



# **KALINGA STATE UNIVERSITY**

## **CITIZEN'S CHARTER**

2021 (1<sup>st</sup> Edition)



## 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:

**F**unctional  
**A**ccurate  
**S**ystematic, and  
**T**imely

*As such, we commit ourselves to be always*

**K**nowledgeable  
**S**ervice-oriented, and  
**S**elfless  
**C**ivil servants



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**Office of the President**  
**Internal and External Service**



## Processing of Request/Incoming External Communication

<b>Office or Division</b>	: Office of the President			
<b>Classification</b>	: Complex			
<b>Type of Transaction</b>	: G2G - Government to Government/ G2C - Government to Citizen			
<b>Who may avail</b>	: 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	2.1 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
<b>TOTAL:</b>		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 the concerned department or office.

<b>Office or Division</b>	: Office of the Board Secretary			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2G - Government to Government			
<b>Who may avail</b>	: All KSU employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition Form, 1 original		Board Secretary Office, 2 <sup>nd</sup> Flr., Admin Bldg.		
KSU ID, 1 original				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL:</b>		None	10 Minutes	



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

**Internal Services**



## 1. Releasing of Travel Orders

Travel orders are issued to all KSU employees upon recommendation of the faculty training development committee (FTDC) and the office of the president in case of special travels that of emergency in nature. Other travels that maybe endorsed and approved by the office of the President.

<b>Office or Division</b>	: KSU-Office of the Campus Administrators			
<b>Classification</b>	: Complex			
<b>Type of Transaction</b>	: G2G - Government to Government			
<b>Who may avail</b>	: All KSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. FTDC decision, 1 photocopy		Office of the Vice President for Academics and Student Development, KSU-Main Campus		
2. Endorsement of the President, 1 copy		Dean's Office/Office of the President, KSU-Main Campus		
3. Teacher's Substitution form (3 copies)		Office of the Dean, KSU-Main Campus		
4. Communication from the organizers, 1 copy		Office of the President, KSU-Main Campus		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved 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	2.1 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
<b>TOTAL:</b>		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 purposes which need urgent action. Such that the processing of these Leave of Absences is herein provided.

<b>Office or Division</b>	: KSU-Office of the Campus Administrators			
<b>Classification</b>	: Complex			
<b>Type of Transaction</b>	: G2G - Government to Government			
<b>Who may avail</b>	: All KSU Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Leave form (3 copies)		Dean's Office, KSU-Main Campus		
2. Faculty ID, 1 original copy		Personal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit approved 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	2.1 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
<b>TOTAL:</b>		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.

<b>Office or Division</b>	: KSU-Office of the Campus Administrators			
<b>Classification</b>	: Complex			
<b>Type of Transaction</b>	: G2G - Government to Government			
<b>Who may avail</b>	: All KSU Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter, 1 photocopy		Office of the President, KSU-Main Campus		
2. Faculty ID, 1 original copy				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit approved 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	2.1 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
<b>TOTAL:</b>		None	3 Minutes, 30 Seconds	



#### 4. Approval of Request on Use of Facilities

School facilities refer to equipment, laboratories, gymnasium, Audio Visual Room, Performance Arts facilities and others that are necessary for the holding of school activities. These facilities may also be requested by external users provided it is within the scope of the schools related activities.

<b>Office or Division</b>	: KSU-Office of the Campus Administrators			
<b>Classification</b>	: Complex			
<b>Type of Transaction</b>	: G2G - Government to Government; G2C - Government to Citizen			
<b>Who may avail</b>	: All KSU Employees, students and other parties allowed by the school			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Approved Request letter, 1 copy			Office of the President, KSU-Main Campus	
2. Identification Card, 1 original copy				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	2.1 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
<b>TOTAL:</b>		None	4 Minutes, 30 Seconds	



## 5. Approval of Request for Repairs and Maintenance

All repairs and maintenance works are done by the General Services Office (GSO). All request for repair emanates from the offices concerned and or from the monthly maintenance monitoring conducted by the GSO personnel to determine what are needed to be repaired.

<b>Office or Division</b>	: KSU-Office of the Campus Administrators			
<b>Classification</b>	: Complex			
<b>Type of Transaction</b>	: G2G - Government to Government; G2C - Government to Citizen			
<b>Who may avail</b>	: All KSU Employees and students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter, 1 photocopy		Office of the General Services (GSO), Main Campus		
2. Faculty/student ID, 1 original				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit approved 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 Coordinate with the GSO to conduct inspection and action	None	5 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	2.1 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
<b>TOTAL:</b>		None	8 Minutes, 30 Seconds	





## 6. Consolidation of College/Unit Reports

Colleges or unit reports include but are not limited to class schedules, faculty workload, accomplishments reports, completed project/program reports, SPCR's/ IPCR's, PPMP's, grades, and other portfolios.

<b>Office or Division</b>	:	KSU-Office of the Campus Administrators		
<b>Classification</b>	:	Complex		
<b>Type of Transaction</b>	:	G2G - Government to Government		
<b>Who may avail</b>	:	All KSU Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. College units reports, 1 original copy		Colleges and Units offices, concerned colleges and campuses		
2. Faculty ID, 1 original copy				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit completed 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 Presidents and or the office of the President	None	4 Hours	<i>Campus Administrator</i> Office of the Campus Administrator
<b>TOTAL:</b>		None	4 Hours, 2 Minutes	



## 7. Approval of College/Unit Budget/PPMP

College budgets are submitted in the form of PPMP, wherein all needs are itemized with projected budget requirements. These are submitted by colleges and units for consolidation and submission by the Campus Administrator to the president's office for action. These PPMPs are a requirement for the smooth operation of the respective offices.

<b>Office or Division</b>	: KSU-Office of the Campus Administrators			
<b>Classification</b>	: Complex			
<b>Type of Transaction</b>	: G2G - Government to Government			
<b>Who may avail</b>	: All Colleges and Unit offices on the Campus			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. PPMP, 3 original copies, and 1 e-copy		Dean's office for Colleges Directors for Unit offices		
2. Faculty ID, 1 original copy				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 President office and or 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	2.1 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
<b>TOTAL:</b>		None	4 Hours,3 Minutes, 30 Seconds	



## 8. Resolving of Internal Problems

The office of the Campus Administrator serves as the chairman of the grievance committee, which seeks to listen and take necessary actions allowed by law to erring employees of the University.

<b>Office or Division</b>	: KSU-Office of the Campus Administrators			
<b>Classification</b>	: Complex			
<b>Type of Transaction</b>	: G2G - Government to Government			
<b>Who may avail</b>	: All KSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Complaint, 1 copy		Office of the Campus Administrator, concerned campuses		
2. Valid ID, 1 original copy				
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	1 Hours	<i>Campus Administrator</i> Office of the Campus Administrator
2.	2.1 Call for a face to face conference with erring parties	None	2 hours	
	2.2 After the conference, the committee shall decide on the merits and submit recommendation to HRO and the office of the president	None	1 hour	
3. Filling out of Client Satisfaction Survey Form	3.1 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
<b>TOTAL:</b>		None	4 Hour, 3 Minutes	



## **Office of the College Dean**

### **Internal Services**



## 1. Processing of Freshmen Admission during Enrolment

This refers to the admission process of students who are enrolling in the University for the first time. They are graduates from the senior high school curriculum or passers of the ALS K-12 Basic Education Curriculum who intend to enroll in college.

<b>Office or Division</b>	: Office of the College Dean			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C - Government to Citizen			
<b>Who may avail</b>	: Incoming Freshmen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 138 or its equivalent (original)		School last attended		
2. Certificate of Good Moral Character				
3. PSA authenticated Birth Certificate		Philippine Statistics Authority (NSO)		
4. Marriage Certificate (for married female students)				
5. Permit to study in cases of employed students in the government or private agencies		Employer		
6. One piece 2x2 ID picture		Photo Studio/Shop		
7. Result of Qualifying Examination		Guidance Office, KSU-Main Campus		
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	Min- P2,300 Max- P3,600	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
<b>TOTAL:</b>		Min- P2,300 Max- P3,600	36 Minutes	



## 2. Process of Admission of Student Transferees

This process is intended for the admission of undergraduate and graduate studies students from other higher education institutions who desire to transfer and enroll in the University.

<b>Office or Division</b>	:	Office of the College Dean		
<b>Classification</b>	:	Simple		
<b>Type of Transaction</b>	:	G2C - Government to Citizen		
<b>Who may avail</b>	:	All Transferees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Eligibility to Transfer, 1 original copy		School last attended		
2. Certificate of Good Moral Character, 1 original copy		School last attended		
3. PSA authenticated Birth Certificate, 1 copy		Philippine Statistics Authority		
4. Marriage Certificate (for married female students), 1 original copy		Philippine Statistics Authority		
5. 1 original copy of Permit to study in cases of employed students in the government or in private agencies; and		Employer		
6. One 2x2 ID Picture, clear copy		Photo Studio		
7. Result of Qualifying Examination, 1 original copy		Guidance Office, KSU-Main Campus, Purok 6, Bulanao Centro, Tabuk City, Kalinga		
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	Min- P2,300 Max- P3,600	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	IClerk 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	
<b>TOTAL:</b>		Min- P2,300 Max- P3,600	51 Minutes	

### 3. Process of Admission of Old Student

Each college is responsible for the admission of continuing or old students who are eligible for promotion and who have passed and qualified in their retention policy. The students are evaluated by the program chairman of their course through the Student Information & Accounting System.

<b>Office or Division</b>	: Office of the College Dean			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C - Government to Citizen			
<b>Who may avail</b>	: All Old Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present School ID	Evaluate subjects taken from SIAS	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 assessment form and payment and issue an official receipt (OR) then return assessment form	Min- P2,300 Max- P3,600	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	Auxiliary Officer 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	Auxiliary Officer Business Affairs Office
<b>TOTAL:</b>		Min- P2,300 Max- P3,600	25 Minutes	

#### 4. Process of Admission of Returning Student

This is a process of registering students who are previously enrolled in any of the programs in the University who wish to seek re-admission to their chosen course. Students shall undergo the college admission screening.

<b>Office or Division</b>	: Office of the College Dean			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C - Government to Citizen			
<b>Who may avail</b>	: Returning Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. True Copy of Grades, 1 original copy		Registrar's Office, KSU-Main Campus		
2. Result of Qualifying Examination, 1 copy		Guidance Office, KSU-Main Campus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present True Copy of Grades and result of qualifying exam	Evaluate subjects taken	None	3 Minutes	Program Chairman Office of the Dean
2. Accomplish enrolment form	2.1 Give subjects to be taken and approve enrolment	None	9 Minutes	Program Chairman Office of the Dean
	2.2 Encode data and issue student's assessment form	None	5 Minutes	Program Chairman Office of the Dean
3. Pay necessary fees to the Finance Office	Receive assessment form and payment and issue official receipt	Min- P2,300 Max- P3,600	5 Minutes	Collecting Officer





	then return assessment form			
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
<b>TOTAL:</b>		Min- P2,300 Max- P3,600	36 Minutes	

## 5. Process of Adding/Dropping of Subjects

The students who are already enrolled in their courses are allowed to change, add or drop subject/s within one week from the start of regular classes. Policies on pre-requisites, sequencing and academic loading shall be observed.

<b>Office or Division</b>	: Office of the College Dean			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C - Government to Citizen			
<b>Who may avail</b>	: Enrolled students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. A copy of the assessment form		Dean's Office		
2. A copy of the adding/dropping form		Dean's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Payment of Adding/Dropping	Issuance of Receipt	PHP50.00	3 Minutes	Collecting Officer Finance Office
2. Present Official Receipt	Issue Adding/Dropping Form	None	1 Minute	Collecting Officer Finance Office
3. Fill out the Adding/Dropping Form	3.1 Evaluate and approve subjects to be added/dropped	None	3 Minutes	Program Chairman 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	
<b>TOTAL:</b>		PHP50.00	13 Minutes	

## 6. Process of Completion of Grades

Any student who obtained Incomplete Marks in his/her subjects due to failure to take examinations or due to non-submission of academic requirement/s are allowed to complete their grades within one year from the its occurrence.

<b>Office or Division</b>	: Office of the College Dean			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C - Government to Citizen			
<b>Who may avail</b>	: Enrolled students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
A copy of the completion form		Dean's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	College Clerk 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	
<b>TOTAL:</b>		None	16 Minutes, 30 Seconds	



## Office of the University Registrar

### External Services

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

This pertains to an attestation document declaring that the institution has not issued Year Book for graduates in a certain term.



<b>Office or Division</b>	: Office of the University Registrar			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C - Government to Citizen			
<b>Who may avail</b>	: All Graduates			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished duly signed request slip form		Registrar's Office		
2. Official Receipt		Collecting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and accomplish request slip	Issuance of request slip	None	1 Minute	<i>Registrar's Aide, Office of the Registrar</i>
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, Office of the Registrar</i>
4. Receive document and sign in the logbook	Issue the document	None	1 Minute	<i>Registrar's Aide, Office of the Registrar</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>Registrar's Aide, Office of the Registrar</i>
<b>TOTAL:</b>		PHP 25.00	11 Minutes	

## 2. Issuance of Transfer Credentials

This certificate is an official document issued to students who wish to transfer to another higher education institution.



<b>Office or Division</b>	: Office of the University Registrar			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C - Government to Citizen			
<b>Who may avail</b>	: All Transferee students (out)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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, Office of the Registrar</i>
2. Proceed to collecting window	Receive payment and issue Official Receipt (OR)	PHP25.00	3 Minutes	<i>Collecting Officer, Finance Office</i>
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, Office of the Registrar</i>
4. Receive document and sign in the logbook	Issue the document	None	1 Minute	<i>Registrar's Aide, Office of the Registrar</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>Registrar's Aide, Office of the Registrar</i>
<b>TOTAL:</b>		PHP 25.00	11 Minutes	

### 3. Authentication of Official Transcript of Records and Diploma

This is a process of verifying the authenticity of the Official Transcript of Records and Diploma issued to all graduates of the institution.



<b>Office or Division</b>	: Office of the University Registrar			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C - Government to Citizen			
<b>Who may avail</b>	: All Graduates			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign and accomplish request slip form	Issuance of request slip form	None	1 Minute	Registrar's Aide, Office of the Registrar
2. Proceed to collecting window for payment	Receive payment and issue Official Receipt	PHP30.00	3 Minutes	Registrar's Aide, 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	Registrar's Aide, Office of the Registrar
4. Receive Authenticated OTR and Diploma and sign in the logbook	Issue the document	None	1 Minute	Registrar's Aide, 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	Registrar's Aide, Office of the Registrar
<b>TOTAL:</b>		PHP 30.00	13 Minutes	



#### 4. Issuance of Certification of Graduation

This certification is issued as a confirmation that they are legitimate graduates of a certain degree or title from this institution.

<b>Office or Division</b>	: Office of the University Registrar			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C - Government to Citizen			
<b>Who may avail</b>	: Graduates			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
<b>TOTAL:</b>		Applicable fees	10 Minutes	





# Office of the University Registrar

## Internal Services

### 1. Issuance of True Copy of Grades



This is a process of issuing official document containing all the subjects enrolled/earned by the students presented by term/semester with its corresponding grades and units.

<b>Office or Division</b>	: Office of the University Registrar			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C - Government to Citizen			
<b>Who may avail</b>	: All Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Duly signed request slip form (KSU-OUR-F-15B)			Registrar's Office	
2. Official Receipt			Accounting Office	
3. Student ID			BAO-Auxiliary Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and accomplish request slip	Issue request slip	None	30 Seconds	Registrar's Aide, Office of the Registrar
2. Proceed to accounting office for payment	Receive payment and issue OR	PHP25.00	3 Minutes	Registrar's Aide, 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	Registrar's Aide, Office of the Registrar
	3.3 Sign the Certified True Copy of Grades	None	1 Minutes	University Registrar, 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	Registrar's Aide, 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	Registrar's Aide, Office of the Registrar
<b>TOTAL:</b>		PHP25.00	9 Minutes, 30 Seconds	



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

This is a process of verification and authentication of school credentials issued to graduates and undergraduate students who are applying for local employment or for abroad.

<b>Office or Division</b>	: Office of the University Registrar			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C - Government to Citizen			
<b>Who may avail</b>	: Graduate and Undergraduate Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. OTR, Diploma and duly accomplished		Registrar's Office		
2. Request slip form (KSU-OUR-F15B)		Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and accomplish request slip	Issuance of request slip form	None		<i>Registrar's Aide, Office of the Registrar</i>
2. Proceed to collecting office for payment	Receive payment and issue OR	PHP 25.00	3 Minutes	<i>Collecting Officer, Finance Office</i>
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, Office of the Registrar</i>
4. Receive endorsement and sign in the logbook	Issue the document	None	1 Minute	<i>Registrar's Aide, Office of the Registrar</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>Registrar's Aide, Office of the Registrar</i>
<b>TOTAL:</b>		PHP 25.00	20 Minutes	



### 3. Issuance of Transcript of Records

This is an official document issued to graduates or undergraduate students which contains the complete subjects obtained by term/semester with its corresponding grades and units.

<b>Office or Division</b>	: Office of the University Registrar			
<b>Classification</b>	: Complex			
<b>Type of Transaction</b>	: G2C - Government to Citizen			
<b>Who may avail</b>	: Graduates and Undergraduate Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly sign Request Slip (KSU-OUR-F15-A)		Registrar's Office		
2. Official Receipt		Cashiering Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and accomplish request slip from the registrar's office	Issue request slip	None	1 Minute	Registrar's Aide, 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	Collecting Officer, Finance Office
3. Submit duly accomplish request slip, requirements and Official Receipt	3.1 Receive duly filled clearance and check requirements	None	5 Minutes	Registrar's Aide, Office of the Registrar
	3.2 Encode, verify and evaluate	None	5 Days	Registrar's Aide, Office of the Registrar
	3.3 Prepare Official Transcript of Records	None	5 Minutes	Registrar's Aide, Office of the Registrar
	3.4 Records logbook and issue OTR	None	1 Minute	Registrar's Aide, Office of the Registrar
4. Receive OTR and sign in logbook	Issue the document	None	1 Minute	Registrar's Aide, 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	None	1 Minute	Registrar's Aide, Office of the Registrar



	purposes and further analysis			
<b>TOTAL:</b>		As Applicable	5 Days and 17 Minutes	



# **Cashiering Office**

## **Internal Services**



## 1. Collection of School Fees

This refers to collection of Tuition, Miscellaneous and other fees as stated in the assessment. (For Undergraduate (*second course*), Graduate studies and Law students only)

<b>Office or Division</b>	Collecting Unit/ Cashiering Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who may avail</b>	Graduates studies, Law and Baccalaureate degree( <i>second course</i> )			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Assessment		College		
2. School ID		Business Affairs Office-Auxiliary		
CLIENT STEPS	AGENCY ACTIONS	FEE 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	Tuition fee and Miscellaneous Fees	1 Minute	Collecting Officer
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	Staff Finance Office
<b>TOTAL:</b>		Applicable fees	2 Minutes	



## 2. Collection of other Fees

Other fees are collected for the request of *OTR, Certifications, True copy of Grades, Authentication fee and others*).

<b>Office or Division</b>	Collecting Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who may avail</b>	All Graduates, Employees, Visitors and Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. School ID/ Employee ID		Business affairs Office		
2. Request Slip		Registrar's Office/Records Section		
3. Any valid ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present ID/Request Slip	1.1- Receive ID and payment 1.2- Issue Official Receipt and Return the ID	- 75.00/page plus doc stamps of 20.00 (for OTR) - 25.00 per document (for certification fees) - 30.00 minimum of 3 copies plus 10.00 per succeeding copy (for authentication) - 210.00 for CAV	1 Minutes	<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
<b>TOTAL:</b>		Applicable fees	2 Minutes	





# **Office of the Director for Student Development Services and Placement Service**

## **Internal Service**



## 1. Subject Validation

Process definition??

<b>Office or Division</b>	Office of the Student Development Services and Placement Services (DSDSPD)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who may avail</b>	All Shifters/Transferees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. True Copy of Grades			Registrar	
2. Program Curriculum			Program Chairman	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit True Copy of Grades and Program Curriculum	Review submitted documents	None	4 Minutes	DSDSPS Staff DSDSPS Office
2. Accomplish Validation forms	Encode the subject/s to be validated	None	5 Minutes	DSDSPS Staff DSDSPS Office
3. Submit to Validation Committee for validation	Receive duly signed validation confirmation form for SDSPS records	None		DSDSPS Staff 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	DSDSPS Staff 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	DSDSPS Staff DSDSPS Office
<b>TOTAL:</b>		None	11 Minutes	



# **Student Internship Abroad Program**

## **Internal Services**



## 1. Evaluation of OJT-abroad Applicants' Document

Process definition??

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



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

Process definition??

<b>Office or Division</b>	: Office of the Student Internship Abroad Program (SIAP)			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C - Government to Citizen			
<b>Who may avail</b>	: All OJT-Abroad applicants who are qualified by KSU OJT-SIAP Screening Committee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up Forms and Submit requirements	Receive and Evaluate pertinent documents	None	5Minutes	SIAP Chairman 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	SIAP Chairman Office of the Student Internship Abroad Program
3. Receive confirmation	Gives verbal notice of registration	None		SIAP Chairman 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	SIAP Chairman Office of the Student Internship Abroad Program
<b>TOTAL:</b>		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.

<b>Office or Division</b>	: Office of the Scholarship Services			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C - Government to Citizen			
<b>Who may avail</b>	: All Student Grantees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original Copy Statements of Accounts (1)		Accounting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL:</b>		PHP25.00	9 Minutes	



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

<b>Office or Division</b>	: Office of the Scholarship Services			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C - Government to Citizen			
<b>Who may avail</b>	: 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
<b>TOTAL:</b>		None	6 Minutes	





## **Medical Service Office**

### **Internal Services**



## 1. Request for Medical Health Service

Different basic medical health services are provided to both employees and students to manage health problem. It includes the maintenance and provision of healthy and safe facilities to all its clients.

<b>Office or Division</b>	: Medical Services			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C - Government to Citizen			
<b>Who may avail</b>	: 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	Nurse University Clinic
2. Old/New client's registration	Register on logbook with signatures	None	2 Minutes	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	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	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	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	Nurse University Clinic
<b>TOTAL:</b>		None	27 Minutes	



## 2. Issuance of Medical Certificate

Issuance of Medical Certificate upon request of client/ patient

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



### 3. Request for Blood Pressure Taking/Monitoring

To ensure stability, strict monitoring and routine blood pressure taking of clients is encouraged.

<b>Office or Division</b>	: Medical Services			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C - Government to Citizen			
<b>Who may avail</b>	: All Students, Faculty Members and Non-Teaching Staffs			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Patient's presence				
Valid school ID card			Auxiliary Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for BP taking	Blood pressure taking	None	5 Minutes	Nurse University Clinic
2. Accomplish BP Logbook	Issue result	None	1 Minute	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	Nurse University Clinic
<b>TOTAL:</b>		None	7 Minutes	

### 4. Request for Issuance or Referral Letters

Issuance of Referral Letter to clients that needs further health problem management.

<b>Office or Division</b>	: Medical Services			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C - Government to Citizen			
<b>Who may avail</b>	: All Students, Faculty Members and Non-Teaching Staffs			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Patient's presence				
Valid school ID card			Auxiliary Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Ask for a referral letter	1.1 Retrieve individual treatment record	None	3 Minutes	Nurse University Clinic
	1.2 Obtain vital signs	None	5 Minutes	Nurse University Clinic
	1.3 Re-assessment of patient and issuance of referral letter	None	5 Minutes	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	<i>Physician University Clinic</i>
<b>TOTAL:</b>		None	7 Minutes	

## Dental Clinic Office

### *Internal Services*



## 1. Request for Dental Consultation

Different basic dental are provided to both employees and students to manage teeth and gum problem. It includes the maintenance and provision of healthy and safe facilities to all its clients.

<b>Office or Division</b>	:	Dental Clinic			
<b>Classification</b>	:	Simple			
<b>Type of Transaction</b>	:	G2C - Government to Citizen			
<b>Who may avail</b>	:	All Students, Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
School ID		Auxiliary Office			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
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	Dentist Dental Clinic	
2. Proceed to treatment area	Interview and oral assessment of client	None	10 Minutes	Dentist Dental Clinic	
3. Takes in medicines or referral letter if necessary	Issuance of additional medicines and advise patient	None	3 Minutes	Dentist Dental Clinic	
4. Sign Logbook	Record treatment done	None	1 Minute	Dentist 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	Dentist Dental Clinic	
<b>TOTAL:</b>		None	18 Minutes		

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



For healthier gums and teeth, client's tooth are checked and get rid of tartar and plaque build-up from the surfaces of the teeth as well as those hidden in between and under the gums. Also, *removal of teeth from the dental alveolus* (socket) in the alveolar bone. More so, a treatment to restore the function, integrity, and morphology of missing tooth structure.

<b>Office or Division</b>	: Dental Clinic			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: <b>G2C - Government to Citizen</b>			
<b>Who may avail</b>	: <b>All Students, Faculty and Staff</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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>Dentist</i> Dental Clinic
2. Minor Client present Parent Consent and Official Receipt	Patient oral assessment, interview, and Treatment proper	None	45 Minutes	<i>Dentist</i> Dental Clinic
3. Sign Log Book	Record treatment done, and Patient's advise	None	3 Minutes	<i>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>Dentist</i> Dental Clinic
<b>TOTAL:</b>		<b>As Applicable</b>	58 Minutes	



# **Office of the Counselling, Testing and Placement Services Office**

## **Internal Services**

### **1. Authentication of Certificate of Good Moral**





Authenticating of Good Moral Certificate upon request of interested party to certify that the copy of certification is of true copy

<b>Office or Division</b>	: Counselling, Testing and Placement Center			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C - Government to Citizen			
<b>Who may avail</b>	: All Students (Undergraduates and Graduates)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One Valid ID		Government Institution		
2. Official Receipt		Cashiering Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Guidance Counsellor Office of Counselling, Testing & Placement Center
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	Guidance Counsellor Office of Counselling, Testing & Placement Center
<b>TOTAL:</b>		As Applicable	6 Minutes	

## 2. Issuance of Certificate of Good Moral



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

<b>Office or Division</b>	: Counselling, Testing & Placement Center			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C - Government to Citizen			
<b>Who may avail</b>	: All Students (undergraduates & Graduates)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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	Guidance Counsellor Office of Counselling, Testing & Placement Center
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	Guidance Counsellor Office of Counselling, Testing & Placement Center
3. Receive and confirm Certificate of Good Moral and Sign Logbook	Issue certificate of good moral	None	3 Minutes	Guidance Counsellor Office of Counselling, Testing & Placement Center
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	Guidance Counsellor Office of Counselling, Testing & Placement Center
<b>TOTAL:</b>		PHP25.00	12 Minutes	

### 3. Counselling Services



The dynamic personal interaction between a counselor and a counselee/s, where the counselor employs methods, approaches or techniques to enhance the counselee's intrapersonal and interpersonal development and competencies.

<b>Office or Division</b>	: Counselling, Testing & Placement Center			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C - Government to Citizen			
<b>Who may avail</b>	: All Students (undergraduates & Graduates), Parents, Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. One Valid ID			Government Institution	
2. One Copy of Referral Slip (if referred)			Instructors	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Counselling, Testing & Placement Center
2. Proceed to Counselling Room	Conduct Interview and Counselling proper	None	50 Minutes	<i>Guidance Counsellor</i> Office of the Counselling, Testing & Placement Center
3. Sign Logbook	Schedule Client for next session (if applicable)	None	5 Minutes	<i>Guidance Counsellor</i> Office of the Counselling, Testing & Placement Center
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 Counselling, Testing & Placement Center
<b>TOTAL:</b>		None	1 Hour, 1 Minute	



#### 4. Availing Testing Services

This is the administering, scoring and interpreting of any measurement that yields quantitative data such as standardize test. Students are given the opportunity to take personality or IQ test to further understand oneself.

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



<b>TOTAL:</b>	None	2 Hours, 20 Minutes	
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## 5. Application for College Admission Test

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

<b>Office or Division</b>	Counseling, Testing & Placement Center			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who may avail</b>	Incoming Freshmen, Transferees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Requirements	Provide College Admission Test Application	None	3 Minutes	<i>Guidance Counsellor</i> Office of Counselling, Testing & Placement Center
2. Fill in the application form	2.1 Check and verify information  2.2 Release Application permit	None	10 Minutes	<i>Guidance Counsellor</i> Office of Counselling, Testing & Placement Center
3. Receive Application Permit	Orient the client on the date, time, place of exam	None	10 Minutes per test paper	<i>Guidance Counsellor</i> Office of Guidance and Counselling Services
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</i> Office of Counselling, Testing & Placement Center
5. Proceed to assigned room, and present	Check and verify application permit and ID, and assigned chair	None	3 Minutes	<i>Assigned Proctor</i>



application permit and ID				
6. Proceed to seat assigned area	Orient the client on rules and regulations of exam	None	5 Minutes	Assigned Proctor
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	Assigned Proctor
8. Received Test booklet and check if pages are complete	Release Test Booklet and Scrap Paper	None	5 Minutes	Assigned Proctor
9. Testing Proper	Instruction of the Test	None	3 Hours	Assigned Proctor
10. Submit Answer Sheet and Test Booklet	Receive and Check Answer Sheet and Test Booklet	None	5 Minutes	Assigned Proctor
<b>TOTAL:</b>		None	4 Hours, 1 Minutes	

## 6. Release of Result of College Admission Test

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

<b>Office or Division</b>	: Counseling, Testing & Placement Center			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C - Government to Citizen			
<b>Who may avail</b>	: Incoming Freshmen, Transferees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>One Valid ID</b>		<b>Government Institution</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Guidance Counsellor Office of Counselling, Testing & Placement Center
2. Visit the CTPC office if name is not seen at the List of Passers	Release Result	None	5 Minutes	Guidance Counsellor Office of Counselling, Testing & Placement Center
	Administer counseling	None	30 Minutes	Guidance Counsellor



3. Proceed to Counseling				Office of Counselling, Testing & Placement Center
4. Sign Logbook	Release Certificate of Passing	None	5 Minutes	<i>Guidance Counsellor</i> Office of Counselling, Testing & Placement Center
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 Counselling, Testing & Placement Center
<b>TOTAL:</b>		None	51 Minutes	



## **Office of the Director for Library Services**

### **Internal and External Services**





## 1. Borrowing of library books in open shelves

The library adopts the open-shelf system for the Circulation, Filipiniana, Reference and Thesis Sections. Students are free to browse, select and get books they will borrow from the shelves.

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



## 2. Borrowing of Library Books in Reserved Section

The **Reserve** Section is a special area of the **library** where high demand books – typically required course readings, are placed. These books are placed in the Reserve Section to ensure accessibility to students. **Reserve** books usually have a check out time of 1 hour and for room-use only.

<b>Office or Division</b>	: University Library			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: <b>G2C - Government to Citizen</b>			
<b>Who may avail</b>	: <b>All Students, faculty, staff, alumni and the community</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Borrower's Card			Library	
2. Library ID/ Employee ID			Auxiliary Services	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 &amp; 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 will file for records keeping purposes and further analysis	None	1 Minute	<i>Library's Aide</i> University Library



<b>TOTAL:</b>	None	6 Minutes, 46 Seconds	
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### 3. Returning of Library Books

Returning of borrowed library materials is a responsibility of every borrower as a courtesy to the next user; books should be returned so that other users will also have the privilege to use the book.

<b>Office or Division</b>	: University Library			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C - Government to Citizen			
<b>Who may avail</b>	: All students, faculty, staff, alumni and the community			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Borrower's Card		Library		
2. Library ID		Library		
3. Student ID/Employee ID		Auxiliary		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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



<b>TOTAL:</b>	As Applicable	7 Minutes, 20 Seconds	
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#### 4. Readers' Services

The Library reader's services provides assistance to the library users for effective, efficient and easier access and retrieval of library materials from the library.

<b>Office or Division</b>	University Library			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who may avail</b>	All students, faculty, staff, alumni and the community			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Borrower's Card		Library		
2. Library ID		Library		
3. Student ID/Employee ID		Auxiliary Services		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
	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	None	1 Minute	Library's Aide University Library



	keeping purposes and further analysis			
<b>TOTAL:</b>		None	16 Minutes, 35 Seconds	

## 5. Issuance of Referral Letter

Referral letters are issued to those who wish to perform research in other libraries and research agencies. Reference interviews are conducted by the Librarian before the patrons are given referral letters. The interview aims to determine the purpose of the visit and to confirm if the student has exhausted all resources available in the Library.

<b>Office or Division</b>	: University Library			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C - Government to Citizen			
<b>Who may avail</b>	: All students and faculty members			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out log book for Issuance of referral letters	1.1 Check validation of school ID	None	2 Minutes	Library's Aide University Library
	1.2 Prepare referral letter	None	3 Minutes	Library's Aide University Library
2. Receive referral letter	Issue referral letter	None	1 Minute	Library's Aide 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	Library's Aide University Library
<b>TOTAL:</b>		None	7 Minutes	



## 6. Availing of Internet Services

The Library provides access to the Internet to give library users access to another information resource. Users are notified that using the internet is for serious research only.

<b>Office or Division</b>	: University Library			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C - Government to Citizen			
<b>Who may avail</b>	: All bonafide students, faculty, staff, alumni and the community			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign-inlogbook 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
<b>TOTAL:</b>		As Applicable	8 Minutes	



## 7. Photocopy Services

This process allows the library materials to be brought out of the library for photocopying purposes outside the premises of the library.

<b>Office or Division</b>	: University Library			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C - Government to Citizen			
<b>Who may avail</b>	: All students, faculty, staff, alumni and the community			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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	2Minutes	<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>
<b>TOTAL:</b>		None	6 Minutes	



## 8. Signing of Library Clearance (Faculty & Staff)

The process of clearing a faculty member or a staff of accountability after returning borrowed materials from the library. Signing of clearance of faculty and staff is usually done every end of the semester or when a faculty and staff moves out of the university.

<b>Office or Division</b>	: University Library			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C - Government to Citizen			
<b>Who may avail</b>	: All bonafide faculty and staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. No unreturned books & clearance form		Library		
2. Student/ Employee ID		Auxiliary		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL:</b>		As Applicable	6 Minutes	





## 9. Issuance of Borrower's Card

Bonafide students, faculty & staff are issued a borrower's card to be used in borrowing library materials to all the University Libraries.

<b>Office or Division</b>	: University Library			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C - Government to Citizen			
<b>Who may avail</b>	: All bonafide students, faculty & staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid ID		Auxiliary		
2. Assessment Form		Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present assessment form	Evaluate assessment form	None	30 Seconds	<i>Library's aide assigned at the Circulation Counter</i> University Library
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</i> University Library
3. Receive Borrower's Card	Issue borrower's card	None	30 Seconds	<i>Library's aide assigned at the Circulation Counter</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 assigned at the Circulation Counter</i> University Library
<b>TOTAL:</b>		None	4 Minutes	



## 10. E-library Services

E-library services refers to e-books and e-journals subscribed by the university from authorized databases; this service is free to bonafide users. Some of the resources are taken from open-access publications. The e-resources can be accessed by the users in their homes or outside the library.

<b>Office or Division</b>	: University Library			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C --Government to Citizen			
<b>Who may avail</b>	: All bonafide students, faculty, staff, alumni and community			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid ID		Auxiliary		
2. Assessment Form		Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL:</b>		None	6 Minutes	



## **Office of the Laboratory High School Principal**

### ***Internal and External Services***



## 1. Processing Admission of Freshmen during Enrolment

This refers to the process of admission of students who are enrolling in the Kalinga State University Laboratory High School for the first time. They are graduates from the Elementary Education (for Junior High School) and completers of the Junior High School curriculum (for Senior High School).

<b>Office or Division:</b>	Office of the Principal			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	New Students (In-coming Grade 7 and Grade 11)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE:</b>		
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 of 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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
6. Submit Admission requirements	Receive and review admission documents submitted.	None	5 Minutes	Enrolment committee Faculty Room
7. Accomplish enrolment form	Check duly accomplished enrollment form.	None	3 Minutes	Enrolment committee Faculty Room
8. Secure assessment	3.1 Receive duly accomplished enrollment form.	None	5 Minutes	LHS Clerk Principal's Office
	3.2 Encode data and issue student's assessment form	None	5 Minutes	LHS Clerk Principal's Office



9. Pay necessary fees to the Finance Office	4.1 Receive assessment form and payment 4.2 Issue official receipt then return assessment form.	Miscellaneous fees	5 Minutes	Collecting Officer Finance Office
10. Present official receipt	5.1 Receive official receipt for proper recording.	None	2 Minutes	Enrolment committee Faculty Room
	5.2 Sign submitted enrolment form.	None	3 Minutes	LHS Principal Principal's Office
11. Proceed to the Auxiliary Office for ID Processing	Release student's ID	None	15 Minutes	Auxiliary Officer Auxiliary Office
12. 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	LHS Clerk Principal's Office
<b>Total:</b>		<b>Applicable Fees</b>	<b>44 Minutes</b>	

## 2. Process of Admission of Old Student

The Laboratory High School is responsible for the admission of continuing or old students who are eligible for promotion and who have passed and qualified in the retention policy. The student's academic records are evaluated by the Principal.

<b>Office or Division:</b>	Office of the Principal			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Old Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE:</b>	
Original Copy of Previous Form 138			Class Advisers	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Form 138	Evaluate report card	None	5 Minutes	Enrolment committee Principal's Office
2. Accomplish enrolment form	Receive and review duly accomplished enrolment form	None	3 Minutes	Enrolment committee Principal's Office



3. Secure assessment	3.1 Receive duly accomplished enrollment form. 3.2 Encode data and issue student's assessment form	None	10 Minutes	LHS Clerk 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	Collecting Officer Finance Office
5. Present official receipt	5.1 Receive official receipt for proper recording 5.2 Sign submitted enrolment form.	None	5 Minutes	Enrolment committee Class Adviser Principal
6. Proceed to the 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	LHS Clerk Principal's Office
<b>Total:</b>		<b>Applicable Fees</b>	<b>44 Minutes</b>	

### 3. Process of Admission of Transferees

This process is intended for the admission of students (SHS) who come from other education institutions and who desire to transfer and enroll in the University Laboratory High School.

<b>Office or Division:</b>	Office of the Principal
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All Transferee Students
<b>CHECKLIST OF REQUIREMENTS</b>	
2. Original Copy of Transfer Credentials	<b>School Last attended</b>
3. Original Copy of Certificate of Good Moral Character	
4. Original Copy of PSA authenticated Birth Certificate	<b>PSA</b>



5. Original Copy of Marriage Certificate (for married female students); and				
6. One 2x2 ID Picture		Photo Studio		
CLIENT STEPS	AGENCY ACTION	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 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
<b>Total:</b>		<b>Applicable Fees</b>	<b>44 Minutes</b>	

#### 4. Issuance of Permanent Record (Form 137-A)

This is an official document issued to transferees, Completers/graduates or non-completers, undergraduate students which contains the complete subjects obtained with its corresponding grades and units.



<b>Office or Division:</b>		Office of the Principal		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All Student/s and Alumni		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE:</b>		
1. One Valid ID		Requesting alumni/student		
2. Request letter		Requesting School		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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)  PHP 25.00 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	<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 Minute	<i>LHS Clerk</i> Principal's Office
<b>Total:</b>		<b>Applicable Fees</b>	<b>46 Minutes</b>	





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

This is a process of verifying the authenticity of the Official Transcript of Records and Diploma issued to all former students (Form 137-A and Form 138) and completers/graduates of the institution (Laboratory High School).

<b>Office or Division:</b>	Office of the Principal			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE:</b>	
1. Original and photocopies of Form 137-A, Form 138, Diploma			Requesting alumni/student	
2. One Valid ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Pay necessary fees to the Finance Office	Receive payment and issue official receipt	PHP 10.00 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
<b>Total:</b>		<b>Applicable Fees</b>	<b>11 Minutes</b>	



## 6. Issuance of Certificate of Good Moral Character

This certification is issued as a confirmation that the student is of Good Moral Character and has no pending or terminated case filed against her/him in this institution.

<b>Office or Division:</b>		Office of the Guidance Counselor		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Alumni Enrolled Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid ID		Requesting alumni/student		
2. Official Receipt		Finance Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Valid ID or submit authorization letter ( <i>in the absence of the alumni/student requesting</i> ) and submit accomplished request form	Check Valid ID and receive authorization letter and the duly accomplished form	None	5 Minutes	Guidance Counselor LHS Guidance Office
2. Pay necessary fees to the Finance Office	Receive payment and issue official receipt	PHP 25.00 per copy	5 Minutes	Collecting Officer Finance Office
3. Present Official Receipt	Receive OR	None	1 Minute	Guidance Counselor LHS Guidance Office
4. Receive Certificate of Good Moral Character and Sign Logbook	Issue Certificate of Good Moral Character	None	2 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 Minute	LHS Clerk Principal's Office



<b>Total:</b>	<b>Applicable Fees</b>	<b>14 Minutes</b>	
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## 7. Issuance of Certificates (Enrolment , Non-membership to Left Leaning Organization, Class Rank, General Weighted Average, Graduating Student)

This certification is issued as a confirmation that they are; legitimate students, never a member of any leftist group/organization, rank \_\_\_ in the class and had the \_\_\_ general weighted average, and are graduating/ graduates of this institution.

<b>Office or Division:</b>		Office of the Principal		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid ID		Requesting alumni/student		
2. Official Receipt		Finance Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Minute	<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 Minute	<i>LHS Clerk</i> Principal's Office



<b>Total:</b>	<b>Applicable Fees</b>	<b>17 Minutes</b>	
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### 8. Issuance of Certificate of Identification

This certification is issued as a confirmation that the student is a legitimate student and was issued the Institution's Identification Card.

<b>Office or Division:</b>		Office of the Principal		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Alumni/Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid ID		Requesting alumni/student		
2. Official Receipt		Finance Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Valid ID and authorization letter ( <i>in the absence of the student requesting</i> ) and submit accomplished request form	Receive duly accomplished form, authorization letter and Valid ID	None	5 Minutes	<i>LHS Clerk Principal's Office</i>
2. Pay necessary fees to the Finance Office	Receive payment and issue official receipt	PHP 25.00 per copy	5 Minutes	<i>Collecting Officer Finance Office</i>
3. Present Official Receipt and submit Identification Card	Check OR and Scan Student's ID	None	10 Minutes	<i>LHS Clerk Principal's Office</i>
4. Receive Certificate of Identification and Sign Logbook	Issue Certificate of Identification	None	15 Minutes	<i>LHS Clerk Principal Principal's 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>LHS Clerk Principal's Office</i>
<b>Total:</b>		<b>Applicable Fees</b>	<b>32 Minutes</b>	



## 9. Process of Dropping of Subjects

The students who are already enrolled are allowed to drop subject/s within one week from the start of regular classes. Policies on pre-requisites (SHS) shall be observed.

<b>Office or Division:</b>	Office of the Principal			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Enrolled students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE:</b>	
1. Assessment form			Principal's Office	
2. Dropping form			Principal's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Payment of Dropping of subjects	Issue Official Receipt	PHP 50.00	5 Minutes	Collecting Officer Finance Office
2. Present Official Receipt	Issue Dropping Form	None	1 Minute	LHS Clerk Principal's Office
3. Fill-in Dropping Form in 3 copies	Approve subjects to be dropped	None	5 Minutes	Principal Principal's Office
4. Claim approved dropping form	4.1 Issue approved Dropping Form	None	5 Minutes	LHS Clerk 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 Minute	LHS Clerk Principal's Office
<b>Total:</b>		<b>Applicable Fees</b>	<b>21 Minutes</b>	



## 10. Process of Completion of Grades

Any student who obtained Incomplete Marks in his/her subjects due to failure to take examinations or due to non-submission of academic requirement/s are allowed to complete their grades within one month from the its occurrence.

<b>Office or Division:</b>		Office of the Principal		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Enrolled students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE:</b>		
1. Completion Form		Principal's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure three copies of completion form	Issue Completion Form	None	1 Minute	LHS Clerk Principal's Office
2. Fill-in and submit completion forms	Issue completed grade	None	15 Minutes	Subject Teacher Faculty Room
3. Submit accomplished completion form to the Principal's Office	Verification and approval of completion form	None	5 Minutes	Principal Principal's Office
	Give back two copies of the accomplished completion form to the student	None	5 Minutes	Principal Principal's Office
<b>Total:</b>		<b>Applicable Fees</b>	<b>26 Minutes</b>	



# **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.

<b>Office or Division</b>	: Procurement Management Office – BAC Secretariat Section				
<b>Classification</b>	: Simple				
<b>Type of Transaction</b>	: G2B - Government to Business				
<b>Who may avail</b>	: Prospective Bidders (Contractor, Supplier and Consultant)				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
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			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>		<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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,	Prepare and issue OR	As applicable		5 Minutes	Collecting Officer Finance Office





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	
<b>TOTAL:</b>		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.

<b>Office or Division</b>	: Procurement Management Office			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2B - Government to Business			
<b>Who may avail</b>	: Prospective Bidders (Contractor, Supplier and Consultant)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid Identification Card of the Bidder or Representative (1 original copy)		Employer, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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>
<b>TOTAL:</b>		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.

<b>Office or Division</b>	Procurement Management Office – BAC Secretariat Section			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2B - Government to Business			
<b>Who may avail</b>	Winning Bidders (Contractor, Supplier and Consultant)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
<b>TOTAL:</b>		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.

<b>Office or Division</b>	:	Procurement Management Office – BAC Secretariat Section			
<b>Classification</b>	:	Complex			
<b>Type of Transaction</b>	:	G2B - Government to Business			
<b>Who may avail</b>	:	Winning Bidders (Contractor, Supplier and Consultant)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
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			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
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 &amp; 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
<b>TOTAL:</b>		None	<b>7 Days and 9 Minutes</b>	



## 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.

<b>Office or Division</b>	Procurement Management Office – BAC Secretariat Section			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2B - Government to Business			
<b>Who may avail</b>	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 &amp; 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>
<b>TOTAL:</b>		None	<b>11 Days and 9 Minutes</b>	





# **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.

<b>Office or Division</b>	: Procurement Management Office	
<b>Classification</b>	: Complex	
<b>Type of Transaction</b>	: G2C - Government to Citizen	
<b>Who may avail</b>	: KSU End-users (Services, Offices, Colleges, Campuses)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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 &amp; 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 &amp; TWG</i>



	3.8 Evaluate and sign Abstract or ABE 3.9 Recommend award of contract	None	30 Minutes	<i>BAC Members &amp; 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 &amp; 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>
<b>TOTAL:</b>		None	<b>6 Minutes, 45 Seconds</b>	



## **Office of the Director for Planning and Strategy**

### **Internal and External Service**



## 1. Contract Management and Claims

<b>Office or Division</b>	:	Infrastructure Office		
<b>Classification</b>	:	Simple		
<b>Type of Transaction</b>	:	G2C - Government to Citizen		
<b>Who may avail</b>	:	All Contractors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notice to Proceed		Infrastructure /Unit		
2. Plans		Infrastructure /Unit		
2. Claims biling		Infrastructure /Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING 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	1Minute	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	3Minutes	Chairman for Contract Mngt Infrastructure Unit
	2.2 Compliance to R.A. 9184, standard plans and specifications are stressed out	None	2Minutes	Chairman for Contract Mngt Infrastructure Unit
	3.1 Receive and act on request	None	3Minutes	Univeristy President Office of the President
3. Submit letter request of advance payment	3.2 Forward to Infrastructure Office for evaluation and recommendation	None	1 Minute	Chairman for Contract Mngt Infrastructure Unit
	3.3 Chairman for Contract Mngt evaluates and submits the request	None	1 Minute	Director for Planning and Strategy Office of the Director for Planning & Strategy
4. Implement Project	3.4 Director for Panning and Strategy endorse contractor's request for payment	None	Entirely contract duration	Chairman for Contract Mngt Infrastructure Unit
	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		



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>
<b>TOTAL:</b>		None	<b>13 Days, 11 Minutes</b>	



## **Supply and Property Management Office**

### **Internal and External Services**





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

The SPMO is going to receive and accept delivered goods by the Procurement Management Office or by the Supplier as specified at the Purchase Order. The SPMO then make an Acceptance and Inspection report and let the Inspectorate team inspect the delivered goods a COA representative is also invited to inspect the delivered goods.

<b>Office or Division</b>	: Supply and Property Management Office			
<b>Classification</b>	: Complex			
<b>Type of Transaction</b>	: G2G and G2B			
<b>Who may avail</b>	: Procurement Management Office, Supplier/Dealer			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Receive Delivery of Goods	Receive and accept delivered goods as specified at the Purchase Order	None	10 Minutes	Supply Officer Supply and Property Management Office
2. Inspection of Delivered Goods	Inspection of delivered goods as specified at the Purchase Order	None	3 Days	Supply Officer Supply and Property Management Office
3. Invitation to COA Representative to inspect	COA Representative to inspect delivered goods as	None	1 Day	Supply Officer Supply and Property



Delivered Goods	specified at the Purchase Order			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	5 Minutes	<i>Supply's Aide</i> Supply and Property Management Office
<b>Total:</b>		None	4 Days, 15 Minutes	

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

The SPMO after the completion of inspection of Inspectorate committee, the office shall deliver the goods to the end-user/requesting unit and let them fill out the Requisition and Issue Slip (RIS) or let them sign the RIS and Satisfaction survey form prepared by the SPMO.

<b>Office or Division</b>	: Supply and Property Management Office			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: <b>G2C - Government to Citizen</b>			
<b>Who may avail</b>	: End User/ Requesting Unit Office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Requisition and Issue Slip (RIS)</b>		<b>Supply and Property Management Office</b>		
<b>Approved Project Procurement Management Plan</b>		<b>File Copy of End User/ Requesting Unit</b>		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
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	Upon receipt of the form, the staff/officer will	None	1 Minute	<i>Supply's Aide</i> Supply and Property Management Office



Satisfaction Survey Form	file for records keeping purposes and further analysis			
<b>Total:</b>		None	11 Minutes	



## **Office of the Director for Science Laboratories**

### **Internal and External Services**



## 1. Borrowing and Issuance of Laboratory Equipment and Apparatus

Borrowing of equipment from the laboratory complements clients to identify the things they need to their respective classes. As the standard operating procedure (SOP) of the office, clients check properly the equipment with the presence of any of the Lab staff.

<b>Office or Division</b>	Laboratory Equipment Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who may avail</b>	Freshmen, Old Students, Employees, Visitors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Slip		Assessment, School ID, Employee ID, Valid ID		
2. School ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the borrower's slip	1.1 Receive and review duly accomplished form	None	1 Minute	<ul style="list-style-type: none"> <li>Bernadette C. Aggabao</li> <li>Lab clerk</li> </ul>
	1.2 Prepare requested laboratory equipment and/or apparatuses	None	4 Minutes	Lab clerk
2. Checked thoroughly the borrowed lab equipment, materials and/or apparatuses if they are in good condition		None	4 Minutes	Lab clerk Concerend barrower
3. Receive requested items	3.1 Issue borrowed laboratory items	None	30 Seconds	Lab clerk
	3.2 File request slip	None	10 Seconds	Lab clerk
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	
<b>TOTAL:</b>		None	10 Minutes,	



	40 Seconds	
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## 2. Receiving of Borrowed Laboratory Equipment and Apparatus

The *Receiving of Borrowed Laboratory Equipment and Apparatuses* from the Central Science lab Office will show how the Equipments are properly dispensed to the clients. Surrendered ID cards could be of help in identifying right away and who are responsible in the borrowing of equipment. Hence, students can feel the importance of the ID card they possess.

<b>Office or Division</b>	: Laboratory Equipment Office			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: <b>G2C - Government to Citizen</b>			
<b>Who may avail</b>	: <b>Freshmen, Old Students, Employees, Visitors</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Slip		Assessment, School ID, Employee ID, Valid ID		
2. School ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the borrower's slip copy	1.1 Receive and evaluate the borrower's slip	None	1 Minute	<ul style="list-style-type: none"> <li>Bernadette C. Aggabao</li> <li>Lab clerk</li> </ul>
	1.2 Check thoroughly the borrowed items if they are in good condition	None	4 Minutes	<ul style="list-style-type: none"> <li>Bernadette C. Aggabao</li> <li>Lab clerk</li> </ul>
2. Receive the surrendered ID	Return of ID of client and properly place to their respective places/shelves	None	<b>2 Minutes, 10 seconds</b>	Lab clerk
<b>3. Filling out of Client Satisfaction Survey Form</b>	Upon receipt of the form, the staff/officer will file for records keeping purposes and further analysis	None	<b>1 Minute</b>	
<b>TOTAL:</b>		None	8 Minutes, 100 Seconds	



### 3. Issuance and Receiving Laboratory Chemicals

The *Issuance and Receiving of Laboratory Chemicals* column of the Service Specifications Table shall specify the time to process the step and the requirement needed.

<b>Office or Division</b>	: Laboratory Office			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C - Government to Citizen			
<b>Who may avail</b>	: All Freshmen, Old Students, Employees, Visitors			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Request Slip</b>				
<b>School ID, Employee ID or any valid ID</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the borrower's slip	1.1 Receive and evaluate the borrower's slip	None	1 Minute	<ul style="list-style-type: none"> <li>• Bernadette C. Aggabao</li> <li>• Lab clerk</li> </ul>
	1.2 Prepare the requested laboratory chemicals	None	10 Minutes	<ul style="list-style-type: none"> <li>• Bernadette C. Aggabao</li> <li>• Lab clerk</li> </ul>
2. Receive the laboratory chemicals		None	15 Seconds	<ul style="list-style-type: none"> <li>• Lab clerk</li> </ul>
	File borrower's slip	None	10 Seconds	<ul style="list-style-type: none"> <li>• Lab clerk</li> </ul>
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
<b>TOTAL:</b>		As applicable	12 Minutes, 25 Seconds	



#### 4. Receiving of borrowed Laboratory equipment and/or Apparatuses which are being broken/damaged by the borrower

The *Receiving of Borrowed Laboratory Equipment and/or Apparatuses which are Being Broken/Damaged by the Borrower* shall contain basic information how the client/borrower pay the broken apparatus. This step serves also a transparency on all of the transaction done to this office.

<b>Office or Division</b>	:	Laboratory Office		
<b>Classification</b>	:	Simple		
<b>Type of Transaction</b>	:	G2C - Government to Citizen		
<b>Who may avail</b>	:	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 Evaluate the borrower's slip copy  1.2 Inform the client of the amount of the damaged equipment and/or apparatus based from the copy received from the Supply Office.	None	3 Minutes	<ul style="list-style-type: none"> <li>Bernadette C. Aggabao</li> <li>Lab clerk</li> </ul>
2. Payment of the due amount at the Collecting Office for proper receipt		To be determined	10 Minutes	University Cashier
3. Present the Original Receipt to the Lab Office	Scrutinize and photocopy the OR to be attached at the request slip	None	15 Seconds	
4. Receive the surrendered ID	File the request slip	None	10 Seconds	<ul style="list-style-type: none"> <li>Lab Clerk</li> </ul>
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





<b>TOTAL:</b>	<b>As applicable</b>	13 Minutes, 25 Seconds	
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## 5. Signing of clearance for Laboratory (Students, Faculty members and Non-Teaching staff)

The *Signing of Clearances for the Laboratory (Students, Faculty Members and Non-Teaching Staff)* contains basic information to students, faculty members and non-teaching staff on the signing of their clearances every end of the semester. It encourages everybody to hold an accountability if the service standards are not properly met, thereby sense of responsibility shall drive them to return all borrowed equipment before the signing of their clearances.

<b>Office or Division</b>	: Laboratory Office			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: <b>G2C - Government to Citizen</b>			
<b>Who may avail</b>	: <b>All Freshmen, Old Students, Employees</b>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Clearance form</b>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the clearance form	1.1 Receive and evaluate the clearance form	None	10 Seconds	<ul style="list-style-type: none"> <li>• <b>Bernadette C. Aggabao</b></li> <li>• <b>Lab clerk</b></li> </ul>
	1.2 Sign the clearance form if client has no obligations to the laboratory.	None	10 Seconds	<ul style="list-style-type: none"> <li>• <b>Bernadette C. Aggabao</b></li> </ul>
	1.3 Return the clearance form if client has still obligations to the laboratory.	None	15 Seconds	<ul style="list-style-type: none"> <li>• <b>Bernadette C. Aggabao</b></li> </ul>
2. Return previous borrowed laboratory equipment and/or apparatuses.	2.1 Receive and scrutinized borrowed lab equipment.	None	1 Minute	<ul style="list-style-type: none"> <li>• <b>Lab clerk</b></li> </ul>
	2.2 Sign the Clearance form	None	5 Seconds	<ul style="list-style-type: none"> <li>• <b>Bernadette C. Aggabao</b></li> </ul>



	2.3 Items are properly placed to their respective places/shelves	None	2 Minutes	• <b>Lab Clerk</b>
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
<b>TOTAL:</b>		<b>As applicable</b>	3 Minutes, 40 Seconds	



## **Office of the Director for Business Affairs**

### **Internal and External Services**



## 1. Request for Rental of Monobloc Chairs

Process definition??

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



## 2. Request for Official ID for New Student

Process definition??

<b>Office or Division</b>	BAO Auxiliary			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who may avail</b>	Faculty, Staff & the Community			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Assessment,			Registrar's Office	
2. Valid ID (School ID, Employee ID)			School or employer	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents Official Receipt/Assessment form	1.1 Receive and check assessment of the client 1.2 Process the ID	None	12 Minutes	BAO Manager/ Aide Auxiliary Office
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	BAO Manager/ Aide 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
<b>TOTAL:</b>		As applicable	16 Minutes	



### 3. Request for Risograph Printing Job for Printing of Materials

Process definition??

<b>Office or Division</b>	: BAO Auxiliary			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C - Government to Citizen			
<b>Who may avail</b>	: 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	BAO Manager/ Aide Auxiliary Office
2. Pay printing services at the collecting officer	Receive payment and issue official receipt	None	2 Minutes	BAO Manager/ Aide Auxiliary Office
3. Present Job Order, O.R. and the documents to be printed	3.1 Receives and records data in the logbook	None	1 Minute	BAO Manager/ Aide Auxiliary Office
	3.2 Print documents		1 Second per Copy	BAO Manager/ Aide Auxiliary Office
4. Receive printed materials and original documents	Issue printed materials and original copies of documents		2 Minutes	BAO Manager/ Aide Auxiliary 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	BAO Manager/ Aide Auxiliary Office
<b>TOTAL:</b>		As applicable	5 Minutes, 16 Seconds	



#### 4. Request for Purchasing of Eggs

Process definition??

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



## 5. Request for the Purchase of Livestocks

Process definition??

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





## **Research and Extension Office**

### **Internal and External Services**



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

<b>Office or Division</b>	: Research and Extension Services			
<b>Office Description</b>	Generate relevant and appropriate Technologies Disseminate research outputs & technologies to clients			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: <b>G2C - Government to Citizen</b>			
<b>Who may avail</b>	: <b>Faculty and Staff</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	2 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	<i>Research and/or Extension Clerk Research &amp; Extension Office</i>
	3.2 Second review of proposals	None	1 Day	<i>VPRDET, Research and/or Extension Director Research &amp; Extension Office</i>
	3.3 Call for a council meeting to deliberate proposals	None	20 Minutes/ Proposal	<i>Research or Extension Council Research &amp; Extension Office</i>
	3.4 Approval/disapproval of proposal	None	1 Minute	<i>Research or Extension Council Research &amp; 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	2 Hours	<i>VPRDET, Research and/or Extension Director Research &amp; 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 &amp; Extension Office</i>
<b>TOTAL:</b>		None	<b>6 Days, 3 Hours, 30 Minutes</b>	



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

<b>Office or Division</b>	: Research and Extension Services			
<b>Office Description</b>	Generate relevant and appropriate Technologies Disseminate research outputs & technologies to clients			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C - Government to Citizen			
<b>Who may avail</b>	: Faculty, Staff and the Community			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of request			Client	
Referral letter			Research/Extension Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of request	1.1 Receive request	None	1 Minute	Research and/or Extension Clerk Research and Extension Office
	1.2 Referral to concerned individual/s for permission	None	10 Minutes	Research and/or Research and/or Extension Clerk Research and Extension Office
	1.3 Printing/reproduction of Information	None	10 Minutes	Research and/or Extension Clerk Research and Extension Office
	1.4 Issuance of requested copy of research/extension technology information	None	1 Minute	Research and/or Extension Clerk 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	Research and/or Extension Clerk Research and Extension Office
<b>TOTAL:</b>		None	23 Minutes	



### 3. Request for the Service of Expert

<b>Office or Division</b>	: Research and Extension Services			
<b>Office Description</b>	Generate relevant and appropriate Technologies Disseminate research outputs & technologies to clients			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: <b>G2C - Government to Citizen</b>			
<b>Who may avail</b>	: <b>All Employees and External Clients</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of request		Client		
2. Referral letter		Research/Extension Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of extension services from outside clients request	1.1 Receive request	None	1 Minute	VPRDET, Research and/or Extension Director Research and Extension Office
	1.2 Direct the client to the College Dean who has jurisdiction on the request	None	5 Minutes	VPRDET, Research and/or Extension Director 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	Research and/or Extension Clerk Research and Extension Office
<b>TOTAL:</b>		None	7Minutes	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<ol style="list-style-type: none"> <li>1. Contact the Campus Administrator, or</li> <li>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</li> </ol> <p>1. Contact info: <a href="mailto:ksumail@ksu.edu.ph">ksumail@ksu.edu.ph</a></p>
How feedbacks are processed	<ol style="list-style-type: none"> <li>1. Call attention of concerned person or office</li> <li>2. Every Monday, the HR Officer opens the drop box and compiles and records all feedback submitted.</li> <li>3. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days upon receipt thereof.</li> <li>4. The answer of the office is then relayed to the requesting client/citizen.</li> <li>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 <a href="mailto:ksumail@ksu.edu.ph">ksumail@ksu.edu.ph</a></li> </ol>
How to file a complaint	<ol style="list-style-type: none"> <li>1. Meet or submit a letter of complaint to Office of the Campus Administrator, or</li> <li>2. Fill out the Client Feedback Form and drop it at the drop box located in front of the concerned office.</li> <li>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 <a href="mailto:ksumail@ksu.edu.ph">ksumail@ksu.edu.ph</a></li> </ol>
How complaints are processed	<ol style="list-style-type: none"> <li>1. The HR Officer opens the complaints at the drop box on a daily basis and evaluates each complaint.</li> <li>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.</li> <li>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.</li> <li>4. The HR Officer will give feedback to the client.</li> <li>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 <a href="mailto:ksumail@ksu.edu.ph">ksumail@ksu.edu.ph</a></li> </ol>
Contact Information of KSU ARTA	<p>Email: <a href="mailto:ksumail@ksu.edu.ph">ksumail@ksu.edu.ph</a>            CP No. 0917-822-6145</p>



## LIST OF OFFICES

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



College of Engineering and Information Technology Dean's Office	KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	Email: <a href="mailto:rrgarming@ksu.edu.ph">rrgarming@ksu.edu.ph</a>
College of Criminal Justice Education Dean's Office	KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	Email: <a href="mailto:jsleyaley@ksu.edu.ph">jsleyaley@ksu.edu.ph</a>
College of Public Administration and Indigenous Governance Dean's Office	KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	Email: <a href="mailto:jcvenus@ksu.edu.ph">jcvenus@ksu.edu.ph</a>
College of Health and Natural Sciences Dean's Office	KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	Email: <a href="mailto:dabalocnit@ksu.edu.ph">dabalocnit@ksu.edu.ph</a>
Office of the University Registrar	KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	CP No.: 0912-317-9001 Email: <a href="mailto:dfiso@ksu.edu.ph">dfiso@ksu.edu.ph</a>
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: <a href="mailto:mdalngag@ksu.edu.ph">mdalngag@ksu.edu.ph</a>
Office of the Student Internship Abroad Program	KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	Email: <a href="mailto:sabuslig@ksu.edu.ph">sabuslig@ksu.edu.ph</a>
Scholarship Service Office	KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	CP No.: 0910-240-9564 Email: <a href="mailto:mdalngag@ksu.edu.ph">mdalngag@ksu.edu.ph</a>
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: <a href="mailto:cdmendoza@ksu.edu.ph">cdmendoza@ksu.edu.ph</a>
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: <a href="mailto:edcabello@ksu.edu.ph">edcabello@ksu.edu.ph</a>
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: <a href="mailto:cmbawer@ksu.edu.ph">cmbawer@ksu.edu.ph</a>
Procurement Management Office	Administration Building KSU Main Campus National Highway, Purok 6, Tabuk City Kalinga	(074) 627-5321 Email: <a href="mailto:procurementservice_bac@ksu.edu.ph">procurementservice_bac@ksu.edu.ph</a>
Office of the Director for Planning and Strategy	1 <sup>st</sup> Floor, CEIT Building KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	CP No.: 0917-743-8553 or 09255640113 Email: <a href="mailto:ltbuen@ksu.edu.ph">ltbuen@ksu.edu.ph</a>
Supply and Property Management Office	Administration Building KSU Main Campus National Highway, Purok 6, Tabuk City Kalinga	CP No.: 0906-634-2981
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By the power vested in me by the Kalinga State University (KSU) Board of Regents, I hereby approve the KSU Citizen's Charter, First Edition, Series of 2021, 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.

  
**EDUARDO T. BAGTANG, CPA, DBM**  
*University President*