and issue student's assessment form	None	5 Minutes	<i>College Clerk</i> Office of the Dean
3. Pay necessary fees to the Finance Office	Receive assessment form and payment and issue official receipt (OR) then return assessment form	Miscellaneous fees	5 Minutes	<i>Collecting Officer</i> Finance Office
4. Claim OR and assessment form and proceed to Auxiliary Services for ID	Proceed to the Auxiliary Office for processing of ID	None	13 Minutes	<i>IClerk</i> Business Affairs Office
5. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/ officer will file for records keeping purposes and further analysis	None	1 Minute	
TOTAL:		Applicable fees	51 Minutes	



3. Process of Admission of Old Student

Office or Division	: Office of the College Dean			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All Old Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transfer Credentials	School last attended			
2. Certificate of Good Moral Character	School last attended			
3. PSA authenticated Birth Certificate	Philippine Statistics Authority			
4. Marriage Certificate (for married female students)	Philippine Statistics Authority			
5. Permit to study in cases of employed students in the government or in private agencies; and	Employer			
6. One 2x2 ID Picture	Photo Studio			
7. Result of Qualifying Examination	Guidance Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present School ID	Evaluate subjects taken	None	3 Minutes	<i>Program Chairman</i> Office of the Dean
2. Accomplish enrolment form	2.1 Give subjects to be taken and approve enrolment	None	9 Minutes	<i>Program Chairman</i> Office of the Dean
	2.2 Encode data and issue student's assessment form	None	5 Minutes	<i>College Clerk</i> Office of the Dean
3. Pay necessary fees to the Finance Office	Receive assessment form and payment and issue official receipt (OR) then return assessment form	Miscellaneous fees	5 Minutes	<i>Collecting Officer</i> Finance Office
4. Claim OR and assessment form and proceed to auxiliary services for ID	Proceed to the Auxiliary Office for validation of ID	None	2 Minutes	<i>Auxiliary Officer</i> Business Affairs Office
5. Filling out of Client Satisfaction Survey Form.	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis.	None	1 Minute	<i>Auxiliary Officer</i> Business Affairs Office
TOTAL:		Applicable fees	25 Minutes	



4. Process of Admission of Returning Student

Office or Division	: Office of the College Dean			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: Returning Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. True Copy of Grades		School last attended/KSU		
2. Result of Qualifying Examination		Guidance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present True Copy of Grades and result of qualifying exam	Evaluate subjects taken	None	3 Minutes	<i>Program Chairman</i> Office of the Dean
2. Accomplish enrolment form	2.1 Give subjects to be taken and approve enrolment	None	9 Minutes	<i>Program Chairman</i> Office of the Dean
	2.2 Encode data and issue student's assessment form	None	5 Minutes	<i>Program Chairman</i> Office of the Dean
3. Pay necessary fees to the Finance Office	Receive assessment form and payment and issue official receipt then return assessment form	Miscellaneous fees	5 Minutes	Collecting Officer
4. Claim Official Receipt and assessment form and proceed to auxiliary services for ID	Proceed to the Auxiliary Office for processing of ID	None	13 Minutes	Auxiliary Officer
5. Filling out of Client Satisfaction Survey Form.	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis.	None	1 Minute	Auxiliary Officer
TOTAL:		Applicable fees	36 Minutes	



5. Process of Adding/Dropping of Subjects

Office or Division	: Office of the College Dean			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: Enrolled students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. A copy of the assessment form		Dean's Office		
2. A copy of the adding/dropping form		Dean's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Payment of Adding/ Dropping	Issuance of Receipt	PHP50.00	3 Minutes	<i>Collecting Officer</i> Finance Office
2. Present Official Receipt	Issue Adding/Dropping Form	None	1 Minute	<i>Collecting Officer</i> Finance Office
3. Fill out the Adding/ Dropping Form	3.1 Evaluate and approve subjects to be added/dropped	None	3 Minutes	<i>Program Chairman</i> Office of the Dean
	3.2 Transmittal to the Registrar's Office	None	1 Minute	<i>College Clerk</i> Office of the Dean
4. Claim New Assessment form	Issue New Assessment Form	None	5 Minutes	<i>College Clerk</i> Office of the Dean
5. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	
TOTAL:		PHP50.00	13 Minutes	



6. Process of Completion of Grades

Office or Division	: Office of the College Dean			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: Enrolled students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A copy of the completion form		Dean's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a copy of completion form	Issuance of Completion Form	None	30 Seconds	<i>College Clerk</i> Office of the Dean
2. Fill out the completion form of needed information		None	1 Minute	
3. Present the completion form	Issuance of Grade by the Subject-in-charge	None	3 Minutes	<i>Faculty</i> Office of the Dean
4. Proceed to the Program Chairman and College Dean for signature	Verification and approval of completion form	None	2 Minutes	<i>Program Chairman</i> Office of the Dean
5. Submit accomplished completion form to the Dean's Office	5.1 Receive the completion form and give one copy to the student	None	5 Minutes	<i>College Clerk</i> Office of the Dean
	5.2 Prepare transmittal letter of the completion form to the Registrar's Office	None	5 Minutes	<i>College Clerk</i> Office of the Dean
6. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	
TOTAL:		None	16 Minutes, 30 Seconds	



Office of the University Registrar

External Services



1. Issuance of Certification of Non-Issuance of Year Book

Office or Division	: Office of the University Registrar			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: Graduate Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished duly signed request slip form		Registrar's Office		
2. Official Receipt		Collecting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish request slip	Issuance of request slip	None	1 Minute	<i>Registrar's Aide</i> Office of the Registrar
2. Proceed to collecting office for payment	Receive payment and issue OR	PHP 25.00	3 Minutes	Collecting Officer Finance Office
3. Submit duly accomplished request slip and official Receipt	Receive duly accomplished request slip form and verify records. Prepare Certification of non-issuance of year book and record in logbook then issue	None	5 Minutes	<i>Registrar's Aide</i> Office of the Registrar
4. Receive document and sign in the logbook	Issue the document	None	1 Minute	<i>Registrar's Aide</i> Office of the Registrar
5. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Registrar's Aide</i> Office of the Registrar
TOTAL:		PHP 25.00	11 Minutes	



2. Issuance of Transfer Credentials

Office or Division	: Office of the University Registrar			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All Transferee students (out)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request slip (KSU-OUR-F15-A)		Registrar's Office		
2. Official Receipt		Collecting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish request slip	Issue request slip	None	1 Minute	<i>Registrar's Aide</i> Office of the Registrar
2. Proceed to collecting window	Receive payment and issue Official Receipt (OR)	PHP25.00	3 Minutes	<i>Collecting Officer</i> Finance Office
3. Submit duly accomplished request slip and Official Receipt	3.1 Receive duly accomplished slip and verify records 3.2 Prepare certification of Transfer Credential and Record in logbook	None	5 Minutes	<i>Registrar's Aide</i> Office of the Registrar
4. Receive document and sign in the logbook	Issue the document	None	1 Minute	<i>Registrar's Aide</i> Office of the Registrar
5. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/ officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Registrar's Aide</i> Office of the Registrar
TOTAL:		PHP 25.00	11 Minutes	



3. Authentication of Official Transcript of Records and Diploma

Office or Division	: Office of the University Registrar			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Present Original and Xerox copy of the OTR and Diploma (OTR for		Registrar's Office		
2. Undergraduate) and duly signed request slip form		Registrar's Office		
3. Official Receipt		Cashiering Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign and accomplish request slip form	Issuance of request slip form	None	1 Minute	<i>Registrar's Aide</i> Office of the Registrar
2. Proceed to collecting window for payment	Receive payment and issue Official Receipt	PHP30.00	3 Minutes	<i>Registrar's Aide</i> Office of the Registrar
3. Submit duly accomplished request slip and Official Receipt	3.1 Receive duly accomplished request slip and Official Receipt 3.2 Authenticate Xerox copy of the OTR and Diploma and records in the logbook and issue said OTR	None	8 Minutes	<i>Registrar's Aide</i> Office of the Registrar
4. Receive Authenticated OTR and Diploma and sign in the logbook	Issue the document	None	1 Minute	<i>Registrar's Aide</i> Office of the Registrar
5. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Registrar's Aide</i> Office of the Registrar
TOTAL:		PHP 30.00	13 Minutes	



4. Issuance of Certification of Graduation

Office or Division	: Office of the University Registrar			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Transcript of Records (OTR)		Registrar's Office		
2. Diploma		Registrar's Office		
3. Duly accomplished request Slip (KSU-OUR-F15B)		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish request slip	Issuance of request slip form	None	1 Minute	<i>Registrar's Aide</i> Office of the Registrar
2. Proceed to Accounting Office for payment	Receive payment and OR	Miscellaneous fees	3 Minutes	<i>Collecting Officer</i> Finance Office
3. Submit duly accomplish request slip, requirements and Official Receipt	3.1 Receive duly accomplished request slip and official receipt 3.2 Verify records on files 3.3 Prepare Certificate of Graduation and record in logbook	None	5 Minutes	<i>Registrar's Aide</i> Office of the Registrar
4. Receive Certification of Graduation and sign in the logbook	Issue the document	None	1 Minute	<i>Registrar's Aide</i> Office of the Registrar
5. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	
TOTAL:		Applicable fees	10 Minutes	



Office of the University Registrar

Internal Services



1. Issuance of True Copy of Grades

Office or Division	: Office of the University Registrar			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly signed request slip form (KSU-OUR-F-15B)		Registrar's Office		
2. Official Receipt		Accounting Office		
3. Student ID		BAO-Auxiliary Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish request slip	Issue request slip	None	30 Seconds	<i>Registrar's Aide</i> Office of the Registrar
2. Proceed to accounting office for payment	Receive payment and issue OR	PHP25.00	3 Minutes	<i>Registrar's Aide</i> Office of the Registrar
3. Submit signed request slip and Official receipt to Registrar's Office	3.1 Receive and verify documents	None	1 Minute	
	3.2 Prepare the Certified True Copy of Grades	None	2 Minutes	<i>Registrar's Aide</i> Office of the Registrar
	3.3 Sign the Certified True Copy of Grades	None	1 Minutes	<i>University Registrar</i> Office of the Registrar
4. Receive Certified True Copy of Grades and signed in the logbook	Issue the Certified True Copy of Grades	None	1 Minute	<i>Registrar's Aide</i> Office of the Registrar
5. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Registrar's Aide</i> Office of the Registrar
TOTAL:		PHP25.00	9 Minutes, 30 Seconds	



2. Issuance of Certification, Authentication & Verification (CAV) to DFA

Office or Division	: Office of the University Registrar			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: Undergraduate/Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OTR, Diploma and duly accomplished		Registrar's Office		
2. Request slip form (KSU-OUR-F15B)		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish request slip	Issuance of request slip form	None		<i>Registrar's Aide</i> Office of the Registrar
2. Proceed to collecting office for payment	Receive payment and issue OR	PHP 25.00	3 Minutes	<i>Collecting Officer</i> Finance Office
3. Submit duly accomplished request slip form and OR	3.1 Receive duly accomplished request slip form and Official Receipt 3.2 Authenticate school documents, prepare certificate of graduation or earned units, and prepared endorsement 3.3 Record in the logbook then issue	None	15 Minutes	<i>Registrar's Aide</i> Office of the Registrar
4. Receive endorsement and sign in the logbook	Issue the document	None	1 Minute	<i>Registrar's Aide</i> Office of the Registrar
5. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Registrar's Aide</i> Office of the Registrar
TOTAL:		PHP 25.00	20 Minutes	



3. Issuance of Transcript of Records

Office or Division	: Office of the University Registrar			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: Undergraduate/Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly sign Request Slip (KSU-OUR-F15-A)		Registrar's Office		
2. Official Receipt		Cashiering Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish request slip from the registrar's office	Issue request slip	None	1 Minute	<i>Registrar's Aide</i> Office of the Registrar
2. Proceed to collecting officer for payment	Receive payment and issue Official Receipt	PHP75.00/page plus doc stamps of PHP 20.00	3 Minutes	<i>Collecting Officer</i> Finance Office
3. Submit duly accomplish request slip, requirements and Official Receipt	3.1 Receive duly filled clearance and check requirements	None	5 Minutes	<i>Registrar's Aide</i> Office of the Registrar
	3.2 Encode, verify and evaluate	None	5 Days	<i>Registrar's Aide</i> Office of the Registrar
	3.3 Prepare Official Transcript of Records	None	5 Minutes	<i>Registrar's Aide</i> Office of the Registrar
	3.4 Records logbook and issue OTR	None	1 Minute	<i>Registrar's Aide</i> Office of the Registrar
4. Receive OTR and sign in logbook	Issue the document	None	1 Minute	<i>Registrar's Aide</i> Office of the Registrar
5. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Registrar's Aide</i> Office of the Registrar
TOTAL:		As Applicable	5 Days and 17 Minutes	



Cashiering Office

Internal Services



1. Collection of School Fees

Office or Division	Collecting Unit/ Cashiering Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Freshmen, Old Students, Employees, Visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Assessment, , Employee ID, Valid ID		College		
2. Valid ID (School ID or Employee ID)		BAO Auxiliary/ Employer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Assessment/ School ID/Employee ID/Valid ID	1.1 Receive ID and payment 1.2 Issue Official Receipt and Return the ID	Some Miscellaneous Fees/ Non Assess Fees/Tuition Fees	1 Minute	<i>Collecting Officer</i> Finance Office
2. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/ officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Staff</i> Finance Office
TOTAL:		Applicable fees	2 Minutes	



2. Collection of Fees during Enrolment of Incoming Freshmen

Office or Division	Collecting Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	All Freshmen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 138 its equivalent.	School last attended			
2. Certificate of good moral character	School last attended			
3. PSA authenticated Birth Certificate	PSA			
4. Marriage Certificate (for married female student)	Employer			
5. Permit to study in case of employed students in the government or in private agencies; and one 2x2 ID picture	Photo studio/shop			
6. Result of qualifying examination	Guidance office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit admission requirements	Receive and review admission documents submitted	None	3 Minutes	<i>Program Chairman, Dean College concerned</i>
2. Accomplish enrolment form	2.1 Give subjects to be taken and approved enrolment	None	9 Minutes	<i>Program Chairman, Dean College concerned</i>
	2.2 Encode data and issues students' assessment form.	None	5 Minutes	<i>College encoder College concerned</i>
3. Pay necessary fees to the finance office	Receive assessment form and payment and issue official receipt then return assessment form	Miscellaneous fees	5 Minutes	<i>College encoder College concerned</i>
4. Claim official receipt and assessment form and proceed to auxiliary service for ID	Proceed to the auxiliary office for processing of ID	None	13 Minutes	<i>Staff In-Charge Auxiliary Office</i>
5. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Staff Collecting Unit</i>
TOTAL:		None	36 Minutes	



Office of the Director for Student Development Services and Placement Service

Internal Service



1. Subject Validation

Office or Division	Office of the Student Development Services and Placement Services (DSDSPD)			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	All Shifters/Transferees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. True Copy of Grades			Registrar	
2. Program Curriculum			Program Chairman	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit True Copy of Grades and Program Curriculum	Review submitted documents	None	4 Minutes	<i>DSDSPS Staff</i> DSDSPS Office
2. Accomplish Validation forms	Encode the subject/s to be validated	None	5 Minutes	<i>DSDSPS Staff</i> DSDSPS Office
3. Submit to Validation Committee for validation	Receive duly signed validation confirmation form for SDSPS records	None		<i>DSDSPS Staff</i> DSDSPS Office
4. Photocopy in 3 copies then submit 1 copy to SDSPS Office, 1 copy to the Dean's Office, 1 copy to the student-Concerned; original copy is submitted to the Registrar's Office	Receive copy/ies	None	1 Minute	<i>DSDSPS Staff</i> DSDSPS Office
5. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis.	None	1 Minute	<i>DSDSPS Staff</i> DSDSPS Office
TOTAL:		None	11 Minutes	



Student Internship Abroad Program

Internal Services



1. Evaluation of OJT-abroad Applicants' Document

Office or Division	: Office of the Student Internship Abroad Program (SIAP)			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All student with OJT subject on programs covered by CMO 22, Series of 2013			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Letter (1)		personally prepared		
2. Cert. Of Grade (1)		University Registrar		
3. Passport (1)		Department of Foreign Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit pertinent documents to the office	Receives and validate pertinent documents	None	3 Minutes	<i>SIAP Chairman</i> Office of the Student Internship Abroad Program
2. Receive evaluation result	Verbally notify applicant	None	1 Minute	<i>SIAP Chairman</i> Office of the Student Internship Abroad Program
3. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	<i>SIAP Chairman</i> Office of the Student Internship Abroad Program
TOTAL:		None	4 Minutes	



2. Evaluation and On-Line Registration of Final Applicant's Document

Office or Division	: Office of the Student Internship Abroad Program (SIAP)			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All OJT-Abroad applicants who are qualified by KSU OJT-SIAP Screening Committee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Certificate Issued by Government Physician (1)		Any Government Physician		
2. Medical Certificate issued by FHEO's selected Clinic (1)		Designated Clinic		
3. Official Transcript of Record (1)		University Registrar		
4. Travel Insurance Certificate (1)		Insurance Company		
5. Proper filled/signed Original forms; a. Terms and Conditions b. Health Statements		Office of the OJT Chairman		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Forms and Submit requirements	Receive and Evaluate pertinent documents	None	5 Minutes	<i>SIAP Chairman</i> Office of the Student Internship Abroad Program
2. Provide other information needed	Encode data information on portal provided by Foreign Host Establishment partner	None	10 Minutes	<i>SIAP Chairman</i> Office of the Student Internship Abroad Program
3. Receive confirmation	Gives verbal notice of registration	None		<i>SIAP Chairman</i> Office of the Student Internship Abroad Program
4. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis.	None	1 Minute	<i>SIAP Chairman</i> Office of the Student Internship Abroad Program
TOTAL:		None	16 Minutes	



Scholar Service Office

Internal Services



1. Issuance of Scholarship Certification

The University recognizes the right of each child to education thus the Scholarship Program. After acceptance or passing in the scholarship applications, qualifiers are given certificates of scholarship for enrolment.

Office or Division	: Office of the Scholarship Services			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All Student Grantees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Copy Statements of Accounts (1)		Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit pertinent documents to the office	1.1 Receives and validate pertinent documents	None	3 Minutes	<i>Scholarship Chairperson or Staff</i> Office of the Scholarship Services
	1.2 Prepares certification	PHP25.00	2 Minutes	
2. Receive Certification of Scholarship	Issues the certification of scholarship	None	3 Minutes	<i>Scholarship Chairperson or Staff</i> Office of the Scholarship Services
3. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Scholarship Chairperson or Staff</i> Office of the Scholarship Services
TOTAL:		PHP25.00	9 Minutes	



2. Endorsement of Application for External Scholarship and Financial Assistance Program

Office or Division	: Office of the Scholarship Services			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All Student Grantees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. True Copy of Grades		Registrar's Office		
2. Report card for incoming freshmen		School last attended		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on available External Scholarship and/or Financial Assistance	Conduct interview to pre-assess the client if qualified for External Scholarship and Financial Assistance Program	None	3 Minutes	Scholarship Chairperson or Staff Office of the Scholarship Services
2. Receive and fill-up application form	2.1 Issue Scholarship Application Form with documentary requirements provided the applicant is qualified	None	3 Minutes	Scholarship Chairperson or Staff Office of the Scholarship Services
	2.2 Assist clients in filing-up application form	None	2 Minutes	
3. Submit documentary requirement for intended scholarship of financial assistance program	3.1 Receive and validates the pertinent documents presented by the applicant	None	3 Minutes	Scholarship Chairperson or Staff Office of the Scholarship Services
	3.2 Includes the applicant in the master list for endorsement to concerned benefactors	None	3 Minutes	
4. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	Scholarship Chairperson or Staff Office of the Scholarship Services
TOTAL:		None	6 Minutes	



Medical Service Office

Internal Services



1. Request for Medical Health Service

Office or Division	: Medical Services			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All Students, Faculty Members and Non-Teaching Staffs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient's presence				
2. Valid school ID card		Auxiliary Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for a medical check-up *For new client, accomplish ITR (Individual treatment record)	For old client, retrieve the Individual Treatment Record (ITR); For new client, provide an ITR to be accomplished by the patient	None	2 Minutes	School Nurse University Clinic
2. Old/New client's registration	Register on logbook with signatures	None	2 Minutes	School Nurse University Clinic
3. Old/New clients	Ask the chief complaint of clients/and VS are taken and noted on ITR form	None	2 Minutes	School Nurse University Clinic
4. Proceed to consultation room	4.1 Review vital signs and do general survey and history taking 4.2 Physical exam (consultation), Diagnosis and treatment/prescribe and refer when needed 4.3 Do suturing on wounded or cut/sliced wounds	None	15 Minutes case to case basis	School Physician University Clinic
5. Provided with available medicines and or prescription/referral letter if necessary	Issue medicines and or prescription/referral letter	None	5 Minutes	School Nurse University Clinic
6. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	School Nurse University Clinic
TOTAL:		None	27 Minutes	



2. Issuance of Medical Certificate

Office or Division	: Medical Services			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All Students, Faculty Members and Non-Teaching Staffs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient's presence				
Valid school ID card		Auxiliary Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for a medical certificate	Register client at Logbook with signature	None	2 Minutes	<i>School Nurse</i> University Clinic
2. Old/New clients for medical certificate	Obtain personal information and vital signs	None	4 Minutes	<i>School Nurse</i> University Clinic
3. Proceed to the Consultation Room	Conduct Physical Examination	None	10 Minutes	<i>School Physician</i> University Clinic
4. Receive the certificate	Issue the medical certificate	None	3 Minutes	<i>School Physician</i> University Clinic
5. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	<i>School Nurse</i> University Clinic
TOTAL:		None	20 Minutes	



3. Request for Blood Pressure Taking/Monitoring

Office or Division	: Medical Services			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All Students, Faculty Members and Non-Teaching Staffs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient's presence				
Valid school ID card		Auxiliary Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for BP taking	Blood pressure taking	None	5 Minutes	School Nurse University Clinic
2. Accomplish BP Logbook	Issue result	None	1 Minute	School Nurse University Clinic
3. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	School Nurse University Clinic
TOTAL:		None	7 Minutes	

4. Request for Issuance or Referral Letters

Office or Division	: Medical Services			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All Students, Faculty Members and Non-Teaching Staffs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient's presence				
Valid school ID card		Auxiliary Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for a referral letter	1.1 Retrieve individual treatment record	None	3 Minutes	School Nurse University Clinic
	1.2 Obtain vital signs	None	5 Minutes	School Nurse University Clinic
	1.2 Re-assessment of patient and issuance of referral letter	None	5 Minutes	School Physician University Clinic
2. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	School Physician University Clinic
TOTAL:		None	7 Minutes	



Dental Clinic Office

Internal Services



1. Request for Dental Consultation

Office or Division	: Dental Clinic			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All Students, Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School ID		Auxiliary Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the requisition for and ask for dental check-up	1.1 Receive the requisition form and assist the client 1.2 For old client, retrieve ITR; and for new client, provide an ITR to be accomplish by the patient	None	3 Minutes	<i>School Dentist</i> Dental Clinic
2. Proceed to treatment area	Interview and oral assessment of client	None	10 Minutes	<i>School Dentist</i> Dental Clinic
3. Takes in medicines or referral letter if necessary	Issuance of additional medicines and advise patient	None	3 Minutes	<i>School Dentist</i> Dental Clinic
4. Sign Logbook	Record treatment done	None	1 Minute	<i>School Dentist</i> Dental Clinic
5. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	<i>School Dentist</i> Dental Clinic
TOTAL:		None	18 Minutes	



2. Request for Oral Prophylaxis, Tooth Restoration, and Tooth Extraction

Office or Division	: Dental Clinic			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All Students, Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid School ID		Auxiliary Office		
2. Official Receipt		Finance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Requisition Form and ask for Oral Prophylaxis, Tooth Restoration, and Tooth Extraction <i>(For new client, accomplish Patient Individual Dental Health Record)</i>	1.1 For old client, retrieve the individual dental health record and provide patient individual dental health record 1.2 Initial interview	a) PHP 50.00- Dental fee per tooth b) PHP 150.00- Oral prophylaxis (mild to moderate problem) c) PHP 200.00- severe problem	4 Minutes	<i>School Dentist</i> Dental Clinic
2. Minor Client present Parent Consent and Official Receipt	Patient oral assessment, interview, and Treatment proper	None	45 Minutes	<i>School Dentist</i> Dental Clinic
3. Sign Log Book	Record treatment done, and Patient's advise	None	3 Minutes	<i>School Dentist</i> Dental Clinic
4. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/ officer will file for records keeping purposes and further analysis	None	1 Minute	<i>School Dentist</i> Dental Clinic
TOTAL:		As Applicable	58 Minutes	



Office of the Counselling, Testing and Placement Services Office

Internal Services



1. Authentication of Certificate of Good Moral

Office or Division	: Counselling, Testing and Placement Center			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All Students (Undergraduates and Graduates)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One Valid ID		Government Institution		
2. Official Receipt		Cashiering Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Original Copy of Certificate of Good Moral, Receipt and Photocopy of Certificate of Good Moral Character	Authenticate Photocopy of Certificate of Good Moral Character	PHP10.00 per page	5 Minutes	<i>Guidance Counsellor</i> Office of Guidance and Counselling Services
2. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Guidance Counsellor</i> Office of Guidance and Counselling Services
TOTAL:		As Applicable	6 Minutes	



2. Issuance of Certificate of Good Moral

Office or Division	: Counselling, Testing & Placement Center			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All Students (undergraduates & Graduates)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One Valid ID		Government Institution		
2. Official Receipt		Cashiering Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Valid ID and Fill Out Requisition Form	1.1 Receive filled out requisition slip 1.2 Instruct client to pay the fee at the collecting window of Finance Office	PHP25.00	5 Minutes	<i>Guidance Counsellor</i> Office of Guidance and Counselling Services
2. Present Official Receipt and Valid ID	2.1 Receive OR and verify ID of client 2.2 Verify record of the client 2.3 Prepare and accomplish Certificate of Good Moral	None	3 Minutes	<i>Guidance Counsellor</i> Office of Guidance and Counselling Services
3. Receive and confirm Certificate of Good Moral and Sign Logbook	Issue certificate of good moral	None	3 Minutes	<i>Guidance Counsellor</i> Office of Guidance and Counselling Services
4. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Guidance Counsellor</i> Office of Guidance and Counselling Services
TOTAL:		PHP25.00	12 Minutes	



3. Counselling Services

Office or Division	: Counselling, Testing & Placement Center			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All Students (undergraduates & Graduates), Parents, Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One Valid ID		Government Institution		
2. One Copy of Referral Slip (if referred)		Instructors		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID, inform Personnel for Counselling and Fill out the Request Form	1.1 Receive the request form 1.2 Assist Client in distress	None	5 Minutes	<i>Guidance Counsellor</i> Office of the Guidance and Counselling Services
2. Proceed to Counselling Room	Conduct Interview and Counselling proper	None	50 Minutes	<i>Guidance Counsellor</i> Office of the Guidance and Counselling Services
3. Sign Logbook	Schedule Client for next session (if applicable)	None	5 Minutes	<i>Guidance Counsellor</i> Office of the Guidance and Counselling Services
4. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Guidance Counsellor</i> Office of the Guidance and Counselling Services
TOTAL:		None	1 Hour, 1 Minute	



4. Availing Testing Services

Office or Division	: Counselling, Testing & Placement Center			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One Valid ID				
2. Request Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Fill out Form and present Valid Id	Assist and prepare appropriate test	None	7 Minutes	<i>Guidance Counsellor</i> Office of the Guidance and Counselling Services
2. Proceed to Testing Room and take the test	Orient the client and conduct examination	None	60 Minutes	<i>Guidance Counsellor</i> Office of the Guidance and Counselling Services
3. Proceed to Waiting Area and wait for the result	Checking and scoring of test paper	None	10 Minutes per test paper	<i>Guidance Counsellor</i> Office of the Guidance and Counselling Services
4. Proceed to Counselling Room	Explain Test Result	None	50 Minutes	<i>Guidance Counsellor</i> Office of the Guidance and Counselling Services
5. Sign Logbook	Instruct the client to sign in the log book	None	2 Minutes	<i>Guidance Counsellor</i> Office of the Guidance and Counselling Services
6. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Guidance Counsellor</i> Office of the Guidance and Counselling Services
TOTAL:		None	2 Hours, 20 Minutes	



5. Application for College Admission Test

Office or Division	Counseling, Testing & Placement Center			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Incoming Freshmen, Transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One Valid ID	Government Institution			
2. Copy of Application Form for CAT	Counseling, Testing & Placement Center			
3. One 1 x 1 ID Picture with name tag	Photo Center			
4. Certified photocopy of Form 137 or its equivalent	School Last attended			
5. Photocopy of PSA Authenticated Birth Certificate	PSA			
6. Certified Photocopy of ALS Certificate	ALS Centers			
7. Certified Photocopy of True Copy of Grades (for Transferees)	School Last attended			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	Provide College Admission Test Application	None	3 Minutes	<i>Guidance Counsellor Office of Guidance and Counselling Services</i>
2. Fill in the application form	2.1 Check and verify information 2.2 Release Application permit	None	10 Minutes	<i>Guidance Counsellor Office of Guidance and Counselling Services</i>
3. Receive Application Permit	Orient the client on the date, time, place of exam	None	10 Minutes per test paper	<i>Guidance Counsellor Office of Guidance and Counselling Services</i>
4. See Posted Room Assignment at KSU Website, KSU Facebook and Bulletin of the CTPC	Post Room Assignment at KSU Website, KSU Facebook and Bulletin board of CTPC	None	10 Minutes	<i>Guidance Counsellor Office of Guidance and Counselling Services</i>
5. Proceed to assigned room, and present application permit and ID	Check and verify application permit and ID, and assigned chair	None	3 Minutes	<i>Assigned Proctor</i>
6. Proceed to seat assigned area	Orient the client on rules and regulations of exam	None	5 Minutes	<i>Assigned Proctor</i>
7. Received and fill in necessary information in the Answer Sheet	Provide Answer Sheet, and instruct the client on proper filling out the answer sheet	None	10 Minutes	<i>Assigned Proctor</i>



8. Received Test booklet and check if pages are complete	Release Test Booklet and Scrap Paper	None	5 Minutes	<i>Assigned Proctor</i>
9. Testing Proper	Instruction of the Test	None	3 Hours	<i>Assigned Proctor</i>
10. Submit Answer Sheet and Test Booklet	Receive and Check Answer Sheet and Test Booklet	None	5 Minutes	<i>Assigned Proctor</i>
TOTAL:		None	4 Hours, 1 Minutes	

6. Release of Result of College Admission Test

Office or Division	: Counseling, Testing & Placement Center			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: Incoming Freshmen, Transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One Valid ID		Government Institution		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. See posted name at the KSU Website, KSU Facebook and CTPC Office	Post List of Passers at KSU Website, KSU Facebook and CTPC Office	None	10 Minutes	<i>Guidance Counsellor</i> Office of Guidance and Counselling Services
2. Visit the CTPC office if name is not seen at the List of Passers	Release Result	None	5 Minutes	<i>Guidance Counsellor</i> Office of Guidance and Counselling Services
3. Proceed to Counseling	Administer counseling	None	30 Minutes	<i>Guidance Counsellor</i> Office of Guidance and Counselling Services
4. Sign Logbook	Release Certificate of Passing	None	5 Minutes	<i>Guidance Counsellor</i> Office of Guidance and Counselling Services
5. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Guidance Counsellor</i> Office of Guidance and Counselling Services
TOTAL:		None	51 Minutes	



Office of the Director for Library Services

Internal and External Services



1. Borrowing of library books in open shelves

Office or Division	: University Library			
Classification	: Simple			
Type of Transaction	: Borrowing of library books in open shelves			
Who may avail	: All bonafide students, faculty, staff, alumni and the community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Borrower's Card		Library		
2. Library ID		Auxiliary Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in at OPAC or sign at the student/ employee/ visitor/ logbook	Verify the purpose of the client	None	1 Minute	<i>Library Aide</i> University Library
2. Submit borrower's card	Check and verify borrower's card	None	10 Seconds	<i>Library Aide</i> University Library
3. Get library books needed at the shelves	Instruct the client to the section of the book requested	None	1 Minute	<i>Library Aide</i> University Library
4. Fill out book card/s and present to the circulation desk	Check book card/ borrower's if properly filled-out, as to date, time and borrower's name	None	1 Minute	<i>Library Aide</i> University Library
5. Wait for the books to be processed for check-out	Scan book/s for barcode reading	None	2 Minutes	<i>Library Aide</i> University Library
6. Receive library book/s	Issue library book/s	None	10 Seconds	<i>Library Aide</i> University Library
7. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Library Aide</i> University Library
TOTAL:		None	6 Minutes, 20 Seconds	



2. Borrowing of Library Books in Reserved Section

Office or Division	: University Library			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All Students, faculty, staff, alumni and the community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Borrower's Card		Library		
2. Library ID/ Employee ID		Auxiliary Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in at OPAC or sign at the student/ employee/visitor/ logbook	Receive and evaluate library ID and borrower's card	None	1 Minute	<i>Library's Aide</i> University Library
2. Submit borrower's card	Ask needed library book/s (<i>title, author & year/edition</i>)	None	30 Seconds	<i>Library's Aide</i> University Library
3. Wait for the requested book/s	Get library book/s from the Reserve Section	None	3 Minutes	<i>College Librarian</i> University Library
4. Fill out book card/s and present to the circulation desk	Check book card if properly filled-out (Date, time, borrower's name)	None	10 Seconds	<i>Library's Aide</i> University Library
5. Wait for the books to be processed for check-out	Scan book/s for barcode reading	None	1 Minutes	<i>Library's Aide</i> University Library
6. Receive library book/s	Issue the library book/s	None	5 Seconds	<i>Library's Aide</i> University Library
7. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Library's Aide</i> University Library
TOTAL:		None	6 Minutes, 46 Seconds	



3. Returning of Library Books

Office or Division	: University Library			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All students, faculty, staff, alumni and the community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Borrower's Card		Library		
2. Library ID		Library		
3. Student ID/Employee ID		Auxiliary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present School ID and borrowed book/s	1.1 Receive and check book/s	None	2 Minutes	Library's Aide University Library
	1.2 Scan book/s barcode	None	1 Minute	
	1.3 Fill-out borrower's card and book card	None	1 Minute	
2. If books are overdue, pay overdue fines; if not, proceed to step 3	2.1 Collect overdue fee and provide receipt	PHP1.00/hour	2 Minutes	Library's Aide University Library
	2.2 Fill-out borrower's card		10 Seconds	
3. Claim library ID	Give library ID		10 Seconds	
4. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	Library's Aide University Library
TOTAL:		As Applicable	7 Minutes, 20 Seconds	



4. Readers' Services

Office or Division	: University Library			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All students, faculty, staff, alumni and the community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Borrower's Card		Library		
2. Library ID		Library		
3. Student ID/Employee ID		Auxiliary Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in at OPAC or sign at the student/ employee/ visitor/ logbook	Receive borrower's card	None	10 Seconds	Library's Aide University Library
2. Present borrower's card	2.1 Interview and assist the client of his/her specific needs	None	10 Minutes.	
	2.2 Accompany client to the shelf/section	None	5 Seconds	
	2.3 Issue library materials	None	5 Seconds	
3. Receive the library book/s and submit filled out book card	3.1 Check book card if properly filled-up	None	10 Seconds	Library's Aide University Library
	3.2 File book card at the borrower's file box	None	10 Seconds	
4. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	Library's Aide University Library
TOTAL:		None	16 Minutes, 35 Seconds	



5. Issuance of Referral Letters

Office or Division	: University Library			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All students and faculty members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out log book for Issuance of referral letters	1.1 Check validation of school ID	None	2 Minutes	<i>Library's Aide</i> University Library
	1.2 Prepare referral letter	None	3 Minutes	<i>Library's Aide</i> University Library
2. Receive referral letter	Issue referral letter	None	1 Minute	<i>Library's Aide</i> University Library
2. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/ officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Library's Aide</i> University Library
TOTAL:		None	7 Minutes	



6. Availing of Internet Services

Office or Division	: University Library			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All bonafide students, faculty, staff, alumni and the community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in logbook for Internet Usage	Assist client	None	5 Minutes	<i>Library's Aide</i> University Library
2. Use the internet Services	Compute for internet fee	PHP15.00/hour	1 Minute	<i>Library's Aide</i> University Library
3. Pay internet fee	Issue receipt	None	1 Minute	<i>Library's Aide</i> University Library
4. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Library's Aide</i> University Library
TOTAL:		As Applicable	8 Minutes	



7. Photocopy Services

Office or Division	: University Library			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All students, faculty, staff, alumni and the community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's Card		Auxiliary Services		
Valid ID		Government Institution		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Follow borrowing procedure of library materials	Issue photocopying slip and library material	None	2 Minutes	<i>Library's Aide assigned at the Circulation Counter University Library</i>
2. Photocopy of book	Check pages of the photocopied book	None	2 Minutes	<i>Library's Aide assigned at the Circulation Counter University Library</i>
3. Return library materials to the Circulation Counter	Check in library materials in the Library System	None	30 Seconds	<i>Library's Aide assigned at the Circulation Counter University Library</i>
4. Get borrower's card	Issue borrower's card	None	30 Seconds	<i>Library's Aide assigned at the Circulation Counter University Library</i>
5. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/ officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Library's Aide assigned at the Circulation Counter University Library</i>
TOTAL:		None	6 Minutes	



8. Signing of Library Clearance (Faculty & Staff)

Office or Division	: University Library			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All bonafide faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. No unreturned books & clearance form		Library		
2. Student/ Employee ID		Auxiliary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present clearance form and borrowed books	Check against list of unreturned books	None	2 Minutes	Library's Aide University Library
2. Proceed to step 5 if cleared	Verify and record	None	2 Minutes	Library's Aide University Library
3. For Lost book/s: pay at the Collecting Unit, or replace lost book	Issue payment slip	Depends on the amount of library fines	30 Seconds	Collecting Officer Finance Office
4. Submit Official Receipt	Verify and record	None	30 Seconds	Library's Aide University Library
5. Secure signature of librarian	Sign the clearance form	None	30 Seconds	Library's Aide University Library
6. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	Library's Aide University Library
TOTAL:		As Applicable	6 Minutes	



9. Issuance of Borrower's Card

Office or Division	: University Library			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All bonafide students, faculty, staff, alumni and community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID		Auxiliary		
2. Assessment Form		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present assessment form	Evaluate assessment form	None	30 Seconds	<i>Library's aide assigned at the Circulation Counter University Library</i>
2. Sign logbook for issuance of borrower's card	2.1 Search borrower's card 2.2 Stamp assessment with released borrower's card	None	2 Minutes	<i>Library's aide assigned at the Circulation Counter University Library</i>
3. Receive Borrower's Card	Issue borrower's card	None	30 Seconds	<i>Library's aide assigned at the Circulation Counter University Library</i>
4. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/ officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Library's aide assigned at the Circulation Counter University Library</i>
TOTAL:		None	4 Minutes	



10. E-library Services

Office or Division	: University Library			
Classification	: Simple			
Type of Transaction	: G2C --Government to Citizen			
Who may avail	: All bonafide students, faculty, staff, alumni and community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID		Auxiliary		
2. Assessment Form		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in the logbook	Check and file borrower's card	None	2 Minutes	<i>Library's Aide</i> University Library
2. Leave the borrower's card at the counter then proceed to the E-Library Section	File the borrower's card	None	1 Minute	<i>Library's Aide</i> University Library
3. Use the E-Library	Assist the client at the E-library	None	1 Minute	<i>Library's Aide</i> University Library
4. Check-Out	Check-out the client and return the borrower's card	None	1 Minute	<i>Library's Aide</i> University Library
5. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/ officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Library's Aide</i> University Library
TOTAL:		None	6 Minutes	



Office of the Laboratory High School Principal

Internal and External Services



1. Enrolment for New Student

Office or Division	: Office of the Principal			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: New Students (In-coming Grade 7 and Grade 11)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original Copy of Passing result of admission examination (Grade 7)		Guidance Office		
2. Certificate of Completion, original copy (Grade 11)		School Last attended		
3. Original Copy Certificate of ESC (if graduated from private schools - for Grade 11)				
4. Original Copy of Form 138				
5. Original Copy of Certificate of Good Moral Character				
6. Original Copy of NSO/PSA Birth Certificate		PSA		
7. Original Copy of Marriage Certificate (for SHS married female students)				
8. One 2x2 ID Picture		Photo Studio/Shop		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Admission requirements	Receive and review admission documents submitted	None	5 Minutes	<i>Enrolment committee</i> Faculty Room
2. Accomplish enrolment form	Check duly accomplished enrolment form.	None	3 Minutes	<i>Enrolment committee</i>
3. Secure assessment	3.1 Receive duly accomplished enrolment form	None	5 Minutes	<i>LHS Clerk</i> Principal's Office
	3.2 Encode data and issue student's assessment form	None	5 Minutes	<i>LHS Clerk</i> Principal's Office
4. Pay necessary fees to the Finance Office	4.1 Receive assessment form and payment	Miscellaneous fees	5 Minutes	<i>Collecting Officer</i> Finance Office
	4.2 Issue official receipt then return assessment form			
5. Present official receipt	5.1 Receive official receipt for proper recording	None	5 Minutes	<i>Enrolment Committee</i>
	5.2 Sign submitted enrolment form	None	5 Minutes	<i>LHS Principal</i> Principal's Office
6. Proceed to the Auxiliary Office for ID processing	Release student's ID	None	15 Minutes	<i>Auxiliary Officer</i> Auxiliary Office
7. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	<i>LHS Clerk</i> Principal's Office
TOTAL:		None	44 Minutes	



2. Enrolment for Old Students

Office or Division	: Office of the Principal			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All Old Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Copy Previous Form 138		Class Advisers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Form 138	Evaluate report card	None	5 Minutes	<i>Enrolment Committee Faculty Room</i>
2. Accomplish enrolment form	Receive and review duly accomplished enrolment form	None	3 Minutes	<i>Enrolment Committee Faculty Room</i>
3. Secure assessment	3.1 Receive duly accomplished enrolment form. 3.2 Encode data and issue student's assessment form	None	10 Minutes	<i>LHS Clerk Principal's Office</i>
4. Pay necessary fees to the Finance Office	Receive assessment form and payment and issue official receipt then return assessment form	Miscellaneous fees	5 Minutes	<i>Collecting Officer Finance Office</i>
5. Present official receipt	5.1 Receive official receipt for proper recording. 5.2 Sign submitted enrolment form.	None	5 Minutes	<i>Enrolment committee Class Adviser Principal</i>
6. Proceed to the Auxiliary Office for ID Processing	Release student's ID	None	15 Minutes	<i>Auxiliary Officer</i>
7. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minutes	<i>LHS Clerk Principal's Office</i>
TOTAL:		Applicable fees	44 Minutes	



3. Enrolment for Transferee

Office or Division	:	Office of the Principal		
Classification	:	Simple		
Type of Transaction	:	G2C - Government to Citizen		
Who may avail	:	All Transferee Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original Copy of Transfer Credentials		School Last attended		
2. Original Copy of Certificate of Good Moral Character				
3. Original of PSA authenticated Birth Certificate		PSA		
4. Original Copy of Marriage Certificate (for married female students); and				
5. One 2x2 ID Picture		Photo Studio		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit admission and transfer credentials	Receive and review admission requirements and transfer credentials submitted	None	5 Minutes	<i>Principal</i> Principal's Office
2. Accomplish enrolment form	Check duly accomplished enrollment form.	None	3 Minutes	<i>Enrolment Committee</i> LHS
3. Secure assessment	Receive duly accomplished enrollment form. Encode data and issue student's assessment form	None	10 Minutes	<i>LHS Clerk</i> Principal's Office
4. Pay necessary fees to the Finance Office	Receive assessment form and payment and issue official receipt then return assessment form	Miscellaneous fees	5 Minutes	<i>Collecting Officer</i> Finance Office
5. Present official receipt	5.1 Receive official receipt for proper recording. 5.2 Sign submitted enrolment form	None	5 Minutes	<i>Enrolment Committee,</i> <i>Class Adviser,</i> <i>Principal</i>
6. Proceed to Auxiliary Office for ID Processing	Release student's ID	None	15 Minutes	Auxiliary Officer Auxiliary Office
7. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	<i>LHS Clerk</i> Principal's Office
TOTAL:		Applicable fees	44 Minutes	



4. Request for Permanent Record (Form 137-A)

Office or Division	: Office of the Principal			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All Student/s and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One Valid ID		Requesting alumni/student		
2. Request letter		Requesting School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Valid ID and request letter	Check Valid ID and review submitted request letter	None	5 Minutes	<i>LHS Clerk</i> Principal's Office
2. Pay necessary fees to the Finance Office	Receive payment and issue official receipt	No payment (First copy) Or PHP25.00/ per copy (Second copy)	5 Minutes	<i>Collecting Officer</i> Finance Office
3. Present Official Receipt	Check OR	None	1 Minute	<i>LHS Clerk</i> Principal's Office
4. Receive Form 137-A and sign in the logbook	Issue duly accomplished Form 137-A	None	34 Minutes	Principal
5. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	none	1 Minutes	<i>LHS Clerk</i> Principal's Office
TOTAL:		Applicable fees	46 Minutes	



5. Authentication of Records (Form 137-A, Form 138, Diploma, Certificate of Completion)

Office or Division	: Office of the Principal			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Original and photocopies of Form 137-A, Form 138, Diploma			Requesting alumni/student	
2. One Valid ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay necessary fees to the Finance Office	Receive payment and issue official receipt	10 per copy	5 Minutes	<i>Collecting Officer</i> Finance Office
2. Present Official Receipt and submit photocopy of Record (Form 137-A, Form 138, Diploma, Certificate of Completion)	Check OR, review then authenticate photocopy of Record (Form 137-A, Form 138, Diploma, Certificate of Completion)	None	3 Minutes	<i>Principal</i> Principal's Office
3. Receive Authenticated Record and sign Log Book	Issue Authenticated Record	None	2 Minutes	<i>Principal</i> Principal's Office
4. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	<i>LHS Clerk</i> Principal's Office
TOTAL:		Applicable fees	11 Minutes	



6. Request for Certificate of Good Moral Character

Office or Division	Office of the Guidance Counselor			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	All Alumni and Enrolled Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One Valid ID		Requesting alumni/student		
2. Official Receipt		Finance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Present valid ID or submit authorization letter (<i>in the absence of the alumni/student requesting</i>) 2. Submit accomplished request form	Check Valid ID and receive authorization letter and the duly accomplished form	None	5 Minutes	<i>Guidance Counselor</i> LHS Guidance Office
3. Pay necessary fees to the Finance Office	Receive payment and issue official receipt	PHP 25.00 per copy	5 Minutes	<i>Collecting Officer</i> Finance Office
4. Present Official Receipt	Receive OR	None	1 Minutes	<i>Guidance Counselor</i> LHS Guidance Office
5. Receive Certificate of Good Moral Character and Sign Logbook	Issue Certificate of Good Moral Character	None	2 Minutes	
6. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Guidance Counselor</i> LHS Guidance Office
TOTAL:		Applicable fees	14 Minutes	



7. Issuance of Certificates (Enrolment, Non-Membership to Left Leaning Organization Class Rank, General Weighted Average, Graduate Student)

Office or Division:	Office of the Principal			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One Valid ID		Requesting alumni/student		
2. Official Receipt		Finance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Valid ID or authorization letter (<i>in the absence of the alumni/student requesting</i>) and submit accomplished request form	Receive and Check Valid ID and duly accomplished form	None	5 Minutes	<i>LHS Clerk</i> Principal's Office
2. Pay necessary fees to the Finance Office	Receive payment and issue official receipt	PHP 25.00 per copy	5 Minutes	<i>Collecting Officer</i> Finance Office
3. Present Official Receipt	Check OR	None	1 Minutes	<i>LHS Clerk</i> Principal's Office
4. Receive requested certificate and Sign Logbook	Issue requested certificate	None	5 Minutes	<i>LHS Clerk,</i> <i>Principal</i> Principal's Office
5. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minutes	<i>LHS Clerk</i> Principal's Office
TOTAL:		Applicable fees	17 Minutes	



8. Request for Certificate of Identification

Office or Division	: Office of the Principal			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: Alumni/Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One Valid ID		Requesting alumni/student		
2. Official Receipt		Finance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Valid ID and authorization letter (<i>in the absence of the student requesting</i>) 2. Submit accomplished request form	Receive duly accomplished form, authorization letter and Valid ID	None	5 Minutes	<i>LHS Clerk</i> Principal's Office
3. Pay necessary fees to the Finance Office	Receive payment and issue official receipt	PHP 25.00 per copy	5 Minutes	<i>Collecting Officer</i> Accounting Office
4. Present Official Receipt and submit Identification Card	Check OR and Scan Student's ID	None	10 Minutes	<i>LHS Clerk</i> Principal's Office
5. Receive Certificate of Identification and Sign Logbook	Issue Certificate of Identification	None	15 Minutes	<i>LHS Clerk</i> Principal's Office
6. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis.	None	1 Minutes	<i>LHS Clerk</i> Principal's Office
TOTAL:		Applicable fees	32 Minutes	



9. Dropping of Subjects

Office or Division	: Office of the Principal			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All Enrolled Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Assessment form			Principal's Office	
2. Dropping form			Principal's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Payment of Dropping of subjects	Issue Official Receipt	PHP50.00 per subject	5 Minutes	<i>Collecting Officer</i> Finance Office
2. Present Official Receipt	Issue Dropping Form	None	1 Minutes	<i>LHS Clerk</i> Principal's Office
3. Fill-in Dropping Form in 3 copies	Approve subjects to be dropped	None	5 Minutes	<i>Principal</i> Principal's Office
4. Claim approved dropping form	4.1 Issue approved Dropping Form	None	5 Minutes	<i>LHS Clerk</i> Principal's Office
	4.2 Transmit one copy of the Dropping Form to the University Registrar	None	5 Minutes	
5. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/ officer will file for records keeping purposes and further analysis	None	1 Minutes	<i>LHS Clerk</i> Principal's Office
TOTAL:		Applicable fees	22 Minutes	



10. Completion of Grades

Office or Division	:	Office of the Principal		
Classification	:	Simple		
Type of Transaction	:	G2C - Government to Citizen		
Who may avail	:	All Enrolled students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completion Form		Principal's Office		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure three copies of completion form	Issue Completion Form	None	1 Minutes	<i>LHS Clerk</i> Principal's Office
2. Fill-in and submit completion forms	Issue completed grade	None	15 Minutes	<i>Subject Teacher</i> Laboratory High School
3. Submit accomplished completion form to the Principal's Office	3.1 Verification and approval of completion form	None	5 Minutes	<i>Principal</i> Principal's Office
	3.2 Give back two copies of the accomplished completion form to the student	None	5 Minutes	<i>Principal</i> Principal's Office
4. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	G2C - Government to Citizen
TOTAL:		None	22 Minutes	



Procurement Management Office

External Services



1. Availment of Bidding Documents

The documents issued by the Kalinga State University as the bases for bids, furnishing all information necessary for a prospective bidder to prepare a bid for the Infrastructure Projects, Goods and/or Consulting Services required by the Procuring Entity. (2016 IRR, Section 5[e]). The BAC Secretariat Section of the University will manage the sale and distribution of Bidding Documents to interested bidders.

Office or Division	: Procurement Management Office – BAC Secretariat Section				
Classification	: Simple				
Type of Transaction	: G2B - Government to Business				
Who may avail	: Prospective Bidders (Contractor, Supplier and Consultant)				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Agency or Government Issued Identification Card of the Bidder or Representative (1 original copy)		Employer, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG			
2. Order of Payment (1 original)		PhilGEPS website or KSU BAC Secretariat Section			
3. Official Receipt (1 original)		Cashier Section - Collecting Unit			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present valid ID and sign in the Visitors' Logbook indicating purpose of visit	1.1 Check the client's ID and give the Logbook for filling up 1.2 Retrieve the Logbook and check for completeness of information 1.3 Issue Order of Payment indicating applicable fees to be paid 1.4 Issue Integrity Pledge, for new bidders, for filling out 1.5 Instruct the client to return after securing Official Receipt (OR)	Fee varies per ABC of Project, as follows:		3 Minutes	BAC Secretariat, Procurement Management Office
		Approved Budget for the Contract	Cost of Bidding Documents		
		PHP 500,000 and below	PHP 500		
		More than PHP 500,000 up to 1m	PHP 1,000		
		More than 1m up to 5m	PHP 5,000		
		More than 5m up to 10m	PHP 10,000		
		More than 10m up to 50m	PHP 25,000		
		More than 50m up to 500m	PHP 50,000		
		More than 500m	PHP 75,000		
2 Present Order of Payment at any of the Collecting Window, Finance Office	Prepare and issue OR	As applicable		5 Minutes	Collecting Officer Finance Office



3 Present OR to BAC Sec and receive bidding documents	3.1 Issue bidding documents and its attachments, if any 3.2 Orient the client on basic requirements of the project being bid out	None	10 Minutes	<i>BAC Secretariat, Procurement Management Office</i>
4. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis.	None	1 Minute	
TOTAL:		Fee varies per ABC of Project	19 Minutes	



2. Issuance of Procurement Opportunities (Canvass Proposal, RFQ, REI, NNP and RFP) through Alternative Mode of Procurement

In highly exceptional cases provided for in Article XVI of R.A. 9184 and Rule XVI of its 2016 IRR, the Procuring Entity is allowed to resort to the alternative methods of procurement in order to promote economy and efficiency, subject to the specific conditions per modality. When a certain opportunity is advertised or posted at PhilGEPS or KSU website, prospective bidders within or outside the locality will come to inquire and avail the posted opportunity.

Office or Division	: Procurement Management Office			
Classification	: Simple			
Type of Transaction	: G2B - Government to Business			
Who may avail	: Prospective Bidders (Contractor, Supplier and Consultant)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card of the Bidder or Representative (1 original copy)		Employer, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and sign in the Visitors' Logbook indicating purpose of visit	1.1 Check the client's ID and give the Logbook for filling up 1.2 Retrieve the Logbook and check for completeness of information. 1.3 Issue Integrity Pledge, for new bidders, for filling out 1.4 Issue copy of Canvass Proposal, RFQ, REI, NNP or RFP	None	5 Minutes	<i>Planning and Management Head, Procurement Management Office</i>
2. Receive the document	2.1 Remind the client on documentary requirements to be submitted 2.2 Remind the client on the deadline for submission of proposal	None	2 Minutes	<i>Planning and Management Head, Procurement Management Office</i>
3. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Planning and Management Head, Procurement Management Office</i>
TOTAL:		None	8 Minutes	



3. Request of Advance Payment for Mobilization

When a contract is awarded, perfected and was issued a notice to proceed, bidder can request for lumpsum advance payment based on the terms of payment, which should not exceed fifteen percent (15%) of the total contract price. For procurement of Goods, advance payment shall be made only after prior approval of the HOPE or in cases allowed under Annex “D” of RA 9184. For Infrastructure Projects, cash advance is needed to finance the mobilization of materials, manpower and equipment. For Consulting Services, advance payment is allowed subject to submission of documents.

Office or Division	Procurement Management Office – BAC Secretariat Section			
Classification	Complex			
Type of Transaction	G2B - Government to Business			
Who may avail	Winning Bidders (Contractor, Supplier and Consultant)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card of bidder or authorized representative		Employer, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
2. Letter Request (2 copies)		Bidder's place of business		
3. Letter of credit, surely bond or bank guarantee (1 original copy)		Bank, Surety or Insurance Company duly licensed by Insurance Commission		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and sign in the Visitors' Logbook indicating purpose of visit	1.1 Check the client's ID and give the Logbook for filling up 1.2 Retrieve the Logbook and check for completeness of information	None	3 Minutes	Receiving Clerk, Office of the President
2. Submit written request and attachments	2.1 Receive the documents and return receiving copy to client 2.2 Instruct the client that processing of request will start and to make follow soon	None	5 Minutes	Receiving Clerk, Office of the President
	2.3 Endorse to appropriate office for evaluation (for Goods and Services– PMO; for Infra- Director for Planning & Strategy)	None	1 day	University President Kalinga State University
	2.4 Evaluate and submit recommendation to HOPE	None	1 Day	Director for Planning & Strategy Contract Mngt Office, PMO



	2.5 Approve recommendation and endorse to Finance Office for processing of payment	None	1 Day	University President Kalinga State University
	2.6 Process request and inform the bidder once the payment is available	None	3 Days	Budget Section Accounting Section Cashiering Section
3. Receive payment and issue OR	Issue Check and BIR forms	None	1 Day	Cashier III, Cashiering Section, Finance Office
4. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	
TOTAL:		None	7 Days and 9 Minutes	



4. Request for Final Payment

When certain goods, services and infrastructure projects are delivered, performed and completed, the concerned bidder will request for the processing of its final billing for payment subject to completeness of documents submitted.

Office or Division	:	Procurement Management Office – BAC Secretariat Section		
Classification	:	Complex		
Type of Transaction	:	G2B - Government to Business		
Who may avail	:	Winning Bidders (Contractor, Supplier and Consultant)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card of bidder or authorized representative		Employer, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
2. Letter Request (2 copies)		Bidder's place of business		
3. Letter of credit, surely bond or bank guarantee (1 original copy)		Bank, Surety or Insurance Company duly licensed by Insurance Commission		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and sign in the Visitors' Logbook indicating purpose of visit	1.1 Check the client's ID and give the Logbook for filling up 1.2 Retrieve the Logbook and check for completeness of information	None	3 Minutes	<i>Receiving Clerk,</i> Office of the President
2. Submit written request and attachments	2.1 Receive the documents and return receiving copy to client 2.2 Instruct the client that processing of request will start and to make follow soon	None	5 Minutes	<i>Receiving Clerk,</i> Office of the President
	2.3 Endorse to appropriate office for evaluation (for Goods and Services– PMO; for Infra- Director for Planning & Strategy)	None	1 day	<i>President</i> Kalinga State University
	2.4 Evaluate and submit recommendation to HOPE	None	1 Day	<i>Director for Planning & Strategy</i> Contract Mngt Office, PMO



	2..5. Approve recommendation and endorse to Finance Office for processing of payment	None	1 Day	<i>KSU President</i>
	2.6. Process request and inform the bidder once the payment is available	None	3 Days	1. Budget Section 2. Accounting Section 3. Cashiering Section
3. Receive payment and issue OR	Issue Check and BIR forms	None	1 Day	<i>Cashier III</i> , Cashiering Section, Finance Office
4. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	Staff
TOTAL:		None	7 Days and 9 Minutes	



5. Request for Authentication/Certified True Copy of Contracts and Notices

When bidders have delivered or completed projects in the University, they tend to come back after several years and request for authentication of some copies of contract agreements, notice of awards, notice to proceed, among others. Some bidders have submitted to other agencies their original copies of documents or were lost unintentionally. The repository of original documents at the University will review and ascertained the documents before issuing to bidders.

Office or Division	: Procurement Management Office – BAC Secretariat Section			
Classification	: Complex			
Type of Transaction	: G2B - Government to Business			
Who may avail	: Winning Bidders (Contractor, Supplier and Consultant)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID		Employer, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
2. Letter Request (2 copies)		Bidder's place of business		
3. Accomplishment Reports		Bidder's key personnel		
5. Letter of credit, surely bond or bank guarantee (1 original copy)		Bank, Surety or Insurance Company duly licensed by Insurance Commission		
4. Entire Copy of Documentary Requirements for Procurement Transactions		Procurement Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and sign in the Visitors' Logbook indicating purpose of visit	1.1 Check the client's ID and give the Logbook for filling up 1.2 Retrieve the Logbook and check for completeness of information	None	3 Minutes	Receiving Clerk, Office of the President
2. Submit written request and attachments	2.1 Receive the documents and return receiving copy to client 2.2 Instruct the client that processing of request will start and to make follow soon	None	5 Minutes	Receiving Clerk, Office of the President
	2.3 Endorse to appropriate office for evaluation (for Goods and Services– PMO; for Infra-Director for Planning & Strategy)	None	1 Day	President Kalinga State University



	2.4 Evaluate the request 2.5 Attached supporting documents, i.e. accomplishment repots, inspection, completion certificate) 2.6 Submit recommendation to HOPE	None	3 Day	<i>Director for Planning & Strategy Contract Mngt Office, PMO Inspectorate Committees</i>
	2.7 Approve recommendation and endorse to Finance Office for processing of payment	None	1 Day	<i>President Kalinga State University</i>
	2.8 Process request and inform the bidder once the payment is available	None	5 Days	<i>Head of Sections Budget Section Accounting Section Cashiering Section</i>
3. Receive payment and issue OR	Issue Check and BIR forms	None	1 Day	<i>Cashier III, Cashiering Section, Finance Office</i>
4. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis.	None	1 Minute	<i>Staff</i>
TOTAL:		None	11 Days and 9 Minutes	

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Procurement Management Office

Internal Service



1. Procurement of Goods, Services and Civil Works under Alternative Mode of Procurement

Procuring Entity must ensure that there is sufficient time to undertake public bidding. However, the law allows the use of alternative methods of procurement in some exceptional instances, provided: 1) There is prior approval of the HoPE on the use of alternative methods of procurement, as recommended by the BAC; and 2) The conditions required by law for the use of alternative methods are present. One of the reasons for the use of alternative methods of procurement is for administrative convenience. This means that the Procuring Entity is given the opportunity to procure goods, services and civil works at advantageous terms without having to undergo the entire public bidding process which could be time-consuming. Or, there could be changes in circumstances that preclude the use of public bidding as originally proposed in the APP, like in those cases where the BAC has twice declared a failure of bidding. The BAC, through a Resolution, shall justify and recommend to the HoPE, for his approval, the change in the method of procurement. The changes must be reflected in the APP and submitted to the GPPB. In resorting to any of the alternative methods of procurement, the End-user unit, as requester, must ensure that the method chosen promotes economy and efficiency, and that the most advantageous price for the government is obtained.

Office or Division	: Procurement Management Office		
Classification	: Complex		
Type of Transaction	: G2C - Government to Citizen		
Who may avail	: KSU End-users (Services, Offices, Colleges, Campuses)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. PPMP and APP, 3 original copies, 1 photocopy		End-Users	
2. Justification Form on the Use of Alternative Method of Procurement, 1 original copy, 3 photocopies		Procurement Management Office	
3. Technical Specifications, Terms of Reference or Scope of Works, 4 original copies		End-Users	
4. Agency Procurement Request, for common office supplies, 4 copies		PS-DBM/ Procurement Management Office	
6. Certificate of Non-Availability of Stocks, for common office supplies, 4 copies		PS-DBM	
7. Purchase Request, 4 copies		Procurement Management Office	
8. BAC Resolution recommending Mode of Procurement, 4 copies		BAC	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Technical Specifications, TOR or Scope of Works including justification	1.1 Endorse to TWG for review and recommendation 1.2 Return the corrected documents for revision and PPMP preparation	None	1 Day	<i>BAC Members & TWG Bids and Awards Committee</i>
2. Revise the documents and submit PPMP	2.1 Evaluate and approve PPMP as to Budget appropriations 2.2 Return PPMP to end-user	None	5 Minutes	<i>Budget Officer Finance Office</i>
3. Submit PPMP to PMO for processing of purchase	3.1 Determine if items are common or non-common use supplies. 3.2 If common supplies, prepare an APR and submit to PS-DBM for evaluation and eventual purchase 3.3 If not, prepare a Purchase Request	None	30 Minutes	<i>Staff In-Charge Procurement Management Office</i>
	3.4 Recommend mode of procurement	None	1 Day	<i>BAC Members Bids and Awards Committee</i>
	3.5 Approve recommendation on mode of procurement and approve PR	None	1 Minute	<i>President Office of the University President</i>
	3.6 Advertise procurement opportunity at PhilGEPS, KSU website and post a conspicuous place at the University for 3 days	None	3 days	<i>BAC Secretariat Procurement Management Office</i>
	3.7 Prepare Abstract of Canvass or Arithmetic Bid Evaluation	None	30 Minutes	<i>PMO & TWG</i>



	3.8 Evaluate and sign Abstract or ABE 3.9 Recommend award of contract	None	30 Minutes	<i>BAC Members & TWG Bids and Awards Committee</i>
	3.10 Approve BAC resolution and issue Notice of Award (Winning bidder should post Performance Security if applicable)	None	2 Days	<i>President Office of the University President</i>
	3.11 Accomplish Budget Utilization Report and Status	None	30 Minutes	<i>Budget Officer Finance Office</i>
	3.12 Prepare and approve Contract and issue Notice to Proceed or Purchase Order	None	1 Day	<i>Accountant, HOPE & Witness Kalinga State University</i>
	3.13 Receive and inspect items	None	1 Day	<i>Supply Officer/ Inspectorate Team Kalinga State University</i>
4. Receive items and evaluate the bidder's performance	4.1 Receive performance evaluation from end-user	None	30 Minutes	<i>Supply Officer/ End-User Unit Kalinga State University</i>
	4.2 Process payment of bidder	None	3 Days	<i>Section Heads Finance Office</i>
5. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/ officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Staff</i>
TOTAL:		None	6 Minutes, 45 Seconds	

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A large, stylized handwritten signature in black ink, possibly reading "J. Dela Cruz" or similar.



Office of the Director for Planning and Strategy

Internal and External Service



1. Contract Management and Claims

Office or Division	:	Infrastructure Office		
Classification	:	Simple		
Type of Transaction	:	G2C - Government to Citizen		
Who may avail	:	All Contractors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notice to Proceed		Infrastructure /Unit		
2. Plans		Infrastructure /Unit		
2. Claims billing		Infrastructure /Unit		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Winning bidder receives Notice to Proceed (NTP)	1.1 University President issues NTP to winning bidder after contract perfection	None	1 Day	University President Office of the President
	1.2 Chairman assigns the project engineer/ project-in-charge	None	1 Minute	Chairman for Contract Mngt Infrastructure Unit
2. Secure plans	2.1 Plans are discussed and clarified for common interpretation, predicaments and other problems that may arise for possible solution	None	3 Minutes	Chairman for Contract Mngt Infrastructure Unit
	2.2 Compliance to R.A. 9184, standard plans and specifications are stressed out	None	2 Minutes	Chairman for Contract Mngt Infrastructure Unit
3. Submit letter request of advance payment	3.1 Receive and act on request	None	3 Minutes	University President Office of the President
	3.2 Forward to Infrastructure Office for evaluation and recommendation			
	3.3 Chairman for Contract Mngt evaluates and submits the request	None	1 Minute	Chairman for Contract Mngt Infrastructure Unit
	3.4 Director for Planning and Strategy endorse contractor's request for payment	None	1 Minute	Director for Planning and Strategy Office of the Director for Planning & Strategy
4. Implement Project	Project execution closely monitors the project by the designated project engineers, progress of work is monitored to fit in with the contract time and S-curve	None	Entirely contract duration	Chairman for Contract Mngt Infrastructure Unit



5. Request for Variation order, if applicable	As-Stamped plan/ variation order revised-plan and estimates are prepared for approval	None	1 Week	<i>Chairman for Contract Mngt Infrastructure Unit</i>
6. Prepare as built plan	Checks and approves the prepared as built plan	None	1 Day	<i>Project Engineer and Chairman for Contract Management Infrastructure Office</i>
7. Request for billing	Ensures that plans and specifications are complied. Any deviation thereof is to be corrected	None	1 Day	<i>Project Engineer/ Inspectorate team/ Director for Planning and Strategy</i>
8. Submit billing documents for evaluation prior to payment	Evaluates and process all billing documents.	None	2 Days	<i>Project Engineer/ Chairman for Contract Mngt/Director for Planning and Strategy</i>
9. Contractor receives final payment	Inspectorate team and end-user unit accept completion of project	None	1 Day	<i>Inspectorate team/ End-User Unit</i>
10. Contractor post warranty security to procuring entity in a prescribe period according to R.A. 9184	Receives warranty security	None	1 Hour	<i>Cashier Finance Office</i>
11. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Clerk Infrastructure Unit</i>
TOTAL:		None	13 Days, 11 Minutes	



Supply and Property Management Office

Internal and External Services



1. Receiving of Delivered Goods/ Supply/ Materials/ Equipment/ Services

Office or Division	: Supply and Property Management Office			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: Procurement Management Office, Supplier/Dealer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Copy of Approved Purchase Order Conformed by the Supplier/ Dealer		Procurement Management Office		
One Copy of Delivery Receipt for the Partial Delivery Goods		Supplier/Dealer		
One Copy Charge/ sales Invoice for the Complete Delivery of Goods		Supplier/Dealer		
Inspection and Acceptance Report (AIR)		Supply and Property Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Delivery of Goods	Receive and accept delivered goods as specified at the Purchase Order	None	10 Minutes	<i>Supply Officer</i> Supply and Property Management Office
2. Inspection of Delivered Goods	Inspection of delivered goods as specified at the Purchase Order	None	10 Minutes	<i>Supply Officer</i> Supply and Property Management Office
3. Invitation to COA Representative to inspect Delivered Goods	COA Representative to inspect delivered goods as specified at the Purchase Order	None	10 Minutes	<i>Supply Officer</i> Supply and Property Management Office
4. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Supply's Aide</i> Supply and Property Management Office
TOTAL:		None	31 Minutes	



2. Delivery of Goods/ Supply/ Materials Equipment/ Services

Office or Division	: Supply and Property Management Office			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: End User/ Requesting Unit Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition and Issue Slip (RIS)		Supply and Property Management Office		
Approved Project Procurement Management Plan		File Copy of End User/ Requesting Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Requisition and Issue Slip Form (RIS)	Review RIS and issue available Goods	None	10 Minutes	<i>Supply Officer</i> Supply and Property Management Office
2. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Supply's Aide</i> Supply and Property Management Office
Total:		None	11 Minutes	



Office of the Director for Science Laboratories

Internal and External Services



1. Borrowing and Issuance of Laboratory Equipment and Apparatus

Office or Division	Laboratory Equipment Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Freshmen, Old Students, Employees, Visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip		Assessment, School ID, Employee ID, Valid ID		
2. School ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the borrower's slip	1.1 Receive and review duly accomplished form	None	15 Seconds	Laboratory Custodian Central Laboratory Office
	1.2 Prepare requested laboratory equipment and/or apparatuses	None	3 Minutes	Laboratory Custodian Central Laboratory Office
2. Checked thoroughly the borrowed lab equipment, materials and/or apparatuses if they are in good condition	Issue the laboratory equipment and/or apparatuses as per request	None	2 Minutes	Laboratory Custodian Central Laboratory Office
3. Receive requested items	3.1 Issue borrowed laboratory items	None	20 Seconds	Laboratory Custodian Central Laboratory Office
	3.2 File request slip	None	10 Seconds	Laboratory Custodian Central Laboratory Office
4. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	Laboratory Custodian Central Laboratory Office
TOTAL:		None	5 Minutes, 45 Seconds	



2. Returning of Borrowed Laboratory Equipment and Apparatus

Office or Division	: Laboratory Equipment Office			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: Freshmen, Old Students, Employees, Visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip		Assessment, School ID, Employee ID, Valid ID		
2. School ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrower's slip copy	1.1 Receive and evaluate the borrower's slip	None	40 Seconds	<i>Laboratory Custodian Central Laboratory Office</i>
	1.2 Check thoroughly the borrowed items if they are in good condition	None	1 Minute	<i>Laboratory Custodian Central Laboratory Office</i>
2. Retrieve the surrendered ID	Return of ID of client and properly place to their respective places/shelves	None	2 Minutes	<i>Laboratory Custodian Central Laboratory Office</i>
3. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Laboratory Custodian Central Laboratory Office</i>
TOTAL:		None	4 Minutes, 40 Seconds	



3. Receiving Laboratory Equipment and/or Apparatuses which are Broken / Damaged by the Borrower

Office or Division	: Laboratory Office			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All Freshmen, Old Students, Employees, Visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip				
School ID, Employee ID or any valid ID				
Assessment				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrower's slip copy	1.1 Inform the client of the amount of the damaged equipment and/or apparatus based from the copy received from the Supply Office 1.2 Inform the client to replace the damaged equipment/apparatus.	None	2 Minutes	Laboratory Custodian Central Laboratory Office
2. Payment of the due amount at the Collecting Office for proper receipt	Scrutinize and photocopy the OR to be attached at the request slip	To be determined	15 Seconds	Laboratory Custodian Central Laboratory Office
3. Present the Original Receipt to the Lab Office	File the request slip	None	10 Seconds	Laboratory Custodian Central Laboratory Office
4. Claim the surrendered ID	Issue the client's ID	None	10 Seconds	Laboratory Custodian Central Laboratory Office
5. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	Laboratory Custodian Central Laboratory Office
TOTAL:		As applicable	13 Minutes, 35 Seconds	



Office of the Director for Business Affairs
Internal and External Services



1. Request for Rental of Monobloc Chairs

Office or Division	: BAO Auxiliary			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: Faculty, Staff and the Community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Assessment,		Registrar's Office		
2. Valid ID (School ID, Employee ID)		School or employer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign rental agreement and pay rental fees	Receives payment, issues Official Receipt (OR)	None	2 Minutes	<i>BAO Manager</i> Auxiliary Office
2. Present OR	Release items as per OR	None	15 Minutes per 50 pieces chairs (depends on the number of mono blocks rented)	<i>BAO Aide</i> Auxiliary Office
3. Receive and load rented items and present gate pass to the guard on duty	Issue gate pass	None	1 Minute	<i>BAO Aide</i> Auxiliary Office
4. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	<i>BAO Aide</i> Auxiliary Office
TOTAL:		As applicable	19 Minutes	



2. Request for Official ID for New Student

Office or Division	: BAO Auxiliary			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: Faculty, Staff & the Community			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Assessment,			Registrar's Office	
2. Valid ID (School ID, Employee ID)			School or employer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Official Receipt/Assessment form	1.1 Receive and check assessment of the client 1.2 Process the ID	None	12 Minutes	<i>BAO Manager/ Aide Auxiliary Office</i>
2. Receives ID/lace and sign record book	Release ID with accessories and record the client name at the logbook/record book for signature of the clients	None	3 Minutes	<i>BAO Manager/ Aide Auxiliary Office</i>
3. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	<i>BAO Manager/ Aide Auxiliary Office</i>
TOTAL:		As applicable	16 Minutes	



3. Request for Risograph Printing Job for Printing of Materials

Office or Division	: BAO Auxiliary			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: Faculty, Staff and the Community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Assessment		Registrar's Office		
2. Valid ID (School ID, Employee ID)		School or employer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Job order request form	Verify the request form	None	15 Seconds	<i>BAO Manager/ Aide Auxiliary Office</i>
2. Pay printing services at the collecting officer	Receive payment and issue official receipt	None	2 Minutes	<i>BAO Manager/ Aide Auxiliary Office</i>
3. Present Job Order, O.R. and the documents to be printed	3.1 Receives and records data in the logbook	None	1 Minute	<i>BAO Manager/ Aide Auxiliary Office</i>
	3.2 Print documents		1 Second per Copy	<i>BAO Manager/ Aide Auxiliary Office</i>
4. Receive printed materials and original documents	Issue printed materials and original copies of documents		2 Minutes	<i>BAO Manager/ Aide Auxiliary Office</i>
5. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/ officer will file for records keeping purposes and further analysis	None	1 Minute	<i>BAO Manager/ Aide Auxiliary Office</i>
TOTAL:		As applicable	5 Minutes, 16 Seconds	



4. Request for Purchasing of Eggs

Office or Division	: BAO Auxiliary			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: Faculty, Staff & the Community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Assessment,		Registrar's Office		
2. Valid ID (School ID, Employee ID)		School or employer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit order	1.1 Accept Order 1.2 Sort Order 1.3 Select Order 1.4 Pack Order	None	2 Minutes	<i>BAO Manager/ Aide</i> Auxiliary Office
3. Accomplish or fill-up the credit slip form	Check the credit slip form and pack order	None	2 Minutes	<i>BAO Manager/ Aide</i> Auxiliary Office
4. Pay the order	Collect Payment	Based on Pricing Committee	5 Minutes	<i>BAO Manager/ Aide</i> Auxiliary Office
5. Receive packed eggs	Released packed order (eggs)	None	2 Minutes	<i>BAO Manager/ Aide</i> Auxiliary Office
6. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis.	None	1 Minute	<i>BAO Manager/ Aide</i> Auxiliary Office
TOTAL:		As applicable	12 Minutes	



5. Request for the Purchase of Livestocks

Office or Division	: BAO Auxiliary			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: Faculty, Staff & the Community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Assessment,		Registrar's Office		
2. Valid ID (School ID, Employee ID)		School or employer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contact and inquire pigs/goat for sale	Visit the piggery/goat farm	None	30 Minutes	<i>Project-in-Charge</i> Auxiliary Office
2. Select pig/goat available for sale	Received payment and issue official receipt	None	3 Minutes	<i>Pricing Committee Representative</i> Auxiliary Office
3. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	BAO Manager/ Aide Auxiliary Office
TOTAL:		None	34 Minutes	



Research and Extension Office

Internal and External Services



1. Issuance of Advice to Proceed to Conduct Research/ Extension Project

Office or Division	:	Research and Extension Services		
Classification	:	Simple		
Type of Transaction	:	G2C - Government to Citizen		
Who may avail	:	Faculty and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Hard copy of detailed proposal		Proponent/Client		
2. Certification for compliance to substance and format requirement		Research/Extension Chairman		
3. Certification of recommendation that proposals are in line with program offerings		Dean		
4. Comments and recommendations		Research/Extension Office		
5. Approval Sheet		Research/Extension Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of proposals to the university RDE	1.1 Receive research/extension proposal	None	1 Minute	Research and/or Extension Clerk Research & Extension Office
	1.2 Review of proposals	None	3 Days	VPRDET, Research and/or Extension Director Research & Extension Office
	1.2 Return proposals with comments and recommendations to the proponents	None	1 Day	VPRDET, Research and/or Extension Director Research & Extension Office
2. Incorporate suggestions		None	3 Days	Proponent/ Faculty members College or Office
3. Re-submission of corrected proposals to the RDE office	3.1 Receive corrected proposals	None	1 Minute	Research and/or Extension Clerk Research & Extension Office
	3.2 Second review of proposals	None	3 Days	VPRDET, Research and/or



				<i>Extension Director Research & Extension Office</i>
	3.3 Call for a council meeting to deliberate proposals	None	20 Minutes/ Proposal	<i>Research or Extension Council Research & Extension Office</i>
	3.4 Approval/disapproval of proposal	None	1 Minute	<i>Research or Extension Council Research & Extension Office</i>
	3.5 If approved, signing of research/ extension council	None	5 Minutes	
	3.6 If disapproved, return proposal to the proponent for proper action through the concerned coordinator	None	1 Minute	
	3.7 Issuance of advice to proponents to proceed for the conduct research/ extension project	None	4 Hours	<i>VPRDET, Research and/or Extension Director Research & Extension Office</i>
4. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis.	None	1 Minute	<i>Research and/or Extension Clerk Research & Extension Office</i>
TOTAL:		None	10 Days, 4 Hours, 30 Minutes	



2. Issuance of Request for Copy of Research/Extension Technology Information Project

Office or Division	: Research and Extension Services			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: Faculty, Staff and the Community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request		Client		
Referral letter		Research/Extension Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request	1.1 Receive request	None	1 Minute	<i>Research and/or Extension Clerk</i> Research and Extension Office
	1.2 Referral to concerned individual/s for permission	None	10 Minutes	<i>Research and/or Extension Clerk</i> Research and Extension Office
	1.3 Printing/ reproduction of Information	None	10 Minutes	<i>Research and/or Extension Clerk</i> Research and Extension Office
	1.4 Issuance of requested copy of research/extension technology information	None	1 Minute	<i>Research and/or Extension Clerk</i> Research and Extension Office
2. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis.	None	1 Minute	<i>Research and/or Extension Clerk</i> Research and Extension Office
TOTAL:		None	23 Minutes	



3. Request for the Service of Expert

Office or Division	: Research and Extension Services			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All Employees and External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request		Client		
2. Referral letter		Research/Extension Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request	1.1 Receive request	None	1 Minute	<i>VPRDET, Research and/or Extension Director Research and Extension Office</i>
	1.2 Direct the client to the College Dean who has jurisdiction on the request	None	5 Minutes	<i>VPRDET, Research and/or Extension Director Research and Extension Office</i>
2. Filling out of Client Satisfaction Survey Form	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	1 Minute	<i>Research and/or Extension Clerk Research and Extension Office</i>
TOTAL:		None	7 Minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Contact the Campus Administrator, or 2. Fill out the Client Feedback Form and drop it at the designated drop box located below the Bulletin Board at Finance Office, Admin Bldg. Lobby, KSU Main Campus 1. Contact info: ksumail@ksu.edu.ph
How feedbacks are processed	<ol style="list-style-type: none"> 1. Call attention of concerned person or office 2. Every Monday, the HR Officer opens the drop box and compiles and records all feedback submitted. 3. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days upon receipt thereof. 4. The answer of the office is then relayed to the requesting client/citizen. 5. For inquiries and follow-ups, clients may contact the Office of the University President through CP No. 0917-822-6145 during office hours, or email at ksumail@ksu.edu.ph
How to file a complaint	<ol style="list-style-type: none"> 1. Meet or submit a letter of complaint to Office of the Campus Administrator, or 2. Fill out the Client Feedback Form and drop it at the drop box located in front of the concerned office. 3. For inquiries and follow-ups, clients may contact the Office of the University President through CP No. 0917-822-6145 during office hours, or email at ksumail@ksu.edu.ph
How complaints are processed	<ol style="list-style-type: none"> 1. The HR Officer opens the complaints at the drop box on a daily basis and evaluates each complaint. 2. Upon evaluation, the HR Officer shall forward the complaint to the Chief Admin Officer for fair investigation which includes demand of explanation to relevant office. 3. The Chief Admin Officer, assisted by HR Officer, will create a report after the investigation and shall submit to the University President for appropriate action. 4. The HR Officer will give feedback to the client. 5. For inquiries and follow-ups, clients may contact the Office of the University President through CP No. 0917-822-6145 during office hours, or email at ksumail@ksu.edu.ph
Contact Information of KSU ARTA	Email: ksumail@ksu.edu.ph CP No. 0917-822-6145



LIST OF OFFICES

Office	Address	Contact Information
Office of the University President	2 nd Floor Administration Bldg., KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	CP No.: 0917-822-6145 Email: ksumail@ksu.edu.ph , or etbagtang@ksu.edu.ph
Office of the Board Secretary	2 nd Floor Administration Bldg., KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	CP No.: 0917-822-6145 Email: ksumail@ksu.edu.ph , or prbuen@ksu.edu.ph
Office of the Bulanao Campus Administrator	KSU-Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	CP No.: 0916-166-7609 Email: magarcia@ksu.edu.ph
Office of the Dagupan Campus Administrator	KSU-Dagupan Campus Población West, Dagupan, Tabuk City 3800, Kalinga, Philippines	Email: jabelandres@ksu.edu.ph
Office of the Rizal Campus Administrator	KSU-Rizal Campus Bagbag, Rizal 3808, Kalinga, Philippines	Email: vdbayed@ksu.edu.ph
College of Law Dean's Office	Law Building KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	Email: mkwacas@ksu.edu.ph
College of Education Dean's Office	Francisco M. Basuel Building KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	Email: ppreyes@ksu.edu.ph
College of Liberal Arts Dean's Office	William Claver Building KSU-Dagupan Campus Población West, Dagupan, Tabuk City 3800, Kalinga, Philippines	Email: jdwayet@ksu.edu.ph
College of Business, Entrepreneurship and Accountancy Dean's Office	KSU-Dagupan Campus Población West, Dagupan, Tabuk City 3800, Kalinga, Philippines	Email: raaquino@ksu.edu.ph
College of Agriculture Dean's Office	KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	Email: akcalubaquib@ksu.edu.ph
College of Forestry Dean's Office	KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	Email: mdbaliaga@ksu.edu.ph

A handwritten signature in black ink, appearing to be "J. B. Basuel".

A large, stylized handwritten signature in black ink, appearing to be "J. B. Basuel".

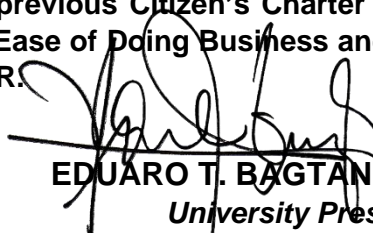


College of Engineering and Information Technology Dean's Office	KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	Email: rrgarming@ksu.edu.ph
College of Criminal Justice Education Dean's Office	KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	Email: jsleyaley@ksu.edu.ph
College of Public Administration and Indigenous Governance Dean's Office	KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	Email: jcvenus@ksu.edu.ph
College of Health and Natural Sciences Dean's Office	KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	Email: dabalocnit@ksu.edu.ph
Office of the University Registrar	KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	CP No.: 0912-317-9001 Email: dfiso@ksu.edu.ph
Cashiering Office	KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	CP No.: 0917-553-3351 or 0908-869-9107
Office of the Director for Student Development Services and Placement Service	KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	CP No.: 0917-586-1168 Email: mdalngag@ksu.edu.ph
Office of the Student Internship Abroad Program	KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	Email: sabuslig@ksu.edu.ph
Scholarship Service Office	KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	CP No.: 0910-240-9564 Email: mdalngag@ksu.edu.ph
Medical Service Office	Central Science Laboratory Building KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	CP No.: 0916-259-4028 Email: cdmendoza@ksu.edu.ph
Dental Clinic Office	CCJE Building KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	CP No.: 09177725154
Office of the Counselling, Testing and Placement Services Office	CCJE Building KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	CP No.: 0917-078-2481



Office of the Director for Library Services	Sen. Raul S. Roco Building KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	CP No.: 0905-215-1758 Email: edcabello@ksu.edu.ph
Office of the Laboratory High School Principal	Laboratory High School Building KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	CP No.: 0905-737-1575 Email: cmbawer@ksu.edu.ph
Procurement Management Office	Administration Building KSU Main Campus National Highway, Purok 6, Tabuk City Kalinga	(074) 627-5321 Email: procurementservice_bac@ksu.edu.ph
Office of the Director for Planning and Strategy	1 st Floor, CEIT Building KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	CP No.: 0917-743-8553 or 09255640113 Email: ltbuen@ksu.edu.ph
Supply and Property Management Office	Administration Building KSU Main Campus National Highway, Purok 6, Tabuk City Kalinga	CP No.: 0906-634-2981
Office of the Director for Science Laboratories	Central Science Laboratory Building KSU Main Campus National Highway, Purok 6, Tabuk City Kalinga	CP No.: 0926-004-1056 Email: bcaggabao@ksu.edu.ph
Office of the Director for Business Affairs	KSU Main Campus National Highway, Purok 6, Tabuk City Kalinga	CP No.: 09166406089 Email: akcalubaquib@ksu.edu.ph
Research and Extension Office	KSU Main Campus National Highway, Purok 6, Tabuk City Kalinga	CP No.: 09171774609 Emails: 1) VPRDET: jesaguibo@ksu.edu.ph 2) Director for Research: tpbanwa@ksu.edu.ph 3) Director for Extension: flganotice@ksu.edu.ph

By the power vested in me by the Kalinga State University (KSU) Board of Regents, I hereby approved the KSU Citizen’s Charter, First Edition, Series of 2019, as updates and enhancements to the previous Citizen’s Charter of the University, pursuant to Republic Act No. 11032 or the “Ease of Doing Business and Efficient Government Service Delivery Act of 2018” and its IRR.


EDUARO T. BAGTANG, CPA, DBM
 University President