



FAST - KASC





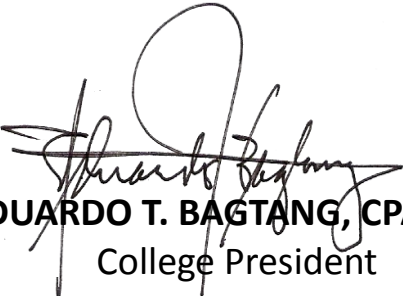
M E S S A G E

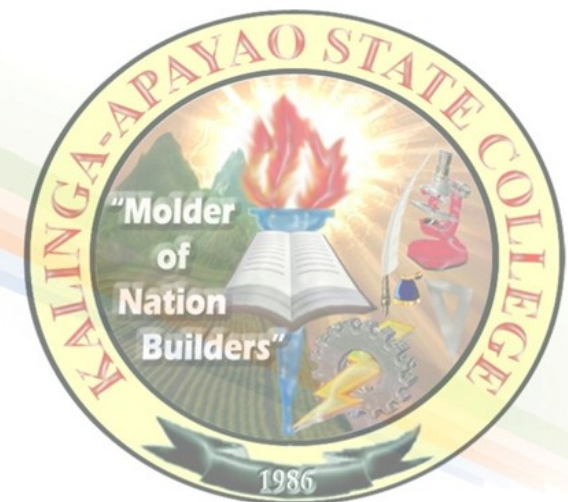
In behalf of the Kalinga-Apayao State College I would like to impart our commitment to serve the clientele of KASC to the best of our ability.

This people's charter of the State College is anchored on our vision and mission statement and our pledge that we shall provide services that are Functional, Accurate, Systematic and Timely.

As we strive to be the best in the field of education, we give our assurance to our clientele primarily the students, parents and the community that we will consistently hone the faculty and non-teaching personnel of KASC to become Knowledgeable, Accountable, and Selfless Civil Servants.

May I also take this opportunity to thank the committee who prepared this people's charter. I hope that this will continually be our guide as we serve in the education sector of the government.


EDUARDO T. BAGTANG, CPA, DBM
College President



MESSAGE

The fight against graft and corruption and the elimination of red tape in government transactions has long been pursued by the government. The enactment and implementation of RA 9485 of 2007 otherwise known as “An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Thereof” is seen as a panacea to this societal ailment. The law aims to improve the efficiency and effectiveness of the delivery of service to the public through the establishment of a Citizen’s Charter in every government office, thus providing transparency in all transactions and thereby preventing graft and corruption.

As one saying goes, “ A journey of a thousand steps, starts with the first step,” let me congratulate Kalinga-Apayao State College (KASC) for taking the big step towards the goal of improving delivery of service to the public. On behalf of the CSC, let me express our appreciation of your efforts to frame your Citizen’s Charter called **FAST-KASC** or an acronym for **FAST, ACCURATE, SYSTEMATIC** and **TIMELY** service from **KNOWLEDEGEABLE, ACCOUNTABLE** and **SELFLESS CIVIL SERVANTS**. This is one great gift to your clientele made possible through the concerted efforts and active participation of the members of the Task Force composed of representatives from the different departments of the school under the leadership of the Honorable College President, Dr. Eduardo T. Bagtang. It was through his strong political will that this Service Guidebook, that contain the frontline services, the step-by-step procedures entailed in every transaction, the fees to be paid and the persons responsible in every service catered by this noble institution, came into being.

Through this Citizen’s Charter, the officials and employees of KASC pledge to uphold accountability and transparency in rendering service to their clients, especially students, being a “Molder of Nation Builders.” This document therefore does not serve for the purpose of the present administration but shall outlive their term of office. This is a legacy they shall forever to the people of Kalinga, especially the youth because as well enshrined in the 1987 Constitution, “Public Office is a Public Trust,” so must the public officers and employees of KASC be made accountable to the people, always.

Once again, Congratulations!


NERISSA BALISI-CANGUILAN, CEO VI
Director II

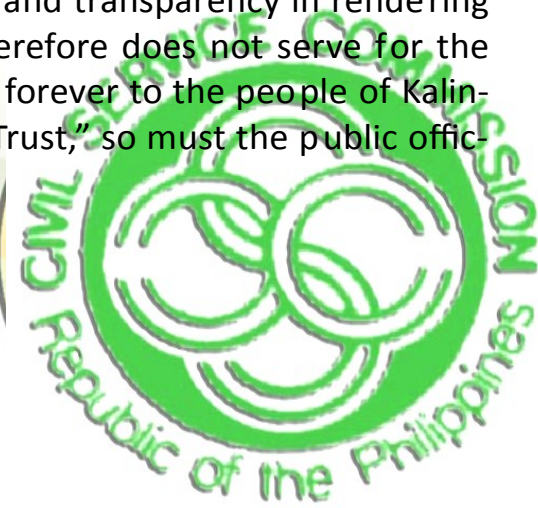


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KALINGA – APAYAO STATE COLLEGE VISION AND MISSION

VISION

A P r e m i e r e H i g h e r E d u c a t i o n I n s t i t u t i o n i n N o r t h e r n L u z o n .

MISSION

A s a m o l d e r o f n a t i o n b u i l d e r s , K A S C s h a l l p r o v i d e q u a l i t y i n s t r u c t i o n ,
e n g a g e i n r e l e v a n t r e s e a r c h a n d e x t e n s i o n p r o g r a m s , e s t a b l i s h a n d o p e r a t e
p r o f i t a b l e i n c o m e g e n e r a t i n g p r o j e c t s , a n d i m p l e m e n t s u s t a i n e d c a p a b i l i t y



PLEDGE OF COMMITMENT

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

F u n c t i o n a l

A c c u r a t e

S y s t e m a t i c a n d

T i m e l y

As such, we commit ourselves to be always

K n o w l e d g e a b l e



DEFINITION OF TERMS

ACTION written approval or disapproval made by a government office or agency

CITIZEN'S CHARTER an official document, service standard, or pledge that communicates information on the services provided by the government; step-by-step procedure for availing a particular service

CITIZEN (with reference to the Citizen's Charter) clients whose interests and values are addressed by the Citizen's Charter

COMPLEX TRANSACTIONS requests or applications which necessitate the use of discretion in the resolution of complicated issues by an officer or employee

FRONTLINE SERVICE transaction between clients and government offices/agencies (applications for any privilege, right, permit, reward, license, concession, or for any modification, renewal or extension of the enumerated applications and/or requests)

IRRELEVANT REQUIREMENTS any document/ performance of an act not directly material to the resolution of the request or application

OFFICER OR EMPLOYEE person employed in a government office or agency required to perform responsibilities related to the application or request

PUBLISHED MATERIALS printed, computer-generated, or photocopied materials, and procedural manuals/flowcharts, containing basic information on accessing frontline services

SIMPLE TRANSACTIONS requests or applications which only require ministerial actions on the part of the public officer or employee



Human Resource Management



HUMAN RESOURCE MANAGEMENT (HRM)

FRONTLINE SERVICE: **PROCESSING OF APPOINTMENTS (HRM)**

BRIEF DESCRIPTION: *Refers to the preparation of appointments after the screening process*

TOTAL RESPONSE TIME: 1 hour and 24 minutes

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Submit requirements in support of appointment				PDS, declaration of assets and liabilities, OTR/ Eligibility, NBI clearance, Drug test, medical cert., clearance from previous employment (if applicable)	Jay Lapuz – Acting HRMO
	Prepare appointment	10 minutes			Jay Lapuz – Acting HRMO
	Signing of appointment by the immediate supervisor, accountant, president	1 hour			Dr. Carmelita Ayang-ang-VPAA Rosalina B. Gunaban-CAO Arnold Tanding - Accountant Eduardo Bagtang – President
	Prepare report of personnel action (ROPA)	2 minutes			Jay Lapuz – Records officer
	Submit appointment to CSC for notation	10 minutes			<i>CSC personnel</i>
	Record the appointment in logbook and release	2 minutes			Jay Lapuz – Acting HRMO
Receive original copy of appointment					
END OF TRANSACTION					

FRONTLINE SERVICE: SUBMISSION OF APPLICATION LETTERS (HRM)

TOTAL RESPONSE TIME: 22 minutes

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Sign logbook and Submit application letter with attached credentials				Application letter, OTR/diploma, eligibility /rating, resume or biodata	<i>Personnel officer</i>
	Receive the application letter and record in the logbook Review and forward application to the office of the president	10 minutes			<i>Personnel officer</i>
	Advise applicant to wait for notice	10 minutes			<i>President</i>
Wait for notice					
END OF TRANSACTION					

FRONTLINE SERVICE: PAKYAW CONTRACTS / JOB ORDERS (HRM)

Refers to the hiring of a worker for a piecework of short duration and pay is on a daily or hour basis

TOTAL RESPONSE TIME: 35 minutes

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Submit requirements to support job contract					<i>Personnel officer</i>
	Prepare job contract – <i>(all signatories sign job contract)</i>	30 minutes			<i>Personnel officer Immediate supervisor</i>
Sign the contract	Segregate copies of contract and issue copy for the client	5 minutes			<i>Accountant</i>
Receive personal copy of the contract					
END OF TRANSACTION					



Records Section

RECORDS

FRONTLINE SERVICE: **SUBMISSION OF INCOMING COMMUNICATIONS (RECORDS SECTION)**

TOTAL RESPONSE TIME: 2 minutes

S T E P - B Y - S T E P P R O C E D U R E					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Submit communication					
Get receiving copy	Accept / record / forward communication to the office of the president for action	15 minutes			Jay Lapuz – Records officer
	President acts on communication and forward to records section	10 minutes			Eduardo Bagtang – College President Jay Lapuz – Records officer
END OF TRANSACTION					

FRONTLINE SERVICE: **ISSUANCE OF CERTIFICATE OF NO PENDING ADMINISTRATIVE CASE (RECORDS SECTION)**

TOTAL RESPONSE TIME: 19 minutes

S T E P - B Y - S T E P P R O C E D U R E					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Accomplish and submit requisition slip					Jay Lapuz – Records officer
	Receive and assess requisition slip, Prepare order of payments Advise client to pay necessary fees	2 minutes 3 minutes 2 minutes			
Pay to the cashier and back to records section	Receive payment and issue OR	5 minutes	20.00		<i>Lourdes M. Natarte</i>
	Prepare certificate Sign certificate Issue certificate of no pending admin case	3 minutes 2 minutes 2 minutes		Official receipt	Jay Lapuz – Records officer Rosalina Gunaban – Chief Admin. Officer Jay Lapuz – Records officer
Receive certificate					
END OF TRANSACTION					

FRONTLINE SERVICE:

ISSUANCE OF CERTIFICATE OF EMPLOYMENT/SERVICE RECORDS

TO TRANSFERRED/RETIRED/SEPARATED EMPLOYEES (RECORDS SECTION)

TOTAL RESPONSE TIME:

34 minutes

STEP - B Y - S T E P P R O C E D U R E					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Accomplish and submit requisition slip					
	Receive requisition slip & check records of concerned employee	20 minutes			Jay Lapuz – Records officer
	Advise client to pay necessary fees	2 minutes			
Pay to cashier and back to records section	Receive payment and issue OR	5 minutes	20.00		Lourdes Natarte – Collecting officer Betty Gulingan – Collecting officer Mary Sarne - Cashier
	Prepare certificate Sign certificate Issue requested documents	3 minutes 2 minutes 2 minutes		Official receipt	Jay Lapuz – Records officer Rosalina Gunaban – Chief Admin. Officer Jay Lapuz – Records officer
Receive requested documents					
END OF TRANSACTION					



Finance/Accounting Sections

FINANCE

FRONTLINE SERVICE: **COLLECTION OF SCHOOL FEES (FINANCE SECTION)**

TOTAL RESPONSE TIME: 13 minutes

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Present assessment form, ID and Pay necessary fees				School ID and assessment form	
	Receive and review assessment form and ID (for scholars: Scholar ID)	3 minutes	Based on assessment		Lourdes Natarte – Collecting officer Betty Gulingan – Collecting officer Mary Sarne - Cashier
	Receive payment and issue official receipt and return assessment form and ID	10 minutes			
Receive Official receipt assessment form and ID					
END OF TRANSACTION					

FRONTLINE SERVICE: **PRODUCTION CASH SALES (FINANCE SECTION)**

TOTAL RESPONSE TIME: 5 minutes

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Pay to collecting officer				Statement of accounts	Lourdes Natarte – Collecting officer Betty Gulingan – Collecting officer Mary Sarne - Cashier
	Receive payment and issue official receipt and goods	5 minutes			
Receive official receipt and goods					
END OF TRANSACTION					

FRONTLINE SERVICE:

PRODUCTION SALES ON ACCOUNT (FINANCE / ACCOUNTING SECTION)

TOTAL RESPONSE TIME:

5 minutes

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Accomplish and submit account slip					
	Receive account slip and issue goods	5 minutes			Lourdes Natarte – Collecting officer Betty Gulingan – Collecting officer Mary Sarne - Cashier
Receive goods					
END OF TRANSACTION					



Supply Office

SUPPLY OFFICE

FRONTLINE SERVICE: **RECEIVING GOODS / SUPPLIES / MATERIALS / EQUIPMENT / SERVICES (SUPPLY OFFICE)**

TOTAL RESPONSE TIME: 20 minutes

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Deliver goods / supplies				Delivery receipt Charge invoice Purchase order	Lorna Valdez Romulo Langgaman Artefino Buen
	Receive goods	10 minutes			
	Inspection of goods	10 minutes		Inspection report	Rex Duclayan Tomas Carabbacan Lorna Valdez
Receive copy of delivery receipt					
END OF TRANSACTION					



Security Services

SECURITY

FRONTLINE SERVICE: **ISSUANCE OF CONTROL NUMBERS DURING ENROLMENT (SECURITY UNIT)**

Control numbers to be given to OLD and NEW Enrollees

TOTAL RESPONSE TIME: 2 minutes

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Present requirements		2 minutes		School ID / assessment	
	issue control number				Guard on duty
Receive control number					
END OF TRANSACTION					



Office of the President

OFFICE OF THE PRESIDENT

FRONTLINE SERVICE: **PROCESSING OF REQUEST/INCOMING EXTERNAL COMMUNICATION (OFFICE OF THE PRESIDENT)**

This refers to transactions in form of requests lodged by external clientele to the Office of the President

TOTAL RESPONSE TIME: minutes

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Submit request letter	Receive request letter and record in the logbook	30 seconds		Request letter	Mrs. Perfelia R. Buen- College Secretary
	Act or decide on it.	5 minutes			Dr. Eduardo T. Bagtang- President
	Endorse or refer it to appropriate unit or division	1 minute			Dr. Eduardo T. Bagtang- President
	Decide on the response or give direction to unit or division concerned	3 minutes			Dr. Eduardo T. Bagtang- President
	Encode response to request	2 minutes			Mrs. Perfelia R. Buen- College Secretary
	Deliver response and received in the logbook	1 minute			Mrs. Perfelia R. Buen- College Secretary
END OF TRANSACTION					



Office of the College/Board

OFFICE OF THE COLLEGE / BOARD SECRETARY

FRONTLINE SERVICE: **PROCESSING REQUEST OF COPIES OF BOARD POLICIES / BOARD ACTIONS** (OFFICE OF THE COLLEGE/BOARD SECRETARY)

These are the requests of external clientele for copies of Board of Trustees resolutions as may be needed by them.

TOTAL RESPONSE TIME: 8 minutes and 30 seconds

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Accomplishment and submit request form		30 seconds		Request letter Note: in case document is needed for court litigation; court order is needed	Perfelia R. Buen-Board Secretary
	Receive request form and retrieve data	5 minutes			
	Print and issue data	3 minutes			
Receive data and sign logbook					
END OF TRANSACTION					



Bids and Awards Committee

BIDS AND AWARDS COMMITTEE (BAC)

FRONTLINE SERVICE: **APPLICATION FOR BIDDING OF CONTRACTS FOR INFRASTRUCTURE AND SUPPLIES (B A C)**

TOTAL RESPONSE TIME: 12 minutes and 30 seconds

S T E P - B Y - S T E P P R O C E D U R E					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Submit Letter of Intent		30 seconds		Copy of the Publication for Bidding	BAC
	Receive letter of intent and record in the logbook and advice client to pay bid documents				
	Issue receipt for bid documents	5 minutes	1000		Cashier
Pay bid documents and submit pre-qualifying documents (envelop A)				Official receipt and Bid Documents and other requirements as stated in RA 9184 (please specify requirements)	BAC
	Conduct pre-qualification to prospective bidders	1 minutes			BAC
	Issues list of qualified bidders	5 minutes			BAC
Receive and Submit Bid		1 minute			BAC
	Conducts bidding and post evaluation of bids				BAC
	Recommends Winning Bidder to the Head of the Agency				BAC
	Notice of Award				President
Receive notice of award					
E N D O F T R A N S A C T I O N					



Guidance Office



GUIDANCE OFFICE

FRONTLINE SERVICE: **COUNSELING SERVICE (GUIDANCE OFFICE)**

The guidance counselor provides counseling sessions to students and parents with personal or school- related problems.

TOTAL RESPONSE TIME: 4 hours and 30 minutes

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEEES	REQUIREMENTS	RESPONSIBLE PERSON
Present any of the following : referral slip , narrative report, or letter of complaint to the Guidance Office				Referral slip/ Narrative report/ Letter of complaint	Lovelial R. Iringan – Guidance Counselor Institute Guidance Facilitators
	Receives any of the submitted requirements. Conducts interview to gather data.	45 minutes			
	Furnishes copy to concerned Offices/ Institutes	45 minutes		Narrative report/ Letter of complaint	
	Conducts further background investigation	45 minutes			
	Schedules and facilitates dialogue between parties	1 hour & 30 minutes			
Attend scheduled dialogue with the parties concerned					
	Conduct counseling session	45 minutes			
Attend counseling Sessions- follow-up					
END OF TRANSACTION					

FRONTLINE SERVICE:

TESTING SERVICES (GUIDANCE OFFICE)

Students are given opportunity to take the admission test to determine whether or not they are qualified to enroll in board course

TOTAL RESPONSE TIME:

1 Hour and 38 minutes

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Pay examination fee	Receive payment and issue official receipt	5 minutes	100.00		Lovelie R. Iringan – Guidance Counselor
Present high school card and official receipt to the Guidance Office				Photocopy of high school card and official receipt of testing fee.	
	Receive requirements				
Attend the orientation before the examination	Orient examinees and conduct the examination proper	1 hour and 15 minutes			
	Checking of tests	3 minutes			
	Issue result and conduct counseling and return official receipt	15 minutes			
Receive result and O.R. and attend counseling					
END OF TRANSACTION					

FRONTLINE SERVICE:

APPLICATION FOR GOOD MORAL CERTIFICATE (GUIDANCE OFFICE)

Issuing of Good Moral Certificate upon request of interested party to certify him/her that he/she is in good moral.

TOTAL RESPONSE TIME:

11 minutes

S T E P - B Y - S T E P P R O C E D U R E					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Accomplish request slip				Request Slip	Lovelina R. Iringan – Guidance Counselor
	Advise client to pay certification fee	1 minute			
Pay certification fee	Receive payment and issue O.R.	5 minutes			
Present O.R. and request slip	Receive O.R. and request slip and verify records	2 minutes			
	Prepare the Good Moral Certificate	2 minutes	25.00		
				Official Receipt	
	Issue the Good Moral Certificate and return O.R.	1 minute			
Receive the Certificate and sign the log book					
E N D O F T R A N S A C T I O N					



Health Services



HEALTH SERVICES

FRONTLINE SERVICE: **MEDICAL CONSULTATION (HEALTH SERVICES)**

History and vital signs taking, physical examination, assessment and treatment of a patient done by a medical practitioner

TOTAL RESPONSE TIME: 22 minutes

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Request for a medical check-up				Patient's presence and school ID	
	For old patients, retrieve patient's record	1 minute			Nurses in-charge
	For new patients, provide record form				
For new patients, fill up Patient's record form					
	Get vital signs and history of illness	7 minutes			
	Consultation proper	3 minutes			Dr. Rosel D. Calma
	Management of client				Physician and Nurse
	Provision of medicine	2 minutes			
	Medical advise	2 minutes			
	<i>Request for diagnostic and or laboratory tests if necessary</i>	1 minute			
	<i>Provision of prescription if necessary</i>	1 minute			
	<i>Referral of client if necessary</i>	5 minutes			
Receive medical service					
END OF TRANSACTION					

FRONTLINE SERVICE:

ISSUANCE OF MEDICAL CERTIFICATE TO SCHOLARS AND ROTC OFFICERS (HEALTH SERVICES)

Scholars and ROTC officers secure Medical Certificate as a requirement in their application to said programs

TOTAL RESPONSE TIME:

13 minutes

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Request for a medical certificate				Patient's presence and school ID	Nurse
	Provide medical certificate form	30 seconds			Nurse Physician
Accomplish and submit the medical certificate form	Take Vital signs	7 minutes			Dr. Rosel D. Calma
	Take History and conduct physical examination	5 minutes			Dr. Rosel D. Calma
<i>*Proceed to the laboratory clinic of choice if requested</i>	<i>*Request for a diagnostic procedure if necessary</i>	1 minute			Laboratory clinic of choice
	<i>*Prepare and Issue the medical certificate</i>	30 seconds			
Receive the medical certificate					
END OF TRANSACTION					

FRONTLINE SERVICE:

ISSUANCE OF MEDICAL CERTIFICATE TO STUDENTS AS PROOF OF ABSENCE (HEALTH SERVICES)

A student can secure medical certificate in the school clinic to reason out his absence/s if he has a previous consultation

TOTAL RESPONSE TIME:

2 minutes

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Request for a medical Certificate				Patient's presence and school ID	Nurse / Physician
	Retrieve patient's record	1 minute			
	Issue medical certificate	1 minute			
Receive medical certificate					
END OF TRANSACTION					

FRONTLINE SERVICE:

ISSUANCE OF REFERRAL LETTER OR REFERRAL SLIP (HEALTH SERVICES)

A student can request a referral letter/slip from the clinic to a higher institution if his illness requires a specialty consultation

TOTAL RESPONSE TIME:

11 minutes

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Request for a referral letter/slip					Nurse / Physician
	Take Vital signs	7 minutes			
	Take History and physical examination	3 minutes			
	Issuance of referral slip	1 minute			
Receive referral letter or slip					
END OF TRANSACTION					



Registrar's Office



REGISTRAR'S OFFICE

FRONTLINE SERVICE: **ENROLLMENT OF FRESHMEN (REGISTRAR'S OFFICE)**

TOTAL RESPONSE TIME: 30 mins

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Submit Admission requirements				<ul style="list-style-type: none"> - Enrollment form duly signed by college deans -Form 138 or its equivalent; -Certificate of Good Moral Character; -NSO authenticated Birth Certificate; -Marriage Certificate (for married female students); -Permit to study in cases of employed students in the government or in private agencies; and -Must pass the qualifying examination for board courses -Physical examination result -One 2x2 ID Picture 	Danilo Iso - Registrar
	Receives and reviews admission documents submitted	5 minutes			
	Encodes data and issue student's assessment form	20 minutes	Based on assessment		Danilo Iso - Registrar
Receive assessment form and go to the Finance Section for payment					Lourdes Natarte – Collecting Officer Betty Gulingan – Collecting Officer
Present assessment form and pay necessary fees			Based on assessment	Assessment form	
	Receive assessment form and payment and issue official receipt then return assessment form	5 minutes			Lourdes Natarte – Collecting Officer Betty Gulingan – Collecting Officer Mary Sarne - Cashier
Receive Official receipt and assessment form and proceed to auxiliary services for ID					
END OF TRANSACTION					

FRONTLINE SERVICE:

ENROLLMENT FOR OLD STUDENTS (REGISTRAR'S OFFICE)

TOTAL RESPONSE TIME:

23 minutes

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
fill up and submit enrollment form				School ID and True copy of grades	
	Dean/ faculty evaluates and approve the subjects to be enrolled	5 minutes			Respective Deans/faculties per Institute
submit enrollment form to the registrar	Receives and reviews duly accomplished enrollment form	3 minutes			Danilo Iso - Registrar
	Encodes data and issue student's assessment form	10 minutes			Registrar Staff
Receive assessment form and go to the Finance Section for payment					
Present assessment form and pay necessary fees			Based on assessment	School ID, Assessment form and (scholar ID for scholars)	
	Receive assessment form and payment, issue official receipt then return assessment form	5 minutes			Lourdes Natarte – Collecting Officer Betty Gulingan – Collecting Officer Mary Sarne - Cashier
Receive Official receipt and assessment form					
END OF TRANSACTION					

FRONTLINE SERVICE:

ENROLLMENT OF TRANSFEREES (REGISTRAR’S OFFICE)

TOTAL RESPONSE TIME:

56 minutes

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Present admission requirements to the dean for evaluation				<ul style="list-style-type: none"> - Transfer Credential; - one 2x2 ID picture - True Copy of Grades; - Certificate of Good Moral Character; - NSO authenticated Birth Certificate; - Marriage Certificate (for married female students); - Must pass the qualifying examination (for board courses) issued by the Guidance Office. - Transcript of Records from the last school attended - Physical examination result 	Guidance Office KASC clinic
	Dean / faculty Evaluate documents and issue enrollment form	25 mins			
Accomplish and submit enrollment form					
	Dean approves the enrollment form	3 minutes			
Submit documents to the registrar	Receives and reviews duly accomplished enrollment form	3 minutes			Danilo Iso - Registrar
	encoding of data and issue students assessment form	20 minutes			Registrar Office
Receive assessment form and Go to the Finance Section for payment					Lourdes Natarte – Collecting Officer Betty Gulingan – Collecting Officer
Present assessment form and pay necessary fees			Based on assessment	Assessment form	
	Receive assessment form and payment, issue official receipt then return assessment form	5 minutes			Lourdes Natarte – Collecting Officer Betty Gulingan – Collecting Officer Mary Sarne - Cashier
Receive Official receipt and assessment form and proceed to auxiliary services for ID					
END OF TRANSACTION					

FRONTLINE SERVICE:

ISSUANCE OF OFFICIAL TRANSCRIPT OF RECORDS (REGISTRAR’S OFFICE)

TOTAL RESPONSE TIME:

5 days and 41 minutes

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Secure and accomplish request slip from the registrar office	Issue request slip				Danilo Iso - Registrar Dr. Carmelita T. Ayang-ang, - VPAA
Proceed to finance for payment	Receive payment and issue official receipt	5 minutes	120 for undergraduate 130 for the Graduate Studies		Lourdes Natarte – Collecting Officer Betty Gulingan – Collecting Officer
Submit duly accomplish request slip, requirements and Official Receipt				<ul style="list-style-type: none"> one 2x2 ID Picture and photocopy of NSO Certificate of Live Birth NSO Marriage Certificate (if applicable) 	
	Registrar receives duly-filled clearance and requirements	5 minutes			
	Verify and evaluate	5 days			
	Prepare Official Transcript of Records	30 minutes			
	Record logbook and issue OTR	1 minute			Danilo Iso - Registrar
Receive OTR and sign in logbook					
END OF TRANSACTION					

FRONTLINE SERVICE:**ISSUANCE OF TRUE COPY OF GRADES (REGISTRAR'S OFFICE)**

TOTAL RESPONSE TIME:

16 minutes

S T E P - B Y - S T E P P R O C E D U R E					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Secure and accomplish request slip from the office of the Registrar	Issue request slip				Danilo F. Iso - Registrar II
Proceed to Accounting Office for payment	Receive payment and issue O.R.	5 minutes	25.00	Student ID	Lourdes Natarte – Collecting Officer Betty Gulingan – Collecting Officer
submit duly signed request slip and Official receipt to Registrars Office				Duly Signed Request slip and Official Receipt	
	Receive and verify documents	1 minute			Danilo F. Iso - Registrar II
	Prepare and issue Certified True Copy of Grades	10 minutes			
Receive Certified True Copy of Grades					
E N D O F T R A N S A C T I O N					

FRONTLINE SERVICE:**AUTHENTICATION OF OFFICIAL TRANSCRIPT OF RECORDS (OTR) AND DIPLOMA (REGISTRAR'S OFFICE)**

TOTAL RESPONSE TIME:

10 minutes

S T E P - B Y - S T E P P R O C E D U R E					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Secure and Accomplish Request Slip					
Proceed to Accounting Office for payment	Receive payment and issue Official Receipt	5 minutes	30.00		Lourdes Natarte – Collecting Officer Betty Gulingan – Collecting Officer
Submit duly accomplished request slip and Official Receipt	Receive duly accomplished request slip and official receipt; Authenticate Xerox copy of the OTR and Diploma; and Record in Log Book and issue said OTR.	5 minutes		Present Original and Xerox copy of the OTR and Diploma (OTR for Undergraduate) and duly signed Request Slip and Official Receipt	Danilo F. Iso - Registrar II
Receive Authenticated OTR and Diploma and sign in the Log Book					
E N D O F T R A N S A C T I O N					

FRONTLINE SERVICE: ISSUANCE OF ENDORSEMENT CERTIFICATE TO COMMISSION ON HIGHER EDUCATION (REGISTRAR'S OFFICE)

TOTAL RESPONSE TIME: 8 minutes

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Secure and Accomplish Request Slip					
Proceed to Accounting Office for payment	Receive payment and issue official receipt	5 minutes	25.00		Lourdes Natarte – Collecting Officer Betty Gulingan – Collecting Officer
Submit duly accomplished request slip and Official Receipt	Receive duly accomplished request slip and official receipt; Prepare the Endorsement Certificate; Record in Log Book then Issue.	3 minutes			Danilo F. Iso - Registrar II
Receive Endorsement Certificate and sign in the Log Book					
END OF TRANSACTION					

FRONTLINE SERVICE: ISSUANCE OF CERTIFICATION OF GRADUATION (REGISTRAR'S OFFICE)

TOTAL RESPONSE TIME: 13 minutes

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Secure and accomplish Request Slip					
Proceed to Accounting Office for payment	Receive payment and issue O.R.	5 minutes	25.00		Lourdes Natarte – Collecting Officer Betty Gulingan – Collecting Officer
Submit duly accomplished request slip, requirements and Official Receipt	Receive duly accomplished request slip and official receipt Verify records on files Prepare Certificate of Graduation and record Log Book then issue.	5 minutes 3 minutes		OTR, Diploma and duly accomplished request slip	Danilo F. Iso - Registrar II
Receive Certification of Graduation and sign in the Log Book					
END OF TRANSACTION					

FRONTLINE SERVICE:**ISSUANCE OF CERTIFICATION OF NON-ISSUANCE OF YEAR BOOK (REGISTRAR'S OFFICE)**

TOTAL RESPONSE TIME:

13 minutes

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Secure and accomplish request slip					
Proceed to Accounting Office for payment	Receive payment and issue O.R.	5 minutes	25.00		Lourdes Natarte – Collecting Officer Betty Gulingan – Collecting Officer
Submit duly accomplished request slip and Official Receipt				Accomplished duly signed request slip and official receipt	
	Receive duly accomplished request slip and verify records Prepare certification of non-issuance of year book and record in log book then issue	3 minutes 5 minutes			Danilo F. Iso - Registrar II
Receive document and sign in the log book					
END OF TRANSACTION					

FRONTLINE SERVICE:**ISSUANCE OF CERTIFICATION OF TRANSFER CREDENTIAL (REGISTRAR'S OFFICE)**

TOTAL RESPONSE TIME:

13 minutes

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Secure and accomplish request slip					
Proceed to Accounting Office for payment	Receive payment and issue O.R.	5 minutes	25.00		Lourdes Natarte – Collecting Officer Betty Gulingan – Collecting Officer
Submit duly accomplished request slip and Official Receipt				Accomplished duly signed request slip and official receipt	
	Receive duly accomplished request slip and verify records Prepare certification of non-issuance of year book and record in log book then issue	3 minutes 5 minutes			Danilo F. Iso - Registrar II
Receive document and sign in the log book					
END OF TRANSACTION					



Library Services



LIBRARY

FRONTLINE SERVICE: **ISSUANCE OF LIBRARY MATERIALS (LIBRARY)**

The process of lending books to clientele

TOTAL RESPONSE TIME: 4 Minutes and 10 Seconds

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Fill-up the student/visitor logbook and submit valid Library ID and borrower's card			None	Library I.D and borrower's card <i>For outside users: any valid ID</i>	
	Receive valid library ID and borrower's card	2 minutes			Evangeline D. Cabello
Get library materials needed on the shelves					
Fill-up book card and submit to the circulation desk					
	Recording of borrowed library materials	1 minutes			
	Check book for damages	1 minute			
	Issue the library materials	10 seconds			
Receive library materials					
END OF TRANSACTION					

FRONTLINE SERVICE: RETURNING OF LIBRARY MATERIALS (LIBRARY)

The process of receiving library materials borrowed by clientele

TOTAL RESPONSE TIME: 1 Minute and 30 seconds

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Present borrower’s card and the borrowed book				Borrower’s card	
	Receive, check book for damages and records library materials	1 minute			Evangeline D. Cabello – Chief Librarian
	Return library ID and borrowers card	30 seconds			
Receive library ID and borrowers card					
END OF TRANSACTION					

FRONTLINE SERVICE: PROVISION OF LIBRARY ASSISTANCE (LIBRARY)

The process wherein the librarian assists clientele in locating library materials

TOTAL RESPONSE TIME: 30 minutes & 10 seconds

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Present valid library I.D				Library ID & borrower’s card	
	Receive valid library I.D	5 seconds			Evangeline D. Cabello – Chief Librarian
	Interview and assist the client of his/her specific needs.	30 minutes			
	Issue the library materials	5 seconds			
Receive the library materials and fill -up the book card					
END OF TRANSACTION					

FRONTLINE SERVICE: ISSUANCE OF REFERRAL LETTERS (LIBRARY)

Issuance of referral letters to students who will research to other libraries

TOTAL RESPONSE TIME: 3 minutes

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Fill up the log book and indicate the purpose				Valid Library ID/ school I.D	
	Verify records	1 minute			Evangeline D. Cabello – Chief Librarian
	Prepare and issue the referral letter	2 minutes			
Receive the referral letter					
END OF TRANSACTION					

FRONTLINE SERVICE: INTERNET SERVICES (LIBRARY)

Provision of additional information through the internet

TOTAL RESPONSE TIME: 1 Hour, 2 minutes and 40 seconds

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Sign-in the logbook					
Use the internet	Assist client	1 hour	P15/hour		Evangeline D. Cabello – Chief Librarian
	Print as requested	1 min/page	P 5/page black & white P7/page colored		
	Compute fee	50 seconds			
Pay the fee					
	Receive payment and record collection	50 seconds			
END OF TRANSACTION					



Business Affairs Office



BUSINESS AFFAIRS OFFICE (BAO)

FRONTLINE SERVICE: RISOGRAPH PRINTING JOB (B A O)

For printing of materials or documents of 25 copies and above per document.

TOTAL RESPONSE TIME: Depends on the number of quantity of documents at one (1) second per copy printing speed ratio

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Fill up job order request form				Job order and Official Receipt	
Pay printing fee at the Collecting Office			P1.00/copy for short size P1.20/copy for long size		
	Receives payment and issue Official receipt	15 minutes			Lourdes Natarte, Betty Gulingan/ Collecting Officers
Present Job Order, O.R., and documents to be printed					
	Receives and records data in the log-book and print document/s	1sec/copy			In-Charge/Risograph Operator
	Issue printed materials and original copies of documents	15 secs			-do-
Receive printed materials and original documents					
END OF TRANSACTION					

FRONTLINE SERVICE:

XEROX PRINTING JOB (B A O)

For reproduction of materials below 25 copies/document.

TOTAL RESPONSE TIME:

At 15-20 copies per minute printing speed rate

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Pay, submits documents for printing			P1.00/copy for short size P1.20/copy for long size		
	Receives documents, records payment and data in the logbook	15 secs			In-Charge/Operator of Xerox machine
	Print document/s	15-20 copies/minute			-do-
	Release original documents and printed materials	10 secs			-do-
Receives documents and printed materials					
END OF TRANSACTION					

FRONTLINE SERVICE:

BOOKBINDING JOB (BAO)

Provides book covers in hardbound and softbound finish.

TOTAL RESPONSE TIME:

One book per day and 2 minutes for other required activities per instance

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Pays bookbinding fee			P150/book for Undergraduate Thesis P180/book for Graduate Thesis P100/book for softbound		
	Receives payment, issue official receipt and records data	1 min			Mr. Tomas C. Carabbacan Director, BAO
Presents O.R. and submits materials to be book bounded					
	Receives materials and records data in the logbook	30 secs			Nelson Guimba Admin. Aide I
	Preparation and bookbinding work	1 book/ day			-do-
	Records, release books to client	30 secs			-do-
Receives books					
END OF TRANSACTION					

FRONTLINE SERVICE:

RENTAL OF MONOBLOC CHAIRS AND TABLES (BAO)

TOTAL RESPONSE TIME:

33 minutes

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
fill up Rental agreement form and pay rental fees			Please see Annex for rental fees	Rental agreement and O.R.	
	Receives Payment, issue O.R. and Gate Pass and records data	2 mins			Mr. Tomas C. Carabbacan Director, BAO
Present O.R. and Gate Pass to releasing Officer					
	Release items as per O.R.	30 mins			
Receive and load rented items and present Gate Pass to Security Guards at Main Gate					
	Retrieve Gate Pass and records data in logbook	1 min		Gate Pass	Security Guards on Duty
END OF TRANSACTION					

FRONTLINE SERVICE:

SALES OF AGRI PRODUCTS - LIVE ANIMALS / POULTRY (BAO)

TOTAL RESPONSE TIME:

1 Hour, 5 Minutes

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Checks availability of stocks, selects animals to be purchased at project site.					
	Project In-charge issue disposal sheet form duly accomplished and signed (includes weighing)	45 mins.		Disposal Sheet	Project In-Charge
Submits duly accomplished and signed disposal sheet and pay corresponding amount for animal/stock to be bought.	Records data, issue O.R. for payment and gate pass.	5 mins.		OR. and Gate Pass	Tomas Carabbacan Director, BAO
Presents OR and gate pass to Project in- Charge.	Records data and release animal/stock	14 mins		OR	Project In-Charge
Client gets animal/birds and present Gate Pass at Main Gate					
	Retrieves Gate Pass and records data in logbook	1 min		Gate Pass	Security Guard on Duty
END OF TRANSACTION					

FRONTLINE SERVICE:**SALES OF AGRI PRODUCTS – RICE, FRUITS, ORGANIC FERTILIZERS etc. (BAO)**

TOTAL RESPONSE TIME:

11 minutes

S T E P - B Y - S T E P P R O C E D U R E					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Pays goods to be bought			See Annex for Pricing		
	Receives payment, issue O.R., gate pass, records data and release goods	10 mins.		O.R. and Gate Pass	Tomas Carabbacan Director, BAO
Receive goods and present Gate Pass at Main Gate					
	Retrieve Gate Pass and records data	1 min		Gate Pass	Security Guard on-Duty
E N D O F T R A N S A C T I O N					

FRONTLINE SERVICE:

RENTAL OF FARM TRACTOR (BAO)

For use of farm tractor including the operator and tillage operations

TOTAL RESPONSE TIME:

2 hours 35 minutes per hectare

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Gets rental agreement, reads content and sign if agreeable and pay corresponding actual pay fee.			2,500 / has for plowing 1,500/ has per passing for harrowing	agreement, O.R.	Tomas Carabbacan Director, BAO
	Receive payment and issue O.R. for rental fee	5 min			
	Sets date of tillage operation, perform tillage operations.	1 hr 30 min /has			
	Measures tillage operation output compare with area declared in the agreement and actual measurement of tillage output.	1 hr / has			
If tillage output is more than what is declared, the client pays the difference.					
	If tillage output is less than what is declared, KASC reimburse/ refund balance to the client.				
Client receives refund of excess payment through voucher.					Arnold A. Tanding Accountant III
END OF TRANSACTION					



Scholarship Services



SCHOLARSHIP SECTION

FRONTLINE SERVICE: **REQUEST FOR CERTIFICATION OF SCHOLARSHIP (SCHOLARSHIP)**

Students who were granted scholarship request certification that they were scholars for purposes of employment

TOTAL RESPONSE TIME: 5 minutes and 30 seconds

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Accomplish request form and pay necessary fees.		2 minutes	25.00	Request Form Scholar ID Official receipt	Collecting Clerk
Submit documents to scholarship coordinator	Receives request form and prepare Certification of Scholarship	3 minutes		Request Form Receipt of payment	Rosalina B. Gunaban - Scholarship coordinator
	Issue the certification of scholarship	30 seconds			
Receives certificate				Scholar ID	Mrs. Rosalina B. Gunaban
END OF TRANSACTION					

FRONTLINE SERVICE: **APPLICATION FOR EXTERNAL SCHOLARSHIP (SCHOLARSHIP)**

TOTAL RESPONSE TIME: 3 minutes and 30 seconds

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Present duly signed and released by the Sponsoring Agencies any of the following: a. Certification of Scholarship; b. Notice of Scholarship; c. Formal Letter; and d. Award Number.	Receives and verifies documents presented and Issues scholarship Form.	1 minute		Scholarship Certification; Notice of Scholarship; Formal Letter; and Award of Scholarship.	Scholarship Committee & Support Staff
		10 seconds			
Fill-up Registration Form.	List down name of scholar per scholarship programs.	2 minutes		Assessment Form	
Present Assessment Form to be marked as "scholar" by the KASC Scholarship Coordinator.	Marks the Assessment Form.	20 seconds		Assessment Form	Romualdo Ganotice - Scholarship Staff Rosalina B. Gunaban – KASC Scholarship Coordinator
END OF TRANSACTION					

FRONTLINE SERVICE:

APPLICATION FOR BARANGAY SCHOLARSHIP (SCHOLARSHIP)

TOTAL RESPONSE TIME:

4 minutes and 30 seconds

STEP - B Y - S T E P P R O C E D U R E					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Present the required documents to the Scholarship staff during or just after enrollment	Receives and verifies documents presented and issues scholarship Form.	2 minutes		<ul style="list-style-type: none"> > Assessment Form > Certificate of Appointment as Barangay Official > Certificate from Barangay Captain noted by the Office of the Mayor or DILG Director stating that the Applicant is a child of a Barangay Official; > Birth Certificate (<i>xerox copy</i>); > Income Tax Return of Parents > Good Moral Character Certificate from the former principal or guidance counselor; <i>and</i> > Previous Grades (<i>xerox copy</i>). 	Scholarship Committee & Support Staff
Fill-up Registration Form.	List down name of scholar per scholarship programs.	2 minutes		Assessment Form	
Present Assessment Form to be marked as "scholar" by the KASC Scholarship Coordinator.	Marks the Assessment Form.	20 seconds		Assessment Form	Romualdo Ganotice - Scholarship Staff Rosalina B. Gunaban – KASC Scholarship Coordinator
END OF TRANSACTION					



Social Cultural Services

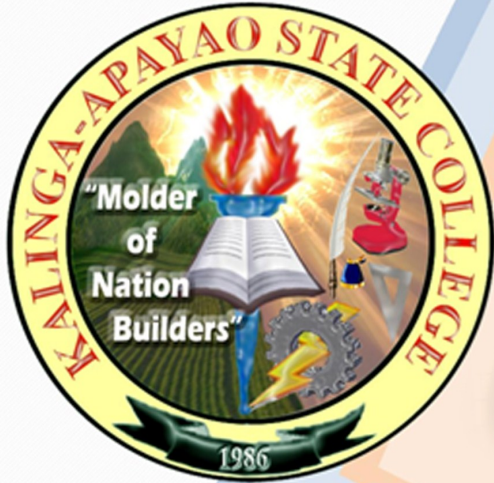
SOCIAL CULTURAL SERVICES (SOCIO-CULTURAL)

FRONTLINE SERVICE: PROVISION FOR CULTURAL PRESENTATION (DANCES, SONGS, CHOIR, BAND, COMBO)

(SOCIO-CULTURAL SERVICES)

TOTAL RESPONSE TIME: 1 hour and 10 minutes

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Submit Request letter addressed to the President		30 min		Letter request Food, accommodation, and transportation	
	Receives request letter	20 min			Clerk of the President
	Refer to different offices concerned.	20 min			President
	Assessment of fees				Accountant/ cashier
Pay necessary fees			1000/day <i>(proposed fee)</i>		
	Issues Official Receipts				
	Actual presentation				Coordinator/dancers/ choir/ band members
Receives the service/ cultural presentation					
END OF TRANSACTION					



Dormitory Services

DORMITORY SERVICES (DORMITORY)

FRONTLINE SERVICE: **DORMITORY SERVICES (DORMITORY)**

TOTAL RESPONSE TIME: 1 hour and 2 minutes

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Submit letter of intent/application letter to the dorm coordinator.				Letter of intent	Dorm Coordinator
	Receive letter of intent & conduct interview				
Undergo interview		30 min			
Accomplish/submit bio-data.				Must pass the interview, biodata	
	Receive duly accomplish bio-data form	2 min			
Pay dormitory fee to the cashier.		20 min	200/month		
Present the OR to Room Coordinator		10 min			Dorm Coordinator
END OF TRANSACTION					



Instruction

INSTRUCTION

FRONTLINE SERVICE: **VALIDATION OF SUBJECTS TAKEN FROM PREVIOUS SCHOOL (INSTRUCTION)**

TOTAL RESPONSE TIME: 30 minutes

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Submit transfer credentials from school last attended to the Dean	Receives transfer credentials	1 min			Respective Dean by Institute
	Dean-forward subjects to the validation committee if needed	1 min			
	Validation Committee Validation committee submits reports to the registrars	27 mins 1 min			Validation Committee
Payment of validation fee to the accounting office	Receives payment	20 secs	P25.00/subject		Accounting office
END OF TRANSACTION					

FRONTLINE SERVICE: **VALIDATION (subjects taken by transferees/shifters are subjected to validation) (INSTRUCTION)**

TOTAL RESPONSE TIME: 30 minutes

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Submit transfer credentials from school last attended to the dean	Deans by institute	1 min		Transfer credentials	Respective deans by institute
Dean forwards subjects to the validation committee if needed	Deans by institute	1 min			
Validation committee submits reports to the registrar's office					
Validation committee	Validation committee	27 min			Validation committee
Validation committee submits reports to the registrars office	Validation committee	1 min			
END OF TRANSACTION					

FRONTLINE SERVICE:

CONDUCT OF REVIEW CLASSES (INSTRUCTION)

TOTAL RESPONSE TIME:

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Graduates who are interested to review submit their requests and names to the dean	Dean receives request Dean makes a list of reviewees then prepares review schedule. Assigns faculty reviewers	1 day		Graduates	Dean
Reviewees attend review schedules	Faculty reviewers conduct review	3 mos & 6 days	Review materials		Faculty
Reviewees pay review fees	Accounting section receives payment				Mrs. Lourdes Natarte Mrs. Betty Gulingan
Reviewees take up three mock board exams	Dean administers mock board exams and collect test papers				Deans
	Faculty reviewers check test papers				Faculty
	Dean secures application forms from PRC then distributes to the reviewees				Dean
Reviewees filled up application forms and comply with other requirements then submit it to PRC	Dean assigns faculty to accompany/ assist reviewees in submitting application forms to PRC	1 day			Dean/Faculty
Reviewees take up examination	Administration make arrangements for the lodging house of the reviewees then assigns a faculty to accompany the examinees	2 days			Administration
END OF TRANSACTION					

FRONTLINE SERVICE:**SUBMISSION OF GRADING SHEET BY TEACHERS (INSTRUCTION)**

TOTAL RESPONSE TIME:

10 minutes

S T E P - B Y - S T E P P R O C E D U R E					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Teachers submit grades within one week after the final exam				Grading sheet	Respective deans by institute
	Deans accept grading sheets	5 min			
Deans submit grading sheets to the registrar	Registrar's office accepts grading sheets	5 min		Grading sheet	Registrar
E N D O F T R A N S A C T I O N					



Research & Extension Services

RESEARCH AND EXTENSION SERVICES (R & D)

FRONTLINE SERVICE: **SUBMISSION OF RESEARCH AND EXTENSION PROPOSALS (R & D)**

TOTAL RESPONSE TIME: 15 DAYS

STEP - BY - STEP PROCEDURE					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Agencies send communication to the president for call for proposals	<ul style="list-style-type: none"> • President receives communication • Refer communication to lower offices • R&D coordinators disseminate information to the faculty • Faculty prepare proposals then submit to the director of research and extension • R&D Directors submit proposals to the R&D Council for review • Endorsement/Submission of proposals by the president to the requesting agency 	1 day 1 day 1 day 2 weeks 3 days 1 day			
END OF TRANSACTION					



Pictorials



Seminar-Workshop on Anti-Red Tape Act (8am-5pm) September 1-2, 2009 2nd Floor, KASC Main Library Bulanao Campus



College President Dr. Eduardo T. Bagtang delivering his opening remarks.



Kalinga CSC Director Nerissa B. Canguilan challenged the KASC employees to fight anti-red tape practices in the college. Accompanying her was Mrs. Ruth Balagso, CSC Officer.



ARTA Task Force Co-Chair Mr. Jay C. Lapuz introduced the resource speaker.

The Lecture Proper..



Opening Prayer led by Dr. Elsie Coyoy.



CSC Kalinga Dir. Canguilan enlightened the KASC employees on the enactment and implementation of RA 9485.



Lectures and presentation of CSC code.



Pres. Bagtang (in *de-kuwatro* position) actively participated during the workshop.

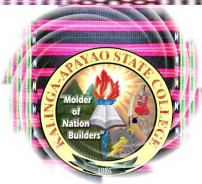


Employees were grouped into specific field of services for a workshop to craft the citizens code of the college. Assisting them are the contractual/casual employees.



The Presentation and Critiquing of the drafted frontline services..





The FAST-KASC Charter Finalization .

ARTA Task Force Chairman Rosalina Gunaban led the finalization of the KASC Citizens' Charter on September 10, 2009 at the College





Appendices

A D M I N I S T R A T I V E O R D E R N O . 2 4 1

O c t o b e r 0 2 , 2 0 0 8

M A N D A T I N G T H E S P E E D Y I M P L E M E N T A T I O N O F R E P U B L I C A C T N O . 9 4 8 5 O T H E R W I S E K N O W N A S T H E " A N T I - R E D T A P E A C T O F 2 0 0 7 " A N D I T S I M P L E M E N T I N G R U L E S A N D R E G U L A T I O N S A N D S T R E N G T H E N I N G T H E A P P L I C A T I O N T H E R E O F

W H E R E A S , t h e O f f i c e o f t h e P r e s i d e n t (O P) M e m o r a n d u m C i r c u l a r N o . 3 5 d a t e d M a r c h 1 7 , 2 0 0 3 d i r e c t e d a l l g o v e r n m e n t a g e n c i e s , i n c l u d i n g g o v - e r n m e n t - o w n e d a n d c o n t r o l l e d c o r p o r a t i o n s , t o i m p l e m e n t t h e p u b l i c a t i o n o f s e r v i c e g u i d e s a n d t h e p o s t i n g o f w o r k f l o w c h a r t s i n c o m p l i a n c e w i t h R e p u b l i c A c t N o . (R A) 6 7 1 3 ;

W H E R E A S , A d m i n i s t r a t i v e O r d e r N o . 1 6 1 d a t e d O c t o b e r 5 , 2 0 0 6 , a s a m e n d e d b y E x e c u t i v e O r d e r N o . 6 0 5 d a t e d F e b r u a r y 2 3 , 2 0 0 7 , e n j o i n e d t h e i m p l e m e n t a t i o n o f a g o v e r n m e n t - w i d e Q u a l i t y M a n a g e m e n t P r o g r a m w h i c h m a n d a t e d , a m o n g o t h e r s , t h e s t r e a m l i n i n g o f s e r v i c e s a n d t h e e s - t a b l i s h m e n t o f c i t i z e n ' s c h a r t e r s ;

W H E R E A S , R A 9 4 8 5 , o t h e r w i s e k n o w n a s t h e A n t i - R e d T a p e A c t o f 2 0 0 7 , t o o k e f f e c t o n S e p t e m b e r 5 , 2 0 0 8 f o l l o w i n g t h e i s s u a n c e o f t h e I m p l e - m e n t i n g R u l e s a n d R e g u l a t i o n s (I R R) b y t h e C i v i l S e r v i c e C o m m i s s i o n u n d e r t h e C S C R e s o l u t i o n N o . 0 8 1 4 7 1 d a t e d J u l y 2 4 , 2 0 0 8 ;

W H E R E A S , S e c t i o n 6 o f R A 9 4 8 5 p r o v i d e s t h a t a l l g o v e r n m e n t a g e n c i e s i n c l u d i n g d e p a r t m e n t s , b u r e a u s , o f f i c e s , i n s t r u m e n t a l i t i e s , o r g o v e r n m e n t -

owned and/or controlled corporations, or local government or district units shall set up their respective standards to be known as the Citizen's Charter within one year after the effectivity of said law;

WHEREAS, Section 7 of the same law provides that the implementation of RA 9485 shall be the primary responsibility and accountability of the head of office or agency;

WHEREAS, Section 1, Rule VI of the IRR of RA 9485 provides that all offices and agencies are enjoined to undertake on a continuing basis programs to promote customer satisfaction and improve service delivery, and other similar activities for officers and employees in front-line services;

WHEREAS, there is a need to expedite the implementation of the above mentioned provisions for the effective realization of the State's policy of work to fix the corruption that has, unfortunately, long plagued our nation;

NOW, THEREFORE, I, GLORIA MACAPAGAL-ARROYO, President of the Republic of the Philippines, by the powers vested in me by law, do hereby order:

SECTION 1. STREAMLINING AND POSTING OF PROCEDURES. All departments, bureaus, offices and instrumentalities of the government, including government financial institutions and government-owned and controlled corporations, hereinafter referred to as "agencies," shall streamline and post the procedures for the twenty (20) most heavily utilized processes or services not later than December 31, 2009. The posted procedures shall include the information prescribed in Section 1, Rule IV of the IRR of RA 9485 and such other relevant data, instructions and materials which the concerned agency deems proper for information of its clientele and the public in general.

SECTION 2. PUBLIC ASSISTANCE AND COMPLAINTS DESKS AND HOTLINES. All agencies shall establish in their respective offices a public assistance and complaints desk and provide the public hotline number/s which should be purposely set up to effectively receive feedback and monitor customer satisfaction in conformity with Rule VI of the IRR of RA 9485 not later than December 31, 2009. All agencies shall develop a scheme within its office to ensure that the public assistance desk/complaints desk shall be attended to at all times and the hotline number/s shall be accessible to the public. Agencies are mandated to interconnect their current and future public assistance systems with the government-wide citizen's help line once the same is established.

SECTION 3. CAMPAIGN AGAINST FIXERS. All agencies shall mount a campaign that will set up a system to eliminate fixing activity in their place of work and commence legal proceedings against fixers such as the filing and prosecution of criminal and/or administrative cases not later than March 31, 2009.

SECTION 4. COLLABORATION WITH THE CIVIL SERVICE COMMISSION, DEVELOPMENT ACADEMY OF THE PHILIPPINES AND CLIENTELE. Agencies shall work with the Civil Service Commission (CSC), the Development Academy of the Philippines (DAP), and the agencies' respective clientele in streamlining procedures and eradicating fixers. For streamlining of local government services, the Department of the Interior and Local Government shall assign its field staff to serve as anti-red tape facilitators in discussions with the CSC and the clientele of local government units (LGUs) in their respective areas.



Republic of the Philippines
KALINGA-APAYAO STATE COLLEGE
Tabuk, Kalinga

August 28, 2009

Memo No. 39 s. 2009

To : All Concerned

1. **Mrs. Rosalina B. Gunaban** – Chairperson
2. **Mr. Jay C. Lapuz** – Co-Chairperson
3. **Dr. Carmelita T. Ayang-ang** – Vice-President for Academic Affairs
4. **Dr. Amado P. Imper** – Vice-President for Planning, Research & Extension/IMEAT Dean
5. **Mrs. Perfelia R. Buen** – College/Board Secretary
6. **Mr. Danilo F. Iso** – Registrar
7. **Dr. Rosel D. Calma** – School Physician
8. **Mr. Arnold A. Tanding** – Accountant
9. **Mr. Danilo T. Buen** – Budget Officer
10. **Mr. Romulo B. Langgaman** – Supply Officer
11. **Mrs. Evangeline D. Cabello** – Chief Librarian
12. **Miss Lovelia R. Iringan** – Guidance Counselor
13. **Mr. Pepito A. Tungbaban** – Chief, Security Services
14. **Dr. Adoracion T. Taguba** – Director for Students' Services & Admission
15. **Dr. Jovita E. Saguibo** – Director for Research
16. **Dr. Maximo B. Garming** – Director for Extension
17. **Mr. Tomas C. Carabbacan** – Director for Business Affairs

- 18. **Dr. Raymond E. Balbin** – Executive Dean
- 19. **Dr. Marymina P. Odiem** – Dean, Institute of Graduate Studies
- 20. **Dr. Elsie C. Coyoy** – Dean, Institute of Teachers’ Education
- 21. **Dr. Aurea K. Calubaquib** – Dean, Institute of Agriculture & Forestry
- 22. **Dr. Joy Grace P. Doctor** – Dean, Institute of Arts & Sciences
- 23. **Dr. Edna P. Yumol** – Dean, Institute of Business Administration & Entrepreneurship
- 24. **Mrs. Nelia L. Doclan** – Acting Chairman, Institute of Health & Sciences
- 25. **Mrs. Corazon T. Osdeg** – Principal, High School Laboratory


From : **Office of the President**
Subject : **Task Force Citizen’s Charter**

Section 6 of Republic Act No. 9485 otherwise known as the “Anti-Red Tape Act of 2007” requires all government agencies to set up their respective service standards to be known as the Citizen’s Charter.

On this regard, you are ordered to compose the Task Force in crafting the Citizen’s Charter of our State College.

Furthermore, you must attend the Seminar – Workshop to be conducted by the Civil Service Provincial Director on September 1 & 2, 2009 at 8 AM – 5 PM at the KASC College Main Library, Bulanao Campus on this matter.

For your information and guidance.


DR. EDUARDO T. BAGTANG
College President

KASC HYMN

Lyrics by: Mr. Perfecto Lazo
Music by: Mrs. Pansy Aquino

*The light of the vast Kalinga-Apayao
Born encompassing with the breathe of the poor
Bringing forth a glamorous delight
To tinge the innocent mind of every child
KASC we will always stand by you
KASC we will go on fighting by your side
Proudly we stand in your buds we hover
For knowledge vanishes creation sense of awe.*

*When humanity's understanding prevails
Thy sons would proudly stand with palms on their breasts
To pour out their golden thoughts ablaze
Where dreams now realities of culture and birth
KASC I'll sing you a song of praise
I cling to thy brow to sip the nectar of your ways
Flowing in thy streams of wisdom and truth
Pride of Kalinga-Apayao walk on.*

VISION

A premiere Higher Education Institution in Northern Luzon.

MISSION

As a molder of nation builders, KASC shall provide quality instruction, engage in relevant research and extension programs, establish and operate profitable income-generating projects, and implement sustained capability – building programs to respond to changing demands.



Seminar-Workshop on Anti-Red Tape Act

Resource Speaker: **MRS. NERISSA B. CANGUILAN**
CSC Provincial Director
Kalinga Chapter



September 1-2, 2009
8 AM – 5 PM
2nd Floor, KASC Main Library
Bulanao Campus
Tabuk City, Kalinga

(This serves as an Invitation)

PROGRAMME

September 1-2, 2009

8 AM – 5 PM

7:30 – 8:00 AM	Part I	-----	Registration
8:00 – 9:00 AM	Part II	-----	Opening Program
<i>Invocation</i>		-----	Guidance Personnel
<i>Filipinism</i>		-----	Ms. Krysta Rose M. Orlanes
<i>KASC Hymn</i>		-----	Ms. Kaye Guasi
<i>KASC Vision & Mission</i>		-----	Mr. Romeo Lacar
<i>CSC Hymn</i>		-----	Dr. Ester Roselle D. Calma
<i>Opening Remarks</i>		-----	Dr. Eduardo T. Bagtang <i>President</i>
<i>Intermission Number</i>		-----	KASC Choir
8:00 – 9:00 AM	Part II	-----	Opening Program
<i>Introduction of the Guest Speaker</i>		-----	Mr. Jay C. Lapuz <i>Acting HRMO</i>
<i>Lecture Proper</i>		-----	MRS. NERISSA B. CANGUILAN <i>CSC Provincial Director, Kalinga Chapter</i>
12:00 – 1:00 PM	Lunch Break		
1:00 – 1:15 PM	Song Animation	-----	Mrs. Evangeline D. Cabello, Chief Librarian
1:15 – 5:00 PM	Continuation of Lecture	---	MRS. NERISSA B. CANGUILAN <i>CSC Provincial Director, Kalinga Chapter</i>



Republic of the Philippines
KALINGA-APAYAO STATE COLLEGE
Tabuk, Kalinga

NOTICE OF MEETING
September 9, 2009

To: Mrs. Rosalina B. Gunaban
Dr. Elsie C. Coyoy
Dr. Carmelita T. Ayang-ang
Mrs. Evangeline D. Cabello
Mrs. Perfelia R. Buen
Mr. Pepito Tungbaban
Dr. Maximo B. Garming

Dr. Herbert C. Imatong
Dr. Amado P. Imper
Mr. Arnold A. Tanding
Dr. Raymond E. Balbin
Miss Lovelia R. Iringan
Dr. Jovita E. Saguibo
Mr. Ronaldo Daluping

Mr. Jay C. Lapuz
Mr. Romulo B. Langgaman
Dr. Adoracion T. Taguba
Dr. Rosel Calma
Mr. Danilo F. Iso
Mr. Jayvee Flores
Mr. Tomas C. Carabbacan

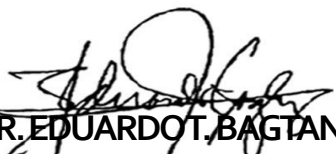
Subject: Finalization of the KASC Citizen's Charter

Please meet at **8AM** tomorrow, September 10, 2009 at the Conference Hall for the finalization of the KASC Citizen's Charter.

Matters to be taken up include the following:

- Title of our Charter
- Pledge of Commitment
- Critiquing of the Draft

For compliance.


DR. EDUARDOT BAGTANG
President

Feedback Mechanisms

Please let us know how we have served you by doing any of the following:

Accomplish our Feedback Form available in the offices and drop/put in the suggestion box

Talk to our Officer of the Day

If you are not satisfied with our service, please feel free to write your written/verbal complaints and shall



Feedback Form

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box.
Ipaalam po ninyo sa amin kung paano namin kayo napaglingkuran. Maaaring gamitin ito para sa papuri, reklamo, o mungkahi. Mangyaring i-tsek lamang ang kahong naaayon.

COMPLIMENT
(Papuri)

COMPLAINT
(Reklamo)

SUGGESTION
(Mungkahi)

Person(s)/Unit/Office Concerned or Involved : _____
(Mga tao/pangkat/tanggapan na may kinalaman sa papuri, reklamo, o mungkahi)

Facts or Details Surrounding the Incident :
(kaganapan o detalyeng bumabalot sa pangyayari)

(Please use additional sheet/s if necessary)
(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Recommendation(s)/Suggestion(s)/Desired action from our Office :
(Rekomendasyon/Mungkahi/Nais na aksyon mula sa aming tanggapan)

(Please use additional sheet/s if necessary)
(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Name [OPTIONAL] : _____ Office/Agency : _____
(Pangalan) *(Tanggapan/Ahensya)*

Address : _____
(Tirahan)

Contact Number(s) [if any] : _____ E-mail Address [if any] : _____
(Telepono)

Signature : _____ Date : _____
(Lagda) *(Petsa)*

Republic of the Philippines
KALINGA-APAYAO STATE COLLEGE
Tabuk, Kalinga

**FAST-KASC CITIZENS' CHARTER
TASK FORCE COMMITTEE**

MRS. ROSALINA B. GUNABAN - Chairperson

MR. JAY C. LAPUZ - Co-Chairperson

Members:

DR. AMADO P. IMPER – VPPRE/IMEAT Dean

DR. CARMELITA T. AYANG-ANG – VP for Academic Affairs

MRS. PERFELIA R. BUEN – College/Board Secretary

DR. ADORACION T. TAGUBA – Director, Students Services & Admission

MR. TOMAS C. CARABBACAN – Director for Extension

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MR. PEPITO A. TUNGBABAN – Chief, Security Services

MR. RAYMOND E. BALBIN – Executive Dean

DR. MARYMINA P. ODIEM – Dean, Institute of Graduate Studies

DR. ELSIE C. COYOY – Dean, Institute of Teachers' Education

DR. AUREA K. CALUBAQUIB – Dean, Institute of Agriculture & Forestry

DR. JOY GRACE P. DOCTOR – Dean, Institute of Arts & Sciences

