



KALINGA STATE UNIVERSITY

CITIZEN'S CHARTER

2023 (2nd Edition)



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2023 (2nd 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 its areas 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:

QUALITY AND EXCELLENCE

Instruction

- State-of-the-Art Instructional Facilities and Equipment
- Excellent and Highly-competent Faculty Specialists in respective Disciplines
- Center of Development (COD) Center of Excellence in priority degree programs
- Outcomes-Based Education (OBE) anchored on Philippine Higher Education Road Map and compliant to ISO standards and requirements
- High Profile of Graduate's Performance in Board/Licensure Examination and Job Placement
- Level IV accredited status of priority/mandated curricular programs

Research

- KSU as a Prime Center for Research and Development Services of CAR
- Technology and Enterprise Development-Oriented Research Program anchored in National Higher Education Research Agenda (NHERA)
- Center of Research in Upland Agriculture
- Complete and State-of-the-Art Research Laboratory

Extension

- Enterprise Development-Oriented Extension Services Program
- Strong Linkages and funding support from local, regional, national, and international partners

Administration

- Practice of Good Governance
- Establishment of Modern Infrastructure Facilities

RELEVANCE AND RESPONSIVENESS**Instruction**

- Relevant Curricular Programs responsive to local, national, and global Industry Needs and Job Market-Driven Demands
- Student Mobility through Student Internship Program (SIIP/SIAP) anchored on strong and sustained partnership and collaboration with local, national, and international host training entities and universities
- Establishment of innovation centers

Research

- Development-Oriented Research program within the context of National Higher Education Research Agenda
- State-of-the-Art Research facilities and equipment responsive to research challenges and demands

Extension

- Enterprise Development-Oriented Extension Services Program relevant and responsive to local, regional, national, and international challenges and demands

Administration

- Practice of Transparency and Accountability
- Accreditation of the University (ISA and ISO)

ACCESS AND EQUITY**Instruction**

- Rationalized Scholarship Program for all three KSU Satellite Campuses in the province

Research

- KSU Partnership/Linkages on Research Projects with at least Local, National and International Research and Funding Institution

Extension

1. Increased number of beneficiaries and communities served KSU Extension program services

2. Enterprise Development-Oriented Extension Service program consistent with KSU Vision, Mission, Values, Goals, and Objectives

Administration

- Equal Treatment of Clientele
- Implementation of FOI

EFFICIENCY AND EFFECTIVENESS

Instruction

- Discipline Specialist Development-Oriented Faculty Development Program
- Complete State-of-the-Art Instructional Facilities and Equipment

Research

- Research Capability Building Program
- State-of-the-Art Research Facilities and Equipment

Extension

- Revitalized Extension Services Program directed towards Enterprise Development Expert Committee Extension workers

Administration

- Implement a policy on quick response
- Modernization of facilities

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OFFICES AND SERVICES UNDER THE VICE PRESIDENT FOR ACADEMIC AFFAIRS AND STUDENT DEVELOPMENT



Office of the Laboratory High School Principal

External Services



1. Admission of New Students during Enrolment

This is about the admissions procedure for new students enrolling in the Kalinga State University Laboratory High School. They are graduates from Elementary Education (for Junior High School) and complete the Junior High School curriculum (for Senior High School).

Office or Division	: Office of the High School Principal			
Classification	: Simple			
Type of Transaction	: G2C – Government to Citizen			
Who may avail	: New students or incoming Grade 7 and Grade 11 students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE:		
1. Passing result of admission examination for Grade 7 (1 original copy)		Guidance Office, KSU-Main Campus		
2. Certificate of Completion for Grade 11 (1 original copy)		School last attended		
3. Certificate of ESC, if graduated from private schools- for Grade 11 (1 original copy)		School last attended		
4. Form 138 (1 original copy)		School last attended		
5. Certificate of Good Moral Character (1 original copy)		School last attended		
6. NSO/PSA Birth Certificate (1 copy, authenticated)		Philippine Statistics Authority		
7. Marriage Certificate for SHS married female students (1 original copy)		Philippine Statistics Authority		
8. 2x2 ID Picture (1 original copy with white background)		Photo Studio/Shop		
9. Official Receipt (1 original copy)		Collecting Window, Finance Office, Admin Bldg, KSU-Main		
10. Valid ID or Proof of Identification (1 copy, original)		Requesting Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the designated enrolment area, present your ID, and submit admission requirements	1.1 Receive and check the completeness of required documents 1.2 Issue enrolment form	None	5 Minutes	Enrolment Committee LHS
2. Accomplish and submit the enrolment form	2.1 Receive and check the duly accomplished form	None	3 Minutes	Enrolment Committee
3. Go to the Principal's Office and submit the form	3.1 Receive the form 3.2 Encode and verify data 3.3 Print the student's assessment form and endorse it to the Principal for action	None	13 Minutes	Clerk Principal's Office
	3.4 Approve and issue the form to the student			Principal Principal's Office



4. Proceed to the Collecting Unit-Finance Office located at Admin Bldg, present your ID and form, and give payment <i>Note:</i> a. Prepare the exact amount b. Payment of account is considered officially enrolled	4.1 Receive the documents and tender of payment 4.2 Issue the official receipt (OR) and return the documents	Tuition Fee	Free	15 Minutes	Collecting Officer Finance Office
		Computer Laboratory Fee	200		
		MISCELLANEOUS FEES:			
		Library Id	25		
		Medical Fee	50		
		School Publication	75		
		Student Dev't Fund	100		
		Mutual Aid Assistance	40		
		School ID	50		
5. Return to the Enrolment Committee and present OR	5.1 Receive, record, and return the OR	None		2 Minutes	Enrolment Committee LHS
6. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	6.1 Receive and submit the filled-out rating form to the Principal's Office for analysis 6.2 Instruct the client to proceed to the Auxiliary Office, 2 nd Floor of the Business Center, for ID processing	None		1 Minute	Enrolment Committee LHS
Total:		₱ 540		39 Minutes	

2. Enrolment for Transferees

This procedure is for the admission of students (SHS) who wish to transfer to the University Laboratory High School from other educational institutions.

Office or Division:	Office of the Principal
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Transferee Students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE:	
1. Transfer Credentials (1 original copy)	School last attended
2. Certificate of Good Moral Character (1 original copy)	School last attended
3. PSA authenticated Birth Certificate (1 authenticated)	Philippine Statistics Authority
4. Marriage Certificate for married female students (1 authenticated)	Philippine Statistics Authority
5. 2x2 ID Picture (1 original copy with white background)	Photo Studio/Shop



6. Official Receipt (1 original copy)		Collecting Window, Finance Office, Admin Bldg, KSU-Main			
7. Valid ID or Proof of Identification (1 original copy)		Requesting Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present ID and submit admission and transfer credentials at the Principal's Office	1.1 Receive and check the required documents 1.2 Decide on the request	None	5 Minutes	<i>Principal</i> Principal's Office	
2. Go to the designated enrolment area, submit the documents, and accomplish the enrolment form	2.1 Receive the documents, issue, and sign the enrolment form	None	3 Minutes	<i>Enrolment Committee</i> LHS	
3. Return to the Principal's Office and submit the form	3.1 Receive the form 3.2 Encode and verify data 3.3 Print the student's assessment form and endorse it to the Principal for action 3.4 Approve and issue the form to the student	None	10 Minutes	<i>Clerk</i> Principal's Office	
				<i>Principal</i> Principal's Office	
4. Proceed to the Collecting Unit-Finance Office located at Admin Bldg, present your ID and form, and give payment <i>Note:</i> <i>a. Prepare the exact amount</i> <i>b. Payment of account is considered officially enrolled</i>	4.1 Receive documents and tender of payment 4.2 Issue official receipt (OR) and return the documents	Tuition Fee	Free	15 Minutes	<i>Collecting Officer</i> Finance Office
		Computer Laboratory Fee	200		
		MISCELLANEOUS FEES:			
		Library Id	25		
		Medical Fee	50		
		School Publication	75		
		Student Dev't Fund	100		
		Mutual Aid Assistance	40		
		School ID	50		
5. Return to the Enrolment Committee and present OR	5.1 Receive, record, and return OR	None	2 Minutes	<i>Enrolment Committee</i> LHS	
6. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	6.1 Receive and submit the filled-out rating form to the Principal's Office for analysis 6.2 Instruct the client to proceed to the Auxiliary Office, 2 nd Floor of the Business Center, for ID processing	None	1 Minute	<i>Enrolment Committee</i> LHS	
Total:		₱ 540	36 Minutes		



3. Issuance of Permanent Record (Form 137-A)

This official document, which is given to transferred-out students regardless of whether they completed their studies, graduated, or were an undergraduate, comprises all subjects they passed with the associated grades and units.

Office or Division:	Office of the Principal			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Transferred-out Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE:	
1. Document Request Form (1 original copy)			LHS Principal's Office	
2. Request Letter (1 original copy)			Requesting School	
3. Official Receipt (1 original copy)			Collecting Window, Finance Office, Admin Bldg, KSU-Main	
4. Valid ID (1 original copy)			Requesting Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the valid ID and request letter, and fill-out a document request form	1.1 Receive documents 1.2 Issue a request form and retrieve the same after filling-out by the client 1.3 Act on the request and return the form	None	5 Minutes	<i>Clerk</i> Principal's Office <i>LHS Principal</i>
2. Go to the Collecting Unit-Finance Office located at Admin Bldg, present your ID and form, and give payment	2.1 Receive documents and tender of payment 2.2 Issue official receipt (OR) and return documents	1 st Copy: Free; 2 nd Copy: ₱ 25 per page (if 2 nd copy consist of 4 pages: 4x25=100)	15 Minutes	<i>Collecting Officer</i> Finance Office
3. Return to the Principal's Office, present OR, and submit the request form	3.1 Receive, record, and return the OR	None	8 Minutes	<i>Clerk</i> Principal's Office
	3.2 Receive the form and prepare the documents	None	30 Seconds	<i>LHS Principal</i>
	3.3 Approve the requested document	None	30 Seconds	<i>Clerk</i> Principal's Office
4. Receive the Form 137-A and sign-in to the logbook	4.1 Issue the requested document	None	30 Seconds	<i>Clerk</i> Principal's Office
5. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	5.1 Receive and submit the filled-out rating form to the Principal for analysis	None	1 Minute	<i>Clerk</i> Principal's Office
Total:		1 st Copy: Free; 2 nd Copy: ₱ 100	30 Minutes	



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

This procedure confirms the legitimacy of the official transcript of records and diploma that the Laboratory High School has awarded to all former students and graduates.

Office or Division:	Office of the Principal			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE:		
1. Document Request Form (1 original copy)		Principal's Office, LHS Building		
2. Form 137-A, Form 138, Diploma (1 original copy, 3 photocopies)		Requesting alumni/student		
3. Official Receipt (1 original copy)		Collecting Window, Finance Office, Admin Bldg, KSU-Main		
4. Valid ID (1 original copy)		Requesting alumni/student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID and fill-out document request form at the Principal's Office	1.1 Check the ID 1.2 Issue a request form and retrieve the same after filling-out by the client	None	5 Minutes	<i>Clerk</i> Principal's Office
2. Proceed to the Collecting Unit-Finance Office located at Admin Bldg, present your ID and form, and give payment	2.1 Receive documents and tender of payment 2.2 Issue official receipt (OR) and return documents	₱ 30 per document (30x3=90) as authentication fee	15 Minutes	<i>Collecting Officer</i> Finance Office
3. Present OR and submit legible and clear photocopies of the Record, including the original copy (Form 137-A, Form 138, Diploma, Certificate of Completion)	3.1 Check and return OR 3.2 Review submitted copies and compare them with records on file if necessary 3.3 Authenticate photocopies of the record being requested	None	8 Minutes	<i>Principal</i> Principal's Office
4. Receive documents and sign-in to the logbook	4.1 Issue authenticated records, including the submitted original copy/ies	None	2 Minutes	<i>Clerk</i> Principal's Office
5. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	5.1 Receive and submit the filled-out rating form to the Principal for analysis	None	1 Minute	<i>Clerk</i> Principal's Office
Total:		₱ 90 for 3 documents	26 Minutes	



5. Issuance of Certificate of Good Moral Character

This certification shows that the student is morally upright, has a good character, and has never had a case brought against them in this institution.

Office or Division:	Office of the Guidance Counselor- Laboratory High School			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Alumni, All Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Document Request Form (1 original copy)		LHS Guidance Office, LHS Building		
2. Official Receipt (1 original copy)		Collecting Window, Finance Office, Admin Bldg, KSU-Main		
3. Valid ID (1 original copy)		Requesting alumni/student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Guidance Office located at LHS Building, present a valid ID, and fill-out document request form; or Submit an Authorization Letter (<i>in the absence of the alumni/ student being requested</i>)	1.1 Check the ID 1.2 Issue a request form and retrieve the same after filling-out by the client 1.3 Verify the submitted authorization letter, if applicable	None	5 Minutes	<i>Guidance Counselor LHS Guidance Office</i>
2. Proceed to the Collecting Unit-Finance Office located at Admin Bldg, present your ID and form, and give payment	2.1 Receive the documents and tender of payment 2.2 Issue the official receipt (OR) and return the documents	₱ 25 Certification fee	15 Minutes	<i>Collecting Officer Finance Office</i>
3. Return to LHS Guidance Office and present OR	3.1 Check and return OR 3.2 Prepare the certificate	None	8 Minutes	<i>Guidance Counselor LHS</i>
4. Receive the certificate and sign-in the logbook	4.1 Issue the requested certificate	None	30 Seconds	<i>LHS Guidance Counselor</i>
5. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	5.1 Receive and submit the filled-out rating form to the Principal's Office for analysis	None	1 Minute	<i>LHS Guidance Counselor</i>
Total:		₱ 25	29 Minutes, 30 Seconds	



6. Issuance of Certificate of Identification

The issuance of certification confirms that the student is a legitimate student of the Institution.

Office or Division:	Office of the Principal			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Alumni/bonafide students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Document Request Form (1 original copy)		LHS Principal's Office, KSU-LHS Bldg		
2. Official Receipt (1 original copy)		Collecting Window, Finance Office, Admin Bldg, KSU-Main		
3. Valid ID (1 original copy)		Requesting Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Principal's Office, present a valid ID, and fill-out a document request form; or Submit an Authorization Letter (<i>in the absence of the alumni/ student being requested</i>)	1.1 Check the ID 1.2 Issue a request form and retrieve the same after filling-out by the client 1.3 Verify the submitted authorization letter, if applicable	None	5 Minutes	LHS Clerk and LHS Principal Principal's Office
2. Proceed to the Collecting Unit-Finance Office located at Admin Bldg, present your ID and form, and give payment	2.1 Receive documents and tender of payment 2.2 Issue the official receipt (OR) and return the documents	₱ 25 Certification fee	15 Minutes	Collecting Officer Finance Office
3. Return to LHS Principal's Office and present OR	3.1 Check and return OR 3.2 Prepare and approve the certificate	None	10 Minutes	LHS Clerk/ Principal Principal's Office
4. Receive the certificate and sign-in the logbook	4.1 Issue the requested certificate	None	30 Seconds	LHS Clerk Principal's Office
5. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	5.1 Receive and submit the filled-out rating form to the Principal's Office for analysis	None	1 Minute	LHS Clerk Principal's Office
Total:		₱ 25	31 Minutes, 30 Seconds	



Internal Services



7. Enrolment for Old Students

This is an enrolment process at the Laboratory High School for the admission of continuing or old students eligible for promotion, passed, and qualified in the retention policy.

Office or Division:	Office of the Principal																					
Classification:	Simple																					
Type of Transaction:	G2C – Government to Citizen																					
Who may avail:	All Old Students																					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE:																			
1. Previous Form 138 (1 original copy)			Previous Class Adviser, Faculty Room, KSU-LHS Bldg																			
2. Official Receipt (1 original copy)			Collecting Window, Finance Office, Admin Bldg, KSU-Main																			
3. KSU Student's ID (1 original copy)			Requesting Client																			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE																		
1. Proceed to the designated enrolment venue, present your ID, and submit Form 138	1.1 Receive and assess the documents 1.2 Issue enrolment form	None	5 Minutes	<i>Enrolment Committee</i> LHS																		
2. Accomplish and submit the enrolment form	2.1 Receive and check the duly accomplished form	None	15 Minutes	<i>Enrolment Committee</i>																		
3. Go to the Principal's Office for approval of the enrolment	3.1 Receive the form 3.2 Encode and verify data 3.3 Print the student's assessment form and endorse it to the Principal for action	None	8 Minutes	<i>Clerk</i> Principal's Office																		
4. Receive the Assessment form	4.1 Approve and issue the form to the student	None	1 Minute	<i>Principal</i> Principal's Office																		
5. Proceed to the Collecting Unit-Finance Office located at Admin Bldg, present your ID and form, and give payment <i>Note:</i> <i>a. Prepare the exact amount</i> <i>b. Payment of account is considered officially enrolled</i>	5.2 Receive the documents and tender of payment 5.3 Issue the official receipt (OR) and return the documents	<table border="1"> <tr> <td>Tuition Fee</td> <td>Free</td> </tr> <tr> <td>Computer Laboratory Fee</td> <td>200</td> </tr> <tr> <td colspan="2">MISCELLANEOUS FEES:</td> </tr> <tr> <td>Library Id</td> <td>25</td> </tr> <tr> <td>Medical Fee</td> <td>50</td> </tr> <tr> <td>School Publication</td> <td>75</td> </tr> <tr> <td>Student Dev't Fund</td> <td>100</td> </tr> <tr> <td>Mutual Aid Assistance</td> <td>40</td> </tr> <tr> <td>School ID</td> <td>50</td> </tr> </table>	Tuition Fee	Free	Computer Laboratory Fee	200	MISCELLANEOUS FEES:		Library Id	25	Medical Fee	50	School Publication	75	Student Dev't Fund	100	Mutual Aid Assistance	40	School ID	50	15 Minutes	<i>Collecting Officer</i> Finance Office
Tuition Fee	Free																					
Computer Laboratory Fee	200																					
MISCELLANEOUS FEES:																						
Library Id	25																					
Medical Fee	50																					
School Publication	75																					
Student Dev't Fund	100																					
Mutual Aid Assistance	40																					
School ID	50																					



6. Return to the Enrolment Committee and present OR	6.1 Receive, record, and return the OR	None	2 Minutes	Enrolment Committee LHS
7. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	7.1 Receive and submit the filled-out rating form to the Principal's Office for analysis 7.2 Instruct the client to proceed to the Auxiliary Office, 2 nd Floor of the Business Center for ID validation	None	1 Minute	Enrolment Committee LHS
Total:		₱ 540	52 Minutes	

8. Issuance of Certificates (Enrolment, Non-membership to Left-Leaning Organization, Class Rank, General Weighted Average, Graduating Student)

This certification is given to verify the requester's status as an actual student, lack of membership in any communist groups or organizations, position in the class, computation of the overall weighted average, and graduation or graduation from this institution.

Office or Division:	Office of the Principal			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any bonafide LHS student of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Document Request Form (1 original copy)		LHS Principal's Office, KSU-LHS Bldg		
2. Official Receipt (1 original copy)		Collecting Window, Finance Office, Admin Bldg, KSU-Main		
3. Valid ID (1 original copy)		Requesting student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Principal's Office, present a valid ID, and fill out a document request form; or Submit an Authorization Letter (<i>in the absence of the alumni/ student being requested</i>)	1.1 Check the ID 1.2 Issue a request form and retrieve the same after filling-out by the client 1.3 Verify the submitted authorization letter, if applicable	None	5 Minutes	<i>LHS Clerk</i> and LHS Principal Principal's Office



2. Proceed to the Collecting Unit-Finance Office located at Admin Bldg, present your ID and form, and give payment	2.1 Receive the documents and tender of payment 2.2 Issue the official receipt (OR) and return the documents	₱ 25 Certification fee	15 Minutes	Collecting Officer Finance Office
3. Return to the Principal's Office and present OR	3.1 Receive, record, and return the OR 3.2 Prepare and sign the certificate	None	5 Minutes	LHS Clerk/LHS Principal Principal's Office
4. Receive the certificate and sign-in the logbook	4.1 Issue the requested certificate	None	1 Minute	LHS Clerk Principal's Office
5. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	5.1 Receive and submit the filled-out rating form to the Principal for analysis	None	1 Minute	LHS Clerk Principal's Office
Total:		₱ 25	27 Minutes	

9. Dropping of Subjects

Within one week of the start of regular sessions, enrolled students may officially drop one or more subjects, provided that prerequisite policies (SHS) are followed.

Office or Division:	Office of the Principal			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any bonafide LHS student of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE:		
1. Document Request Form (1 original copy)		LHS Principal's Office, KSU-LHS Bldg		
2. Assessment form (1 original copy)		Requesting student		
3. Official Receipt (1 original copy)		Collecting Window, Finance Office, Admin Bldg, KSU-Main		
4. Valid ID (1 original copy)		Requesting student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Principal's Office, present a valid ID, fill-out a document request form, and submit Student's Assessment Form	1.1 Check the ID	None	8 Minutes	Clerk Principal's Office
	1.2 Issue a request form and retrieve the same after filling-out by the client			
	1.3 Verify the Assessment form			
	1.4 Evaluate and act on the request			



2. Proceed to the Collecting Unit-Finance Office located at Admin Bldg, present your ID and form, and give payment	2.1 Receive the documents and tender of payment 2.2 Issue the official receipt (OR) and return the documents	₱ 50 Processing fee	15 Minutes	Collecting Officer Finance Office
3. Return to the Principal's Office and present OR	3.1 Receive, record, and return the OR 3.2 Issue Dropping Form	None	1 Minute	LHS Clerk Principal's Office
4. Accomplish the Dropping Form	4.1 Approve subjects to be dropped 4.2 Issue approved Dropping Form	None	5 Minutes	Principal and LHS Clerk
5. Claim approved Dropping Form	5.1 Transmit one copy of the form to the University Registrar	None	5 Minutes	LHS Clerk Principal's Office
6. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	6.3 Receive and submit the filled-out rating form to the Principal for analysis	None	1 Minute	LHS Clerk Principal's Office
Total:		₱ 50	35 Minutes	

10. Completion of Grades

Any student who obtained Incomplete "Inc" Mark(s) in his/her subjects due to failure to take examinations or non-submission of academic requirement/s is allowed to complete his/her grade(s) within one month from its occurrence.

Office or Division:	Office of the Principal			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any bonafide LHS student of the University			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE:	
1. Document Request Form (1 original copy)			LHS Principal's Office, KSU-LHS Bldg	
2. Valid ID (1 original copy)			Requesting student	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Principal's Office, present a valid ID, and fill out a document request form	1.1 Check the ID, issue a request form, and retrieve the same after filling-out by the client 1.2 Evaluate the request 1.3 Provide the client with a short briefing on the process of completing an incomplete grade	None	5 Minutes	LHS Clerk and LHS Principal Principal's Office



2. Secure and accomplish the Completion Form	2.1 Issue three copies of the Completion Form	None	1 Minute	<i>LHS Clerk</i> Principal's Office
3. Request for completion of the grade to the concerned subject teacher	3.1 Complete the grade of the student	None	15 Minutes	<i>Subject Teacher</i> Faculty Room
	3.2 Verify and approve the completion form	None	2 Minutes	<i>Principal</i> Principal's Office
	3.3 Records the completed grade	None	5 Minutes	<i>Record In-Charge</i> LHS
4. Receive a copy of the completion form	4.1 Issue a copy of the form	None	3 Minutes	<i>LHS Clerk</i> Principal's Office
5. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	5.1 Receive and submit the filled-out rating form to the Principal for analysis	None	1 Minute	<i>LHS Clerk</i> Principal's Office
Total:		None	32 Minutes	



Office of the College Dean

External Services



1. Enrolment of Freshmen

This refers to the admission process of students 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 any particular college course.

Office or Division	: Office of the College Dean			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: Incoming Freshmen (New Students)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Result of Qualifying Examination (1 original copy)		KSU Guidance Office, Ground Floor, CCJE Bldg		
2. Form 138 or its equivalent (1 original copy)		School last attended		
3. Certificate of Good Moral Character (1 original copy)		School last attended		
4. PSA authenticated Birth Certificate (1 authenticated)		Philippine Statistics Authority (NSO)		
5. Marriage Certificate for married female students (1 original copy)		Philippine Statistics Authority (NSO)		
6. Permit to study in case of an employed student in the government or private agency (1 original copy)		Employer		
7. 2x2 ID Picture with a name tag and in white background (1 original copy)		Photo Studio/Shop		
8. Official Receipt (1 original copy)		Collecting Window, Finance Office, Admin Bldg, KSU-Main Campus		
9. Valid ID (1 original copy)		From the requester's possession		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure copy of the Admission Test Result at the Guidance Office located on the ground floor of the CCJE Building	1.1 Issue test results and advise the student on the enrolment process	None	8 Minutes	Guidance Counselor Guidance Office
2. Go to the college enrolment area and submit complete admission requirements, including ID	2.1 Receive and check submitted documents 2.2 Issue enrolment form	None	3 Minutes	Program Chairman College
3. Accomplish enrolment form	3.1 Give subject load and approve the enrolment	None	10 Minutes	Program Chairman
4. Go to the Dean's Office for registration of your personal profile	4.1 Encode the information profile of the student and issue the student's assessment form	None	15 Minutes	College Clerk Office of the Dean



<p>5. Proceed to the Collecting Unit-Finance Office located at Admin Bldg, present your ID and form, and give payment</p> <p><i>Note:</i> <i>a. Prepare the exact amount</i> <i>b. Payment of account is considered officially enrolled</i></p>	<p>5.1 Receive the documents and tender of payment 5.2 Issue the official receipt (OR) and return the documents</p>	<p>TUITION FEE Tuition Fee(<i>all Programs except</i>) ₱ 100 BSTM 150 BSHM 150 BSCrim 150 BSAcc 200</p> <p>LABORATORY FEE Computer Laboratory 300 Science Laboratory 100 Crime Lab fee(BS Crim)/ subject 300 Training Lab (BSHM)/ subject 800</p> <p>MISCELLANEOUS FEE Athletic Fee 50 Cultural Fee 60 Dental Fee 50 Equipment Modernization Fee 500 Guidance Fee 50 Library Fee 75 Library Id 30 Medical Fee 50 Registration Fee (<i>all programs except</i>) 75 BSHM 100 BSTM 100 BSAcc 100 BSCrim 100 School Publication 30 SCUAA Fee 50 Student Dev't Fund 50 Testing Fee 100 Student Handbook 50 NSTP 90 Mutual Aid Assistance 40 School ID 75</p>	<p>15 Minutes</p>	<p><i>Collecting Officer</i> <i>Finance Office</i></p>										
<p>6. Proceed to Auxiliary Office, 2nd Floor of Business Center for ID processing</p>	<p>6.1 Process and issue ID</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>BAO Clerk</i> <i>Business Affairs Unit</i></p>										
<p>7. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form</p>	<p>7.1 Receive and submit the filled-out rating form to the Dean for analysis</p>	<p>None</p>	<p>1 Minute</p>	<p><i>College Clerk</i> <i>Office of the Dean</i></p>										
<p>TOTAL:</p>		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;">Tuition Fee @ 23 units for all programs except:</td> <td style="text-align: right; padding: 2px;">₱ 4,125</td> </tr> <tr> <td style="padding: 2px;">BSTM @ 23 units</td> <td style="text-align: right; padding: 2px;">₱ 5,300</td> </tr> <tr> <td style="padding: 2px;">BSHM @ 23 units</td> <td style="text-align: right; padding: 2px;">₱ 6,100</td> </tr> <tr> <td style="padding: 2px;">BSCrim @ 23 units</td> <td style="text-align: right; padding: 2px;">₱ 5,600</td> </tr> <tr> <td style="padding: 2px;">BSAcc @ 23 units</td> <td style="text-align: right; padding: 2px;">₱ 6,450</td> </tr> </table>	Tuition Fee @ 23 units for all programs except:	₱ 4,125	BSTM @ 23 units	₱ 5,300	BSHM @ 23 units	₱ 6,100	BSCrim @ 23 units	₱ 5,600	BSAcc @ 23 units	₱ 6,450	<p>57 Minutes</p>	
Tuition Fee @ 23 units for all programs except:	₱ 4,125													
BSTM @ 23 units	₱ 5,300													
BSHM @ 23 units	₱ 6,100													
BSCrim @ 23 units	₱ 5,600													
BSAcc @ 23 units	₱ 6,450													



2. Enrolment 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.

Office or Division	: Office of the College Dean			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All Transferees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. 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, authenticated)			Philippine Statistics Authority	
4. Marriage Certificate for married female students (1 original copy)			Philippine Statistics Authority	
5. Permit to study in cases of employed students in the government or private agencies (1 copy, original)			Employer	
6. 2x2 ID Picture with a name tag and in white background (1 copy, original)			Photo Studio	
7. Result of Qualifying Examination (1 copy, original)			Guidance Office, Ground Floor, CCJ E Building, KSU-Main Campus	
8. Official Receipt (1 original copy)			Collecting Window, Finance Office, Admin Bldg, KSU-Main Campus	
9. Valid ID (1 original copy)			From the requester's possession	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete admission requirements and transfer credentials at the designated enrolment area	1.1 Receive and check submitted documents 1.2 Evaluate subjects taken from former school 1.3 Issue enrolment form	None	18 Minutes	<i>Program Chairman</i> College
2. Accomplish enrolment form	2.1 Give subject load and approve the enrolment	None	10 Minutes	<i>Program Chairman</i> College
3. Go to the Dean's Office for registration of your personal profile	3.1 Encode the information profile of the student and issue the student's assessment form	None	15 Minutes	<i>College Clerk</i> Office of the Dean



<p>4. Present the Assessment Form and pay the required fees to the Collecting Unit</p> <p><i>Note:</i> <i>a. Prepare the exact amount</i> <i>b. Payment of account is considered officially enrolled</i></p>	<p>4.1 Receive documents and tender of payment</p> <p>4.2 Issue official receipt (OR) and return documents</p>	<p>TUITION FEE Tuition Fee (<i>all Programs except</i>) ₱ 100 BSTM 150 BSHM 150 BSCrim 150 BSAcc 200</p> <p>LABORATORY FEE Computer Laboratory 300 Science Laboratory 100 Crime Lab fee(BS Crim)/ subject 300 Training Lab (BSHM)/ subject 800</p> <p>MISCELLANEOUS FEE Athletic Fee 50 Cultural Fee 60 Dental Fee 50 Equipment Modernization Fee 500 Guidance Fee 50 Library Fee 75 Library Id 30 Medical Fee 50 Registration Fee (<i>all programs except</i>) 75 BSHM 100 BSTM 100 BSAcc 100 BSCrim 100 School Publication 30 SCUAA Fee 50 Student Dev't Fund 50 Testing Fee 100 Student Handbook 50 NSTP 90 Mutual Aid Assistance 40 School ID 75</p>	<p>15 Minutes</p>	<p>Collecting Officer Finance Office</p>										
<p>5. Proceed to the Auxiliary Office, 2nd Floor of the Business Center for ID processing</p>	<p>5.1 Process and issue ID</p>	<p>None</p>	<p>5 Minutes</p>	<p>BAO Clerk Business Affairs Office</p>										
<p>6. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form</p>	<p>6.1 Receive and submit the filled-out rating form to the Dean for analysis</p>	<p>None</p>	<p>1 Minute</p>	<p>College Clerk Office of the Dean</p>										
<p>TOTAL:</p>		<table border="1"> <tr> <td>Tuition Fee @ 23 units for all programs except:</td> <td>₱ 4,125</td> </tr> <tr> <td>BSTM @ 23 units</td> <td>₱ 5,300</td> </tr> <tr> <td>BSHM @ 23 units</td> <td>₱ 6,100</td> </tr> <tr> <td>BSCrim @ 23 units</td> <td>₱ 5,600</td> </tr> <tr> <td>BSAcc @ 23 units</td> <td>₱ 6,450</td> </tr> </table>	Tuition Fee @ 23 units for all programs except:	₱ 4,125	BSTM @ 23 units	₱ 5,300	BSHM @ 23 units	₱ 6,100	BSCrim @ 23 units	₱ 5,600	BSAcc @ 23 units	₱ 6,450	<p>1 Hour, 4 Minutes</p>	
Tuition Fee @ 23 units for all programs except:	₱ 4,125													
BSTM @ 23 units	₱ 5,300													
BSHM @ 23 units	₱ 6,100													
BSCrim @ 23 units	₱ 5,600													
BSAcc @ 23 units	₱ 6,450													



3. Admission of Returning Student

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

Office or Division	Office of the College Dean			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Returning Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. True Copy of Grades (1 original copy)		Registrar's Office, Admin Bldg, Main Campus		
2. Result of Qualifying Examination (1 original copy)		Guidance Office, Ground Floor, CCJE Building, KSU-Main Campus		
3. Official Receipt (1 original copy)		Collecting Window, Finance Office, Admin Bldg, KSU-Main Campus		
4. Valid ID (1 original copy)		From the requester's possession		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID		PERSON RESPONSIBLE
1. Present valid ID, True Copy of Grades, and Result of Qualifying Exam at the designated enrolment area	1.1 Evaluate subjects taken 1.2 Issue enrolment form	None		3 Minutes <i>Program Chairman</i> College
2. Accomplish enrolment form	2.1 Give subject load and approve the enrolment	None		10 Minutes <i>Program Chairman</i> College
3. Go to the Dean's Office for registration	3.1 Encode data and issue student's assessment form	None		15 Minutes <i>College Clerk</i> Office of the Dean
4. Proceed to the Collecting Unit-Finance Office located at Admin Bldg, present your ID and form, and give payment <i>Note: Prepare the exact amount</i>	4.1 Receive the documents and tender of payment 4.2 Issue the official receipt (OR) and return the documents	TUITION FEE Tuition Fee (<i>all Programs except</i>) BSTM BSHM BSCrim BSAcc LABORATORY FEE Computer Laboratory Science Laboratory Crime Laboratory fee(BS Crim)/ subject Training Laboratory (BSHM)/ subject	₱ 100 150 150 150 200 300 100 300 800	15 Minutes <i>Collecting Officer</i> Finance Office



		MISCELLANEOUS FEE Athletic Fee 50 Cultural Fee 60 Dental Fee 50 Equipment Modernization Fee 500 Guidance Fee 50 Library Fee 75 Library Id 30 Medical Fee 50 Registration Fee (<i>all programs except</i>) 75 BSHM 100 BSTM 100 BSAcc 100 BSCrim 100 School Publication 30 SCUAA Fee 50 Student Dev't Fund 50 Testing Fee 100 Student Handbook 50 NSTP 90 Mutual Aid Assistance 40 School ID 75		
5. Proceed to the Auxiliary Office, 2 nd Floor of Business Center for ID re-processing	5.1 Process and issue ID	None	5 Minutes	<i>BAO Clerk</i> Business Affairs Office
6. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	6.1 Receive and submit the filled-out rating form to the Dean for analysis	None	1 Minute	<i>College Clerk</i> Office of the Dean
TOTAL:		Tuition Fee @ 23 units for all programs except: ₱ 4,125 BSTM @ 23 units ₱ 5,300 BSHM @ 23 units ₱ 6,100 BSCrim @ 23 units ₱ 5,600 BSAcc @ 23 units ₱ 6,450	49 Minutes	



Internal Services



4. Enrolment of Old Students

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

Office or Division	: Office of the College Dean			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All Old Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (1 original copy)		Collecting Window, Finance Office, Admin Bldg, KSU-Main Campus		
Valid ID (1 original copy)		From the requester's possession		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID to the concerned program chairman at the designated enrolment area	1.1 Evaluate subjects taken from SIAS 1.2 Issue enrolment form	None	5 Minutes	Program Chairman College
2. Accomplish enrolment form	2.1 Give subject load and approve the enrolment	None	10 Minutes	Program Chairman College
3. Go to the Dean's Office for an assessment	3.1 Encode data and issue student's assessment form	None	15 Minutes	College Clerk Office of the Dean
4. Proceed to the Collecting Unit-Finance Office located at Admin Bldg, present your ID and form, and give payment <i>Note: Prepare the exact amount</i>	4.1 Receive the documents and tender of payment 4.2 Issue the official receipt (OR) and return the documents	TUITION FEE Tuition Fee (<i>all Programs except</i>) BSTM 150 BSHM 150 BSCrim 150 BSAcc 200 LABORATORY FEE Computer Laboratory 300 Science Laboratory 100 Crime Lab fee(BS Crim)/ subject 300 Training Lab (BSHM)/ subject 800 MISCELLANEOUS FEE Athletic Fee 50 Cultural Fee 60 Dental Fee 50 Equipment Modernization Fee 500 Guidance Fee 50	15 Minutes	Collecting Officer Finance Office



		Library Fee	75		
		Medical Fee	50		
		Registration Fee (<i>all programs except</i>)	75		
		BSHM	100		
		BSTM	100		
		BSAcc	100		
		BSCrim	100		
		School Publication	30		
		SCUAA Fee	50		
		Student Dev't Fund	50		
		Testing Fee	100		
		NSTP	90		
		Mutual Aid Assistance	40		
5. Proceed to the Auxiliary Office, 2 nd Floor of the Business Center for ID validation	5.1 Process and issue ID	None		5 Minutes	BAO Clerk Business Affairs Office
6. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	6.1 Receive and submit the filled-out rating form to the Dean for analysis	None		1 Minute	College Clerk Office of the Dean
TOTAL:		Tuition Fee @ 23 units for all programs except:	₱ 3,970	51 Minutes	
		BSTM @ 23 units	₱ 5,145		
		BSHM @ 23 units	₱ 5,945		
		BSCrim @ 23 units	₱ 5,445		
		BSAcc @ 23 units	₱ 6,295		

5. Adding/Dropping of Subjects

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

Office or Division	:	Office of the College Dean
Classification	:	Simple
Type of Transaction	:	G2C - Government to Citizen
Who may avail	:	Enrolled students
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Document Request Form (1 original copy)		Concerned College Dean's Office, KSU



2. Assessment Form (1 copy, original)		College Dean's Office		
3. Official Receipt (1 original copy)		Collecting Window, Finance Office, Admin Bldg, KSU-Main		
4. Valid ID (1 original copy)		From the requester's possession		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID and fill-out document request form at the Dean's Office	1.1 Check the ID 1.2 Issue a request form and retrieve the same after filling-out by the client	None	5 Minutes	<i>College Clerk</i> Office of the Dean
2. Proceed to the Collecting Unit-Finance Office located at Admin Bldg, present your ID and form, and give payment	2.1 Receive documents and tender of payment 2.2 Issue official receipt (OR) and return documents	₱ 50 Processing fee	15 Minutes	<i>Collecting Officer</i> Finance Office
3. Present OR and request form at the Dean's Office	3.1 Issue Adding/ Dropping Form	None	1 Minute	<i>College Clerk</i> Office of the Dean
4. Accomplish the Adding/ Dropping Form and submit it to the program chairman	4.1 Evaluate and approve subjects to be added/ dropped	None	5 Minutes	<i>Program Chairman</i> Faculty Room
5. Return to the Dean's Office and submit the approved form	5.1 Revise and issue a new Assessment Form	None	5 Minutes	<i>College Clerk</i> Office of the Dean
6. Claim new Assessment form	6.1 Transmittal to the Registrar's Office	None	5 Minutes	<i>College Clerk</i> Office of the Dean
7. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	7.1 Receive and submit the filled-out rating form to the Dean for analysis	None	1 Minute	<i>College Clerk</i> Office of the Dean
TOTAL:		₱ 50	37 Minutes	



6. Completion of Grades

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

Office or Division	:	Office of the College Dean		
Classification	:	Simple		
Type of Transaction	:	G2C - Government to Citizen		
Who may avail	:	Enrolled students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form (1 original copy)		Concerned College Dean's Office, KSU		
Valid ID (1 original copy)		From the requester's possession		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID and fill-out a document request form at the Dean's Office	1.1 Check the ID 1.2 Issue a request form and retrieve the same after filling-out by the client	None	5 Minutes	<i>College Clerk</i> Office of the Dean
2. Secure and accomplish copies of the completion form	2.1 Issue 3 copies of the form	None	30 Seconds	<i>College Clerk</i> Office of the Dean
3. Present the completion form to the concerned subject teacher in the Faculty Room	3.1 Issuance of Grade and signing of the form	None	3 Minutes	<i>Subject Teacher</i> Faculty Room
4. Proceed to the Program Chairman for signature	4.1 Verify and sign the completion form	None	5 Minutes	<i>Program Chairman</i> College
5. Submit the accomplished completion form to the Dean's Office	5.1 Receive and approve the completion form and give one copy to the student	None	5 Minutes	<i>College Dean</i> Office of the Dean
	5.2 Transmittal of the completion form to the Registrar's Office	None	5 Minutes	<i>College Clerk</i> Office of the Dean
6. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	6.1 Receive and submit the filled-out rating form to the Dean for analysis	None	1 Minute	<i>College Clerk</i> Office of the Dean
TOTAL:		None	24 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 specific term.

Office or Division :	Office of the University Registrar			
Classification :	Simple			
Type of Transaction :	G2C - Government to Citizen			
Who may avail :	All Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Document Request Form (1 original copy)		Registrar's Office, Admin Bldg, KSU-Bulanao Campus		
2. Official Receipt (1 original copy)		Collecting Window, Finance Office, Admin Bldg, KSU-Main Campus		
3. Valid ID (1 original copy)		From the requester's possession		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID and fill-out a document request form at the Registrar's Office	1.1 Check the ID 1.2 Issue a request form and retrieve the same after filling-out by the client	None	1 Minute	<i>Registrar's Aide</i> Registrar's Office
2. Proceed to the Collecting Unit-Finance Office located at Admin Bldg, present your ID and form, and give payment	2.1 Receive documents and tender of payment 2.2 Issue official receipt (OR) and return documents	₱ 25 Certification fee	15 Minutes	<i>Collecting Officer</i> Finance Office
3. Return to the Registrar's Office and present the OR and duly accomplished request slip	3.1 Receive form and verify records 3.2 Prepare the certification	None	5 Minutes	<i>Registrar's Aide</i> Registrar's Office
4. Receive document and sign in the logbook	4.1 Issue the document and record it in the logbook	None	1 Minute	<i>Registrar's Aide</i> Registrar's Office
5. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	5.1 Receive and submit the filled-out rating form to the Registrar's Head for analysis	None	1 Minute	<i>College Clerk</i> Office of the Dean
TOTAL:		₱ 25	23 Minutes	



2. Issuance of Transfer Credentials

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

Office or Division	: Office of the University Registrar			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All Transferee students (out)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Document Request Form (1 original copy)		Registrar's Office, Admin Bldg, KSU-Bulanao Campus		
2. Official Receipt (1 original copy)		Collecting Window, Finance Office, Admin Bldg, KSU-Main Campus		
3. KSU Student's ID (1 copy, original)		From the requester's possession		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID at the Registrar's Office and accomplish a document request form	1.1 Receive the ID 1.2 Issue a request form and retrieve the same after filling-out by the client	None	1 Minute	<i>Registrar's Aide,</i> <i>Registrar's Office</i>
2. Proceed to the Collecting Unit-Finance Office located at Admin Bldg, present your ID and form, and give payment	2.1 Receive documents and tender of payment 2.2 Issue official receipt (OR) and return documents	₱ 25 Certification fee	15 Minutes	<i>Collecting Officer</i> <i>Finance Office</i>
3. Return to the Registrar's Office and present the OR and duly accomplished request slip	3.1 Receive form and verify records 3.2 Prepare certification of Transfer Credential and record it in the logbook	None	5 Minutes	<i>Registrar's Aide</i> <i>Registrar's Office</i>
	3.3 Approve the request			<i>Registrar</i> <i>Registrar's Office</i>
4. Receive document and sign in the logbook	4.1 Issue the document	None	1 Minute	<i>Registrar's Aide</i> <i>Registrar's Office</i>
5. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	5.1 Receive and submit the filled-out rating form to the Registrar's Head for analysis	None	1 Minute	<i>Registrar's Aide</i> <i>Registrar's Office</i>
TOTAL:		₱ 25	23 Minutes	



3. Authentication of Official Transcript of Records and Diploma

This process verifies the Official Transcript of Records and the Diploma's authenticity to all graduates of the institution.

Office or Division	:	Office of the University Registrar		
Classification	:	Simple		
Type of Transaction	:	G2C - Government to Citizen		
Who may avail	:	All Graduates		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copies of OTR and Diploma (1 original copy, 1 photocopy)		Registrar's Office, Admin Bldg, KSU-Bulanao Campus		
2. Properly filled-out Requisition slip form (1 original copy)		Registrar's Office, Admin Bldg, KSU-Bulanao Campus		
3. Official Receipt (1 original copy)		Collecting Window, Finance Office, Admin Bldg, KSU-Main Campus		
4. KSU Student's ID (1 original copy)		From the requester's possession		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID at the Registrar's Office and accomplish request slip	1.1 Receive the ID 1.2 Issue request slip and retrieve the same	None	1 Minute	<i>Registrar's Aide, Office of the Registrar</i>
2. Proceed to the Collecting Unit-Finance Office located at Admin Bldg, present your ID and form, and give payment	2.1 Receive documents and tender of payment 2.2 Issue official receipt (OR) and return documents	₱ 30 Authenticati on fee	15 Minutes	<i>Collecting Officer Finance Office</i>
3. Return to the Registrar's Office and present the OR and duly accomplished request slip	3.1 Receive form and verify records 3.2 Authenticate a xerox copy of the OTR and Diploma	None	8 Minutes	<i>Registrar's Aide and University Registrar, Office of the Registrar</i>
4. Receive Authenticated OTR and Diploma and sign in the logbook	4.1 Issue the document and record it in the logbook	None	1 Minute	<i>Registrar's Aide Registrar's Office</i>
5. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	5.1 Receive and submit the filled-out rating form to the Registrar's Head for analysis	None	1 Minute	<i>Registrar's Aide Registrar's Office</i>
TOTAL:		₱ 30	26 Minutes	



4. Issuance of Certification of Graduation

The University issues this certification as a confirmation that requesting party is a legitimate graduate of a particular degree or title.

Office or Division	: Office of the University Registrar			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: Graduates			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official Transcript of Records (1 original copy)			Registrar's Office, Admin Bldg, KSU-Bulanao Campus	
2. Diploma (1 original copy)			Registrar's Office, Admin Bldg, KSU-Bulanao Campus	
3. Duly accomplished request Slip (KSU-OUR-F15B) (1 original copy)			Registrar's Office, Admin Bldg, KSU-Bulanao Campus	
4. Official Receipt (1 original copy)			Collecting Window, Finance Office, Admin Bldg, KSU-Main	
5. KSU Student's ID (1 original copy)			From the requester's possession	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present your ID at the Registrar's Office and accomplish the request slip form	1.1 Receive the ID 1.2 Issue request slip and retrieve the same	None	1 Minute	<i>Registrar's Aide,</i> Office of the Registrar
2. Present the ID, request form, and payment at the Collecting Unit, Finance Office, Admin Bldg	2.1 Receive documents and tender of payment 2.2 Issue official receipt (OR) and return documents	₱ 25 Certification fee	15 Minutes	<i>Collecting Officer</i> Finance Office
3. Submit the duly accomplished request slip, requirements, and OR	3.1 Receive the request slip and OR 3.2 Verify records on files 3.3 Prepare the Certificate of Graduation and record it in the logbook 3.4 Issue the document	None	5 Minutes	<i>Registrar's Aide</i> Office of the Registrar
4. Receive the certification and sign in to the logbook	4.1 Give the student a survey form to rate the availed service	None	1 Minute	<i>Registrar's Aide,</i> Office of the Registrar
5. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	5.1 Receive and submit the filled-out rating form to the Registrar's Head for analysis	None	1 Minute	<i>Registrar's Aide</i> Registrar's Office
TOTAL:		₱ 25	23 Minutes	



Internal Services



5. Issuance of True Copy of Grades

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

Office or Division	: Office of the University Registrar			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished request slip (KSU-OUR-F15B) (1 original copy)		Registrar's Office, Admin Bldg, KSU-Bulanao Campus		
2. Official Receipt (1 original copy)		Collecting Window, Finance Office, Admin Bldg, KSU-Main		
3. KSU Student's ID (1 original copy)		From the requester's possession		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID at the Registrar's Office and accomplish request slip	1.1 Receive the ID 1.2 Issue request slip and retrieve the same	None	1 Minute	<i>Registrar's Aide,</i> Office of the Registrar
2. Go to the Collecting Unit, Finance Office, Admin Bldg and present the ID, request form, and payment	2.1 Receive documents and tender of payment 2.2 Issue official receipt (OR) and return documents	₱ 25 Certification fee	15 Minutes	<i>Collecting Officer</i> Finance Office
3. Return to the Registrar's Office and submit the duly accomplished request slip and OR	3.1 Receive the request slip and OR 3.2 Prepare the True Copy of the Grades	None	3 Minutes	<i>Registrar's Aide</i> Office of the Registrar
	3.3 Sign the Certified True Copy of the Grades	None	1 Minute	<i>University Registrar,</i> Office of the Registrar
4. Receive Certified True Copy of Grades and signed in the logbook	4.1 Issue the Certified True Copy of Grades	None	1 Minute	<i>Registrar's Aide,</i> Office of the Registrar
5. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	5.1 Receive and submit the filled-out rating form to the Registrar's Head for analysis	None	1 Minute	<i>Registrar's Aide</i> Registrar's Office
TOTAL:		₱ 25	9 Minutes, 30 Seconds	



6. Issuance of Certification, Authentication, and Verification (CAV) to DFA

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

Office or Division :	Office of the University Registrar			
Classification :	Simple			
Type of Transaction :	G2C - Government to Citizen			
Who may avail :	Graduate and Undergraduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OTR or Diploma (1 original copy)		Registrar's Office, Admin Bldg, KSU-Bulanao Campus		
2. Request slip form (KSU-OUR-F15B) (1 original copy)		Registrar's Office		
3. Official Receipt (1 original copy)		Collecting Window, Finance Office, Admin Bldg, KSU-Main		
4. Valid ID (1 original copy)		From the requester's possession		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID at the Registrar's Office and accomplish request slip	1.1 Receive the ID 1.2 Issue request slip and retrieve the same	None	1 Minute	<i>Registrar's Aide,</i> Office of the Registrar
2. Go to the Collecting Unit, Finance Office, Admin Bldg and present the ID, request form, and payment	2.1 Receive documents and tender of payment 2.2 Issue official receipt (OR) and return documents	₱ 25 Certification fee	15 Minutes	<i>Collecting Officer</i> Finance Office
3. Return to Registrar's window and submit duly accomplished request slip form and OR	3.1 Receive the request slip form and Official Receipt	None	1 Minute	<i>Registrar's Aide,</i> Office of the Registrar
	3.2 Authenticate school documents, prepare the certificate of graduation or earned units, and prepare endorsement	None	15 Minute	<i>University Registrar,</i> Office of the Registrar
	3.3 Record in the logbook, then issue	None	1 Minute	<i>Registrar's Aide</i>
4. Receive endorsement and sign in to the logbook	4.1 Issue the document	None	1 Minute	<i>Registrar's Aide</i>
5. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	5.1 Receive and submit the filled-out rating form to the Registrar's Head for analysis	None	1 Minute	<i>Registrar's Aide</i> Office of the Registrar
TOTAL:		₱ 25	35 Minutes	



3. Issuance of Transcript of Records

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

Office or Division	: Office of the University Registrar			
Classification	: Complex			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: Graduates and Undergraduate Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Slip (KSU-OUR-F15-A) (1 original copy)			Registrar's Office	
2. Official Receipt (1 original copy)			Collecting Window, Finance Office, Admin Bldg, KSU-Main	
3. Valid ID (1 original copy)			From the requester's possession	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID, secure, and accomplish request slip from the Registrar's Office	1.1 Receive the ID 1.2 Issue request slip and retrieve the same 1.3 Issue clearance form and advise the client to accomplish it	None	30 Minutes	<i>Registrar's Aide, Registrar's Office</i>
2. Go to the Collecting Unit, Finance Office, Admin Bldg and present the ID, request form, and payment	2.1 Receive documents and tender of payment 2.2 Issue official receipt (OR) and return documents	₱ 75/ page; Documentary stamp: ₱ 20 (3 pages x ₱ 75 + ₱ 20) for OTR fee	15 Minutes	<i>Collecting Officer Finance Office</i>
3. Return to Registrar's window and submit duly accomplished request slip, requirements, and OR	3.1 Receive duly filled clearance and check requirements	None	5 Minutes	<i>Registrar's Aide, Registrar's Office</i>
	3.2 Encode, verify, and evaluate	None	3 Days	<i>Registrar's Aide and Head</i>
	3.3 Prepare Official Transcript of Records	None	15 Minutes	<i>Registrar's Aide Registrar's Office</i>
	3.4 Sign OTR		5 Minutes	<i>Registrar's Head Registrar's Office</i>
	3.5 Recommend approval of OTR		1 Day	<i>Vice President for Academics and Student Dev't Office of the VPAF</i>



	3.6 Approve OTR		1 Day	University President Office of President
	3.7 Records logbook and issue OTR	None	1 Minute	Registrar's Aide Registrar's Office
4. Receive OTR and sign in to the logbook	4.1 Issue the document	None	1 Minute	Registrar's Aide Registrar's Office
5. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	5.1 Receive and submit the filled-out rating form to the Registrar's Head for analysis	None	1 Minute	Registrar's Aide Office of the Registrar
TOTAL:		₱ 245 @ 3 pages	5 Days, 1 Hour, 13 Minutes	



Office of the Director for Student Development Services and Placement Services

Internal Service



1. Subject Validation

Students who earned units from other HEIs similar to their current curricular program's descriptive title can validate their subjects.

Office or Division	: Office of the Director for Student Development Services and Placement Services (DSDSPS)			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All Shifters/ Transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. True Copy of Grades (1 photocopy)	Registrar from a previous College or University			
2. Program Curriculum (1 photocopy)	KSU Program Chairman, concerned college			
3. Document Request Form (1 original copy)	Office of the Director for SDSPS, KSU-Main Campus			
4. Valid ID (1 original copy)	From the requester's possession			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID and fill-out a document request form at the Director's Office	1.1 Check the ID 1.2 Issue a request form and retrieve the same after filling-out by the client	None	1 Minute	<i>DSDSPS Staff</i> DSDSPS Office
2. Submit a True Copy of Grades and Program Curriculum at the Director's Office	2.1 Review submitted documents	None	4 Minutes	<i>DSDSPS Staff</i> DSDSPS Office
3. Secure and accomplish validation forms	3.1 Encode the subject/s to be validated	None	5 Minutes	<i>DSDSPS Staff</i> DSDSPS Office
4. Submit to the Validation Committee for validation	4.1 Receive duly signed validation confirmation form for record purposes	None		<i>DSDSPS Staff</i> DSDSPS Office
5. Photocopy in 3 copies, then submit 1 original copy to Registrar's Office, 1 copy each to SDSPS and Dean's Offices, and retain 1 student's copy	5.1 Receive copy/ies	None	15 Minutes	<i>Registrar Aide</i> <i>DSDSPS Staff</i> DSDSPS Office/ <i>Dean's Clerk</i> College Dean
6. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	6.1 Receive and submit the filled-out rating form to the Registrar's Head for analysis	None	1 Minute	<i>DSDSPS Staff</i> DSDSPS Office
TOTAL:		None	26 Minutes	



Office of the Counselling, Testing, and Placement Services

External Services



1. Application for College Admission Test

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

Office or Division	: Counselling, Testing, and Placement Center (CTPC)
Classification	: Simple
Type of Transaction	: G2C - Government to Citizen
Who may avail	: Incoming Freshmen and Transferees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID, 1 original copy		Government Institution		
2. Application Form for CAT, 1 original copy		Office of the Guidance Counselor, CTPC, KSU-Main		
3. 1x1 ID Picture with a name tag, 1 original copy		Photo Center		
4. Form 137 or its equivalent, 1 certified photocopy		School last attended		
5. PSA Authenticated Birth Certificate, 1 photocopy		PSA		
6. ALS Certificate, 1 certified photocopy		ALS Centers		
7. True Copy of Grades (for Transferees), 1 certified photocopy		School Last attended		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements to the Guidance Counselor at the CTPC Office	1.1 Provide College Admission Test Application	None	3 Minutes	Guidance Counsellor CTPC Office
2. Fill in the application form and submit it to the counselor	2.1 Check and verify the information 2.2 Release application permit	None	10 Minutes	Guidance Counsellor CTPC Office
3. Receive Application Permit	3.1 Orient the client on the date, time, and place of the exam	None	10 Minutes	Guidance Counsellor CTPC Office
4. Monitor the schedule at any of the following postings areas: KSU Website (https://ksu.edu.ph), KSU Facebook Fan Page (https://www.facebook.com/KalingaStateUniversity) or Bulletin of the CTPC, CCJE Bldg, KSU-Main Campus	4.1 Post schedule, including room assignment at posting areas	None	10 Minutes	Guidance Counsellor CTPC Office
5. On the day of your schedule, proceed to the assigned room, and present the application permit and ID	5.1 Check and verify the application permit and ID, and assign a chair	None	3 Minutes	Assigned Proctor
6. Proceed to seat assigned area	6.1 Orient the client on the rules and regulations of the exam	None	5 Minutes	Assigned Proctor



7. Receive and fill in the necessary information in the Answer Sheet	7.1 Provide an Answer Sheet, and instruct the client on proper filling out of the sheet	None	10 Minutes	Assigned Proctor
8. Receive the Test booklet and check if the pages are complete	8.1 Release Test Booklet and Scrap Paper	None	5 Minutes	Assigned Proctor
9. Testing Proper	9.1 Give Instruction for the Test	None	3 Hours	Assigned Proctor
10. Submit the Answer Sheet and Test Booklet	10.1 Receive and check the Answer Sheet and Test Booklet	None	5 Minutes	Assigned Proctor
TOTAL:		None	4 Hours, 1 Minute	

2. Release of Results of College Admission Test

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

Office or Division	:	Counseling, Testing, and Placement Center			
Classification	:	Simple			
Type of Transaction	:	G2C - Government to Citizen			
Who may avail	:	Incoming Freshmen, Transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Valid ID, 1 original copy		School last attended			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. See posted name on the KSU Website, KSU Facebook, or CTPC Office Bulletin Board		1.1 Post the List of Passers on the KSU Website, KSU Facebook, and CTPC Office	None	10 Minutes	Guidance Counsellor CTPC Office
2. Visit the CTPC office if the name is not seen on the List of Passers		2.1 Release Result	None	5 Minutes	Guidance Counsellor CTPC Office
3. Proceed to Counseling Section for further details		3.1 Administer counseling to the client	None	30 Minutes	Guidance Counsellor CTPC Office
4. Sign in to the Logbook		4.1 Release Certificate of Passing	None	5 Minutes	Guidance Counsellor CTPC Office
5. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form		5.1 Issue client survey form 5.2 Receive and submit the filled-out rating form to the Guidance Counselor for analysis	None	1 Minute	Staff CTPC Office
TOTAL:			None	51 Minutes	



Internal Services



3. Authentication of Certificate of Good Moral

After issuance by the University of a Certificate of Good Moral Character, authentication of its photocopies may be requested by students.

Office or Division	:	Counselling, Testing, and Placement Center (CTPC)		
Classification	:	Simple		
Type of Transaction	:	G2C - Government to Citizen		
Who may avail	:	All Students (Undergraduates and Graduates)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Good Moral Character (1 original copy, 2 photocopies)		Office of the CTPC, CCJE Building, KSU-Main Campus		
2. Document Request Form (1 original copy)		Office of the Guidance Counselor, CTPC, KSU-Main		
3. Official Receipt (1 original copy)		Collecting Unit, Finance Office, Admin Bldg, Main		
4. Valid ID (1 original copy)		From the requester's possession		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID, and fill out a document request form at the Guidance Office	1.1 Check the ID 1.2 Issue a request form and retrieve the same after filling-out by the client	None	1 Minute	Staff CTPC Office
2. Present original and photocopies of the Certificate of Good Moral	2.1 Receive copies of the certificate 2.2 Verify the authenticity of documents submitted 2.3 Assess the amount to be paid based on the number of copies being requested 2.4 Indicate the amount in the slip and return the same 2.5 Authenticate the photocopies of documents	None	5 Minutes	Guidance Counsellor CTPC Office
3. Go to the Collecting Unit, Finance Office, and present the ID, request form, and payment	3.1 Receive documents and tender of payment 3.2 Issue official receipt (OR) and return documents	₱ 10 per copy (3 copies x 10) for Certification fee	15 Minutes	Collecting Officer Finance Office
4. Return to the Guidance Office and present OR	4.1 Receive, record, and return OR together with the original and authenticated copies of the certificate	None	5 Minutes	Staff CTPC Office
5. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	5.1 Issue client survey form 5.2 Receive and submit the filled-out rating form to the Guidance Counselor for analysis	None	1 Minute	Staff CTPC Office
TOTAL:		₱ 30	27 Minutes	



4. Issuance of Certificate of Good Moral

The Guidance Office issues a Good Moral Certificate upon request of alumni and students, certifying him/her that he/she is in good morals.

Office or Division	: Counselling, Testing, and Placement Center (CTPC)			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen			
Who may avail	: All Students (undergraduates and Graduates)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Document Request Form (1 original copy)		Office of the Guidance Counselor, CTPC, KSU-Main		
2. Official Receipt (1 original copy)		Collecting Unit, Finance Office, Admin Bldg, Main		
3. Valid ID (1 original copy)		From the requester's possession		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID and fill out a document request form at the CTPC Office	1.1 Check the ID 1.2 Issue a request form and retrieve the same after filling-out by the client 1.3 Instruct the client to pay the fee at the collecting window of the Finance Office	None	5 Minutes	Staff CTPC Office
2. Go to the Collecting Unit, Finance Office, and present the ID, request form, and payment	2.1 Receive documents and tender of payment 2.2 Issue official receipt (OR) and return documents	₱ 25 Certification fee	15 Minutes	Collecting Officer Finance Office
3. Return to the Guidance Office and present OR and forms	3.1 Receive the OR 3.2 Verify the record of the client 3.3 Prepare and accomplish Certificate of Good Moral	None	3 Minutes	Guidance Counsellor CTPC Office
4. Receive and confirm Certificate of Good Moral and sign in to the logbook	4.1 Issue certificate of good moral	None	3 Minutes	Staff CTPC Office
5. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	5.1 Issue client survey form 5.2 Receive and submit the filled-out rating form to the Guidance Counselor for analysis	None	1 Minute	Staff CTPC Office
TOTAL:		₱ 25.00	27 Minutes	



5. Counseling Services

This is a 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.

Office or Division	:	Counselling, Testing, and Placement Center (CTPC)			
Classification	:	Simple			
Type of Transaction	:	G2C - Government to Citizen (for students, graduates, and parents) G2G - Government to Government (for employees)			
Who may avail	:	All Students (Undergraduates and Graduates), Parents, Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Valid ID, 1 original copy			From the requester's possession		
2. Document Request Form (1 original copy)			Office of the Guidance Counselor, CTPC, KSU-Main Campus		
3. Referral Slip (if referred), 1 original copy			Any KSU Instructor		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID and fill out a document request form at the CTPC Office		1.1 Check the ID 1.2 Issue a request form and retrieve the same after filling-out by the client 1.3 Inform the Guidance Counselor of the client's purpose	None	5 Minutes	Staff CTPC Office
2. Proceed to Counselling Room		2.1 Conduct Interviews and Counselling proper	None	50 Minutes	Guidance Counsellor CTPC Office
3. Sign Logbook		3.1 Schedule Client for next session (if applicable)	None	5 Minutes	Guidance Counsellor CTPC Office
4. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form		4.1 Issue client survey form 4.2 Receive and submit the filled-out rating form to the Guidance Counselor for analysis	None	1 Minute	Staff CTPC Office
TOTAL:			None	1 Hour, 1 Minute	



6. Testing Services

This service includes administering, scoring, and interpreting any measurement that yields quantitative data, such as standardized tests. Students are allowed to take a personality or IQ test to understand themselves further.

Office or Division	:	Counselling, Testing, and Placement Center (CTPC)		
Classification	:	Simple		
Type of Transaction	:	G2C - Government to Citizen		
Who may avail	:	All Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID, 1 original copy		From the requester's possession		
2. Document Request Form (1 original copy)		Office of the Guidance Counselor, CTPC, KSU-Main Campus		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID and fill out a document request form at the CTPC Office	1.1 Check the ID 1.2 Issue a request form and retrieve the same after filling-out by the client 1.3 Inform the Guidance Counselor of the client's purpose	None	7 Minutes	<i>Staff</i> CTPC Office
2. Proceed to Testing Room, CTPC Office, and take the test	2.1 prepare appropriate testing materials 2.2 Orient the client and conduct an examination	None	60 Minutes	<i>Guidance Counsellor</i> CTPC Office
3. Proceed to Waiting Area outside the CTPC Office and wait for the result	3.1 Checking and scoring of test paper	None	10 Minutes per test paper	<i>Guidance Counsellor</i> CTPC Office
4. Proceed to Counselling Room	4.1 Request the client to return to the room 4.2 Explain the Test Result	None	50 Minutes	<i>Guidance Counsellor</i> CTPC Office
5. Sign in to the Logbook	5.1 Instruct the client to sign in to the logbook	None	2 Minutes	<i>Guidance Counsellor</i> CTPC Office
6. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	6.1 Issue client survey form 6.2 Receive and submit the filled-out rating form to the Guidance Counselor for analysis	None	1 Minute	<i>Staff</i> CTPC Office
TOTAL:		None	2 Hours, 10 Minutes	



Scholarship Services

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 the scholarship applications, qualifiers are given scholarship certificates for enrolment.

Office or Division :	Office of the Scholarship Services (OSS)			
Classification :	Simple			
Type of Transaction :	G2C - Government to Citizen			
Who may avail :	All Student Grantees			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Statement of Account, 1 original copy	Window 1, 2, or 3 at Finance Office, Admin Bldg, KSU-Main Campus			
2. Document Request Form (1 original copy)	Office of the Scholarship Chairman, CCJE Bldg, KSU-Main Campus			
3. Valid ID, 1 original copy	From the requester's possession			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and fill out a document request form at the Scholarship Office located near the lobby, 1 st floor, CCJE Bldg, KSU-Main Campus	1.1 Check the ID 1.2 Issue a request form and retrieve the same after filling-out by the client 1.3 Inform the Scholarship Chairman of the client's purpose	None	7 Minutes	<i>Staff</i> Scholarship Office
2. Submit pertinent documents to the Scholarship Chairman	2.1 Receive and validate documents 2.2 Instruct the client to pay the certification fee	None	5 Minutes	<i>Scholarship</i> <i>Chairperson</i>
3. Go to the Collecting Unit, Finance Office, and present the ID, request form, and payment	3.1 Receive documents and tender of payment 3.2 Issue official receipt (OR) and return documents	₱ 25 Certification fee	15 Minutes	<i>Collecting Officer</i> Finance Office
4. Return to the Scholarship Office and present OR	4.1 Check and record the OR 4.2 Prepare and sign the certificate being requested		15 Minutes	<i>Chairperson</i> Scholarship Office
5. Receive the certificate	5.1 Issue the certification of scholarship	None	3 Minutes	<i>Staff</i> Scholarship Office
6. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	6.1 Issue client survey form 6.2 Receive and submit the filled-out rating form to the Scholarship Chairperson for analysis	None	1 Minute	<i>Staff</i> Scholarship Office
TOTAL:		₱ 25	46 Minutes	



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

The Scholarship Office accepts applications for scholarships or grants, evaluates the requirements, and endorses the same to potential benefactors for funding.

Office or Division	:	Office of the Scholarship Services		
Classification	:	Simple		
Type of Transaction	:	G2C - Government to Citizen		
Who may avail	:	All Student Grantees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Report card for incoming freshmen, 1 photocopy		School last attended		
2. True Copy of Grades, 1 photocopy		Registrar's Office, Admin Bldg, KSU-Main		
3. Document Request Form (1 original copy)		Office of the Scholarship Chairman, KSU-Main		
4. Valid ID, 1 original copy		School last attended		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and fill out a document request form at the Scholarship Office located near the lobby, 1 st floor, CCJE Bldg, KSU-Main Campus	1.1 Check the ID 1.2 Issue a request form and retrieve the same after filling-out by the client 1.3 Inform the Scholarship Chairman of the client's purpose	None	7 Minutes	<i>Staff</i> Scholarship Office
2. Inquire to the Scholarship Chairman about available external scholarships and/or financial assistance	2.1 Interview the client if qualified for assistance	None	3 Minutes	<i>Chairperson</i> Scholarship Office
3. Receive and fill up the application form	3.1 For a qualified applicant, issue and assist him in filling-out the Scholarship Application Form 3.2 Instruct him to accomplish the documentary requirements	None	5 Minutes	<i>Chairperson</i> Scholarship Office
4. For KSU students, go to the Registrar's Office, present your ID, and fill up a document request form. For freshmen, secure a photocopy of the report card from the school they last attended.	4.1 Check the ID 4.2 Issue the request form	None	6 Minutes	<i>Registrar</i> Office of the Registrar
5. For KSU students, proceed to the	5.1 Receive documents and tender of payment	₱ 25	15 Minutes	<i>Collecting Officer</i>



Collecting Unit, Finance Office, and present the ID, request form, and payment	5.2 Issue official receipt (OR) and return documents	Processing fee		Finance Office
6. For KSU students, return to the Registrar's office, present OR, and secure a true copy of grades	6.1 Check and record OR 6.2 Prepare and issue the grades	None	7 Minutes	<i>Registrar</i> Office of the Registrar
7. Return to the Scholarship Office and submit the accomplished requirements	7.1 Receive and validates the pertinent documents presented by the applicant 7.2 Include the applicant in the master list for endorsement to concerned benefactors 7.3 Instruct the client to keep in touch sooner for the result	None	6 Minutes	<i>Chairperson</i> Scholarship Office
8. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	8.1 Issue client survey form 8.2 Receive and submit the filled-out rating form to the Scholarship Chairperson for analysis	None	1 Minute	<i>Staff</i> Scholarship Office
TOTAL:		₱ 25	50 Minutes	



Medical Services

Internal Services



1. Request for Medical Health Service

Essential medical health services are provided to students and university employees to manage their health problems.

Office or Division	:	Medical Services		
Classification	:	Simple		
Type of Transaction	:	G2C - Government to Citizen, for students; and G2G - Government to Government, for employees		
Who may avail	:	All Students, Faculty Members, and Non-Teaching Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid School ID card, 1 original copy		Auxiliary Office, Business Center Bldg, KSU Main		
2. Individual Treatment Record (ITR), 1 original copy		Medical Services Office, KSU Main Campus		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. As for medical check-ups, present a valid ID and register in the logbook at the Nurse Station, Medical Services Office, KSU-Main Campus *For new clients, accomplish an ITR	1.1 Check the ID 1.2 Issue the logbook and retrieve the same after filling-out by the client 1.3 For the old client, retrieve the ITR on file 1.4 For new clients, provide an ITR to be accomplished by the patient	None	12 Minutes	<i>Nurse</i> University Clinic
2. Answer the pre-assessment of the Nurse-on-duty	2.1 Ask for the chief complaint of the client 2.2 Take and record the client's vital signs on the ITR form 2.3 Submit the ITR to the physician	None	2 Minutes	<i>Nurse</i> University Clinic
3. Proceed to the consultation room	3.1 Review vital signs 3.2 Do general surveys and history taking 3.3 Conduct physical exam, diagnosis, and treatment 3.4 Issue a prescription or referral letter if needed	None	45 Minutes	<i>Physician</i> University Clinic
4. Receive available medicines and or prescription/referral letter if necessary	4.1 Issue medicines and/or prescription/referral letter	None	5 Minutes	<i>Nurse</i> University Clinic
5. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	5.1 Issue client survey form 5.2 Receive the filled-out rating form for analysis	None	1 Minute	<i>Nurse</i> University Clinic
TOTAL:		None	1 Hour, 5 Minutes	



2. Issuance of Medical Certificate

The Medical Services Unit will issue a Medical Certificate upon request of the client/patient for valid official purposes. The physical presence of the requester is a must.

Office or Division	:	Medical Services		
Classification	:	Simple		
Type of Transaction	:	G2C - Government to Citizen, for students G2G - Government to Government, for employees		
Who may avail	:	All Students, Faculty Members, and Non-Teaching Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid School ID card, 1 original copy		Auxiliary Office, Business Center Bldg., KSU-Main Campus		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a medical certificate by presenting a valid ID and registering in the logbook at the Nurse Station, 1 st Floor of Central Lab Bldg, KSU-Main Campus	1.1 Check the ID 1.2 Issue the logbook and retrieve the same after filling-out by the client	None	10 Minutes	<i>Nurse</i> University Clinic
2. Respond to the pre-assessment of the Nurse on duty	2.1 Obtain personal information and vital signs	None	4 Minutes	<i>Nurse</i> University Clinic
3. Proceed to the Consultation Room	3.1 Conduct a Physical Examination	None	10 Minutes	<i>Physician</i> University Clinic
4. Receive the certificate	4.1 Issue the medical certificate	None	3 Minutes	<i>Physician</i> University Clinic
5. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	5.1 Issue client survey form 5.2 Receive the filled-out rating form for analysis	None	1 Minute	<i>Nurse</i> University Clinic
TOTAL:		None	28 Minutes	



3. Request for Blood Pressure Taking/Monitoring

Strict monitoring and routine blood pressure taking are conducted to ensure client stability. The physical presence of the requester is a must.

Office or Division	: Medical Services			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen, for students G2G - Government to Government, for employees			
Who may avail	: All Students, Faculty Members, and Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid School ID card, 1 original copy		Auxiliary Office, Business Center Bldg., KSU-Main Campus		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for blood pressure (BP) taking by presenting valid ID and registering in the logbook at the Nurse Station, 1 st Floor of Central Lab Bldg, KSU-Main Campus	1.1 Check the ID 1.2 Issue the logbook and retrieve the same after filling-out by the client 1.3 Instruct the client to rest for a while to normalize the blood circulation	None	10 Minutes	<i>Nurse</i> University Clinic
2. Do as the nurse will instruct	2.1 Take and record BP	None	5 Minutes	<i>Nurse</i> University Clinic
3. Accomplish BP Logbook	3.1 Issue result	None	1 Minute	<i>Nurse</i> University Clinic
4. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	4.1 Issue client survey form 4.2 Receive the filled-out rating form for analysis	None	1 Minute	<i>Nurse</i> University Clinic
TOTAL:		None	17 Minutes	



4. Request for Issuance of Referral Letters

The University Physician may issue a Referral Letter to the client that needs further health problem management. The physical presence of the requester is a must.

Office or Division	:	Medical Services		
Classification	:	Simple		
Type of Transaction	:	G2C - Government to Citizen, for students G2G - Government to Government, for employees		
Who may avail	:	All Students, Faculty Members, and Non-Teaching Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid School ID card, 1 original copy		Auxiliary Office, Business Center Bldg., KSU-Main Campus		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for a referral letter through the Nurse Station, 1 st Floor of Central Lab Bldg, KSU-Main Campus	1.1 Retrieve individual treatment record	None	2 Minutes	<i>Nurse</i> University Clinic
2. Submit self for assessment of vital signs (VS)	2.1 Obtain VS of patient	None	3 Minutes	<i>Nurse</i> University Clinic
3. Proceed to the Consultation Room	3.1 Do a re-assessment of the patient	None	5 Minutes	<i>Physician</i> University Clinic
4. Receive the referral letter	4.1 issue a referral letter	None	1 Minute	<i>Physician</i> University Clinic
5. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	5.1 Issue client survey form 5.2 Receive the filled-out rating form for analysis	None	1 Minute	<i>Nurse</i> University Clinic
TOTAL:		None	12 Minutes	



Dental Services

Internal Services



1. Request for Dental Consultation

Request for Dental Consultation services are provided to employees and students to manage teeth and gum problems. The physical presence of the requester is a must.

Office or Division	:	Dental Clinic		
Classification	:	Simple		
Type of Transaction	:	G2C - Government to Citizen, for students G2G - Government to Government, for employees		
Who may avail	:	All Students, Faculty Members, and Non-Teaching Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Consent Form, 1 original copy		Medical Services Office, KSU Main Campus		
2. Individual Treatment Record (ITR), 1 original copy		Medical Services Office, KSU Main Campus		
3. Valid School ID card, 1 original copy		Auxiliary Office, Business Center Bldg., KSU-Main Campus		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Dental Clinic, present your ID, and fill out a consent form	1.1 Check the ID 1.2 Receive the form and verify the request	None	2 Minutes	<i>Dentist</i> Dental Clinic
2. Subject oneself to initial assessment	2.1 For an old client, retrieve ITR; and for a new client, provide an ITR to be accomplished 2.2 Take the vital signs of the patient 2.3 Interview the patient	None	10 Minutes	<i>Dentist</i> Dental Clinic
3. Please proceed to the treatment area and submit yourself for a dental consultation	3.1 Conduct oral assessment and examination of the client	None	40 Minutes	<i>Dentist</i> Dental Clinic
4. Sign in to the Logbook	4.1 Record treatment done	None	2 Minute	<i>Dentist</i> Dental Clinic
5. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	5.1 Issue client survey form 5.2 Receive the filled-out rating form for analysis	None	1 Minute	<i>Dentist</i> Dental Clinic
TOTAL:		None	55 Minutes	



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

This service describes how students and employees can avail of dental procedures such as oral prophylaxis, dental restoration, and extraction. This ensures healthier gums and teeth and restores the function, integrity, and morphology of missing tooth structure.

Office or Division	:	Dental Clinic		
Classification	:	Simple		
Type of Transaction	:	G2C - Government to Citizen, for students; and G2G - Government to Government, for employees		
Who may avail	:	All Students, Faculty Members, and Non-Teaching Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Consent Form, 1 original copy		Medical Services Office, KSU Main Campus		
2. Individual Treatment Record (ITR), 1 original copy		Medical Services Office, KSU Main Campus		
3. Valid School ID card, 1 original copy		Auxiliary Office, Business Center Bldg., KSU-Main Campus		
4. Official Receipt, 1 original copy		Collecting Unit, Finance Office, Admin Bldg, KSU-Main Campus		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for service by presenting a valid ID and filling up of consent form from the dentist. <i>For new clients, accomplish Patient Individual Dental Health Records.</i> For a minor client, present Parent Consent	1.1 Check the ID 1.2 Issue and retrieve form 1.3 For the old client, retrieve the individual dental health record 1.4 For new clients, provide a patient with individual dental health record	None	4 Minutes	<i>Dentist</i> Dental Clinic
2. Subject oneself to initial assessment	1.1 Interview the patient's chief complaint and take partial history 1.2 Take vital signs of the patient (include weight if the patient is pediatric) 1.3 Issue billing statement	None	10 Minutes	<i>Dentist</i> Dental Clinic



3. Proceed to the Collecting Unit, Finance Office, and present the ID, billing, and payment	3.1 Receive documents and tender of payment 3.2 Issue official receipt (OR) and return documents	₱ 50.00- Dental fee per tooth (3x50=150) ₱ 150.00- Oral prophylaxis (mild to moderate problem); ₱ 200.00- a severe problem	15 Minutes	<i>Collecting Officer</i> Finance Office
4. Please return to the Dental Clinic, present OR, and subject oneself to Oral Prophylaxis, Tooth Restoration, and Tooth Extraction	4.1 Conduct oral examination and determine the procedure to be conducted 4.2 For patients with mild to moderate problems, proceed with contemplate procedure 4.3 For patients with severe problems, administer further evaluation and management 4.4 Record treatment done	None	45 Minutes	<i>Dentist</i> Dental Clinic
5. Sign in to the Logbook and receive post-procedural care from the dentist	4.3 If needed, issue additional medicines and prescription 4.4 Give instructions on post-procedural care 4.5 Schedule follow-up as needed	None	5 Minutes	<i>Dentist</i> Dental Clinic
6. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	6.1 Issue client survey form 6.2 Receive the filled-out rating form for analysis	None	1 Minute	<i>Dentist</i> Dental Clinic
TOTAL:		₱ 500.00	1 Hour, 20 Minutes	



Office of the Director for Library Services

Internal and External Services



1. Issuance of Borrower's Card

Any bonafide student or employee of the University is issued a borrower's card to borrow library materials from any KSU library.

Office or Division	: University Library			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen, for students; and G2G - Government to Government, for employees			
Who may avail	: All bonafide students, faculty, staff, alumni, and the community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Borrower's Card, 1 original copy	Main Library Services, Sen. Roco Bldg, KSU-Main Campus			
2. KSU ID, 1 original copy	Auxiliary Services, BAO Center, KSU-Main Campus			
3. For the student: Assessment Form, 1 original copy	Registrar's Office, Admin Bldg, KSU-Main Campus			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Main Library, present your ID and assessment form	1.1 Check the ID 1.2 Evaluate assessment form	None	1 Minute	<i>Library Aide</i> Circulation Counter University Library
2. Sign in to the logbook stating the purpose	2.1 Verify the purpose 2.2 Prepare the borrower's card 2.3 Stamp the assessment indicating the release of the borrower's card	None	5 Minutes	<i>Library Aide</i> Circulation Counter University Library
3. Receive the Borrower's Card	3.1 Issue the borrower's card	None	30 Seconds	<i>Library Aide</i> Circulation Counter University Library
4. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	4.1 Issue client survey form 4.2 Receive the filled-out rating form for analysis	None	1 Minute	<i>Library Aide</i> Circulation Counter University Library
TOTAL:		None	7 Minutes, 30 Seconds	



2. Borrowing of Library Books on Open Shelves

The University Libraries adopt the open-shelf system for the Circulation, Filipiniana, Reference, and Thesis Sections. Students can browse, select and get books they will borrow from the shelves.

Office or Division	:	University Library			
Classification	:	Simple			
Type of Transaction	:	G2C - Government to Citizen, for students, alumni, and community; G2G - Government to Government, for employees			
Who may avail	:	All bonafide students, faculty, staff, alumni, and the community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Borrower's Card, 1 original copy		For Bulanao Campus: Main Library Services, Sen. Roco Bldg, KSU-Main Campus; and High School Laboratory Library, LHS Bldg, Bulanao Campus; For Dagupan Campus: Dagupan Library, 3 rd Floor, CBAA Bldg, Dagupan Campus; For Rizal Campus: Rizal Library Services, Admin Bldg, Rizal Campus, Bagbag, Bulbul, Rizal, Kalinga			
2. Library ID, 1 original copy; or		Auxiliary Services, BAO Center, KSU-Main Campus			
3. Employee's ID, 1 original copy		Agency			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in at OPAC, or visit the library and sign at the student/employee/visitor/logbook upon entry		1.1 Verify the purpose of the client	None	1 Minute	<i>Library Aide</i> University Library
2. Submit the borrower's card		2.1 Check and verify the borrower's card	None	10 Seconds	<i>Library Aide</i> University Library
3. Get library books needed on the shelves		3.1 Instruct the client to the section of the book requested	None	1 Minute	<i>Library Aide</i> University Library
4. Fill out book card/s and present them to the circulation desk		4.1 Check the book card/ borrower's if properly filled-out, as to date, time, and borrower's name	None	1 Minute	<i>Library Aide</i> University Library
5. Wait for the books to be processed for check-out		5.1 Scan book/s for barcode reading	None	2 Minutes	<i>Library Aide</i> University Library
6. Receive library book/s		6.1 Remind the client of the book return schedule 6.2 Issue library book/s	None	10 Seconds	<i>Library Aide</i> University Library



7. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	7.1 Issue client survey form 7.2 Receive the filled-out rating form for analysis	None	1 Minute	<i>Library Aide</i> University Library
TOTAL:		None	6 Minutes, 20 Seconds	

3. Borrowing of Library Books in Reserved Section

The **Reserve** Section is a unique library area 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.

Office or Division	:	University Library		
Classification	:	Simple		
Type of Transaction	:	G2C - Government to Citizen, for students, alumni, and community; G2G - Government to Government, for employees		
Who may avail	:	All bonafide students, faculty, staff, alumni, and the community		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Borrower's Card, 1 original copy		Library Services, KSU Campuses		
2. Library ID, 1 original copy; or		Auxiliary Services, BAO Center, KSU-Main		
3. Employee's ID, 1 original copy		Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in at OPAC, or proceed to the Library and sign at the student/ employee/visitor/ logbook	1.1 Verify the purpose of the client	None	1 Minute	<i>Library's Aide</i> University Library
2. Submit the borrower's card	2.1 Receive and evaluate Library ID and borrower's card 2.2 Ask the client about his needed library book/s (<i>title, author, and year/edition</i>)	None	30 Seconds	<i>Library's Aide</i> University Library
3. Wait for the requested book/s	3.1 Get library book/s from the Reserve Section	None	3 Minutes	<i>College Librarian</i>
4. Fill out book card/s and present them to the circulation desk	4.1 Check the book card if properly filled-out as to date, time, and borrower's name	None	10 Seconds	<i>Library's Aide</i> University Library
5. Wait for the books to be processed for check-out	5.1 Scan book/s for barcode reading	None	1 Minute	<i>Library's Aide</i> University Library
6. Receive library book/s	6.1 Remind the client of the book return schedule 6.2 Issue the library book/s	None	5 Seconds	<i>Library's Aide</i> University Library



7. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	7.1 Issue client survey form 7.2 Receive the filled-out rating form for analysis	None	1 Minute	<i>Library Aide</i> University Library
TOTAL:		None	6 Minutes, 45 Seconds	

4. Returning of Library Books

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

Office or Division	:	University Library		
Classification	:	Simple		
Type of Transaction	:	G2C - Government to Citizen, for students, alumni, and community; and G2G - Government to Government, for employees		
Who may avail	:	All bonafide students, faculty, staff, alumni, and the community		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Borrower's Card, 1 original copy		Library Services, KSU Campuses		
2. Library ID, 1 original copy; or		Auxiliary Services, BAO Center, KSU-Main Campus		
3. Employee's ID, 1 original copy		Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Library and present your ID and borrowed book/s	1.1 Receive and check book/s 1.2 Scan book/s in the barcode machine 1.3 Fill-out borrower's and book card	None	3 Minutes	<i>Library's Aide</i> University Library
2. If books are overdue, pay overdue fines; if not, proceed to step 3	2.1 Collect overdue fees and provide a receipt 2.2 Fill-out borrower's card	₱ 1/hour (₱ 1 x 24 hr = ₱ 24)	3 Minutes	<i>Library's Aide</i> University Library
3. Claim Library ID	Return the client's Library ID	None	1 Minute	<i>Library's Aide</i>
4. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	4.1 Issue client survey form 4.2 Receive the filled-out rating form for analysis	None	1 Minute	<i>Library Aide</i> University Library
TOTAL:		₱ 24	8 Minutes	



5. Readers' Services

The Library Reader's services assist library users with effective, efficient, and easier access and retrieval of library materials.

Office or Division	:	University Library		
Classification	:	Simple		
Type of Transaction	:	G2C - Government to Citizen, for students, alumni, and community; and G2G - Government to Government, for employees		
Who may avail	:	All bonafide students, faculty, staff, alumni, and the community		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Borrower's Card, 1 original copy		Library Services, KSU Campuses		
2. Library ID, 1 original copy; or		Auxiliary Services, BAO Center, KSU-Main Campus		
3. Employee's ID, 1 original copy		Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in at OPAC, or proceed to the Library and sign at the student/ employee/ visitor/ logbook	1.1 Verify the purpose of the client and approve it	None	35 Seconds	<i>Library's Aide</i> University Library
2. Present the borrower's card	2.1 Receive the borrower's card 2.2 Interview and assist the client with his/her specific needs 2.3 Accompany client to the shelf/section	None	12 Minutes	<i>Library's Aide</i> University Library
3. Get the needed library book/s, take out the book card on the last page of the book, fill it out, and submit it to the Library Staff	3.1 Check book card if properly filled-up 3.2 File book card at borrower's file box 3.3 Remind the client of the book return schedule 3.4 Issue the library book/s	None	3 Minutes	<i>Library's Aide</i> University Library
4. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	4.1 Issue client survey form 4.2 Receive the filled-out rating form for analysis	None	1 Minute	<i>Library Aide</i> University Library
TOTAL:		None	16 Minutes, 35 Seconds	



6. Issuance of Referral Letters

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

Office or Division	:	University Library		
Classification	:	Simple		
Type of Transaction	:	G2C - Government to Citizen, for students; G2G - Government to Government, for employees		
Who may avail	:	All bonafide students and faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID, 1 original copy		Auxiliary Services, BAO Center, KSU-Main Campus		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Library, present an ID, and fill out a logbook stating the purpose	1.1 Check the validation of the School ID 1.2 Verify the client's purpose 1.3 Prepare a referral letter and submit it to the Librarian for approval	None	15 Minutes	<i>Library's Aide</i> University Library
2. Wait for the processing of a request at the waiting area	2.1 Approve the request and return it to the Staff for recording and issuance	None	1 Minute	<i>Librarian</i> University Library
3. Receive the referral letter by signing in the logbook	3.1 Record and issue the referral letter	None	1 Minute	<i>Library's Aide</i> University Library
4. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	4.1 Issue client survey form 4.2 Receive the filled-out rating form for analysis	None	1 Minute	<i>Library Aide</i> University Library
TOTAL:		None	18 Minutes	



7. Availing of Internet Services

The Library provides Internet services to the library users to access other information resources. The users are gently reminded that Internet usage is for valid research only.

Office or Division	:	University Library		
Classification	:	Simple		
Type of Transaction	:	G2C - Government to Citizen, for students, alumni, and community; G2G - Government to Government, for employees		
Who may avail	:	All bonafide students, faculty, staff, alumni, and the community		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID, 1 original copy		Auxiliary Services, BAO Center, KSU-Main Campus		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Library, present the ID, and sign in the logbook stating the purpose	1.1 Check and keep the ID 1.2 Verify the purpose of the client 1.3 Assigned computer unit to the client	None	8 Minutes	<i>Library's Aide</i> University Library
2. Use the internet services and inform the Library staff upon completion of the task	2.1 Compute for internet fee usage 2.2 Inform the client of the amount	None	3 Hours	<i>Library's Aide</i> University Library
3. Pay the internet fee	3.1 Issue the receipt 3.2 Return the client's ID	₱ 15/ hour (₱ 15 x 3 hr)	1 Minute	<i>Library's Aide</i> University Library
4. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	4.1 Issue client survey form 4.2 Receive the filled-out rating form for analysis	None	1 Minute	<i>Library Aide</i> University Library
TOTAL:		₱ 45.00	3 Hours, 10Minutes	



8. Availing of Photocopy Services

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

Office or Division	:	University Library		
Classification	:	Simple		
Type of Transaction	:	G2C - Government to Citizen, for students, alumni, and community; G2G - Government to Government, for employees		
Who may avail	:	All bonafide students, faculty, staff, alumni, and the community		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.1	Borrower's Card, 1 original copy	Library Services, KSU Campuses		
1.2	Library ID, 1 original copy; or	Auxiliary Services, BAO Center, KSU-Main Campus		
1.3	Employee's ID, 1 original copy	Agency		
	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME
	1. Go to the Library, present IDs, and follow the borrowing procedure of library materials	1.1 Check the IDs and retain the borrower's card and Library ID 1.2 Issue the photocopying slip and library material	None	2 Minutes
	2. Photocopy the desired pages of the book and return to the Library Circulation Counter	2.1 Check pages of the photocopied book	None	15 Minutes
	3. Get the borrower's card	3.1 Return the borrower's card and Library ID	None	30 Seconds
	4. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	4.1 Issue client survey form 4.2 Receive the filled-out rating form for analysis	None	1 Minute
		TOTAL:	None	18 Minutes, 30 Seconds



9. Signing of Library Clearance (Faculty and Staff)

This is a service-process of clearing faculty members or staff of accountability from borrowed library materials on a semestral basis. This service also applies when a faculty or staff moves out of the university.

Office or Division	:	University Library			
Classification	:	Simple			
Type of Transaction	:	G2G - Government to Government			
Who may avail	:	All faculty and staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Employee's ID, 1 original copy			Auxiliary Services, BAO Center, KSU-Main Campus		
Employee's Clearance, 1 original copy			HR Division, Admin Bldg, KSU-main Campus		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Go to Library, present a valid ID, and sign in to the logbook stating the purpose	1.1 Check the ID 1.2 Verify the purpose	None	3 Minutes	Library's Aide University Library	
2. Present the clearance form and borrowed books. Proceed to step 6 if cleared	2.1 Check against the list of unreturned books	None	2 Minutes	Library's Aide University Library	
3. For Lost book/s: pay at the Collecting Unit, or replace the lost book	3.1 Issue payment slip	None	30 Seconds	Collecting Officer Finance Office	
4. For Lost book/s: proceed to the Collecting Unit, Finance Office, and present the ID, slip, and payment	4.1 Receive documents and payment 4.2 Issue official receipt (OR) and return documents	₱ 385- Lowest price of 1 book/ ₱ 9,432- Recorded highest gov't price of 1 book	15 Minutes	Collecting Officer Finance Office	
5. Return to the Library and present OR, or submit a replacement of the book	5.1 Check and record the OR, or book a replacement 5.2 Endorse the client's clearance to the Librarian	None	30 Seconds	Library's Aide University Library	
6. Secure signature of librarian	6.1 Sign and return the clearance form	None	30 Seconds	Director for Library Services	
7. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	7.1 Issue client survey form 7.2 Receive the filled-out rating form for analysis	None	1 Minute	Library's Aide University Library	
TOTAL:		₱ 385 or ₱ 9,432	27 Minutes, 30 Seconds		



10. E-library Services

E-library services refer 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.

Office or Division	: University Library			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen, for students, alumni, and community; G2G - Government to Government, for employees			
Who may avail	: All bonafide students, faculty, staff, alumni, and the community			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Valid ID, 1 original copy <i>For student:</i> Library ID	<i>For KSU students and employees:</i> Auxiliary Services, BAO Center, KSU-Main Campus <i>For alumni and community:</i> Respective issuing agency			
2. <i>For the student:</i> Assessment Form, 1 original copy	Registrar's Office, Admin Bldg, KSU-Main Campus			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Library, present valid ID/s, and sign in to the logbook stating the purpose	1.1 Check the ID/s 1.2 Verify the purpose	None	2 Minutes	<i>Library's Aide</i> University Library
2. Leave the ID/s at the counter, then proceed to the E-Library Section	2.1 Keep and file the borrower's card	None	1 Minute	<i>Library's Aide</i> University Library
3. Use the E-Library	3.1 Assist the client at the E-library	None	30 Minutes	<i>Library's Aide</i> University Library
4. If finished, request a check-out	4.1 Check-out the client and return the ID/s	None	1 Minute	<i>Library's Aide</i> University Library
5. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	6.3 Issue client survey form 6.4 Receive the filled-out rating form for analysis	None	1 Minute	<i>Library's Aide</i> University Library
TOTAL:		None	6 Minutes	



Student Internship Abroad Program

Internal Services



1. Evaluation of OJT-abroad Applicants' Document

This is a process whereby the KSU students with OJT subject on programs covered by CHED Memo No. 22, Series of 2013, submit their applications for evaluation.

Office or Division	:	Office of the Student Internship Abroad Program (SIAP)		
Classification	:	Simple		
Type of Transaction	:	G2C - Government to Citizen		
Who may avail	:	All students with OJT subject on programs covered by CMO 22, Series of 2013		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Letter, 1 original copy		(personally prepared)		
2. Certificate of Grade, 1 original copy		University Registrar, Admin Bldg, KSU-Main Campus		
3. Passport, 1 photocopy		Department of Foreign Affairs		
3. KSU ID, 1 original copy		Auxiliary Services, BAO Center, KSU-Main Campus		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the SIAP Office, present a valid ID, and submit pertinent documents	1.1 Check the ID 1.2 Receive and validate documents	None	7 Minutes	SIAP Chairman Office of the SIAP
2. Receive the evaluation result	2.1 Verbally notify applicant 2.2 Instruct applicant for further details and scheduled activity	None	1 Minute	SIAP Chairman Office of the SIAP
3. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	3.1 Issue client survey form 3.2 Receive the filled-out rating form for analysis	None	1 Minute	SIAP Chairman Office of the SIAP
TOTAL:		None	9 Minutes	



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

Before deployment for OJT abroad, the qualified applicant's documents will be evaluated by the KSU OJT-SIAP Screening Committee. The established foreign host country will conduct the online interviews.

Office or Division	:	Office of the Student Internship Abroad Program (SIAP)			
Classification	:	Simple			
Type of Transaction	:	G2C - Government to Citizen			
Who may avail	:	All OJT-Abroad applicants who are qualified by KSU OJT-SIAP Screening Committee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Medical Certificate issued by Government Physician, 1 original copy		Any Government Physician			
2. Medical Certificate issued by FHEO's selected Clinic, 1 original copy		Designated Clinic			
3. Official Transcript of Record, 1 original copy		University Registrar, Admin Bldg, KSU-Main Campus			
4. Travel Insurance Certificate, 1 original copy		Insurance Company			
5. Accomplished forms on Terms and Conditions and Health Statements		Office of the OJT Chairman, SIAP, KSU-Main Campus			
6. KSU ID, 1 original copy		Auxiliary Services, BAO Center, KSU-Main Campus			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Go to SIAP Office, present a valid ID, fill up Forms on Terms and Conditions and Health Statements, and submit requirements	1.1 Check ID and verify the purpose 1.2 Issue the forms, retrieve the same, and check the completeness of the data 1.3 Evaluate the submitted required documents	None	15 Minutes	SIAP Chairman Office of the SIAP	
2. Provide other information needed	2.1 Ask for relevant information and encode the data on the portal provided by Foreign Host Establishment partner	None	15 Minutes	SIAP Chairman Office of the SIAP	
3. Receive confirmation	3.1 Gives verbal notice of registration	None	1 Minute	SIAP Chairman Office of the SIAP	
4. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	4.1 Issue client survey form 4.2 Receive the filled-out rating form for analysis	None	1 Minute	SIAP Chairman Office of the SIAP	
TOTAL:		None	32 Minutes		



Office of the Director for Science Laboratories

Internal and External Services



1. Borrowing and Issuance of Laboratory Equipment and Apparatus

Borrowing equipment from the laboratory complements clients in identifying what they need for their respective classes. As the office's standard operating procedure (SOP), clients check the equipment properly with the Laboratory staff's presence.

Office or Division	:	Office of the Director for Science Laboratories (DSL)		
Classification	:	Simple		
Type of Transaction	:	G2C - Government to Citizen, for students and visitors; and G2G - Government to Government, for employees		
Who may avail	:	Freshmen, Old Students, Employees, and Visitors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Borrower's Slip, 1 original copy		Office of the Director, Science Laboratory Bldg, KSU-Main Campus		
2. Student's Assessment Form, 1 original copy		Respective College Dean's Office, KSU-Main Campus		
3. Valid ID (School ID or Agency ID), 1 original copy		Auxiliary Services, BAO Center, KSU-Main Campus		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID and assessment form, and fill out the borrower's form at the Office of the Director for Science Laboratory	1.1 Check the ID 1.2 Verify the validity of the student's assessment 1.3 Issue the form and retrieve the same	None	5 Minutes	<i>Clerk</i> Office of the Director for Science Laboratories
2. State the purpose for borrowing the equipment	2.1 Evaluate the purpose of the client 2.2 Approve the request	None	15 Minutes	<i>Director</i> Office of the DSL
3. Allow some time for the processing of the request	3.1 Prepare requested laboratory equipment and/or apparatuses 3.2 Instruct the client on the proper handling, care, and schedule of returning the borrowed equipment or apparatus	None	15 Minutes	<i>Director</i> Office of the DSL
4. Check borrowed laboratory equipment and/or apparatuses thoroughly if they are in good condition, and receive them	4.1 Issue the laboratory items 4.2 File the request form and issue the borrower's copy	None	4 Minutes	<i>Clerk</i> Office of the DSL
5. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	5.2 Issue client survey form 5.3 Receive the filled-out rating form for analysis	None	1 Minute	<i>Clerk</i> Office of the DSL
TOTAL:		None	40 Minutes	



2. Returning Borrowed Laboratory Equipment and Apparatus

This process shows how the equipment is dispensed correctly to the clients- the surrendered ID cards during the borrowing process help in the equipment's accountability.

Office or Division	:	Office of the Director for Science Laboratories		
Classification	:	Simple		
Type of Transaction	:	G2C - Government to Citizen, for students and visitors; and G2G - Government to Government, for employees		
Who may avail	:	Freshmen, Old Students, Employees, and Visitors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's Slip, 1 original copy		Office of the Director, Science Laboratory Bldg, KSU-Main Campus		
Student's Assessment Form, 1 original copy		Respective College Dean's Office, KSU-Main Campus		
Valid ID (School ID or Agency ID), 1 original copy		Auxiliary Services, BAO Center, KSU-Main Campus		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID and borrower's slip copy to the Office of the Director for Science Laboratory	1.1 Check the ID 1.2 Receive the borrower's copy	None	5 Minutes	<i>Clerk</i> Office of the Director for Science Laboratories (DSL)
2. Turn-over the borrowed equipment	2.1 Receive the equipment 2.2 Check the borrowed items thoroughly to see if they are in good condition	None	2 Minutes	<i>Director</i> Office of the DSL
	2.3 Return the equipment properly to their designated storage	None	1 Minute	<i>Clerk</i> Office of the DSL
3. Claim for the surrendered ID	3.1 Retrieve and return the ID of the client	None	1 Minute	<i>Clerk</i> Office of the DSL
4. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	4.1 Issue client survey form 4.2 Receive the filled-out rating form for analysis	None	1 Minute	<i>Clerk</i> Office of the DSL
TOTAL:		None	10 Minutes	



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 requirements.

Office or Division	:	Office of the Director for Science Laboratories			
Classification	:	Simple			
Type of Transaction	:	G2C - Government to Citizen, for students and visitors; and G2G - Government to Government, for employees			
Who may avail	:	Freshmen, Old Students, Employees, and Visitors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Borrower's Slip, 1 original copy			Office of the Director, Science Laboratory Bldg, KSU-Main Campus		
2. Student's Assessment Form, 1 original copy			Respective College Dean's Office, KSU-Main Campus		
3. Valid ID (School ID or Agency ID), 1 original copy			Auxiliary Services, BAO Center, KSU-Main Campus		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present a valid ID and assessment form, and fill out the borrower's slip at the Office of the Director for Science Laboratory	1.1 Check the ID 1.2 Verify the validity of the student's assessment 1.3 Issue the slip and retrieve the same 1.4 Endorse the request to the director for approval	None	5 Minutes	<i>Clerk</i> Office of the Director for Science Laboratories (DSL)	
2. State the purpose for borrowing the chemicals	2.1 Evaluate the purpose of the client 2.2 Approve the request	None	15 Minutes	<i>Director</i> Office of the DSL	
3. Allow some time for the processing of the request	3.1 Prepare the requested laboratory chemicals 3.2 Instruct the client on proper handling, and care of the chemicals	None	10 Minutes	<i>Director</i> Office of the DSL	
4. Receive the laboratory chemicals	4.1 Issue the laboratory items 4.2 File the request form and issue the borrower's copy	None	4 Minutes	<i>Clerk</i> Office of the DSL	
5. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	5.1 Issue client survey form 5.2 Receive the filled-out rating form for analysis	None	1 Minute	<i>Clerk</i> Office of the DSL	
TOTAL:		None	35 Minutes		



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 Being Broken/Damaged by the Borrower shall contain basic information on how the client/borrower pays for the broken apparatus. This step also serves transparency on all transactions done to this office.

Office or Division	:	Office of the Director for Science Laboratories			
Classification	:	Simple			
Type of Transaction	:	G2C - Government to Citizen, for students and visitors; and G2G - Government to Government, for employees			
Who may avail	:	Freshmen, Old Students, Employees, and Visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Borrower's Slip, 1 original copy		Office of the Director, Science Laboratory Bldg, KSU-Main Campus			
2. Student's Assessment Form, 1 original copy		Respective College Dean's Office, KSU-Main Campus			
3. Valid ID (School ID or Agency ID), 1 original copy		Auxiliary Services, BAO Center, KSU-Main Campus			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present a valid ID and the borrower's slip copy at the Office of the Director for Science Laboratories	1.1 Check the ID 1.2 Evaluate the borrower's slip copy	None	2 Minutes	Clerk Office of the Director for Science Laboratories (DSL)	
2. Brief the director on the extent and status of the damaged borrowed items	2.1 Inspect and inform the client of the amount of the damaged equipment and/or apparatus based on the supply and property management office's copy 2.2 Issue a billing statement	None	15 Minutes	Director Office of the DSL	
3. Proceed to the Collecting Unit, Finance Office, and present the ID, billing, and payment	3.1 Receive documents and payment 3.2 Issue official receipt (OR) and return documents	₱ 950 for 500 ml Florence Flask; and ₱ 450 for Test Tube Rack 12 holes	15 Minutes	Collecting Officer Finance Office	



4	Return to the Laboratory Building and present the OR to the custodian	4.1 Scrutinize and photocopy the OR and attach it to the borrower's slip, then return the original copy	None	1 Minute	Clerk Office of the DSL
5	Return the damaged items	5.1 Receive the item for proper disposal	None	Minute	Clerk Office of the DSL
6	Claim and receive the surrendered ID	6.1 Retrieve and issue the client's ID 6.2 File the request slip	None	30 Seconds	Clerk Office of the DSL
7	Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	7.1 Issue client survey form 7.2 Receive the filled-out rating form for analysis	None	1 Minute	Clerk Office of the DSL
TOTAL:			₱ 1,400	13 Minutes, 25 Seconds	

5. Signing of Clearance for Laboratory (Students, Faculty Members, and Non-Teaching Staff)

The *Signing of Clearances for the Laboratory* contains essential information for students, faculty members, and non-teaching staff on signing their clearances at the end of the semester. It encourages everybody to hold accountable if the service standards are not adequately met; thereby, a sense of responsibility shall drive them to return all borrowed items before signing their clearances.

Office or Division	:	Office of the Director for Science Laboratories
Classification	:	Simple
Type of Transaction	:	G2C - Government to Citizen, for students; and G2G - Government to Government, for employees
Who may avail	:	Freshmen, Old Students, and Employees
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished Clearance Form, 1 original copy		Office of the Director, Science Laboratory Bldg, KSU-Main Campus
2. KSU ID, 1 original copy		Auxiliary Services, BAO Center, KSU-Main Campus



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID and accomplished clearance form to the Director of Science Laboratories	1.1 Check the ID 1.2 Receive and evaluate the clearance form by checking the list of borrowers 1.3 Sign and return the clearance form if a client has no obligations to the laboratory	None	40 Seconds	<i>Director</i> Office of the Director for Science Laboratories (DSL)
<i>For a client with an obligation:</i> 2. Return previously borrowed laboratory equipment and/or apparatuses.	2.1 Receive and scrutinize borrowed laboratory items 2.2 Sign and return the clearance form	None	20 Minute	<i>Director</i> Office of the DSL
	2.3 Place the items correctly in their respective places/shelves			<i>Clerk</i> Office of the DSL
3. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	3.1 Issue client survey form 3.2 Receive the filled-out rating form for analysis	None	1 Minute	<i>Clerk</i> Office of the DSL
TOTAL:		None	21 Minutes, 40 Seconds	



OFFICES AND SERVICES UNDER THE VICE PRESIDENT FOR ADMINISTRATION AND FINANCE



Cashiering Office

External Services



1. Collection of School Fees

This refers to the collection of tuition, miscellaneous, and other fees as stated in the student's assessment form, applicable for undergraduate (second course), graduate studies, and law students only.

Office or Division	:	Collecting Unit/ Cashiering Office			
Classification	:	Simple			
Type of Transaction	:	G2C - Government to Citizen			
Who may avail	:	Graduate studies, Law, and Baccalaureate degree (<i>second course</i>)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Assessment, 1 original copy or photocopy		College concerned			
2. School ID, 1 original copy		Business Affairs Office-Auxiliary, KSU Main Campus			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Collecting Window, Finance Office, and 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	₱	1 Minute	<i>Collecting Officer</i>
		Tuition Fee (<i>all Programs except</i>)	100		
	BSTM	150			
	BSHM	150			
	BSCrim	150			
	BSAcc	200			
	LABORATORY FEE				
	Computer Laboratory	300			
	Science Laboratory	100			
	Crime Laboratory fee(BS Crim)/ subject	300			
	Training Laboratory (BSHM)/ subject	800			
	MISCELLANEOUS FEE				
	Athletic Fee	50			
	Cultural Fee	60			
	Dental Fee	50			
	Equipment Modernization Fee	500			
	Guidance Fee	50			
	Library Fee	75			
	Library Id	30			
	Medical Fee	50			
Registration Fee (<i>all programs except</i>)	75				
BSTM	100				
BSTM	100				
BSAcc	100				
BSCrim	100				
School Publication	30				
SCUAA Fee	50				



		Student Dev't Fund	50		
		Testing Fee	100		
		Student Handbook	50		
		NSTP	90		
		Mutual Aid Assistance	40		
		School ID	75		
2. Filling out of Client Satisfaction Survey Form	2.1 Upon receipt of the form, the staff will record and further analyze	None		1 Minute	Staff Finance Office
TOTAL:		Tuition Fee @ 23 units for all programs except:	₱ 3,970	2 Minutes	
		BSTM @ 23 units	₱ 5,145		
		BSHM @ 23 units	₱ 5,945		
		BSCrim @ 23 units	₱ 5,445		
		BSAcc @ 23 units	₱ 6,295		

2. Collection of Other Fees

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

Office or Division	:	Collecting Office		
Classification	:	Simple		
Type of Transaction	:	G2C - Government to Citizen / G2G - Government to Government		
Who may avail	:	All Graduates, Employees, Visitors, and Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. School ID/ Employee ID, 1 original copy		Business Affairs Office, KSU Main Campus		
2. Request Slip, 1 original copy		Registrar's Office/Records Section, KSU Main Campus		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Collecting Window, Finance Office, and 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 Minute	Collecting Officer Finance Office
2. Filling out of Client Satisfaction Survey Form	2.1 Upon receipt of the form, the staff will record and further analyze	None	1 Minute	Staff Finance Office
TOTAL:		₱ 430.00	2 Minutes	



Office of the Director for Business Affairs

Internal and External Services



1. Request for Rental of Monobloc Chairs

To use it for occasions like weddings and wakes, this rental service is made available to community people and university workers.

Office or Division	:	BAO Auxiliary		
Classification	:	Simple		
Type of Transaction	:	G2G - Government to Government/ G2C - Government to Citizen		
Who may avail	:	Faculty, Staff, and the Community		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Assessment, 1 original copy		Registrar's Office, Admin Bldg., KSU Main Campus		
2. Valid ID (School ID, Employee ID), 1 original copy		School or employer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the BAO-Auxiliary Office, sign the rental agreement, and pay rental fees at the Collecting Window, Finance Office, Admin Bldg.	1.1 Receives payment, issues Official Receipt (OR) 1.2 Prepares and executes a rental agreement	₱ 5.00 per day of the rental fee	2 Minutes	<i>BAO Manager</i> Auxiliary Office
2. Return to BAO-Auxiliary Office and present OR	2.1 Release items as per OR	None	15 minutes per 50 pieces chairs (depending on the number of monoblocks rented)	<i>BAO Aide</i> Auxiliary Office
3. Receive and load rented items at the BAO-Auxiliary Office and present gate pass to the guard on duty	3.1 Issue gate pass	None	1 Minute	<i>BAO Aide</i> Auxiliary Office
4. Filling out of Client Satisfaction Survey Form	4.1 Upon receipt of the form, the staff/ officer will file for record-keeping purposes and further analysis	None	1 Minute	<i>BAO Aide</i> Auxiliary Office
TOTAL:		₱ 1,500.00 for 100 pieces chair for 3 days	19 Minutes	



2. Request for Official ID for New Student

First-year and transfer students must complete this final step before being officially enrolled. Once their identification cards have been created, they can use university services. All properly enrolled students, except cross-enrolled individuals and students pursuing non-degree programs, are qualified to apply for a student ID card and a validation sticker. The ID cost is levied along with other school expenses when the student enrolls for the first time in the program.

Office or Division	:	BAO Auxiliary		
Classification	:	Simple		
Type of Transaction	:	G2G - Government to Government G2C - Government to Citizen		
Who may avail	:	Faculty, Staff, and the Community		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Assessment, 1 original copy		Registrar's Office, Admin Bldg., KSU Main Campus		
2. Valid ID (School ID, Employee ID), 1 original copy		School or employer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Official Receipt/ Assessment form at the BAO-Auxiliary Office	1.1 Receive and check the assessment of the client 1.2 Process the ID	₱ 100.00 Processing fee + ₱ 50.00 lace	12 Minutes	<i>BAO Manager/ Aide</i> Auxiliary Office
2. Receives ID/lace and signs record book	2.1 Release ID with accessories and record the client name in the logbook/record book for the signature of the clients	None	3 Minutes	<i>BAO Manager/ Aide</i> Auxiliary Office
3. Filling out of Client Satisfaction Survey Form	3.1 Upon receipt of the form, the staff/officer will file for record-keeping purposes and further analysis	None	1 Minute	<i>BAO Manager/ Aide</i> Auxiliary Office
TOTAL:		₱ 150.00	16 Minutes	



3. Request for Risograph Printing Job for Printing of Materials

Employees and students can use this service to print manuals, study guides, survey forms, and other high-quality forms along with other reference materials using high-quality and reasonably priced printing options, including photocopying and colored printing. The requester completes a form asking to be assisted by knowledgeable staff and can bill the appropriate office or pay in cash.

Office or Division	: BAO Auxiliary			
Classification	: Simple			
Type of Transaction	: G2G - Government to Government/ G2C - Government to Citizen			
Who may avail	: Faculty, Staff, and the Community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Assessment, 1 original copy		Registrar's Office, Admin Bldg., KSU Main Campus		
2. Valid ID (School ID, Employee ID), 1 original copy		School or employer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to BAO-Auxiliary Office, and fill up the Job order request form	1.1 Verify the request form	None	15 Seconds	<i>BAO Manager/ Aide</i> Auxiliary Office
2. Pay printing services at the collecting officer, Finance Office, Admin Bldg.	2.1 Receive payment and issue official receipt	₱ 1.00/copy for above 1,000 copies; and ₱ 1.50/copy for 999 copies and below, regardless of paper size (A4, letter, or legal)	2 Minutes	<i>BAO Manager/ Aide</i> Auxiliary Office
3. Present Job Order, O.R., and the documents to be printed at the BAO-Auxiliary Office	3.1 Receives and records data in the logbook	None	1 Minute	<i>BAO Manager/ Aide</i> Auxiliary Office
	3.2 Print documents	None	30 Minutes	
4. Receive printed materials and original documents	4.1 Issue printed materials and copies of documents	None	2 Minutes	<i>BAO Manager/ Aide</i> Auxiliary Office
5. Filling out of Client Satisfaction Survey Form	5.1 Upon receipt of the form, the staff will record and further analyze	None	1 Minute	<i>BAO Manager/ Aide</i> Auxiliary Office
TOTAL:		₱ 1.00 per copy for above 1,000 copies; and ₱ 1.50 per copy for 999 copies and below, regardless of paper sizes (A4, letter, or legal)	36 Minutes, 15 Seconds	



4. Request for Purchasing of Eggs

Egg products from Native Chicken Layer Production are one of the services this office provides. Clients can choose between debit and cash as a form of payment, depending on the type of requester—such as a salary deduction for staff or cash from other clients—when submitting their requests.

Office or Division	:	BAO Auxiliary		
Classification	:	Simple		
Type of Transaction	:	G2G - Government to Government / G2C - Government to Citizen		
Who may avail	:	Faculty, Staff, and the Community		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Assessment, 1 original copy		Registrar's Office, Admin Bldg., KSU Main Campus		
2. Valid ID (School ID, Employee ID), 1 original copy		School or employer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the BAO-Auxiliary Office, and submit an order	1.1 Accept Order 1.2 Sort Order 1.3 Select Order 1.4 Pack Order	None	2 Minutes	<i>BAO Manager/ Aide</i> Auxiliary Office
2. Accomplish or fill up the credit slip form	2.1 Check the credit slip form and pack orders	None	2 Minutes	<i>BAO Manager/ Aide</i> Auxiliary Office
3. Pay the order	3.1 Collect Payment	₱ 275.00 per tray for large size; and ₱ 210 per tray for medium size; ₱ 195 per tray for small size	5 Minutes	<i>BAO Manager/ Aide</i> Auxiliary Office
4. Receive packed eggs	4.1 Released packed order (eggs)	None	2 Minutes	<i>BAO Manager/ Aide</i> Auxiliary Office
5. Filling out of Client Satisfaction Survey Form	5.1 Upon receipt of the form, the staff will file for record-keeping purposes and further analysis	None	1 Minute	<i>BAO Manager/ Aide</i> Auxiliary Office
TOTAL:		₱ 275.00 per tray for large size; and ₱ 210 per tray for medium size; ₱ 195 per tray for small size	12 Minutes	



5. Request for the Purchase of Livestock

Various animals, including native chickens, cows, goats, and others, may be sold to multiple customers when a request is submitted to this office for processing. While cash can be utilized for some clients, employees may have the money withdrawn from their paychecks. The appropriate committee will determine the price for each animal.

Office or Division	:	BAO Auxiliary		
Classification	:	Simple		
Type of Transaction	:	G2G - Government to Government / G2C - Government to Citizen		
Who may avail	:	Faculty, Staff, and the Community		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Assessment, 1 original copy		Registrar's Office, Admin Bldg., KSU Main Campus		
2. Valid ID (School ID, Employee ID), 1 original copy		School or employer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the BAO-Auxiliary Office, and inquire about stock (pigs/goats) for sale	1.1 Visit the piggery/ goat farm	None	30 Minutes	<i>Project-in-Charge</i> Auxiliary Office
2. Select a pig/goat available for sale and pay	2.1 Received payment 2.2 issue official receipt	₱ 55,000 per head for Breeding Bull; ₱ 45,000 for Breeding Cow; ₱ 30,000 for Heifer (female); ₱ 15,000 for Calf; ₱ 15,000 for Sr Buck; ₱ 8,000 for Jr Buck; ₱ 8,000 for Doe; ₱ 4,500 for Yearling; ₱ 2,500 for Kid; ₱ 150 for Cull (Chicken)	3 Minutes	<i>Pricing Committee Representative</i> Auxiliary Office
3. Filling out of Client Satisfaction Survey Form	3.1 Upon receipt of the form, the staff will file it for record-keeping purposes and further analysis	None	1 Minute	BAO Manager/ Aide Auxiliary Office
TOTAL:		₱ 55,000 per head for Breeding Bull; ₱ 45,000 for Breeding Cow; ₱ 30,000 for Heifer (female); ₱ 15,000 for Calf; ₱ 15,000 for Sr Buck; ₱ 8,000 for Jr Buck; ₱ 8,000 for Doe; ₱ 4,500 for Yearling; ₱ 2,500 for Kid; ₱ 150 for Cull (Chicken)	34 Minutes	



Procurement Management Office

External Services



1. Availment of Bidding Documents

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

Office or Division	: Procurement Management Office – BAC Secretariat Section																				
Classification	: Simple																				
Type of Transaction	: G2B - Government to Business																				
Who may avail	: Prospective Bidders (Contractor, Supplier, and Consultant)																				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE																			
1. Agency or Government Issued Identification Card of the Bidder or Representative (1 original copy)		Employer, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG																			
2. Order of Payment (1 original copy)		PhilGEPS website or KSU BAC Secretariat Section, Admin Bldg., KSU Main																			
3. Official Receipt (1 original copy)		Cashier Section - Collecting Unit, Admin Bldg., KSU Main																			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE																	
1. Go to the Procurement Management Office and present a valid ID and sign in the Visitors' Logbook indicating the purpose of the visit	1.1 Check the client's ID and give the Logbook for filling up	The fee varies per ABC of the Project, as follows: <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th style="width: 50%;">Approved Budget for the Contract</th> <th style="width: 50%;">Cost of Bidding Documents</th> </tr> </thead> <tbody> <tr> <td>₱ 500,000 and below</td> <td>₱ 500</td> </tr> <tr> <td>More than ₱ 500,000 up to 1m</td> <td>₱ 1,000</td> </tr> <tr> <td>More than 1m up to 5m</td> <td>₱ 5,000</td> </tr> <tr> <td>More than 5m up to 10m</td> <td>₱ 10,000</td> </tr> <tr> <td>More than 10m up to 50m</td> <td>₱ 25,000</td> </tr> <tr> <td>More than 50m up to 500m</td> <td>₱ 50,000</td> </tr> <tr> <td>More than 500m</td> <td>₱ 75,000</td> </tr> </tbody> </table>		Approved Budget for the Contract	Cost of Bidding Documents	₱ 500,000 and below	₱ 500	More than ₱ 500,000 up to 1m	₱ 1,000	More than 1m up to 5m	₱ 5,000	More than 5m up to 10m	₱ 10,000	More than 10m up to 50m	₱ 25,000	More than 50m up to 500m	₱ 50,000	More than 500m	₱ 75,000	3 Minutes	<i>BAC Secretariat, Procurement Management Office</i>
	Approved Budget for the Contract			Cost of Bidding Documents																	
	₱ 500,000 and below			₱ 500																	
	More than ₱ 500,000 up to 1m			₱ 1,000																	
	More than 1m up to 5m			₱ 5,000																	
	More than 5m up to 10m			₱ 10,000																	
	More than 10m up to 50m			₱ 25,000																	
	More than 50m up to 500m			₱ 50,000																	
More than 500m	₱ 75,000																				
1.2 Retrieve the Logbook and check for the completeness of the 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)																					



2 Present Order of Payment at any of the Collecting Windows, Finance Office	2.1 Prepare and issue OR	None	5 Minutes	Collecting Officer Finance Office
3 Present OR to BAC Sec and receive bidding documents	3.1 Issue bidding documents and their attachments, if any 3.2 Orient the client on the basic requirements of the project being bid out	None	10 Minutes	BAC Secretariat, Procurement Management Office
4. Filling out of Client Satisfaction Survey Form	1.1 Upon receipt of the form, the staff/officer will file for record-keeping purposes and further analysis	None	1 Minute	
TOTAL:		The fee varies per ABC of Project		19 Minutes
		Approved Budget for the Contract	Cost of Bidding Documents	
		₱ 500,000 and below	₱ 500	
		More than ₱ 500,000 up to 1m	₱ 1,000	
		More than 1m up to 5m	₱ 5,000	
		More than 5m up to 10m	₱ 10,000	
		More than 10m up to 50m	₱ 25,000	
		More than 50m up to 500m	₱ 50,000	
More than 500m	₱ 75,000			



2. Issuance of Procurement Opportunities (Canvass Proposal, RFQ, REI, NNP, and RFP) through Alternative Modes 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 can resort to alternative procurement methods to promote economy and efficiency, subject to the specific conditions per modality. When a particular opportunity is advertised or posted at PhilGEPS or KSU website, prospective bidders within or outside the locality will come to inquire and avail of the posted opportunity.

Office or Division	:	Procurement Management Office			
Classification	:	Simple			
Type of Transaction	:	G2B - Government to Business			
Who may avail	:	Prospective Bidders (Contractor, Supplier, and Consultant)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Valid Identification Card of the Bidder or Representative (1 original copy)		Employer, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Go to the Procurement Management Office, present a valid ID, and sign in the Visitors' Logbook indicating the purpose of the 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 the 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 of the documentary requirements to be submitted 2.2 Remind the client of the deadline for submission of the proposal	None	2 Minutes	<i>Planning and Management Head, Procurement Management Office</i>	
3. Filling out of Client Satisfaction Survey Form	3.1 Upon receipt of the form, the staff/officer will file for record-keeping purposes and further analysis	None	1 Minute	<i>Planning and Management Head, Procurement Management Office</i>	
TOTAL:		None	8 Minutes		



3. Request of Advance Payment for Mobilization

When a contract is awarded, perfected, and issued a notice to proceed, a bidder can request 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, an 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, a cash advance is needed to finance the mobilization of materials, manpower and equipment. For Consulting Services, advance payment is allowed subject to the submission of documents.

Office or Division	: Procurement Management Office – BAC Secretariat Section			
Classification	: Simple			
Type of Transaction	: G2B - Government to Business			
Who may avail	: Winning Bidders (Contractor, Supplier, and Consultant)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card of the bidder or authorized representative, 1 original copy		Employer, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
2. Letter Request (2 original copies or 1 original and 1 photocopy)		Bidder's Place of Business		
3. Letter of credit, surety bond, or bank guarantee (1 original copy)		Bank, Surety, or Insurance Company duly licensed by Insurance Commission		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Office of the University President, present a valid ID, and sign in the Visitors' Logbook indicating the purpose of the visit	1.1 Check the client's ID and give the Logbook for filling up 1.2 Retrieve the Logbook and check for the completeness of the information	None	3 Minutes	<i>Receiving Clerk,</i> Office of the President
2. Submit written requests and attachments	1.1 Receive the documents and return a copy to the client 1.2 Instruct the client that processing of the request will start and to follow up soon	None	5 Minutes	<i>Receiving Clerk,</i> Office of the President
	1.3 Endorse to the appropriate office for evaluation (for Goods and Services–PMO; for Infra- Director for Planning and Strategy)	None	30 Minutes	<i>University President</i> Kalinga State University



	2.4 Evaluate and submit a recommendation to HOPE	None	20 Minutes	<i>Planning and Strategy Contract Mngt Office, PMO</i>
	2.5 Approve recommendation and endorse to Finance Office for processing of payment	None	10 Minutes	<i>University President Kalinga State University</i>
	2.6 Process request and inform the bidder once the payment is available	None	1 Day	Budget Section Accounting Section Cashiering Section
4. Receive payment and issue OR	3.1 Issue Check and BIR forms	None	1 Day	<i>Cashier III, Cashiering Section, Finance Office</i>
5. Filling out of Client Satisfaction Survey Form	4.1 Upon receipt of the form, the staff/officer will file for record-keeping purposes and further analysis	None	1 Minute	
TOTAL:		None	2 Days, 1 Hour, 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 to process its final billing for payment subject to the completeness of the documents submitted.

Office or Division	: Procurement Management Office – BAC Secretariat Section			
Classification	: Complex			
Type of Transaction	: G2B - Government to Business			
Who may avail	: Winning Bidders (Contractor, Supplier and Consultant)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Valid Identification Card of the bidder or authorized representative, 1 original copy			Employer, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG	
2. Letter Request (2 original copies or 1 original and 1 photocopy)			Bidder's Place of Business	
3. Letter of credit, surety bond, or bank guarantee (1 original copy)			Bank, Surety, or Insurance Company duly licensed by Insurance Commission	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Office of the University President, present a valid ID, and sign in the Visitors' Logbook indicating the purpose of the visit	1.1 Check the client's ID and give the Logbook for filling up 1.2 Retrieve the Logbook and check for the completeness of the information	None	3 Minutes	<i>Receiving Clerk,</i> Office of the President
2. Submit written requests and attachments	2.1 Receive the documents and return a copy to the client 2.2 Instruct the client that processing of the request will start and to follow up soon	None	5 Minutes	<i>Receiving Clerk,</i> Office of the President
	2.3 Endorse to the appropriate office for evaluation (for Goods and Services– PMO; for Infra-Director for Planning and Strategy)	None	30 Minutes	<i>President</i> Kalinga State University
	2.4 Evaluate and submit recommendations to HOPE	None	20 Minutes	Contract Mngt Office, PMO



	2..5. Approve recommendation and endorse to Finance Office for processing of payment	None	10 Minutes	<i>KSU President</i>
	2.6. Process the request and inform the bidder once the payment is available	None	2 Days	1. Budget Section 2. Accounting Section 3. Cashiering Section
3. Receive payment and issue OR	3.1 Issue Check and BIR forms	None	1 Day	<i>Cashier III</i> , Cashiering Section, Finance Office
4. Filling out of Client Satisfaction Survey Form	4.1 Upon receipt of the form, the staff/officer will file for record-keeping purposes and further analysis	None	1 Minute	Staff
TOTAL:		None	3 Days, 1 Hour, and 9 Minutes	



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

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

Office or Division	:	Procurement Management Office – BAC Secretariat Section			
Classification	:	Complex			
Type of Transaction	:	G2B - Government to Business			
Who may avail	:	Winning Bidders (Contractor, Supplier, and Consultant)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Valid ID, 1 original copy		Employer, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG			
2. Letter Request (2 original copies or 1 original and 1 photocopy)		Bidder's Place of Business			
3. Accomplishment Reports, 1 original copy		Bidder's key personnel			
6. Letter of credit, surety 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, 1 original copy		Procurement Management Office, Admin Bldg., KSU Main Campus			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Go to the Office of the University President, present a valid ID, and sign in the Visitors' Logbook indicating the purpose of the visit	1.1 Check the client's ID and give the Logbook for filling up 1.2 Retrieve the Logbook and check for the completeness of the information	None	3 Minutes	<i>Receiving Clerk, Office of the President</i>	
2. Submit written requests and attachments	2.1 Receive the documents and return a copy to the client 2.2 Instruct the client that processing of the request will start and to follow up soon	None	5 Minutes	<i>Receiving Clerk, Office of the President</i>	
	2.3 Endorse to the appropriate office for evaluation (for Goods and Services– PMO; for Infra- Planning and Strategy)	None	30 Minutes	<i>President Kalinga State University</i>	



	2.4 Evaluate the request 2.5 Attach the supporting documents, i.e., accomplishment reports, inspection, completion certificate) 2.6 Submit recommendation to HOPE	None	1 Day	<i>Director for Planning and Strategy</i> Contract Mngt Office, PMO Inspectorate Committees
	2.7 Approve recommendation and endorse to Finance Office for processing of payment	None	1 Day	<i>President</i> Kalinga State University
	2.8 Process request and inform the bidder once the payment is available	None	3 Days	<i>Head of Sections</i> Budget Section Accounting Section Cashiering Section
3. Receive payment and issue OR	3.1 Issue Check and BIR forms	None	30 Minutes	<i>Cashier III</i> , Cashiering Section, Finance Office
4. Filling out of Client Satisfaction Survey Form	4.1 Upon receipt of the form, the staff/officer will file for record-keeping purposes and further analysis	None	1 Minute	Staff
TOTAL:		None	5 Days, 1 Hour, and 9 Minutes	



Internal Services



6. 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 the Procuring Entity can acquire products, services, and civil works at favorable terms without going through the complete, potentially time-consuming public bidding procedure. Or, there could be changes in circumstances that preclude public bidding as initially proposed in the APP, like in those cases where the BAC has twice declared a failure of bidding. Through a Resolution, the BAC shall justify and recommend to the HoPE, for his approval, the change in the procurement method. The changes must be reflected in the APP and submitted to the GPPB. In resorting to any of the alternative procurement methods, the End-user unit, as requester, must ensure that the chosen method promotes economy and efficiency and that the most advantageous price for the government is obtained. This process is covered by R.A. No. 9184, specifically Annex “H” or the Consolidated Guidelines for the Alternative Methods of Procurement, under the 2016 IRR Revised January 11, 2023.

Office or Division	:	Procurement Management Office
Classification	:	Complex
Type of Transaction	:	G2G – Government to Government
Who may avail	:	KSU End-users (Services, Offices, Colleges, Campuses)
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.	PPMP and APP, 3 original copies, 1 photocopy	End-Users within Bulanao, Dagupan and Rizal Campuses
2.	Justification Form on the Use of Alternative Methods of Procurement, 1 original copy, 3 photocopies	Procurement Management Office, Admin Bldg., KSU Main Campus
3.	Technical Specifications, Terms of Reference or Scope of Works, 4 original copies	End-Users within Bulanao, Dagupan and Rizal Campuses
4.	Agency Procurement Request, for common office supplies, 4 copies	PS-DBM Tuguegarao Depot/ Procurement Management Office, Admin Bldg., KSU Main Campus
7.	Certificate of Non-Availability of Stocks, for common office supplies, 4 copies	PS-DBM Tuguegarao Depot
8.	Purchase Request, 4 copies	Procurement Management Office, Admin Bldg., KSU Main
9.	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, to the committee concerned	1.1 Endorse to TWG for review and recommendation 1.2 Return the corrected documents for revision and PPMP preparation	None	30 Minutes	<i>BAC Members and 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 the purchase	3.1 Determine if items are common or non-common-use supplies. 3.2 If common supplies, prepare an APR and submit it 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 the mode of procurement and approve PR	None	1 Minute	<i>President Office of the University President</i>
	3.6 Advertise procurement opportunities at the PhilGEPS and KSU website and post at 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 and TWG</i>
	3.8 Evaluate and sign Abstract or ABE 3.9 Recommend award of contract	None	30 Minutes	<i>BAC Members and 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 the Contract and issue a Notice to Proceed or Purchase Order	None	1 Day	<i>Accountant, HOPE and 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	5.1 Upon receipt of the form, the staff/officer will file for record-keeping purposes and further analysis	None	1 Minute	<i>Staff</i>
TOTAL:		None	11 Days, 3 Hours, and 7 Minutes	



Supply and Property Management Office

Internal and External Services



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

The SPMO will accept delivered items from the Supplier or the Procurement Management Office following the terms of the Purchase Order. The SPMO then creates an Acceptance and Inspection report, invites the Inspectorate team to check the delivered products, and invites a COA representative.

Office or Division	: Supply and Property Management Office (SPMO)			
Classification	: Complex			
Type of Transaction	: G2G - Government to Government G2B - Government to Business			
Who may avail	: Procurement Management Office, Supplier/Dealer			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Original Copy of Approved Purchase Order Conformed by the Supplier/ Dealer, 1 original copy			Procurement Management Office, Admin Bldg., KSU Main Campus	
One Copy of the Delivery Receipt for the Partial Delivery of Goods, 1 original copy			Supplier/Dealer	
One Copy Charge/ sales Invoice for the Complete Delivery of Goods, 1 original copy			Supplier/Dealer	
Inspection and Acceptance Report (AIR), 1 original copy			Supply and Property Management Office, Admin Bldg., KSU Main Campus	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive delivered goods from the supplier	1.1 Receive and accept delivered goods as specified in the Purchase Order	None	10 Minutes	<i>Supply Officer</i> Supply and Property Management Office
2. Inspection of delivered goods	2.1 Inspection of delivered goods as specified in the Purchase Order	None	3 Days	<i>Supply Officer</i> SPMO
3. Invitation to COA Representative to inspect delivered goods	3.1 COA Representative to inspect delivered goods as specified in the Purchase Order	None	1 Day	<i>Supply Officer</i> SPMO
4. Filling out of Client Satisfaction Survey Form	4.1 Upon receipt of the form, the staff/officer will file for record-keeping purposes and further analysis	None	5 Minutes	<i>Supply's Aide</i> SPMO
Total:		None	4 Days, 15 Minutes	



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

When the Inspectorate Committee has finished inspecting the products, the SPMO must hand them over to the end-user/requesting unit so they can complete the RIS or sign the RIS and satisfaction survey form the SPMO made.

Office or Division	:	Supply and Property Management Office		
Classification	:	Simple		
Type of Transaction	:	G2G - Government to Government		
Who may avail	:	End User/ Requesting Unit Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition and Issue Slip (RIS), 1 original copy		Supply and Property Management Office, Admin Bldg., KSU Main Campus		
Approved Project Procurement Management Plan, 1 original copy		File Copy of End User/ Requesting Unit within Bulanao, Dagupan, and Rizal Campuses		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the Requisition and Issue Slip Form (RIS) at the SPM Office	1.1 Review RIS and issue available Goods	None	10 Minutes	<i>Supply Officer</i> Supply and Property Management Office
2. Filling out of Client Satisfaction Survey Form	2.1 Upon receipt of the form, the staff/officer will file for record-keeping purposes and further analysis	None	1 Minute	<i>Supply's Aide</i> Supply and Property Management Office
Total:		None	11 Minutes	



OFFICES AND SERVICES UNDER THE VICE PRESIDENT FOR RESEARCH DEVELOPMENT, EXTENSION, AND TRAINING



Research and Extension Offices

Internal and External Services



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

This strategy allows academics and staff to gain guidance and insight on addressing issues with their research or extension plans. With the help of this service, it can produce pertinent and valuable technologies and communicate research findings and innovations to customers.

Office or Division	:	Research and Extension Services		
Classification	:	Complex		
Type of Transaction	:	G2G - Government to Government		
Who may avail	:	Faculty and Staff of the University		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Hard copy of the detailed proposal, 1 original copy		Proponent/Client from within Bulanao, Dagupan, and Rizal Campuses		
2. Certification for compliance with substance and format requirements, 1 original copy		Research/Extension Chairman from within Bulanao, Dagupan, and Rizal Campuses		
3. Certification of recommendation that proposals are in line with program offerings, 1 original copy		Dean from within Bulanao, Dagupan and Rizal Campuses		
4. Comments and recommendations, 1 original copy		Research/Extension Office, R&D Bldg., KSU Main Campus		
5. Approval Sheet, 1 original copy		Research/Extension Office, R&D Bldg., KSU Main Campus		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of proposals to the university RDE	1.1 Receive research/extension proposal	None	1 Minute	<i>Research and/or Extension Clerk</i> Research and Extension Office
	1.2 Review of proposals	None	2 Days	<i>VPRDET, Research and/or Extension Director</i> Research and Extension Office
	1.2 Return proposals with comments and recommendations to the proponents	None	1 Day	<i>VPRDET, Research and/or Extension Director</i> Research and Extension Office
2. Incorporate suggestions		None	3 Days	<i>Proponent/ Faculty members</i> 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</i> Research and Extension Office
	3.2 Second review of proposals	None	1 Day	<i>VPRDET, Research and/or Extension Director</i>



	3.3 Call for a council meeting to deliberate proposals	None	20 Minutes	Research or Extension Council Research and Extension Office
	3.4 Approval/disapproval of the proposal	None	1 Minute	Research or Extension Council Research and Extension Office
	3.5 If approved, signing of research/extension council	None	5 Minutes	
	3.6 If disapproved, return the proposal to the proponent for proper action through the concerned coordinator	None	1 Minute	
	3.7 Issuance of advice to proponents to proceed with the conduct research/extension project	None	2 Hours	VPRDET, Research and/or Extension Director Research and Extension Office
4. Filling out of Client Satisfaction Survey Form	4.1 Upon receipt of the form, the staff will file for record-keeping purposes and further analysis	None	1 Minute	Research and/or Extension Clerk Research and Extension Office
TOTAL:		None	6 Days, 3 Hours, 30 Minutes	

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

A faculty member, staff member, or member of a partner community may submit a request for a copy of a research or extension technology information project to this office. Before processing, this office will consider the requester's goal and analyze the request. With the help of this service, it can produce pertinent and valuable technologies and communicate research findings and innovations to customers.

Office or Division	:	Research and Extension Services
Classification	:	Simple
Type of Transaction	:	G2G - Government to Government/ G2C - Government to Citizen
Who may avail	:	Faculty, Staff, and the Community
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter of request, 2 original copies or 1 original and 1 photocopy		Client
Referral letter, 1 original copy		Research/Extension Office, R&D Bldg., KSU Main Campus



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request to the Research or Extension services	1.1 Receive request	None	1 Minute	<i>Research and/or Extension Clerk</i> Research and Extension Office
	1.2 Referral to concerned individual/s for permission	None	10 Minutes	<i>Research and/or Research and/or Extension Clerk</i> Research and Extension Office
	1.3 Printing/reproduction of Information	None	10 Minutes	<i>Research and/or Extension Clerk</i> Research and Extension Office
	1.4 Issuance of a requested copy of research/extension technology information	None	1 Minute	<i>Research and/or Extension Clerk</i> Research and Extension Office
2. Filling out of Client Satisfaction Survey Form	2.1 Upon receipt of the form, the staff/officer will file for record-keeping purposes and further analysis	None	1 Minute	<i>Research and/or Extension Clerk</i> Research and Extension Office
TOTAL:		None	23 Minutes	



3. Request for the Service of Expert

Professional knowledge and expertise of Faculty and staff of the university are sought out for either speaking engagements or actual demonstrations in the field.

Office or Division	: Research and Extension Services			
Classification	: Simple			
Type of Transaction	: G2G - Government to Government G2C - Government to Citizen			
Who may avail	: All Employees and External Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request, 2 original copies or 1 original and 1 photocopy			Client	
2. Referral letter, 1 original copy			Research/Extension Office, R&D Bldg., KSU Main Campus	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Office of Research or Extension Services and submit a request	1.1 Receive request	None	1 Minute	<i>VPRDET, Research and/or Extension Director</i> Research and Extension Office
	1.2 Direct the client to the College Dean, who has jurisdiction over the request	None	5 Minutes	<i>VPRDET, Research and/or Extension Director</i> Research and Extension Office
2. Filling out of Client Satisfaction Survey Form	2.1 Upon receipt of the form, the staff/officer will file for record-keeping purposes and further analysis	None	1 Minute	<i>Research and/or Extension Clerk</i> Research and Extension Office
TOTAL:		None	7 Minutes	



SERVICES UNDER THE CAMPUS ADMINISTRATORS (BULANAO, DAGUPAN AND RIZAL CAMPUSES)



Office of the Campus Administrator

Internal Services



1. Releasing of Travel Orders

Travel Orders (TO) are issued to all KSU employees upon recommendation of the Faculty Training Development Committee (FTDC), the Personnel Training Development Committee (PTDC), and the Office of the University President. Other travels, i.e., emergencies, may be endorsed and approved by the OUP.

Office or Division	:	Office of the Campus Administrator (OCA)		
Classification	:	Simple		
Type of Transaction	:	G2G - Government to Government		
Who may avail	:	All KSU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. FTDC decision (1 copy, photocopy)		Office of the Vice President for Academics and Student Development		
3. Endorsement Letter (1 copy, original)		Dean's Office/ OUP		
4. Teacher's Substitution Form (3 copies, original)		Office of the Dean		
5. Communication from the organizers		Office of the University President or the requesting employee's unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Office of the Campus administrator and submit an approved request for TO	1.1 Receive and check for completeness of required documents; endorse to OCA for action	None	2 Minutes	Office Clerk OCA
	1.2 Evaluate and act on the request	None	1 Minute	Campus Administrator
	1.3 Issuance of TO	None	30 Seconds	Office Clerk
2. Filling out of Client Satisfaction Survey Form	2.1 Upon receipt of the form, the staff/officer will file for record-keeping purposes and further analysis	None	1 Minute	Office Clerk OCA
TOTAL:		None	4 Minutes, 30 Seconds	



2. Approval of Leave Applications

The university recognizes the privilege of all employees to file their leave for emergency or personal purposes. Appropriate action for such a request is herein provided.

Office or Division	:	Office of the Campus Administrator		
Classification	:	Simple		
Type of Transaction	:	G2G - Government to Government		
Who may avail	:	All KSU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Leave form (3 copies, original)		Dean's Office, KSU concerned Campus (Bulanao, Dagupan, Rizal)		
2. Valid ID (1 copy, original)		From the requester's possession		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Office of the Campus administrator and submit approved leave forms	1.1 Receive and check for completeness of required documents; endorse to OCA for action	None	2 Minutes	Office Clerk OCA
	1.2 Act on request	None	1 Minute	Campus Administrator OCA
	1.3 Issuance of leave form	None	30 Seconds	Office Clerk OCA
2. Filling out of Client Satisfaction Survey Form	2.1 Upon receipt of the form, the staff/ officer will file for record-keeping purposes and further analysis	None	1 Minute	Office Clerk OCA
TOTAL:		None	4 Minutes, 30 Seconds	



3. Approval of Request for Transportation

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

Office or Division	:	Office of the Campus Administrator		
Classification	:	Simple		
Type of Transaction	:	G2C - Government to Citizen (for students) G2G - Government to Government (for employees)		
Who may avail	:	All KSU students and employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Letter Request (2 original copies or 1 original and 1 photocopy)		Office of the University President, KSU Main Campus		
2. KSU ID (1 copy, original)		From the requester's possession		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Office of the Campus administrator and submit an approved request letter	1.1 Receive and check for completeness of required documents; endorse to OCA for action	None	2 Minutes	Office Clerk OCA
	1.2 Direct to GSO to check the availability of the vehicle	None	1 Minute	Campus Administrator OCA
	1.3 Assign and schedule vehicle and driver	None	2 Minutes	Officer-in-Charge General Services Office (GSO)
	1.4 Issuance of approval for the request	None	30 Seconds	Office Clerk OCA
2. Filling out of Client Satisfaction Survey Form	2.1 Upon receipt of the form, the staff/ officer will file for record-keeping purposes and further analysis	None	1 Minute	Office Clerk OCA
TOTAL:		None	6 Minutes, 30 Seconds	



4. Approval of Request on Use of Facilities

School facilities refer to conference venues, laboratories, gymnasiums, audio-visual rooms, performance arts facilities, and others necessary for holding school activities. External users may also request these facilities provided it is within the scope of the school's related activities.

Office or Division	:	Office of the Campus Administrator		
Classification	:	Simple		
Type of Transaction	:	G2C - Government to Citizen/ G2G – Government to Government		
Who may avail	:	All KSU Employees, students, and other parties allowed by the school		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved request letter (1 copy, original)		Office of the University President		
2. Identification Card (1 copy, original)		From the requester's possession		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Office of the Campus administrator and submit a request letter	1.1 Receive and check for completeness of required documents; endorse to OCA for action	None	2 Minutes	Office Clerk OCA
	1.2 Direct the GSO to check the availability of the facility	None	1 Minute	Campus Administrator OCA
	1.3 Affirmed the availability of the facility and assigned personnel in-charge for the duration of the activity	None	2 Minutes	Officer-in-Charge GSO
	1.4 Issuance of approval for the request	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 record-keeping purposes and further analysis	None	1 Minute	Office Clerk OCA
TOTAL:		None	6 Minutes, 30 Seconds	



5. Approval of Request for Repairs and Maintenance

The GSO does all repairs and maintenance work. All repair requests emanate from the offices concerned and or from the monthly maintenance monitoring conducted by the GSO personnel to determine what are needed to be repaired.

Office or Division	:	Office of the Campus Administrator			
Classification	:	Simple			
Type of Transaction	:	G2C - Government to Citizen/ G2G – Government to Government			
Who may avail	:	All KSU employees and students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
2. Properly filled-out Requisition Form (1 copy, original)		General Service Office			
3. KSU ID (1 copy, original)		From the requester's possession			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Go to the Office of the Campus administrator and submit an approved request letter	1.1 Receive and check for completeness of required documents; endorse to OCA for action	None	2 Minutes	Office Clerk OCA	
	1.2 Coordinate with the GSO to conduct an inspection	None	2 Minutes	Campus Administrator OCA	
	1.3 Conduct inspection and assign personnel in charge for the conduct of the activity	None	2 Minutes	Officer-in-Charge GSO	
	1.4 Issuance of approval for the request	None	30 Seconds	Office Clerk OCA	
2. Filling out of Client Satisfaction Survey Form	2.1 Upon receipt of the form, the staff/ officer will file for record-keeping purposes and further analysis	None	1 Minute	Office Clerk OCA	
TOTAL:		None	7 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, SPCRs/IPCRs, PPMPs, grades, and other portfolios.

Office or Division	:	Office of the Campus Administrator		
Classification	:	Simple		
Type of Transaction	:	G2G - Government to Government		
Who may avail	:	All KSU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. College/unit reports (1 copy, original)		College, unit, or office concerned within Bulanao, Dagupan, and Rizal Campuses		
2. Employee ID (1 copy, original)		From the requester's possession		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Office of the Campus administrator and submit completed reports	1.1 Receive and check for completeness of required documents; endorse to OCA for action	None	2 Minutes	<i>Office Clerk</i> OCA
	1.2 Review and give recommendations or endorsement to the Office of the Vice President and or the Office of the University President	None	4 Hours	<i>Campus Administrator</i> OCA
TOTAL:		None	4 Hours, 2 Minutes	



7. Approval of College/Unit Budget

College and unit budgets are submitted as PPMP, wherein all needs are itemized with projected budget requirements. These are presented by the colleges and units for consolidation and submission by the Campus Administrator to the Office of the University President for action. These PPMPs are required for the smooth operation of the respective offices.

Office or Division	:	KSU-Office of the Campus Administrators		
Classification	:	Simple		
Type of Transaction	:	G2G - Government to Government		
Who may avail	:	All colleges and units on the Campus		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PPMP (3 copies, original)		Dean's office for Colleges; and Directors for Unit offices within Bulanao, Dagupan, and Rizal Campuses		
2. KSU ID (1 copy, original)		From the requester's possession		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Office of the Campus Administrator and submit the PPMP	1.1 Receive and check for completeness of required documents; endorse to OCA for action	None	2 Minutes	Office Clerk OCA
	1.2 Upon review and giving of recommendations, submit to the BAC secretariat	None	4 Hours	Campus Administrator OCA
	1.3 Issuance of receiving copy	None	30 Seconds	Office Clerk OCA
2. Filling out of Client Satisfaction Survey Form	2.1 Upon receipt of the form, the staff/officer will file for record-keeping purposes and further analysis	None	1 Minute	Office Clerk OCA
TOTAL:		None	4 Hours, 3 Minutes, 30 Seconds	



8. Resolving 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.

Office or Division	:	KSU-Office of the Campus Administrators		
Classification	:	Simple		
Type of Transaction	:	G2G - Government to Government		
Who may avail	:	All KSU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Complaint (1 copy, original)		From the employee concerned, within Bulanao, Dagupan, and Rizal Campuses		
2. KSU ID (1 copy, original)		From the requester's possession		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Office of the Campus Administrator and submit a letter of complaint	1.1 Receive and check for completeness of required documents; endorse to OCA for action	None	2 Minutes	<i>Office Clerk</i> OCA
	1.2 Upon receipt of the complaint, constitute the grievance committee for a preliminary conference, if needed	None	1 Hour	<i>Campus Administrator</i> OCA
	1.3 Call for a face-to-face conference with erring parties	None	2 hours	<i>Campus Administrator</i> OCA
	1.4 After the conference, the committee shall decide on the merits and submit a recommendation to HRO and the office of the president	None	1 hour	<i>Grievance Committee</i>
2. Filling out of Client Satisfaction Survey Form	2.1 Upon receipt of the form, the staff/ officer will file for record-keeping purposes and further analysis	None	1 Minute	<i>Office Clerk</i> OCA
TOTAL:		None	4 Hours, 3 Minutes	



OFFICES AND SERVICES UNDER THE UNIVERSITY PRESIDENT



Office of the President

Internal and External Service



1. Processing of Request/Incoming External Communication

The service allows receiving and disposal of all requests and communication within the University, correctly identified and delivered to concerned authorities/offices within a prescribed period, considering the University's Policies and Procedures on Official Communications.

Office or Division	:	Office of the University President (OUP)			
Classification	:	Simple			
Type of Transaction	:	G2C - Government to Citizen / G2G - Government to Government			
Who may avail	:	External Clients and/or KSU Offices or Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Request Letter with supporting documents (1 copy, original)			From the requester or agency		
2. Valid ID for both external and KSU clients (1 copy, original)			From the requester's possession		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to Records Office	1.1	Receive, assign control number, and endorse to OUP for action	None	30 Seconds	<i>Records Officer Office of the Records and Archive</i>
	1.2	Receive request letter and record in the logbook	None	30 Seconds	<i>Clerk, Office of the President</i>
	1.3	Act or decide on the request	None	5 Minutes	<i>University President, OUP</i>
	1.4	Endorse or refer it to the appropriate unit	None	1 Minute	<i>University President, OUP</i>
	1.5	Act promptly on endorsement or referral	None	5 Minutes	<i>Unit Head/ Concerned Office</i>
	1.6	Decide on the response or give direction	None	3 Minutes	<i>University President, OUP</i>
	1.7	Encode response to a request	None	2 Minutes	<i>Clerk, OUP</i>
	1.8	Deliver the response and receive it in the logbook	None	1 Minute	<i>Board Secretary, Office of the University Board Secretary (OUBS)</i>
2. Filling out of Client Satisfaction Survey Form	2.1	Upon receipt of the form, the staff/ officer will file for record-keeping purposes and further analysis	None	1 Minute	<i>Board Secretary, Office of the Board Secretary</i>
	2.2	Furnish copies of action on the request at the Records Office for filing	None	1 Minute	<i>Clerk, Office of the University President</i>
TOTAL:			None	20 Minutes	



Office of the University Board Secretary

Internal Service



1. Issuance of Board Policies/Board Actions

The university recognizes the optimum authority of the board of regents to approve all requests before implementing programs/policies in the concerned department or office. Copies of these policies and actions can be requested for legitimate purposes.

Office or Division	: Office of the University Board Secretary (OUBS)			
Classification	: Simple			
Type of Transaction	: G2G - Government to Government			
Who may avail	: All KSU offices or employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Properly filled-out Requisition Form (1 copy, original)			Office of the University Board Secretary, KSU Main Campus	
KSU ID (1 copy, original)			From the requester's possession	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Office of the Board Secretary, Admin Building, KSU-Main Campus, and accomplish and submit the request form	1.1 Receive requests and retrieve data	None	5 Minutes	<i>Board Secretary, Office of the Board Secretary</i>
	1.2 Print data		3 Minutes	<i>Board Secretary, Office of the Board Secretary</i>
2. Receive data and sign the logbook	2.1 Issue data	None	1 Minute	<i>Board Secretary, Office of the Board Secretary</i>
3. Filling out of Client Satisfaction Survey Form	3.1 Upon receipt of the form, the staff/officer will file for record-keeping purposes and further analysis	None	1 Minute	<i>Board Secretary, Office of the Board Secretary</i>
TOTAL:		None	10 Minutes	



Office of the Director for Planning and Strategy

Internal and External Service



1. Contract Management and Claims

This procedure starts with issuing a Notice to Proceed following the completion of the contract, continues through contract implementation activities, and ends with contractor payment for the services they have provided.

Office or Division	:	Infrastructure Office		
Classification	:	Complex		
Type of Transaction	:	G2C - Government to Citizen G2B - Government to Business		
Who may avail	:	All Contractors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notice to Proceed, 3 original copies		Infrastructure /Unit, KSU Main Campus		
2. Plans, 1 original copy		Infrastructure /Unit, KSU Main Campus		
2. Claims billing, 1 original copy		Infrastructure /Unit, KSU Main Campus		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The winning bidder will go to the Office of the University President and receive a Notice to Proceed (NTP)	1.1 University President issues NTP to winning bidder after contract perfection	None	10 Minutes	<i>University President</i> Office of the President
	1.2 Chairman assigns the project engineer/project-in-charge	None	1 Minute	<i>Chairman, Contract Mngt</i> Infrastructure Unit
2. Secure plans from the Infrastructure Unit	2.1 Plans are discussed and clarified for common interpretation, predicaments, and other problems that may arise for a possible solution	None	3 Minutes	<i>Chairman, Contract Mngt</i> Infrastructure Unit
	2.2 Compliance with R.A. 9184, standard plans, and specifications are stressed out	None	2 Minutes	<i>Chairman, Contract Mngt</i> Infrastructure Unit
3. Submit a letter request for advance payment to the President's Office	3.1 Receive and act on the request 3.2 Forward to Infrastructure Office for evaluation and recommendation	None	3 Minutes	<i>University President</i> Office of the President
	3.3 Chairman for Contract Mngt evaluates and submits the request	None	1 Minute	<i>Chairman, Contract Mngt</i> Infrastructure Unit



	3.4 The director for Planning and Strategy endorses the contractor's request for payment	None	1 Minute	<i>Director for Planning and Strategy Office of the Director for Planning and Strategy</i>
4. Implement Project	4.1 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		<i>Chairman, Contract Mngt Infrastructure Unit</i>
5. Request for Variation order, if applicable, to the Infrastructure Unit	5.1 As-Stamped plan/ variation order revised plan and estimates are prepared for approval	None	2 Days	<i>Chairman, Contract Mngt Infrastructure Unit</i>
6. Prepare as-built plan	6.1 Checks and approves the prepared-as-built plan	None	40 Minutes	<i>Project Engineer and Chairman, Contract Mngt Infrastructure Office</i>
7. Request for billing	7.1 Ensures that plans and specifications are complied. Any deviation thereof is to be corrected	None	20 Minutes	<i>Project Engineer/ Inspectorate team/ Director for Planning and Strategy</i>
8. Submit billing documents for evaluation before payment	8.1 Evaluates and process all billing documents	None	50 Minutes	<i>Project Engineer/ Chairman, Contract Mngt /Director for Planning and Strategy</i>
9. The contractor receives the final payment	9.1 The inspectorate team and end-user unit accept the completion of the project	None	1 Day	<i>Inspectorate team/ End-User Unit</i>
10. Contractor post warranty security to procuring entity in a prescribed period according to R.A. 9184	10.1 Receives warranty security	None	1 Hour	<i>Cashier Finance Office</i>
11. Filling out of Client Satisfaction Survey Form	11.1 Upon receipt of the form, the staff/officer will file for record-keeping purposes and further analysis	None	1 Minute	<i>Clerk Infrastructure Unit</i>
TOTAL:		None	3 Days, 3 Hours, and 12 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<ol style="list-style-type: none"> 1. Contact the Campus Administrator, or 2. Please fill out the Client Feedback Form and drop it at the designated drop box located below the Bulletin Board at Finance Office, Admin Bldg. Lobby, KSU Main Campus 1. Contact info: ksumail@ksu.edu.ph
How feedbacks are processed	<ol style="list-style-type: none"> 1. Call the attention of the concerned person or office 2. Every Monday, the HR Officer opens the drop box and compiles and records all feedback submitted. 3. Feedback requiring answers is forwarded to the relevant offices, and they must answer within three (3) days of receipt. 4. The office's answer is then relayed to the requesting client/citizen. 5. For inquiries and follow-ups, clients may contact the Office of the University President through CP No. 0917-822-6145 during office hours or email at ksumail@ksu.edu.ph
How to file a complaint	<ol style="list-style-type: none"> 1. Meet or submit a letter of complaint to the Office of the Campus Administrator, or 2. Please fill out the Client Feedback Form and drop it at the drop box located in front of the concerned office. 3. For inquiries and follow-ups, clients may contact the Office of the University President through CP No. 0917-822-6145 during office hours or email at ksumail@ksu.edu.ph
How complaints are processed	<ol style="list-style-type: none"> 1. The HR Officer opens the complaints at the drop box daily and evaluates each complaint. 2. Upon evaluation, the HR Officer shall forward the complaint to the Chief Admin Officer for a fair investigation, including the demand for an explanation, to the appropriate office. 3. The Chief Admin Officer, assisted by HR Officer, will create a report after the investigation and submit it to the University President for appropriate action. 4. The HR Officer will give feedback to the client. 5. For inquiries and follow-ups, clients may contact the Office of the University President through CP No. 0917-822-6145 during office hours or email at ksumail@ksu.edu.ph
Contact Information of KSU ARTA	Email: ksumail@ksu.edu.ph CP No. 0917-822-6145
Contact Information of ARTA, PCC, CCB	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)

LIST OF OFFICES

Office	Address	Contact Information
Office of the University President	2 nd Floor Administration Bldg., KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	CP No.: 0917-822-6145 Email: ksumail@ksu.edu.ph, or etbagtang@ksu.edu.ph
Office of the Board Secretary	2 nd Floor Administration Bldg., KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	CP No.: 0917-822-6145 Email: ksumail@ksu.edu.ph, or prbuen@ksu.edu.ph
Office of the Bulanao Campus Administrator	KSU-Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	CP No.: 0917-623-4433 Email: giarhard@ksu.edu.ph
Office of the Dagupan Campus Administrator	KSU-Dagupan Campus Población West, Dagupan, Tabuk City 3800, Kalinga, Philippines	CP No.: 0948-105-7054 Email: lgcarbonel@ksu.edu.ph
Office of the Rizal Campus Administrator	KSU-Rizal Campus Bagbag, Rizal 3808, Kalinga, Philippines	CP No.: 0917-859-1800 Email: vdbayed@ksu.edu.ph
College of Law Dean's Office	Law Building KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	Email: mkwacas@ksu.edu.ph
College of Education Dean's Office	Francisco M. Basuel Building KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	CP No.: 0949-895-5387 Email: bblumines@ksu.edu.ph
College of Liberal Arts and Social Sciences Dean's Office	William Claver Building KSU-Dagupan Campus Población West, Dagupan, Tabuk City 3800, Kalinga, Philippines	CP No.: 0936-155-4066 Email: rbulwayan@ksu.edu.ph
College of Business Administration and Accountancy Dean's Office	KSU-Dagupan Campus Población West, Dagupan, Tabuk City 3800, Kalinga, Philippines	CP No.: 0926-927-0155 Email: ndjerson@ksu.edu.ph
College of Agriculture Dean's Office	KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	CP No.: 0936-570-6616 Email: rexlanguag@yahoo.com
College of Forestry Dean's Office	KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	CP No.: 0997-573-4389 Email: kascvhic@gmail.com

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College of Engineering and Information Technology Dean's Office	KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	CP No.: 0917-891-4186
College of Criminal Justice Education Dean's Office	KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	CP No.: 0920-885-7953 Email: mmignacio@ksu.edu.ph
College of Public Administration and Indigenous Governance Dean's Office	KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	CP No.: 0965-773-5541 Email: jsbackong@ksu.edu.ph
College of Health and Natural Sciences Dean's Office	KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	CP No.: 0930-323-4210 Email: engridaammakiw12@gmail.com
Office of the University Registrar	KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	CP No.: 0912-317-9001 Email: dfiso@ksu.edu.ph
Cashiering Office	KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	CP No.: 0917-553-3351 or 0908-869-9107
Office of the Director for Student Development Services and Placement Service	KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	CP No.: 0905-857-8646 Email: mdwangiwang@ksu.edu.ph
Open Distance Education, Transnational Education, and International Linkages	KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	Email: pdlangay@ksu.edu.ph
Scholarship Service Office	KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	CP No.: 0905-857-8646 Email: mdwangiwang@ksu.edu.ph
Medical Service Office	Central Science Laboratory Building KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	CP No.: 0915-565-1521
Dental Clinic Office	CCJE Building KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	CP No.: 09177725154

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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	CP No.: 0905-215-1758 Email: edcabello@ksu.edu.ph
Office of the Laboratory High School Principal	Laboratory High School Building KSU Main Campus, National Highway, Purok 6, Bulanao, Tabuk City, Kalinga	CP No.: 0917-633-6162 Email: sdbuen@ksu.edu.ph
Procurement Management Office	Administration Building KSU Main Campus, National Highway, Purok 6, Tabuk City Kalinga	Tel No. (074) 627-5321 Email: procurementservice_bac@ksu.edu.ph
Office of the Director for Planning and Strategy	1 st Floor, CEIT Building KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	CP No.: 0947-966-6594 Email: rrgarming@ksu.edu.ph
Supply and Property Management Office	Administration Building KSU Main Campus, National Highway, Purok 6, Tabuk City Kalinga	CP No.: 0906-634-2981
Office of the Director for Science Laboratories	Central Science Laboratory Building KSU Main Campus, National Highway, Purok 6, Tabuk City Kalinga	Email: icagbisit@ksu.edu.ph
Office of the Director for Business Affairs	KSU Main Campus, National Highway, Purok 6, Tabuk City Kalinga	CP No.: 0915-311-2425 Email: kmduyan@ksu.edu.ph
Research and Extension Office	KSU Main Campus, National Highway, Purok 6, Tabuk City Kalinga	1) Emails: 1) VPRDET: ltbuen@ksu.edu.ph 2) Director for Research: flganotice@ksu.edu.ph 3) Director for Extension: rjdulliyao@ksu.edu.ph

APPROVAL OF THE AGENCY HEAD ON THE KSU CITIZEN'S CHARTER:

By the power vested in me by the Kalinga State University (KSU) Board of Regents, I hereby approve the KSU Citizen's Charter, 2nd Edition, Series of 2023, 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 TACLAWAN BAGTANG, CPA, DBM
University President