



KALINGA STATE UNIVERSITY

CITIZEN'S CHARTER HANDBOOK 2024 (1st Edition)



1986



KALINGA STATE UNIVERSITY

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TABLE OF CONTENTS

FOREWORD	11
UNIVERSITY PROFILE	12
I. Mandate	12
II. Vision	12
III. Mission	12
IV. Quality Policy	12
V. Service Pledge	12-14
LIST OF KSU SERVICES	15
I. OFFICES AND SERVICES UNDER THE ACADEMICS AND STUDENT DEVELOPMENT	16
a. Laboratory High School	17
External Services	17
1. Application for College Admission Test	18-19
2. Admission of New Students during Enrolment	20-21
3. Enrolment for Transferees	22-23
4. Issuance of Permanent Record (Form 137-A)	24
5. Authentication of Records (Form 137-A, Form 138, Diploma, Certificate of Completion)	25
6. Issuance of Certificate of Good Moral Character	26
7. Issuance of Certificate of Identification	27
Internal Services	28
1. Enrolment for Old Students	29-30
2. Issuance of Certificates (Enrolment, Non-membership to Left-Leaning Organization, Class Rank, General Weighted Average, Graduating Student)	31
3. Dropping of Subjects	32
4. Completion of Grades	33
5. Issuance of Certificate of Identification	34
b. Office of the College Deans	35
External Services	35
1. Enrolment of Freshmen	36-37
2. Enrolment of Student Transferees	38
3. Admission of Returning Students	39
4. Cross Enrolment from Other HEI to KSU	40
5. Request for a Certification of Good Moral Character for Board Examination	41
Internal Services	42
1. Enrolment of Old Students	43
2. Adding, Dropping, and Changing of Subjects and/or Schedules	44
3. Shifting of Enrolled Course	45-46
4. Request for Completion of Grades	47
5. Request for Rectification of Grades	48
6. Cross Enrolment from KSU to Other Higher Education Institutions (HEI)	49
7. Request for the Offering of Unprogrammed Subject(s) or Unscheduled Subjects	50
8. Issuance of Certification of Underload	51



c. College of Law	52
External Services	52
1. Enrolment of Freshmen	53-54
2. Enrolment of Student Transferees	55-56
3. Admission of Returning Students	57-58
Internal Services	59
1. Request for Legal Aid Assistance	60
d. College of Advanced Studies	61
External Services	61
1. Enrolment of Freshmen	62-63
2. Enrolment of Transferred-in Students to KSU	64-65
3. Admission of Returning Students	66-67
e. Gender and Development Office	68
Internal Services	68
1. Investigation of Sexual Offense	69
2. Project Evaluation using HGDG	70
f. University Registrar	71
External and Internal Services	71
1. Issuance of Certification, Authentication, and Verification (CAV) of School Credentials	72
2. Issuance of Transcript of Records	73
3. Issuance of True Copy of Grades and Certifications	74
External Services	75
1. Request for Certification of Non-Issuance of Year Book	76
2. Issuance of Transfer Credentials	77
3. Request for Authentication of School Credentials	78
4. Issuance of Certification of Graduation	79
g. Student Development Services and Placement Services	80
External Service	80
1. Subject Validation	81
h. Counselling, Testing and Placement Services	82
External and Internal Services	82
1. Authentication of Certificate of Good Moral	83
2. Issuance of Certificate of Good Moral	84
3. Counseling Services	85
External Service	86
1. Application and Release of the Results for the College Admission Test	87-88
Internal Service	89
1. Testing Services	90
i. Scholarship Services	91
Internal Services	91
1. Issuance of Scholarship Certification	92
2. Endorsement of Application for External Scholarship and Financial Assistance Program	93-94



j. Student Internship Abroad Program	95
<i>Internal Services</i>	95
1. Evaluation of OJT-abroad Applicants' Document	96
2. Evaluation and Online Registration of Final Applicant's Documents	97
k. Medical Services	98
<i>Internal Services</i>	98
1. Undergo Consultation and Treatment	99
2. Issuance of Medical Certificate	100
3. Request for Blood Pressure Taking/Monitoring	101
4. Request for Issuance of Referral Letters	102
5. Treatment of Emergency Cases	103
6. Suturing of Wounds	104
l. Dental Services	105
<i>Internal Services</i>	105
1. Request for Dental Consultation	106
2. Request for Oral Prophylaxis, Tooth Restoration, and Tooth Extraction	107-108
m. Library Services	109
<i>External and Internal Services</i>	109
1. Borrowing and Returning of Library Materials	110-111
2. Borrowing of Library Books in the Reserved Section	112-113
3. E-library Services	114
4. Request for Access of Electronic Resources (Online Services)	115
5. Ask-A-Librarian (Online and Onsite)	116-117
<i>Internal Services</i>	118
1. Issuance of Borrower's Card	119
2. Issuance of Referral Letters	120
n. Science Laboratories	121
<i>External and Internal Service</i>	121
1. Borrowing and Returning Laboratory Equipment, Apparatus, or Chemicals and Imposing Applicable Penalty	122-123
o. Office of the Distance Education, Transnational Education and International Linkages	124
<i>External Services</i>	124
1. Processing of Application or Renewal of MOA/MOU between KSU and International Partners	125-126
2. Application for Admission to Expanded Tertiary Education Equivalency and Accreditation Program (ETEEAP)	127-128
3. Request for Certifications/ Documents	129-130
<i>Internal Services</i>	131
1. Endorsement for Legitimacy Assessment of International Travel (Conference, Forum, Seminar)	132-133
2. Application and Endorsement to Study Abroad	134-135



II. OFFICES AND SERVICES UNDER THE ADMINISTRATION AND FINANCE	136
a. Office of the Vice President for Administration and Finance	137
<i>External and Internal Service</i>	137
1. Facilitating of Requests or Communications	138-139
<i>Internal Services</i>	140
1. Issuance of Personnel Training and Development Committee Endorsement	141-142
2. Request for Issuance of Travel Orders	143
3. Approval of Request for Transportation	144
4. Resolving Internal Problems	145-146
b. Administrative Services	147
<i>External and Internal Services</i>	147
1. eFOI Request	148-150
2. FOI Standard Request	151
c. Human Resource Management Unit	152
<i>External Services</i>	152
1. Hiring of Plantilla Personnel	153-157
2. Hiring of Contract of Service (COS) or Job Order Employees	158-161
<i>Internal Services</i>	162
1. Application for Leave	163-166
2. Request for Monetization of Leave Credits	167-169
3. Processing and Payment of Terminal Leave and/or Retirement Benefits	170-172
4. Request for Non-201 Personnel Records and/or Services	173-174
5. Request for 201 Employee Records	175-176
6. Renewal of Contracted Service Provider Personnel	177-178
d. Records and Archive Office	179
<i>External Services</i>	179
1. Receiving of Externally Generated Documents or Communications	180-181
2. Issuance of Service Record/ Certificate of Employment Among Separated Employees of the University	182-183
3. Request for Authentication of Records/ Documents from External Clients	184-185
<i>Internal Services</i>	186
1. Receiving and Control of Internal Communications	187-188
2. Request for Authentication of Records/ Documents from Internal Clients	189-190
e. Cashiering Office	191
<i>External and Internal Services</i>	191
1. Collection of Other Fees	192
2. Collection of School Fees in the Undergraduate Programs	193-194
3. Collection of School Fees from Advanced Studies and Law Students through Onsite and/or Online Payment	195-196
4. Releasing of Checks (Special Case)	197
5. Disbursement of Payment (Online Payment)	198-199
<i>Internal Service</i>	200
1. Releasing of Examination Permit (Colleges of Law and Advanced Studies)	201
f. Procurement Management Office	202
<i>External Services</i>	202
1. Purchase or Sale of Bidding Documents	203-204



2.	Issuance of Procurement Opportunities (RFQ, REI, NNP and RFP) through Alternative Modes of Procurement	205
3.	Procurement through Competitive Bidding	206-212
4.	Request for Payment Claims of Goods, Consulting, and General Services	213-217
5.	Request for Authentication/Certification of Contracts and Other Procurement Documents	218-219
	Internal Services	220
1.	Preparation and Submission of Annual Procurement Plan (APP)	221
2.	Request for Procurement of Goods, Services and Civil Works under Alternative Mode of Procurement	222-223
g.	Supply and Property Management Office	224
	External Service	224
1.	Receiving of Goods and/or Services from External Service Providers	225-226
	Internal Services	227
1.	Delivery of Goods/ Supply/ Materials and Equipment to End-Users	228
2.	Request and Issuance of Inventory Items	229-230
h.	Business Affairs Office	231
	External and Internal Services	231
1.	Request for Rental of Monobloc Chairs	232-233
2.	Request for Official ID or its Replacement among Students and Employees	234
3.	Request for Risograph Printing of Materials	235
4.	Request for Purchase of Eggs	236
5.	Request for the Purchase of Livestock	237-238
i.	General Services Office	239
	Internal Services	239
1.	Incident Response	240-241
2.	Request for Repair of Facility	242
3.	Request for Vehicle Use	243-244
4.	Request for Repair and Maintenance of University Motor Vehicles or Equipment	245
5.	Request for Janitorial Service During Special Occasions	246
j.	Budget Unit	247
	Internal Service	247
1.	Allocation of Funds	248
k.	Accounting Unit	249
	External and Internal Service	249
1.	Pre-Audit of Payroll and/or Disbursement Voucher	250
	Internal Service	251
1.	Pre-Audit of Liquidation Reports	252
III.	OFFICES AND SERVICES UNDER RESEARCH DEVELOPMENT, EXTENSION AND TRAINING	253
a.	Research and Extension Offices	254
	External and Internal Services	254
1.	Issuance of Notice to Proceed in Conducting Research/ Extension Project	255-256
2.	Request for a Copy of the Research/Extension Technology Information Project	257-258
3.	Request for the Service of Expert	259-260



IV. OFFICES AND SERVICES UNDER DAGUPAN AND RIZAL CAMPUSES	261
a. Office of the Campus Administrator	262
<i>External and Internal Services</i>	262
1. Acting on Request/Incoming Communications	263
2. Approval of Request for Use of Facilities	264-265
<i>Internal Services</i>	266
1. Request for Issuance of Travel Orders	267
2. Approval of Request for Transportation	268
3. Request for Repairs and Maintenance	269-270
4. Resolving Internal Problems	271-272
b. Office of the College Deans	273
<i>External Services</i>	273
1. Enrolment of Freshmen	274-275
2. Enrolment of Student Transferees	276
3. Admission of Returning Students	277
4. Cross Enrolment from Other HEI to KSU	278
5. Request for a Certification of Good Moral Character for Board Examination	279
<i>Internal Services</i>	280
1. Enrolment of Old Students	281
2. Adding, Dropping, and Changing of Subjects and/or Schedules	282
3. Shifting of Enrolled Course	283-284
4. Request for Completion of Grades	285
5. Request for Rectification of Grades	286
6. Cross Enrolment from KSU to Other Higher Education Institutions (HEI)	287
7. Request for the Offering of Unprogrammed Subject(s) or Unscheduled Subjects	288
8. Issuance of Certification of Underload	289
c. Office of the Campus Registrar	290
<i>External and Internal Services</i>	290
1. Issuance of Certification, Authentication, and Verification (CAV) of School Credentials	291
2. Issuance of Transcript of Records	292
3. Issuance of True Copy of Grades and Certifications	293
<i>External Services</i>	294
1. Request for Certification of Non-Issuance of Year Book	295
2. Issuance of Transfer Credentials	296
3. Request for Authentication of School Credentials	297
4. Issuance of Certification of Graduation	298
d. Guidance Office	299
<i>External and Internal Services</i>	299
1. Issuance of Certificate of Good Moral	300
2. Authentication of Certificate of Good Moral	301
3. Counseling Services	302
e. Medical Services	303
<i>Internal Services</i>	303
1. Undergo Consultation and Treatment	304
2. Issuance of Medical Certificate	305
3. Request for Blood Pressure Taking/Monitoring	306
4. Request for Issuance of Referral Letters	307



f. Dental Services	308
<i>Internal Services</i>	308
1. Request for Dental Consultation	309
2. Request for Oral Prophylaxis, Tooth Restoration, and Tooth Extraction	310-311
g. Library Services	312
<i>External and Internal Services</i>	312
1. Borrowing and Returning of Library Materials	313-314
2. Borrowing of Library Books in the Reserved Section	315-316
3. E-library Services	317
4. Request for Access of Electronic Resources (Online Services)	318
5. Ask-A-Librarian (Online and Onsite)	319-320
<i>Internal Services</i>	321
1. Issuance of Borrower's Card	322
2. Issuance of Referral Letters	323
h. Human Resource Management Office	324
<i>Internal Services</i>	324
1. Application for Leave	325-328
2. Request for Monetization of Leave Credits	329-331
3. Processing and Payment of Terminal Leave and/or Retirement Benefits	332-334
4. Request for Non-201 Personnel Records and/or Services	335-336
5. Request for 201 Employee Records	337-338
6. Renewal of Contracted Service Provider Personnel	339-340
i. Records and Archive Office	341
<i>External Services</i>	341
1. Receiving of Externally Generated Documents or Communications	342-343
2. Issuance of Service Record/ Certificate of Employment Among Separated Employees of the University	344-345
3. Request for Authentication of Records/ Documents from External Clients	346-347
<i>Internal Services</i>	348
1. Receiving and Control of Internal Communications	349-350
2. Request for Authentication of Records/ Documents from Internal Clients	351-352
j. Cashiering Office	353
<i>External and Internal Services</i>	353
1. Collection of Other Fees	354
2. Collection of School Fees in the Undergraduate Programs	355-356
3. Collection of School Fees from Advanced Studies and Law Students through Onsite and/or Online Payment	357-358
4. Releasing of Checks (Special Case)	359
5. Disbursement of Payment (Online Payment)	360-361
k. Procurement Management Office	362
<i>External Services</i>	362
1. Issuance of Procurement Opportunities (RFQ, REI, NNP and RFP) through Alternative Modes of Procurement	363
2. Request for Payment Claims of Goods, Consulting, and General Services	364-368



Internal Services	369
1. Preparation and Submission of Annual Procurement Plan (APP)	370
2. Request for Procurement of Goods, Services and Civil Works under Alternative Mode of Procurement	371-372
i. Supply and Property Management Office	373
External Service	373
1. Receiving of Goods and/or Services from External Service Providers	374-375
Internal Services	376
1. Delivery of Goods/ Supply/ Materials and Equipment to End-Users	377
2. Request and Issuance of Inventory Items	378-379
m. General Services Office	380
Internal Services	380
1. Incident Response	381-382
2. Request for Repair of Facility	383
3. Request for Vehicle Use	384-385
4. Request for Repair and Maintenance of University Motor Vehicles or Equipment	386
5. Request for Janitorial Service During Special Occasions	387
n. Budget Unit	388
Internal Service	388
1. Allocation of Funds	389
o. Accounting Unit	390
External and Internal Service	390
1. Pre-Audit of Payroll and/or Disbursement Voucher	391
Internal Service	392
1. Pre-Audit of Liquidation Reports	393
III. OFFICES AND SERVICES UNDER THE UNIVERSITY PRESIDENT	394
a. Office of the University President	395
External and Internal Services	395
1. Acting on Request/Incoming Communications	396
2. Approval of Requests on Use of Facilities	397-398
b. Office of the University Board Secretary	399
Internal Service	399
1. Request for Issuance of Board Policies/Board Actions/Documents	400-401
c. Planning and Strategy Office	402
Internal Services	402
1. Formulation of Strategic Plans	403-404
2. Monitoring and Evaluation on the Implementation of Plans, Programs, and Activities including Catch-Up Plans	405-406
d. Project Management Unit	407
External Services	407
1. Contract Management	408-409
2. Request for Payment Claims of Infrastructure-Related Projects	410-413



3. Processing of Variation Orders	414-415
4. Request for Time Extension	416-417
5. Request for Suspension of Work	418-419
6. Contract Termination for Convenience, Default, Unlawful Acts, or Insolvency	420-421
<i>Internal Service</i>	422
1. Facilitating Requests for Acquisition of Permits and Clearances (Building Permit, ECC, MGB Geo-hazard Assessment, and Certificate of Occupancy)	423-424
e. Office for Legal Services	425
<i>Internal Service</i>	425
1. Request for Legal Opinion and/or Review of Legal Documents	426-427
f. Information and Communications Technology Office	428
<i>External and Internal Service</i>	428
1. Request for ICT Services (Network Assistance, Information System, Multimedia, and Technical Services)	429-430
<i>Internal Services</i>	431
1. Request for Preventive Maintenance of ICT Equipment	432
2. Borrowing of ICT Equipment	433
3. Incident Management	434
g. Office of the Quality Assurance	435
<i>External and Internal Service</i>	435
1. Request for Verification and Approval of AACCCUP Invitation for Accreditation	436-437
<i>Internal Services</i>	438
1. Request for Internal Accreditation of a Course Program	439-440
2. Conduct of Internal Quality Audit	441-442
h. University Information Office	443
<i>External and Internal Service</i>	443
1. Issuance of University Information Policies/Actions	444-445
FEEDBACK AND COMPLAINTS MECHANISMS	446-447
LIST OF OFFICES	448-450
FORMS	451
1) Sample of Client Request Form	451
2) Freedom of Information (FOI) Request Form	452
3) Sample of Authorization to Transact a Request	453
4) Client Satisfaction Survey Form	454
DESIGNATION OF THE COMMITTEE ON ANTI-TED TAPE (CART) ACT	455-456
APPROVAL OF THE AGENCY HEAD ON THE KSU CITIZEN'S CHARTER	457



FOREWARD



Pursuant to Section 6 of the Republic Act (RA) 11032, or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, I would like to impart our commitment to serve our clientele to the best of our ability through continuously setting up and enhancing our Citizen's Charter as guidance to the transacting public of our most current processes and services.

This people's charter of the University is anchored on our vision, mission, and quality policy statements and our pledge that we shall provide services that are Functional, Accurate, Systematic, and Timely which began in 2009 as a humble contribution to the government's fight against red tape and push for the ease of doing business.

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

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

EDUARDO TACLAWAN BAGTANG, CPA, DBM
SUC President III



UNIVERSITY PROFILE

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. Quality Policy

KALINGA STATE UNIVERSITY is committed to provide quality education and engage in relevant researches, effective extension services, and viable income generating projects that satisfy the needs of its stakeholders and other interested parties towards sustainable development through good governance.

STEADFAST to develop the human resource of Kalinga, the Philippines, and the Asia Pacific; and,

UNITED to comply with the statutory and regulatory requirements and to continuously implement a monitoring and evaluation system to improve the effectiveness of its Quality Management System.

V. 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 with 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

Lastly, **Kalinga State University** shall commit to attending to *all applicants or requesting parties who are within the premises of the office before the end of official working hours and during lunch break* according to Section 21 (f) of R.A. 11032.



LIST OF KSU SERVICES



I. OFFICES AND SERVICES UNDER THE ACADEMICS AND STUDENT DEVELOPMENT



a. *Laboratory High School*

External Services



1. Application for College Admission Test

KSU undergraduate degree programs require KSUCAT qualifying for admission, except for those eligible abroad and covered by Republic Act No.10648. The application period begins one month before test administration, with pre-registration and exam dates announced monthly.

Office or Division	:	Laboratory High School
Classification	:	Simple
Type of Transaction	:	G2C – Government to Citizen
Who may avail	:	Senior high school students expecting to graduate before the academic year applying for, or a graduate of a DepEd-accredited high school or an accredited secondary school abroad

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE:
1. Online Pre-registration	https://mis.ksu.edu.ph
2. NSO/PSA Birth Certificate (scanned copy, max of 2MB file size)	Philippine Statistics Authority
3. General Weighted Average up to Third Quarter Report Card (SHS-F09), (scanned copy, max of 2MB file size)	School currently attending, or last attended
4. Income Tax Return (ITR) of Parents, if you are indigent, skip this item and proceed to the next item, (scanned copy, max of 2MB file size)	From parent's employer
5. Barangay Certificate of Indigency (scanned copy, max of 2MB file size)	From your barangay
6. Tax Exemption from the Bureau of Internal Revenue (scanned copy, max of 2MB file size)	Bureau of Internal Revenue

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. In your web browser, visit https://mis.ksu.edu.ph and click REGISTER	MIS system will generate data of registrants	None	3 Minutes	MIS System
2. Accept the Privacy Data condition	The system will proceed if the student agrees with KSU's Data Privacy conditions	None	1 Minute	
3. Fill out the required data and upload all your scanned copies of the KSUCAT Requirements	Receive uploaded documents	None	15 Minutes	



4. Choose the available examination date, fill out all the required files, check "I agree with the terms and conditions" and click REGISTER	4.1 The system will send a reference number via email 4.2 Those who will not receive any email may check their SPAM folder	None	10 Minutes	
5. Receive the reference number and verify the schedule of the exam	5.1 Validate the CAT status 5.2 Generate applicants by batch 5.3 Post schedule of applicants	None	1 Day	Guidance Office
6. Attend and take the exam	6.1 Administer exam 6.2 Post the result of the exam	None	1 Day	
7. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Administer an online customer satisfaction survey form	None	1 Minute	MIS System
Total:		None	2 Days, 30 Minutes	



2. 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. Form 138 (1 original copy)	School last attended
3. Certificate of Good Moral Character (1 original copy)	
4. PSA Birth Certificate (1 copy, authenticated)	Philippine Statistics Authority
5. Marriage Certificate for SHS married female students (1 original copy)	Philippine Statistics Authority
6. Lates 2x2 ID Picture with white background (1 original copy)	Photo Studio/Shop

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	None	5 Minutes	Enrolment Committee LHS
	1.2 Issue enrolment form			
2. Accomplish and submit the enrolment form	Receive and check the duly accomplished form	None	3 Minutes	Clerk Principal's Office
3. Go to the Principal's Office and submit the form	3.1 Receive the form	None	13 Minutes	
	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	1 Minute	Principal Principal's Office



<p>4. Proceed to the Collecting Unit-Finance Office located at the Administration Building, 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>4.1 Receive the documents and tender of payment 4.2 Issue the official receipt (OR) and return the documents</p>	<p>MISCELLANEOUS FEES: Testing Fee 100 Mutual Aid Assistance 40 Computer Fee 400 School Paper 90 Student Dev't Fund 75 Library Identification 25 Science Laboratory Fee 50 Athletic Fee 15 School Identification 50 Medical Fee 50</p>	<p>15 Minutes</p>	<p><i>Collecting Officer</i> <i>Cashiering Unit</i></p>
<p>5. Return to the Enrolment Committee and present OR</p>	<p>Receive, record, and return the OR</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>Enrolment Committee</i> <i>LHS</i></p>
<p>6. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form</p>	<p>6.1 Receive and submit the filled-out survey form to the Principal's Office for analysis 6.2 Instruct the client to proceed to the Auxiliary Unit, Business Affairs Office, KSU-Main Campus, for ID processing</p>	<p>None</p>	<p>1 Minute</p>	
Total:		<p>₱ 895</p>	<p>40 Minutes</p>	



3. 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 High School 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. PSA Marriage Certificate for married female students (1 authenticated)	Philippine Statistics Authority
5. Latest 2x2 ID Picture with a white background (1 original copy)	Photo Studio/Shop

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 fill out the enrolment form	Receive the documents, issue, and sign the enrolment form	None	3 Minutes	<i>Enrolment Committee</i>
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	None	10 Minutes	<i>Clerk</i> 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 the Administration Building, 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	MISCELLANEOUS FEES: Testing Fee 100 Mutual Aid Assistance 40 Computer Fee 400 School Paper 90 Student Dev't Fund 75 Library Identification 25 Science Laboratory Fee 50 Athletic Fee 15 School Identification 50 Medical Fee 50	15 Minutes	Collecting Officer Cashiering Unit
5. Return to the Enrolment Committee and present OR	Receive, record, and return OR	None	2 Minutes	Enrolment Committee LHS
6. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	6.1 Receive and submit the filled-out survey form to the Principal's Office for analysis 6.2 Instruct the client to proceed to the Auxiliary Unit, Business Affairs Office, KSU-Main Campus, for ID processing	None	1 Minute	
Total:		₱ 895	36 Minutes	



4. 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 undergraduates, comprises all subjects they passed with the associated grades and units.

Office or Division	: Office of the High School Principal
Classification	: Simple
Type of Transaction	: G2C – Government to Citizen
Who may avail	: All Transferred-out Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE:
1. Client Request Form (1 original copy)	LHS Principal's Office
2. Request Letter (1 original copy)	Requesting School
3. 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 Client Request Form	1.1 Receive documents	None	5 Minutes	Clerk Principal's Office
	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			
2. Go to the Collecting Unit-Finance Office located at the Administration Building, present your ID, and form, and give payment	2.1 Receive documents and tender of payment	1 st Copy: Free; 2 nd Copy: ₱ 25 per page (if 2 nd copy consist of 4 pages: 4x25=100)	15 Minutes	Collecting Officer Cashiering Unit
	2.2 Issue OR and return documents			
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	Clerk Principal's Office
	3.2 Receive the form and prepare the documents			
	3.3 Approve the requested document			
4. Receive the Form 137-A and sign-in to the logbook	Issue the requested document	None	30 Seconds	Clerk Principal's Office
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
Total:		1st Copy: Free; 2nd Copy: ₱ 100	30 Minutes	



5. 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 High School Principal
Classification	:	Simple
Type of Transaction	:	G2C – Government to Citizen
Who may avail	:	Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE:
1. Client 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. 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 the Client 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	Clerk Principal's Office
2. Proceed to the Collecting Unit-Finance Office located at the Administration Building, 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	Collecting Officer Cashiering Unit
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	Principal Principal's Office
4. Receive documents and sign-in to the logbook	Issue authenticated records, including the submitted original copy/ies	None	2 Minutes	Clerk Principal's Office
5. Rate the service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
Total:		₱ 90 for 3 docs	26 Minutes	



6. 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 Graduated Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Client Request Form (1 original copy)	LHS Guidance Office, LHS Building
2. 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 the LHS Building, present a valid ID, and fill out the Client Request Form; or <i>Note: Submit an Authorization Letter (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	Guidance Counselor LHS Guidance Office
2. Proceed to the Collecting Unit-Finance Office located at the Administration Building, 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	15 Minutes	Collecting Officer Cashiering Unit
3. Return to the LHS Guidance Office and present OR	3.1 Check and return OR 3.2 Prepare the certificate	None	8 Minutes	Guidance Counselor LHS
4. Receive the certificate and sign in the logbook	Issue the requested certificate	None	30 Seconds	
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Receive and submit the filled-out survey form to the Principal's Office for analysis	None	1 Minute	
Total:		₱ 25	29 Minutes, 30 Seconds	



7. Issuance of Certificate of Identification

The issuance of certification confirms that the student was a legitimate student of the university.

Office or Division	:	Office of the Guidance Counselor- Laboratory High School
Classification	:	Simple
Type of Transaction	:	G2C – Government to Citizen
Who may avail	:	Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Client Request Form (1 original copy)	LHS Principal's Office, KSU-LHS Building
2. 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 Client Request Form; or Submit an Authorization Letter (<i>in the absence of the alumni being requested</i>)	1.1 Check the ID	None	4 Minutes	LHS Clerk Principal's Office
	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	1 Minute	LHS Principal
2. Proceed to the Collecting Unit-Finance Office located at the Administration Building, 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	15 Minutes	Collecting Officer Cashiering Unit
3. Return to the LHS Principal's Office and present OR	3.1 Check and return OR	None	3 Minutes	LHS Clerk Principal's Office
	3.2 Prepare the certificate and seek approval from the principal			
	3.3 Act on the requested document	None	1 Minute	LHS Principal
4. Receive the certificate and sign in the logbook	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 Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
Total:		₱ 25	31 Minutes, 30 Seconds	



Internal Services



1. 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:	:	Old Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE:
1. Previous Form 138 (1 original copy)	Previous Class Adviser, Faculty Room, KSU-LHS Building
2. 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	Enrolment Committee LHS
2. Accomplish and submit the enrolment form	Receive and evaluate the duly accomplished form	None	15 Minutes	Enrolment Committee
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	Clerk Principal's Office
4. Receive the Assessment form	Approve and issue the form to the student	None	1 Minute	Principal
5. Proceed to the Collecting Unit-Finance Office located at the Administration Building, present your ID, and form, and give payment	5.1 Receive the documents and tender of payment 5.2 Issue the official receipt (OR) and return the documents	MISCELLANEOUS FEES: Testing Fee 100 Mutual Aid Assistance 40 Computer Fee 400 School Paper 90 Student Dev't Fund 75	15 Minutes	Collecting Officer Cashiering Unit



<i>Note:</i> a. Prepare the exact amount b. Payment of account is considered officially enrolled		Library Identification	25		
		Science Laboratory Fee	50		
		Athletic Fee	15		
		School Identification	50		
		Medical Fee	50		
6. Return to the Enrolment Committee and present OR	Receive, record, and return the OR	None		2 Minutes	<i>Enrolment Committee</i>
7. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	7.1 Receive filled-out survey form for analysis 7.2 Instruct the client to proceed to the Auxiliary Unit, Business Affairs Office, KSU-Main Campus for ID validation	None		1 Minute	<i>Enrolment Committee</i> LHS
Total:		₱ 895		47 Minutes	



2. 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. Client Request Form (1 copy)	LHS Principal's Office, KSU-LHS Building
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 Client Request Form; or Submit an Authorization Letter (<i>in the absence of the 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 the Administration Building, 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	15 Minutes	Collecting Officer Cashiering Unit
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 and LHS Principal
4. Receive the certificate and sign in the logbook	Issue the requested certificate	None	1 Minute	LHS Clerk
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Receive the filled-out survey form for analysis	None	1 Minute	Principal's Office
Total:		₱ 25	27 Minutes	



3. 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. Client Request Form (1 original copy)	LHS Principal's Office, KSU-LHS Building
2. Assessment form (1 original copy)	Requesting student
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, fill out a Client Request Form, and submit the 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 the Administration Building, present your ID and form, and give payment	2.1 Receive the documents and tender of payment	₱ 50 Processing fee	15 Minutes	Collecting Officer Cashiering Unit
	2.2 Issue the official receipt (OR) and return the documents			
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	Transmit one copy of the form to the Registrar	None	5 Minutes	LHS Clerk
6. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Receive the filled-out survey form for analysis	None	1 Minute	Principal's Office
Total:		₱ 50	35 Minutes	



4. 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. Client Request Form (1 original copy)	LHS Principal’s Office, KSU-LHS Building
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 Client 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	Issue three copies of the Completion Form	None	1 Minute	LHS Clerk
3. Request for completion of the grade to the concerned subject teacher	3.1 Complete the grade of the student	None	15 Minutes	Subject Teacher Faculty Room
	3.2 Verify and approve the completion form	None	2 Minutes	Principal
	3.3 Records the completed grade	None	5 Minutes	LHS Record In-Charge
4. Receive a copy of the completion form	Issue a copy of the form	None	3 Minutes	LHS Clerk
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Receive the filled-out survey form for analysis	None	1 Minute	Principal’s Office
Total:		None	32 Minutes	



5. Issuance of Certificate of Identification

The issuance of certification is an essential process for verifying and confirming the identity and legitimacy of students enrolled in the university.

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. Client Request Form (1 original copy)	LHS Principal's Office, KSU-LHS Building
2. 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 Client Request Form	1.1 Check the ID	None	3 Minutes	LHS Clerk Principal's Office
	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			
2. Proceed to the Collecting Unit-Finance Office located at the Administration Building, 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	15 Minutes	Collecting Officer Cashiering Unit
3. Return to the 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 and Principal
4. Receive the certificate and sign in the logbook	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 Survey Form	Receive the filled-out survey form for analysis	None	1 Minute	
Total:		₱ 25	31 Minutes, 30 Seconds	



b. Office of the College Deans

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 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
General Requirements:	
1. Result of Qualifying Examination, if any (1 original copy)	Counselling, Testing, and Placement Center (CTPC), KSU-Main Campus
2. SHS Form-09, SHS Form-10 Form 138, FORM 137-A or its equivalent (1 original copy)	School last attended
3. Certificate of Good Moral Character (1 original copy)	
4. PSA Authenticated Birth Certificate (1 original/authenticated)	Philippine Statistics Authority
5. PSA Marriage Certificate for married female students (1 original copy)	
6. Permit to study in case of an employed student in the governments or private agencies (1 original copy)	Employer
7. Latest 2x2 ID Picture with a white background (1 original copy)	Photo Studio/Shop
For Transnational Students:	
8. Original Transcript of Records in English (OTR) (1 original copy)	School last attended
9. Accomplish Personal Data Sheet including Alien Certificate of Registration (1 original copy)	From the Client
10. Student Visa (1 certified copy)	
11. Original Passport (1 certified copy)	
12. Affidavit of Financial Support (1 original copy)	
13. Latest 2x2 colored ID picture with a white background (1 original copy)	
14. Must meet all the requirements prescribed by the Department of Foreign Affairs and the Bureau of Immigration	
15. Non-refundable application fee of one hundred US Dollars (US\$100.00)	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the college enrolment area and submit complete admission requirements, and/or Login to the Management Information System (MIS) account then proceed to the pre-enrollment process	1.1 Receive and check submitted documents 1.2 Issue enrolment form	None	3 Minutes	<i>Program Chairperson</i>
2. Secure enrolment form	Issue enrolment form and identify courses to be enrolled	None	2 Minutes	
3. Pre-enroll courses identified by the Program Chairperson	3.1 Validate courses pre-enrolled 3.2 Approval of the enrolled courses	None	5 Minutes	
4. Secure assessment form	Print and issue the Assessment form	None	1 Minute	
5. Proceed to the Collecting Window, Finance Office for payment of fees, if any	5.1 Receive assessment and verify payments 5.2 Issue Official Receipt (OR) and return the documents	If Applicable	30 Minutes	<i>Collecting Officer Finance Office</i>
6. Proceed to the Auxiliary Unit, Business Affairs Office, KSU-Main Campus for ID processing and issuance	Process and issue ID	None	5 Minutes	<i>BAO Clerk Business Affairs Unit</i>
7. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	<i>College Clerk Office of the Dean</i>
TOTAL:		None	17 Minutes	



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. True Copy of Grades (1 original copy)	
3. Certificate of Good Moral Character (1 original copy)	
4. PSA authenticated Birth Certificate (1 copy, authenticated)	Philippine Statistics Authority
5. Marriage Certificate for married female students (1 original copy)	
6. Permit to study in cases of employed students in the government or private agencies (1 copy, original)	Employer
7. 2x2 ID Picture with white background (1 copy, original)	Photo Studio
8. Result of Qualifying Examination, if any (1 copy, original)	Counselling, Testing, and Placement Center (CTPC), KSU-Main Campus

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	None	1 Minute	<i>Program Chairperson</i> <i>Concerned College</i>
	1.2 Evaluate subjects taken from former school			
	1.3 Identify courses to be enrolled			
	1.4 Issue enrolment form			
2. Accomplish enrolment form	Evaluate and approve courses enrolled	None	5 Minutes	<i>Clerk, Business Affairs Office</i>
3. Pre-enrolled courses identified	Validate pre-enrolled courses	None	2 Minutes	
4. Secure assessment form	Print and issue the duly signed Assessment form	None	1 Minute	
5. Proceed to the Auxiliary Unit, Business Affairs Office, KSU-Main Campus for ID processing	Process and issue ID	None	5 Minutes	<i>College Clerk</i> <i>Office of the Dean</i>
6. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL:		None	15 Minutes	



3. Admission of Returning Students

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, Administration Building, Main Campus
2. Result of Qualifying Examination (1 original copy)	Counselling, Testing, and Placement Center (CTPC), KSU-Main Campus

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the College signifying intention to enroll	1.1 Conduct Interview 1.2 Evaluate grades 1.3 Identify courses to be enrolled 1.4 Identify courses for validation 1.5 Let the student proceed to ICT for the MIS account	None	2 Minutes	Program Chairperson Concerned College
2. Go to the ICT Center for MIS account creation or activation	Create or activate the requested account	None	5 Minutes	ICT Personnel In-Charge
3. Return to the college and identify pre-enrolled courses	Check and validate pre-enrolled courses	None	2 Minutes	Program Chairperson Concerned College
4. Secure assessment form	Print and issue the duly signed Assessment form	None	1 Minute	
5. Proceed to the Auxiliary Unit, Business Affairs Office, KSU-Main Campus for ID processing	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 Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	College Clerk Office of the Dean
TOTAL:		None	16 Minutes	



4. Cross Enrolment from Other HEI to KSU

This refers to the practice of students enrolled simultaneously in courses at two different academic institutions. Students from other HEI may enroll at the Kalinga State University.

Office or Division	:	Office of the College Dean
Classification	:	Simple
Type of Transaction	:	G2C - Government to Citizen
Who may avail	:	Graduating students from other higher education institutions (HEIs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Permit to Cross Enroll (1 original copy)	Dean of the originating school
2. Certificate of Good Moral Character (1 original copy)	School last attended
3. Application for cross enrolment (1 original copy)	KSU Registrar's Office
4. Valid ID (1 original copy)	From the requester

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the College concerned and present an ID and a permit to cross-enroll	1.1 Evaluate the documents 1.2 Issue enrolment form	None	1 Minute	Program Chairperson Concerned College
2. Accomplish the enrollment form	Check and approve the course/s enrolled	None	5 Minutes	
3. Secure assessment form	Issue duly signed Assessment Form	None	2 Minutes	
4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	College Clerk Office of the Dean
TOTAL:		None	9 Minutes	



5. Request for a Certification of Good Moral Character for Board Examination

Any graduate who intends to take the Board Examination may secure a good moral character certificate from the Dean's Office.

Office or Division	:	Office of the College Dean
Classification	:	Simple
Type of Transaction	:	G2C - Government to Citizen
Who may avail	:	Graduates/Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Client Request Form (1 original copy)	Concerned College Dean's Office, KSU
2. Valid ID (1 original copy)	From the requester's possession

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the concerned Dean's Office, present any valid ID, and state the purpose of the visit	1.1 Check the student's IDs	None	2 Minutes	College Clerk Office of the Dean
	1.2 Issue a request form to the students			
2. Accomplish and submit the request form	2.1 Verify the details of the request	None	4 Minutes	College Dean Office of the Dean
	2.2 Prepare and issue the certificate after approval of the same			
	2.3 Approve the certificate with a statement of purpose			
3. Proceed to the Registrar's Office and submit the certificate for its dry seal	Receive, record, and issue the certificate	None	1 Minute	Registrar's Aide Registrar's Office
4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	College Clerk Office of the Dean
TOTAL:		None	10 Minutes	



Internal Services



1. 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 chairperson 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
Valid ID (1 original copy)	From the requester's possession
KSU-OUR Form 01 (Enrollment Form)	Program Chairperson, Concerned College

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to your respective college for the evaluation of your grades, and accomplish the enrolment form, or Pre-enroll courses in the student's MIS account	1.1 After evaluation, advise the student on the subjects to be enrolled; and	None	5 Minutes	College Clerk/ Enrolment Team
	1.2 Check the filled-out form and return it to the student; or	None	10 Minutes	Program Chairperson and College Dean
	1.3 Check and validate pre-enrolled courses in the MIS account			
	1.4 Approve the form and return the same	None	10 Minutes	
2. Secure copy of Student's Assessment Form	2.1 Encode the subjects to be enrolled 2.2 Issue duly signed assessment form	None	2 Minutes	Program Chairperson Concerned College
3. Proceed to the Collecting Window, Finance Office for payment of fees, if any	3.1 Receive assessment and verify payments 3.2 Issue OR and return the documents	If Applicable	30 Minutes	Collecting Officer Finance Office
4. Proceed to the Auxiliary Unit, Business Affairs Office, KSU-Main Campus for ID validation	Validate and issue ID	None	5 Minutes	BAO Clerk Business Affairs Office
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Receive filled-out survey form for analysis	None	1 Minute	College Clerk Office of the Dean
TOTAL:		None	1 Hour, 3 Minutes	



2. Adding, Dropping, and Changing of Subjects and/or Schedules

The students already enrolled in their courses can change, add, or drop a subject/s and/or schedule within one week from the start of regular classes. Policies on prerequisites, 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. Adding/Dropping/Changing Form (1 original copy)	Concerned College Dean's Office, KSU
2. Assessment Form (1 copy, original)	Program Chairperson
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 secure Adding/ Dropping/ Changing Form	1.1 Check the ID 1.2 Issue a payment request form	None	1 Minute	College Clerk Dean's Office
2. Proceed to the Collecting Unit-Finance Office located at the Administration Building, present your ID and payment request form	2.1 Receive documents and tender of payment 2.2 Issue OR and return documents	₱ 50	10 Minutes	Collecting Officer Cashiering Unit
3. Write courses to be added, dropped, or changed	Checked courses to be added, dropped, or changed in the Student's MIS Account	None	5 Minutes	Program Chairperson Concerned College
4. Present OR to the Dean's Office and seek Approval of Added/Dropped/Changed Courses	4.1 Verify request 4.2 Act on the accomplished Adding/ Dropping/ Changing Form	None	3 Minutes	College Dean Concerned College
5. Go back and secure the New Assessment Form to the Program Chairperson	Issue a new duly signed assessment form	None	3 Minutes	Program Chairperson Concerned College
6. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	College Clerk Dean's Office
TOTAL:		₱ 50	23 Minutes	



3. Shifting of Enrolled Course

Shifters are admitted to the college or department in which they want to change their major, subject to the approval of the dean of the original course, the acceptance of the new course, and a recommendation from their guidance counselor.

Office or Division	:	Office of the College Dean
Classification	:	Simple
Type of Transaction	:	G2C - Government to Citizen
Who may avail	:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID (1 original copy)	From the requester's possession
2. Application for Shifting Course Form (1 original copy)	Office of the University Registrar
3. KSU-OUR Form 01 (Enrollment Form)	Program Chairperson, Concerned College

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Office of the University Registrar, present a valid ID, and state your purpose in the logbook	Check and verify the ID presented and the purpose stated	None	5 Minutes	Registrar's Aide Office of the University Registrar
2. Secure and accomplish the Application Form to shift course	Issue form and indicate the amount to pay	None	3 Minutes	
3. Go to the Collecting Window, Finance Office for payment of the application fee	3.1 Receive and verify payments 3.2 Issue Official Receipt (OR)	₱50	10 Minutes	Collecting Officer Finance Office
4. Proceed to the college where you will enroll, and state your purpose by presenting the application form and OR, or	4.1 Receive and verify the application form 4.2 Evaluate the academic records of the applicant in the MIS system 4.3 Validate previously taken subjects of the applicant, if applicable	None	5 Minutes	College Clerk/ Enrollment Team



	<p>4.4 Advise the student on the subjects to be enrolled</p> <p>4.5 Issue, retrieve, and check the enrolment form and return it to the student</p>			
Pre-enroll courses in the student's MIS account	4.6 Check and validate pre-enrolled courses in the MIS account	None	10 Minutes	<i>Program Chairperson and College Dean</i>
	4.7 Approve the form and return the same	None	10 Minutes	
5. Secure copy of Student's Assessment Form	<p>5.1 Encode the subjects to be enrolled</p> <p>5.2 Issue duly signed assessment form</p>	None	2 Minutes	<i>Program Chairperson Concerned College</i>
6. Proceed to the Collecting Window, Finance Office for payment of fees, if any	<p>6.1 Receive assessment and verify payments</p> <p>6.2 Issue the OR and return the documents</p>	If Applicable	30 Minutes	<i>Collecting Officer Finance Office</i>
7. Proceed to the Auxiliary Unit, Business Affairs Office, KSU-Main Campus for ID re-issuance	Validate and issue ID	None	5 Minutes	<i>BAO Clerk Business Affairs Office</i>
8. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Receive filled-out survey form for analysis	None	1 Minute	<i>College Clerk Office of the Dean</i>
TOTAL:		₱50	1 Hour, 21 Minutes	



4. Request for 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
1. Client Request Form (1 original copy)	Concerned College Dean’s Office, KSU
2. Valid ID (1 original copy)	From the requester’s possession

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach concerned faculty for compliance with deficiency	1.1 Identify and provide evaluation activity/ies 1.2 Evaluate the submitted activity/ies 1.3 If passed, advise the student to pay the completion fee	None	5 Minutes	Concerned Faculty
2. Present a valid ID and fill out a Client Request Form at the Dean’s Office	2.1 Check the ID 2.2 Issue a request form	None	1 Minute	College Clerk Office of the Dean
3. Proceed to the Collecting Unit-Finance Office located at the Administration Building, present your ID, and request form	3.1 Receive documents and tender of payment 3.2 Issue Official Receipt (OR) and return documents	₱ 50	5 Minutes	Collecting Officer Cashiering Unit
4. Secure grade from concerned faculty	Write the Completion Grade	None	1 Minute	Concerned Faculty
5. Secure Verification and Approval	5.1 Verify and Approve Completion Grade	None	1 Minute	Program Chairperson Concerned College
	5.2 Transmit duly signed Completion Form to the Registrar’s Office	None	1 Minute	College Dean Concerned College
6. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Receive the filled-out survey form for analysis	None	2 Minutes	College Clerk Office of the Dean
TOTAL:		₱ 50	16 Minutes	



5. Request for Rectification of Grades

Any faculty member who may have incurred an error in their grade sheet may request the rectification of the recorded and posted grades. Grade sheet rectification is allowed for student name changes, grade additions, or omissions, and other essential matters, such as errors in student names, clerical errors in final grades, computation errors, and unauthorized transfers from one section to another.

Office or Division	:	Office of the College Dean
Classification	:	Simple
Type of Transaction	:	G2G - Government to Government
Who may avail	:	Professor or Instructor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Appeal to rectify grades (1 original copy)	Concerned College Dean's Office, KSU
2. Student Credentials: Original and Rectified Grade Sheets, Class Records, Test Papers, and Attendance Sheets (1 original copy)	Professor or Instructor concerned, KSU
3. Valid ID (1 original copy)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit a letter of appeal to rectify grades to the Dean's Office Notes: <ul style="list-style-type: none"> The request should be accompanied by supporting documents, not limited to the following: original grade sheet, rectified grade sheet, class records, graded activities, test papers or its equivalent, and attendance sheets In case of denial, the action of the dean or committee becomes final 	1.1 Receive the request 1.2 Evaluate the grades of the student 1.3 Check the authenticity of signatures 1.4 Grant or deny the request depending on the merit of the appeal 1.5 Endorse request to Academic Council Review Committee (ACRC)	None	3 days	Concerned College Dean
	1.6 Act on the endorsement and recommendation of the dean 1.7 Review the merits of the rectification request and submit corresponding results to the College Dean 1.8 Transmit the decision to the Registrar's Office	None	3 days	Academic Council Review Committee
	1.9 Receive the action of the committee 1.10 Post the rectified grades in the system	None	5 Minutes	University Registrar
	2. Follow up on the action of the committee	Inform the requesting faculty of the committee's action	None	5 Minutes
3. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Receive the filled-out survey form for analysis	None	1 Minute	College Clerk Office of the Dean
TOTAL:		None	6 Days, 11 Minutes	



6. Cross Enrolment from KSU to Other Higher Education Institutions (HEIs)

Students from Kalinga State University may enroll in other HEIs.

Office or Division	:	Office of the College Dean
Classification	:	Simple
Type of Transaction	:	G2C - Government to Citizen
Who may avail	:	Enrolled Graduating Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. True Copy of Grades (1 original copy)	KSU Registrar's Office or Program Chairperson
2. Valid ID (1 original copy)	From the requester's possession

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the program chairperson, present a valid ID, and seek a Letter of Recommendation to cross-enroll	1.1 Check ID and verify the purpose 1.2 Evaluate Student Records and make a recommendation to the College Dean	None	5 Minutes	Concerned Program Chairperson
2. Seek Endorsement to Cross-Enroll	2.1 Endorse to the Registrar's Office the allowed subject/s to be enrolled in other HEI 2.2 Issue a permit to cross-enroll	None	2 Minutes	Concerned College Dean
3. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Receive the filled-out survey form for analysis	None	1 Minute	College Clerk Office of the Dean
TOTAL:		None	8 Minutes	



7. Request for the Offering of Unprogrammed Subject(s) or Unscheduled Subjects

Subjects not scheduled for a term may be offered to at least 30 students upon written request, with exemptions allowed under graduation, new curriculum, or student failure not being the student's fault.

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. Request letter (1 original copy)	From the requester's possession
2. True Copy of Grades (1 original copy)	Registrar's Office
3. Valid ID (1 original copy)	From the requester's possession

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the concerned program chairperson, present a true copy of grades and ID, and state the purpose of the visit	1.1 Check the student's IDs 1.2 Evaluate the grades of the students	None	2 Minutes	Program Chairperson Concerned College
2. Prepare and submit a request letter for the offering of unprogrammed subjects to the Dean's Office	2.1 Check the authenticity of signatures and IDs 2.2 Record the attendance of students 2.3 Present the request to the dean	None	5 Minutes	College Clerk Office of the Dean
	2.4 Assess the merit of the request 2.5 Endorse the request to the Office of the VPASD for its final evaluation	None	10 Minutes	College Dean Office of the Dean
3. Return to the Dean's Office for revision and encoding of the final assessment form	Encode and finalize the assessment form indicating the inclusion of new subjects	None	15 Minutes	
4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Receive the filled-out survey form for analysis	None	1 Minute	College Clerk Office of the Dean
TOTAL:		None	33 Minutes	



8. Issuance of Certification of Underload

Students who are currently enrolled in their courses may require underload certification to meet the requirements for their financial assistance.

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. Assessment Form (1 original copy)	From the requester's possession
2. Valid ID (1 original copy)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the program chairperson, present a valid ID, Assessment Form, and request	1.1 Evaluate the records of the requesting students to determine the reason for underload 1.2 Endorse the request to the Dean	None	5 Minutes	Program Chairperson Concerned College
2. Secure a Certificate of Underload to the Dean's Office	2.1 Receive and record the request	None	3 Minutes	College Clerk Office of the Dean
	2.2 Prepare the certificate and issue the same after approval			
	2.3 Approve the requested certificate			
3. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Receive the filled-out survey form for analysis	None	1 Minute	College Clerk Office of the Dean
TOTAL:		None	10 Minutes	



c. College of Law

External Services



1. Enrolment of Freshmen

This refers to the admission process of students enrolling in the College of Law for the first time. They are graduates of a Bachelor's Degree in Arts or Sciences, or a higher academic degree, from an authorized and recognized university or college.

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. Medical Certificate (1 original copy)	Medical Officer, KSU Medical Services Office
2. True Copy of Grades/Official Transcript of Records (1 original copy)	School last attended
3. Certificate of Eligibility to Transfer Credential (Honorable Dismissal for Transferees) (1 original copy)	Philippine Statistics Authority (PSA)
4. Certificate of Good Moral Character (1 original copy)	
5. PSA authenticated Birth Certificate (1 authenticated)	
6. PSA Marriage Certificate for married female students (1 original copy)	Employer
7. Permit to study in case of an employed student in the government or private agency (1 original copy)	
8. Latest 2x2 ID Picture with a white background (1 original copy)	Photo Studio/Shop
9. Any other documents that will be required by the Legal Education Board	From the Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Collecting Window, Finance Office for payment of admission and evaluation fees	1.1 Receive and verify payments 1.2 Issue Official Receipt (OR)	₱200 Admission Fee, and ₱30 Evaluation Fee	10 Minutes	Collecting Officer Finance Office
2. Fill up the pre-enrollment form and student profile sheet.	Provide pre-enrollment form and student profile sheet.	None	10 Minutes	Clerk College of Law
3. Proceed to the Dean's office to submit pre-enrollment and student profile sheet	3.1 Receive and evaluate the documents submitted 3.2 Schedule date interview	None	5 Minutes	Dean College of Law
4. Prepare for an interview and submit admission requirements	4.1 Conduct interview 4.2 Evaluate submitted admission requirements	None	30 Minutes	



5. If found eligible to enroll, register online with the MIS, or accomplishment the Enrolment form	5.1 Instruct students on how to register online with the MIS 5.2 Verify if the student is already registered with the MIS 5.3 Check enrolled subjects and loads	None	25 Minutes	Program Chairperson College of Law
6. Proceed to online enrolment and choose designated subjects	Validate enrollment	None	5 Minutes	Program Chairperson
7. Proceed to the Collecting Unit-Finance Office located at the Administration Building, present your ID, and form, and give payment <i>Note:</i> a. Prepare the exact amount b. Payment of account is considered officially enrolled	7.1 Receive the documents and tender of payment 7.2 Issue the official receipt (OR) and return the documents	Tuition Fee per Unit ₱500 Fiduciary/Miscellaneous Fees: Registration Fee ₱200 Medical/Dental Fee ₱250 Library Fee ₱300 Athletic Fee ₱250 SCUAA Fee ₱200 Cultural Fee ₱150 Supreme Student Council Fund ₱500 Equipment Modernization Fee ₱1,000 Guidance Fee ₱200 Diploma and Graduation Fees ₱2,500 Student Handbook ₱250 School Publication ₱200 Mutual Aid Assistance ₱150 School ID ₱250 Examination Fee ₱200 Total Fiduciary Fees ₱6,600	10 Minutes	Collecting Officer Cashiering Unit
8. Proceed to the Auxiliary Unit, Business Affairs Office, KSU-Main Campus for ID processing	Process and issue ID	None	5 Minutes	BAO Clerk Business Affairs Unit
9. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Clerk College of Law
TOTAL:		₱7,330	1 Hour, 41 Minutes	



2. Enrolment of Student Transferees

This process is intended for the admission of students who were enrolled in another law school and who are transferring to the College of Law of 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. Medical Certificate (1 original copy)	Medical Officer, KSU Medical Services Office
2. True Copy of Grades/Official Transcript of Records (1 original copy)	KSU Registrar's Office
3. Certificate of Eligibility to Transfer/Certificate of Transfer Credentials/ Certificate of Honorable Dismissal for Transferees (1 original copy)	School last attended
4. Certificate of Good Moral Character (1 original copy)	School last attended
5. PSA authenticated Birth Certificate (1 copy, authenticated)	Philippine Statistics Authority (PSA)
6. PSA Marriage Certificate for married female students (1 original copy)	Philippine Statistics Authority (PSA)
7. Permit to study in cases of employed students in the government or private agencies (1 copy, original)	Employer
8. Latest 2x2 ID Picture with white background (1 copy, original)	Photo Studio

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Collecting Window, Finance Office for payment of admission and evaluation fees	1.1 Receive and verify payments 1.2 Issue Official Receipt (OR)	₱200 Admission Fee, and ₱30 Evaluation Fee	10 Minutes	Collecting Officer Finance Office
2. Fill up the pre-enrollment form and student profile sheet.	Provide pre-enrollment form and student profile sheet	None	10 Minutes	Clerk College of Law
3. Proceed to the Dean's office to submit pre-enrollment and student profile sheet	3.1 Receive and evaluate the documents submitted 3.2 Schedule the interview	None	5 Minutes	Clerk College of Law
4. Prepare an interview and submit admission requirements	4.1 Conduct interview 4.2 Evaluate admission requirements including validation and evaluation of academic records taken from the previous law school	None	30 Minutes	



5. Register online with the MIS	Instruct students on how to register for online MIS	None	10 Minutes	Program Chairperson
6. Accomplishment Enrolment form	Check enrolled subjects and subject loads	None	5 Minutes	
7. Proceed to online enrolment and choose designated subjects	7.1 Credit subjects already taken from the school of origin which have equivalent units and similar subject description 7.2 Validate enrollment	None	20 Minutes	
8. Present the Assessment Form and pay the required fees to the Collecting Unit <i>Note:</i> <i>a. Prepare the exact amount</i> <i>b. Payment of account is considered officially enrolled</i>	8.1 Receive the documents and tender of payment 8.2 Issue the official receipt (OR) and return the documents	Tuition Fee per Unit ₱500 Fiduciary/Miscellaneous Fees: Registration Fee ₱200 Medical/Dental Fee ₱250 Library Fee ₱300 Athletic Fee ₱250 SCUAA Fee ₱200 Cultural Fee ₱150 Supreme Student Council Fund ₱500 Equipment Modernization Fee ₱1,000 Guidance Fee ₱200 Diploma and Graduation Fees ₱2,500 Student Handbook ₱250 School Publication ₱200 Mutual Aid Assistance ₱150 School ID ₱250 Examination Fee ₱200 Total Fiduciary Fees ₱6,600	15 Minutes	Collecting Officer Cashiering Unit
9. Proceed to the Auxiliary Unit, Business Affairs Office, KSU- Main Campus for ID processing	Process and issue ID	None	5 Minutes	BAO Clerk
10. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Clerk College of Law
TOTAL:		₱7,330	1 Hour, 46 Minutes	



3. Admission of Returning Students

This is a process of registering students previously enrolled in the College of Law who took an academic leave or discontinued his/her law study for a valid reason and who wish to seek re-admission to the College of Law.

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, Administration Building, Main Campus
2. Valid ID (1 original copy)	From the requester's possession

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	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	Program Chairperson College of Law
2. Accomplish enrolment form	Give subject load and approve the enrolment	None	10 Minutes	
3. Go to the Dean's Office for registration	Encode data and issue student's assessment form	None	15 Minutes	College Clerk
4. Proceed to the Collecting Unit-Finance Office located at the Administration Building, 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 per Unit ₱500 Fiduciary/Miscellaneous Fees: Registration Fee ₱200 Medical/Dental Fee ₱250 Library Fee ₱300 Athletic Fee ₱250 SCUAA Fee ₱200 Cultural Fee ₱150 Supreme Student Council Fund ₱500 Equipment Modernization Fee ₱1,000 Guidance Fee ₱200	15 Minutes	Collecting Officer Cashiering Unit



		Diploma and Graduation Fees ₱2,500 Student Handbook ₱250 School Publication ₱200 Mutual Aid Assistance ₱150 School ID ₱250 Examination Fee ₱200 Total Fiduciary Fees ₱6,600		
5. Proceed to the Auxiliary Unit, Business Affairs Office, KSU-Main Campus for ID re-processing	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 Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	<i>College Clerk</i> Office of the Dean
TOTAL:		Tuition and Fiduciary Fees P7,100	49 Minutes	



Internal Service



1. Request for Legal Aid Assistance

This is a process for addressing clients' legal inquiries and needs such as drafting legal documents, representing clients in quasi-judicial and administrative bodies, and providing free legal advice.

Office or Division	: Legal Aid Office
Classification	: Simple
Type of Transaction	: G2C - Government to Citizen
Who may avail	: All Citizens

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Client Information Sheet	Legal Aid Office
2. Court Order (Subpoena or Summon)	Concerned Court or Administrative body
3. Valid ID	From the requester's possession

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Legal Aid Office, College of Law Building, KSU-Main Campus, and fill up the client information sheet	Check the veracity of ID and provide a client information sheet	None	3 Minutes	<i>Student Practitioner</i>
2. Present legal problems or inquiries to the student practitioner or the supervising lawyer	2.1 Interview the client to identify the legal issues to be addressed 2.2 Issue legal advice if the inquiry merely requires a legal opinion 2.3 Require and evaluate pertinent documents if the legal problem requires representation in an administrative body or quasi-judicial body or drafting of pleadings to be filed or submitted to the proper offices 2.4 Require presentation of valid identification cards if the service sought is the drafting of legal documents	None	30 Minutes	<i>Student Practitioner and/or Supervising Lawyer</i>
3. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	<i>College Clerk Office of the Dean</i>
TOTAL:		None	34 Minutes	



d. College of Advanced Studies

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 their baccalaureate or master's courses who intend to enroll in the College of Advanced Studies.

Office or Division	: College of Advanced Studies (CAS)
Classification	: Simple
Type of Transaction	: G2C - Government to Citizen
Who may avail	: Incoming Freshmen (New Students)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical Certificate (1 original copy)	Medical Officer, KSU Medical Services Office
2. Graduate aptitude test and interview result, if any (1 original copy)	College Admission Committee
3. Official Transcript of Records (1 original copy)	School last attended
4. Application letter addressed to the Dean with 2 Letters of Reference from 2 recognized authorities in the discipline (1 original copy)	Recognized authorities
5. Certification of English Proficiency for foreign students coming from non-English-speaking countries (1 original copy)	Embassy
6. Certificate of Good Moral Character (1 original copy)	School last attended
7. PSA authenticated Birth Certificate (1 authenticated)	Philippine Statistics Authority
8. PSA Marriage Certificate for married female students (1 original copy)	Philippine Statistics Authority
9. Permit to study in case of an employed student in the government or private agency (1 original copy)	Employer
10. Latest 2x2 ID Picture with a white background (1 original copy)	Photo Studio/Shop

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Dean's office, present a valid ID, and state your purpose	1.1 Check ID and interview the applicant 1.2 Issue the applicant aptitude test 1.3 Advise the applicant to proceed with the online registration	None	8 Minutes	College Dean College of Advanced Studies
2. Go to the college enrolment area and submit the complete requirements	2.1 Evaluate submitted documents 2.2 Issue enrolment form	None	3 Minutes	Program Chairperson CAS
3. Accomplish enrolment form	Give subject loads and approve the enrolment	None	10 Minutes	



4. Go to the Dean's Office for registration of the personal profile	4.1 Encode the information profile of the student 4.2 Issue the assessment form	None	15 Minutes	College Clerk CAS
5. Proceed to the Collecting Unit-Finance Office located at the Administration Building, present your ID, and form, and give payment <i>Note:</i> a. Prepare the exact amount b. Payment of account is considered officially enrolled	5.1 Receive the documents and tender of payment 5.2 Issue the official receipt (OR) and return the documents	TUITION FEE/unit <i>In ₱</i> Master's degree 400 Doctorate 500 Comprehensive Fee Master's degree 5,100 Doctorate 7,850 LABORATORY FEE Computer Laboratory 400 Science Laboratory 100 Crime Lab (BSCrim)/ subject 300 Training Lab (BSHM)/ subject 800 MISCELLANEOUS FEE Athletic Fee 50 Cultural Fee 60 Dental Fee 50 Equipment Modernization 500 Guidance Fee 50 Library Fee 75 Library Id 30 Medical Fee 50 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	15 Minutes	Collecting Officer Cashiering Unit
6. Proceed to the Auxiliary Unit, Business Affairs Office, KSU-Main Campus for ID processing	Process and issue ID	None	5 Minutes	Clerk, Business Affairs Unit
7. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	College Clerk CAS
TOTAL:		Master's at 21 units: ₱16,450; Doctor's at 21 units: ₱ 18,550	57 Minutes	



2. Enrolment of Transferred-in Students to KSU

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	: College of Advanced Studies (CAS)
Classification	: Simple
Type of Transaction	: G2C - Government to Citizen
Who may avail	: All Transferees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical Certificate (1 original copy)	Medical Officer, KSU Medical Services Office
2. Certificate of Eligibility to Transfer (1 original copy)	School last attended
3. True Copy of Grades (1 original copy)	School last attended
4. Certificate of Good Moral Character (1 original copy)	School last attended
5. PSA authenticated Birth Certificate (1 copy, authenticated)	Philippine Statistics Authority
6. Marriage Certificate for married female students (1 original copy)	Philippine Statistics Authority
7. Permit to study in cases of employed students in the government or private agencies (1 copy, original)	Employer
8. Latest 2x2 ID Picture with white background (1 copy, original)	Photo Studio
9. Aptitude Test, if one is administered (1 original copy)	Dean's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and submit complete admission requirements and transfer credentials at the designated enrolment area	1.1 Check the ID presented	None	18 Minutes	Program Chairperson College of Advanced Studies
	1.2 Receive and check submitted documents			
	1.3 Evaluate subjects taken from former school			
	1.4 Issue enrolment form			
2. Accomplish enrolment form	2.1 Give subject loads	None	10 Minutes	
	2.2 Approve the enrolment			
3. Go to the Dean's Office for registration of your profile	3.1 Encode the information profile of the student	None	15 Minutes	College Clerk CAS
	3.2 Issue the student's assessment form			



<p>4. Present the Assessment Form and pay the required fees to the Collecting Unit</p> <p><i>Note:</i></p> <p>a. Prepare the exact amount</p> <p>b. Payment of account is considered officially enrolled</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 <i>In ₱</i></p> <p>Tuition Fee/unit</p> <p>Master's degree 400</p> <p>Doctorate 500</p> <p>Comprehensive Fee</p> <p>Master's degree 5,100</p> <p>Doctorate 7,850</p> <p>LABORATORY FEE</p> <p>Computer Laboratory 400</p> <p>Science Laboratory 100</p> <p>Crime Lab fee (BSCrim)/ subject 300</p> <p>Training Lab (BSHM)/ subject 800</p> <p>MISCELLANEOUS FEE</p> <p>Athletic Fee 50</p> <p>Cultural Fee 60</p> <p>Dental Fee 50</p> <p>Equipment Modernization Fee 500</p> <p>Guidance Fee 50</p> <p>Library Fee 75</p> <p>Library Id 30</p> <p>Medical Fee 50</p> <p>School Publication 30</p> <p>SCUAA Fee 50</p> <p>Student Dev't Fund 50</p> <p>Testing Fee 100</p> <p>Student Handbook 50</p> <p>NSTP 90</p> <p>Mutual Aid Assistance 40</p> <p>School ID 75</p>	<p>15 Minutes</p>	<p>Collecting Officer Cashiering Unit</p>
<p>5. Proceed to the Auxiliary Unit, Business Affairs Office, KSU-Main Campus for ID processing</p>	<p>Process and issue ID</p>	<p>None</p>	<p>5 Minutes</p>	<p>BAO Clerk</p>
<p>6. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form</p>	<p>Issue and retrieve a client survey form for analysis</p>	<p>None</p>	<p>1 Minute</p>	<p>College Clerk CAS</p>
<p>TOTAL:</p>		<p>Master's at 21 units: ₱16,450; Doctor's at 21 units: ₱ 18,550</p>	<p>1 Hour, 4 Minutes</p>	



3. Admission of Returning Students

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	: College of Advanced Studies (CAS)
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, Administration Building, KSU-Main Campus
2. 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, True Copy of Grades,	1.1 Evaluate subjects taken 1.2 Issue enrolment form	None	3 Minutes	Program Chairperson College of Advanced Studies
2. Accomplish enrolment form	Give subject load and approve the enrolment	None	10 Minutes	
3. Go to the Dean's Office for registration	Encode data and issue student's assessment form	None	15 Minutes	
4. Proceed to the Collecting Unit-Finance Office located at the Administration Building, 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/unit Master's degree 400 Doctorate 500 Comprehensive Fee Master's degree 5,100 Doctorate 7,850 LABORATORY FEE Computer Laboratory 400 Science Laboratory 100 Crime Lab (BSCrim)/ subject 300 Training Lab (BSHM)/ subject 800 MISCELLANEOUS FEE Athletic Fee 50	15 Minutes	Collecting Officer Cashiering Unit



		Cultural Fee 60 Dental Fee 50 Equipment Modernization 500 Guidance Fee 50 Library Fee 75 Library Id 30 Medical Fee 50 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 Unit, Business Affairs Office, KSU-Main Campus for ID re-processing	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	Issue and retrieve a client survey form for analysis	None	1 Minute	College Clerk CAS
TOTAL:		Master's at 21 units: ₱16,450; Doctor's at 21 units: ₱ 18,550	49 Minutes	



e. *Gender and Development Office*

Internal Services



1. Investigation of Sexual Offense

Students, Faculty, and staff may avail of the GAD services such as the receiving and investigation of sexual harassment complaints through the Committee on Decorum and Investigation (CODI).

Office or Division	:	Gender and Development Office
Classification	:	Simple
Type of Transaction	:	G2C - Government to Citizen
Who may avail	:	1. Students 2. Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. KSU Identification Card, 1 original copy	Auxiliary Unit, Business Affairs Office, KSU-Main Campus (upon enrollment)
2. Referral slip (for referred clients), 1 original copy	Faculty or Guidance Facilitators

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid school ID, and/or Referral slip (for referred clients)	1.1 Receive complaint	None	3 Minutes	CODI Chairperson or any of the members/VAW Chairperson/GAD or KDRC Director
	1.2 Schedule a session	None	45 Minutes	
	1.3 Conduct an initial interview			
	1.4 Fill up the intake form			
	1.5 Write a letter to the complaint respondent for counter affidavit/comment under oath	None	5 Minutes	
	1.6 Schedule sessions with the complainant-victim and the respondent	None	5 Minutes	
2. Attend scheduled sessions as may be advised by the CODI chairperson	2.1 Facilitate a session with the complaint respondent 2.2 Examine all documents presented by both parties and any other documents which are readily available from other sources 2.3 Write the findings with recommendations and submit them to the Disciplining Authority	None	4 Hours	CODI Chairperson and members
3. Attend counseling session/s	Conduct counseling sessions with the student/ faculty/ staff concerned	None	1 Hour	Guidance Counselor, OGAD Director
4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	OGAD Director
TOTAL:		None	5 Hours, 59 Minutes	



2. Project Evaluation using HGDG

Project proponents may submit their project proposals for evaluation as to gender responsiveness using the Harmonized Gender and Development Guideline (HGDG) tool.

Office or Division	:	Gender and Development Office
Classification	:	Simple
Type of Transaction	:	G2G - Government to Government
Who may avail	:	Project proponents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Project Proposal	From the Unit or College Proponents

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the project proposal	1.1 Receive proposal 1.2 Evaluate the proposal using the HGDG Tool 1.3 Write the comments and recommendations	None	1 Hour	OGAD Personnel HGDG Evaluator
2. Adjust the proposal guided by the recommendations made by the evaluator	2.1 Check the compliance 2.2 Recommends the approval of the project proposal	None	10 Minutes	OGAD Director
3. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL:		None	1 Hour, 1 Minute	



f. University Registrar

External and Internal Services



1. Issuance of Certification, Authentication, and Verification (CAV) of School Credentials

This is a verification and authentication process of school credentials issued to graduate and undergraduate students applying for local employment or abroad. Students applying for CAV of academic records shall apply within a maximum of two (2) days before it is released.

Office or Division	:	Office of the University Registrar
Classification	:	Simple
Type of Transaction	:	G2C - Government to Citizen
Who may avail	:	All Graduate and Undergraduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. OTR or Diploma, and Certificate of Graduation (1 original copy); For non-graduates, OTR and Certificate of Earned Units (1 original copy)	Registrar's Office, Administration Building, KSU-Bulanao Campus
2. Request slip form (KSU-OUR-F15B) or Request Letter (1 original copy)	
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 your ID at the Registrar's Office and fill out a request slip	1.1 Receive and verify the ID presented 1.2 Issue request slip and retrieve the same	None	1 Minute	Registrar's Aide, Office of the Registrar
2. Go to the Collecting Unit, Finance Office, 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	15 Minutes	Collecting Officer Cashiering Unit
3. Return to Registrar's window and submit duly accomplished request slip form and OR	3.1 Receive the request slip form and OR	None	1 Minute	Registrar's Aide
	3.2 After verification, authenticate documents, prepare the certificate of graduation, or earned units, and prepare the CAV endorsement	None	15 Minutes	University Registrar, Office of the Registrar
	3.3 Record in the logbook, then issue	None	1 Minute	Registrar's Aide
4. Receive documents and sign in to the logbook	Issue the document	None	1 Minute	Office of the Registrar
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Receive the filled-out survey form for analysis	None	1 Minute	
TOTAL:		₱ 25	35 Minutes	

Note: Authenticated documents and CAV endorsement letters are usually sent to CHED or DFA, but third parties can request CAV, provided the student or graduate authorizes them and must submit a Special Power of Attorney or Authorization Letter and valid identification cards.



2. Issuance of Transcript of Records

This document is provided to graduate and undergraduate students, detailing the complete subjects obtained by term/semester, along with their corresponding grades and units. The Office of the University Registrar requires a request for the Official Transcript of Records (OTR) at least five days before its release.

Office or Division	: Office of the University Registrar
Classification	: Complex
Type of Transaction	: G2C - Government to Citizen
Who may avail	: All Graduate and Undergraduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Slip (KSU-OUR-F15-A) (1 original copy)	Registrar's Office
2. 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 fill out a 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	Registrar's Aide, Registrar's 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	₱ 75/ page; Documentary stamp: ₱ 20 (3 pages x ₱ 75 + ₱ 20) for OTR fee	15 Minutes	Collecting Officer Cashiering Unit
3. Return to Registrar's window and submit duly accomplished request slip, requirements, and OR	3.1 Receive duly filled clearance	None	5 Minutes	Registrar's Aide, Registrar's Office
	3.2 Check the requirements submitted	None	3 Days	Registrar's Aide and Head
	3.3 Encode, verify, and evaluate	None	15 Minutes	Registrar's Aide
	3.4 Prepare Official Transcript of Records	None	5 Minutes	Registrar's Head
	3.5 Sign OTR		1 Day	Vice President for Academics & Student Dev't
	3.6 Recommend approval of OTR		1 Day	University President
4. Receive OTR and sign in to the logbook	3.7 Approve OTR	None	1 Minute	Registrar's Aide
	3.8 Records logbook and issue OTR	None	1 Minute	Registrar's Aide
5. Rate the availed service by filling out and submitting the CSS Form	Issue the document	None	1 Minute	Registrar's Aide
	Receive the filled-out survey form for analysis	None	1 Minute	Registrar's Aide Office of the Registrar
TOTAL:		₱ 245 @ 3 pages	5 Days, 1 Hour, 13 Minutes	



3. Issuance of True Copy of Grades and Certifications

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. A student or graduate of this institution can request a Certification or True Copy of Grades for various purposes.

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, Administration Building, KSU-Bulanao Campus
2. 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 fill out a request slip	1.1 Receive the ID 1.2 Issue request slip, retrieve and check the same 1.3 Indicate assessment of fees in the form and return to the client	None	1 Minute	Registrar's Aide, Office of the Registrar
2. Go to the Collecting Unit, Finance Office, Administration Building 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	5 Minutes	Collecting Officer Cashiering Unit
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 Grades and Certifications	None	3 Minutes	Registrar's Aide Office of the Registrar
	3.3 Sign the Certified True Copy of Grades and Certifications	None	1 Minute	University Registrar
4. Receive Certified True Copy of Grades and Certifications and signed in the logbook	Issue the Certified True Copy of Grades and Certifications	None	1 Minute	Registrar's Aide, Office of the Registrar
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Receive the filled-out survey form for analysis	None	1 Minute	
TOTAL:		₱ 25	12 Minutes	



External Services



1. Request for Certification of Non-Issuance of Yearbook

This pertains to an attestation document declaring that the institution has not issued a Yearbook 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. Client Request Form (1 original copy)	Registrar's Office, Administration Building, KSU-Bulanao Campus
2. 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 Client Request Form at the Registrar's Office	1.1 Receive and verify the validity of the ID 1.2 Issue a request form and retrieve the same after filling-out by the client	None	1 Minute	Registrar's Aide Registrar's Office
2. Proceed to the Collecting Unit-Finance Office located at the Administration Building, 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	10 Minutes	Collecting Officer Cashiering Unit
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	Registrar's Aide Registrar's Office
4. Receive document and sign in the logbook	Issue the document and record it in the logbook	None	1 Minute	
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL:		₱ 25	18 Minutes	



2. Issuance of Transfer Credentials

A University Registrar grants a Certificate of Eligibility to Transfer to a student leaving the university, indicating they are free from financial and property obligations.

Office or Division	:	Office of the University Registrar
Classification	:	Simple
Type of Transaction	:	G2C - Government to Citizen
Who may avail	:	All Transferred students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Client Request Form (1 original copy)	Registrar's Office, Administration Building, KSU-Bulanao Campus
2. Accomplished Clearance (1 original copy)	
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 fill out a Client Request and Clearance Forms	1.1 Receive and verify the validity of the ID 1.2 Issue a request form and retrieve the same after filling-out by the client	None	1 Minute	Registrar's Aide, Registrar's Office
2. Proceed to the Collecting Unit-Finance Office located at the Administration Building, 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	10 Minutes	Collecting Officer Cashiering Unit
3. Proceed to offices concerned for clearance signing	Sign clearance form	None	3 Hours	Concerned Officials
4. Return to the Registrar's Office and present the OR, duly accomplished request slip, and clearance form	4.1 Receive filled-out forms and verify records	None	5 Minutes	Registrar's Aide Registrar's Office
	4.2 Prepare certification of Transfer Credential and record it in the logbook			
	4.3 Approve the request			
5. Receive transfer credentials and sign in to the logbook	Issue the document	None	1 Minute	Registrar's Aide
6. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Registrar's Office
TOTAL:		₱ 25	18 Minutes	



3. Request for Authentication of School Credentials

All school credentials, including Official Transcripts of Records, Diploma, True Copy of Grades, Certifications, and School IDs from the Office of the University Registrar, are valid for authentication.

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, Administration Building, KSU-Bulanao Campus
2. Properly filled out Requisition Slip Form (1 original copy)	
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 your ID at the Registrar's Office and fill out a request slip	1.1 Receive and verify the validity of the ID 1.2 Issue request slip and retrieve the same	None	1 Minute	Registrar's Aide, Office of the Registrar
2. Proceed to the Collecting Unit-Finance Office located at the Administration Building, 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	10 Minutes	Collecting Officer Cashiering Unit
3. Return to the Registrar's Office and present the OR and the filled-out request slip	3.1 Receive form and verify records 3.2 Authenticate the xerox copy of OTR and Diploma	None	8 Minutes	Registrar's Aide and University Registrar
4. Receive authenticated OTR and Diploma and sign in the logbook	Issue the document and record it in the logbook	None	1 Minute	Registrar's Aide Registrar's Office
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL:		₱ 30	21 Minutes	

Notes:

- 1) The amount of Thirty Pesos (₱30.00) per document will be collected and an additional of Ten Pesos (P10.00) per document in excess of three (3) copies.
- 2) Third parties can request for authentication of credentials with the student or graduate's authorization, requiring a letter of consent, a photocopy of their valid identification card, and a photocopy of their own.



4. Issuance of Certification of Graduation

The University issues this certification as a confirmation that the 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, Administration Building, KSU-Bulanao Campus
2. Diploma (1 original copy)	
3. Duly accomplished Request Slip (KSU-OUR-F15B) (1 original copy)	
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 your ID at the Registrar's Office and fill out a request slip form	1.1 Receive and verify the validity of the ID 1.2 Issue request slip and retrieve the same	None	1 Minute	Registrar's Aide, Office of the Registrar
2. Present the ID, request form, and payment at the Collecting Unit, Finance Office, Administration Building	2.1 Receive documents and tender of payment 2.2 Issue official receipt (OR) and return documents	₱ 25	10 Minutes	Collecting Officer Cashiering Unit
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	Registrar's Aide Office of the Registrar
4. Receive the certification and sign in to the logbook	Give the student a survey form to rate the availed service	None	1 Minute	Registrar's Aide, Office of the Registrar
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL:		₱ 25	18 Minutes	



g. Student Development Services and Placement Services

External 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	:	1. All Shifters 2. All 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 Chairperson, concerned college
3. Client 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 Client Request Form at the Director's Office	1.1 Check the validity of the ID 1.2 Issue a request form and retrieve the same after filling-out by the client	None	1 Minute	Staff/ Clerk DSDSPS Office
2. Submit a True Copy of Grades and Program Curriculum at the Director's Office	Review submitted documents	None	4 Minutes	
3. Secure and accomplish validation forms	Encode the subject/s to be validated	None	5 Minutes	DSDSPS Office Staff
4. Submit to the Validation Committee for validation	Receive duly signed validation confirmation form for record purposes	None		Staff/ Clerk 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	Receive copy/ies	None	15 Minutes	Concerned Offices
6. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Staff/ Clerk DSDSPS Office
TOTAL:		None	26	



h. Counselling, Testing, and Placement Services

External and Internal Services



1. Authentication of Certificate of Good Moral

After issuance by the University of a Certificate of Good Moral Character, alumni and students may request authentication of its photocopies.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Good Moral Character (1 original copy, 2 photocopies or more)	Office of the CTPC, KSU-Main Campus
2. Client Request Form (1 original copy)	Office of the Guidance Counselor, CTPC, 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. Go to the CTPC Office, present a valid ID, and state the purpose	1.1 Verify the validity of the ID 1.2 Evaluate the purpose	None	1 Minute	Staff CTPC Office
2. Fill out a document request slip	Issue request slip and retrieve the same	None	1 Minute	
3. Go to the Collecting Unit, Finance Office, Administration Building 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 (Min. of 3 copies plus 10.00 per succeeding copy)	10 Minutes	Collecting Officer Cashiering Unit
4. Return to the CTPC Office and present the OR and photocopies of the certificate	4.1 Verify the authenticity of documents submitted 4.2 Assess the amount paid based on the number of copies being requested 4.3 Authenticate the photocopies of documents	None	2 Minutes	Guidance Counsellor CTPC Office
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Staff CTPC Office
TOTAL:		₱ 45 for 3 copies	15 Minutes	



2. Issuance of Certificate of Good Moral

The Guidance Office issues a Good Moral Certificate upon request of alumni, certifying 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 Alumni and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Client Request Form (1 original copy)	Office of the CTPC, KSU-Main
2. Valid ID (1 original copy)	From the requester's possession
3. Valid ID of Representative, Authorization Letter	From the claimant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID and fill out a Client Request Form at the CTPC Office	1.1 Check the validity of 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 certification fee	None	3 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	10 Minutes	Collecting Officer Cashiering Unit
3. Return to the CTPC 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	2 Minutes	Guidance Counsellor CTPC Office
4. Receive and confirm the Certificate of Good Moral and sign in to the logbook	Issue a certificate of good moral	None	2 Minutes	Staff CTPC Office
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL:		₱ 25.00	18 Minutes	



3. 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. The Office of Testing, Counselling and Placement Center is open Monday-Friday, including Saturdays for graduate students. It provides guidance, and counseling, and facilitates growth groups for student development, including seminars, leadership training, and intervention programs.

Office or Division	: Counselling, Testing, and Placement Center (CTPC)
Classification	: Simple
Type of Transaction	: G2C - Government to Citizen; G2G - Government to Government
Who may avail	: Parents and Other Stakeholders, All Students (Undergraduates and Graduates), and All KSU Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid School ID (1 original copy)	From the requester's possession
2. Client 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 Client Request Form at the CTPC Office	1.1 Check the validity of 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 the Counselling Room	Conduct Interviews and Counselling proper	None	30 Minutes	Guidance Counsellor CTPC Office
3. Sign Logbook	Schedule Client for next session (if applicable)	None	1 Minute	
4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Staff CTPC Office
TOTAL:		None	37 Minutes	



External Service



1. Application and Release of the Results for the College Admission Test

Students are allowed to take the admission test to determine whether 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. Exam Permit Number	Online Registration through mis.ksu.edu.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Monitor the schedule at any of the following posting areas: KSU Website (https://ksu.edu.ph), KSU Facebook Fan Page (https://www.facebook.com/KalingaStateUniversity), or Bulletin of the CTPC, KSU-Main Campus	Post schedule, including room assignment at posting areas	None	5 Minutes	Guidance Counsellor CTPC Office
2. On the day of your schedule, proceed to the assigned room, and present the application/exam permit and ID	2.1 Check and verify the application permit and ID 2.2 Assign a chair for applicants	None	3 Minutes	Assigned Proctor
3. Proceed to seat assigned area	Orient the client on the rules and regulations of the exam	None	3 Minutes	
4. Receive and fill in the necessary information in the Answer Sheet	Provide an Answer Sheet, and instruct the client on proper filling out of the sheet	None	4 Minutes	
5. Receive the Test booklet and check if the pages are complete	Release Test Booklet and Scrap Paper	None	2 Minutes	



6. Testing Proper	Give Instructions for the Test	None	3 Hours	
7. Submit the Answer Sheet and Test Booklet	Receive and check the Answer Sheet and Test Booklet	None	3 Minutes	
8. See the posted name on the KSU Website, KSU Facebook, or CTPC Office Bulletin Board; or	Post the List of Passers on the KSU Website, KSU Facebook, and CTPC Office	None	2 Minutes	<i>Program Head/ College Dean</i>
Visit the CTPC office if the name is not seen on the List of Passers	Administer counseling to the client	None	30 Minutes	<i>Guidance Counsellor CTPC Office</i>
9. Proceed to the Counseling Section for further details				
10. Sign in to the Logbook	Re-endorse the students' online application.	None	3 Minutes	
11. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	<i>Staff/ Clerk CTPC Office</i>
TOTAL:		None	3 Hours, 56 Minutes	



Internal Service



1. 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. The Office of Testing, Counselling and Placement Center is open Monday-Friday, including Saturdays for graduate students. It provides guidance, and counseling, and facilitates growth groups for student development, including seminars, leadership training, and intervention programs.

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. Client Request Form (1 original copy)	Office of the 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 Client Request Form at the CTPC Office	1.1 Check the validity of 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	3 Minutes	Staff CTPC Office
2. Proceed to the 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>(depending on the kind of test given)</i>	Guidance Counselor CTPC Office
3. Proceed to the Waiting Area outside the CTPC Office and wait for the result	Checking and scoring of test paper	None	15 Minutes per test paper	
4. Proceed to the Counselling Room	4.1 Request the client to return to the room 4.2 Explain the Test Result	None	50 Minutes	
5. Sign in to the Logbook	Instruct the client to sign in to the logbook	None	1 Minute	
6. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Staff CTPC Office
TOTAL:		None	2 Hours, 7 Minutes	



i. 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 the Finance Office, Administration Building, KSU-Main Campus
2. Client Request Form (1 original copy)	Office of the Scholarship Chairperson, 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 Client Request Form at the Scholarship Office, 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 Chairperson of the client's purpose	None	7 Minutes	Staff Scholarship Office
2. Submit pertinent documents to the Scholarship Chairperson	2.1 Receive and validate documents 2.2 Instruct the client to pay the certification fee	None	5 Minutes	Scholarship Chairperson
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	15 Minutes	Collecting Officer Cashiering Unit
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	Chairperson Scholarship Office
5. Receive the certificate	Issue the certification of scholarship	None	3 Minutes	Staff
6. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	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 copy	School last attended
2. True Copy of Grades, 1 photocopy	Registrar's Office, Administration Building, KSU-Main
3. Client Request Form (1 original copy)	Office of the Scholarship Chairperson, KSU-Main
4. Valid ID, 1 original copy	From the Client's possession

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and fill out a Client Request Form at the Scholarship Office, KSU-Main Campus	1.1 Check the validity of the ID 1.2 Issue a request form and retrieve the same after filling-out by the client 1.3 Inform the Scholarship Chairperson of the client's purpose	None	7 Minutes	Staff Scholarship Office
2. Inquire to the Scholarship Chairperson about available external scholarships and/or financial assistance	Interview the client if qualified for assistance	None	3 Minutes	Chairperson Scholarship Office
3. Receive and fill up the application form	3.1 For a qualified applicant, issue and assist him/her in filling out the Scholarship Application Form 3.2 Instruct him/her to accomplish the documentary requirements	None	5 Minutes	
4. For KSU students, go to the Registrar's Office, present your ID, and fill up a Client Request Form. For freshmen, secure a photocopy of the report card from the school they last attended.	4.1 Check the validity of the ID 4.2 Issue the request form	None	6 Minutes	Registrar Office of the Registrar



5. For KSU students, proceed to the Collecting Unit, Finance Office, and present the ID, request form, and payment	5.1 Receive documents and tender of payment 5.2 Issue official receipt (OR) and return documents	₱ 25 Processing fee	15 Minutes	Collecting Officer Cashiering Unit
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	Registrar Office of the Registrar
7. Return to the Scholarship Office and submit the accomplished requirements	7.1 Receive and validate 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	Chairperson Scholarship Office
8. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Staff Scholarship Office
TOTAL:		₱ 25	50 Minutes	



j. 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 Programs covered by CMO No. 22, Series of 2013

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Letter, 1 original copy	From the Client
2. Certificate of Grade, 1 original copy	University Registrar, Administration Building, KSU-Main Campus
3. Passport, 1 photocopy	Department of Foreign Affairs
4. 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 Chairperson 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	
3. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL:		None	9 Minutes	



2. Evaluation and Online 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 the 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	Registrar, Administration Building, 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 Chairperson, 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 the 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 Chairperson Office of the SIAP
2. Provide other information needed	Ask for relevant information and encode the data on the portal provided by Foreign Host Establishment partner	None	15 Minutes	
3. Receive confirmation	Give verbal notice of registration	None	1 Minute	
4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL:		None	32 Minutes	



k. Medical Services

Internal Services



1. Undergo Consultation and Treatment

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 bonafide Students and All Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid School ID card, 1 original copy	Auxiliary Unit, Business Affairs Office, KSU-Main Campus
2. Individual Treatment Record (ITR), 1 copy	Medical Services Office, KSU Main Campus

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID and register in the logbook at the Nurse Station, Medical Services Office <i>Note: For new clients, accomplish an ITR</i>	1.1 Check the ID 1.2 Issue a 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	None	5 Minutes	Nurse 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	
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	10 Minutes	Medical Officer IV University Clinic
4. Receive available medicines and or prescription/referral letter if necessary	Issue medicines and/or prescription/referral letter	None	5 Minutes	Nurse University Clinic
5. Laboratory request, if needed (urinalysis, complete blood count, chest x-ray, ECG, ultrasound, endoscopy, and others)	Issue laboratory requests for procedures to be done outside	None	2 Minutes	Medical Officer IV University Clinic
6. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Nurse University Clinic
TOTAL:		None	25 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	:	1. G2C - Government to Citizen, for students; and 2. G2G - Government to Government, for employees
Who may avail	:	1. All bonafide Students 2. All Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid School ID card, 1 original copy	Auxiliary Unit, Business Affairs Office, KSU-Main Campus

CLIENT STEPS	AGENCY ACTIONS	FEES 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	1.1 Check the ID 1.2 Issue the logbook and retrieve the same after filling-out by the client	None	2 Minutes	Nurse University Clinic
2. Respond to the pre-assessment of the Nurse on duty	Obtain personal information and vital signs	None	2 Minutes	
3. Proceed to the Consultation Room	Conduct a Physical Examination	None	5 Minutes	Medical Officer IV University Clinic
4. Receive the certificate	Issue the medical certificate	None	2 Minutes	
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Nurse University Clinic
TOTAL:		None	12 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	:	1. G2C - Government to Citizen, for students; and 2. G2G - Government to Government, for employees
Who may avail	:	1. All bonafide Students 2. All Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid School ID card, 1 original copy	Auxiliary Unit, Business Affairs Office, KSU-Main Campus

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for blood pressure (BP) taking by presenting a valid ID and registering in the logbook at the Nurse Station,	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 blood circulation	None	10 Minutes	Nurse University Clinic
2. Do as the nurse instruct	Take and record BP	None	5 Minutes	
3. Accomplish BP Logbook	Issue the result	None	1 Minute	
4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL:		None	17 Minutes	



4. Request for Issuance of Referral Letters

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

Office or Division	:	Medical Services
Classification	:	Simple
Type of Transaction	:	1. G2C - Government to Citizen, for students; and 2. G2G - Government to Government, for employees
Who may avail	:	1. All bonafide Students 2. All Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid School ID card, 1 original copy	Auxiliary Unit, Business Affairs Office, 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 Laboratory Building, KSU-Main Campus	Retrieve individual treatment record	None	2 Minutes	Nurse University Clinic
2. Submit self for assessment of vital signs (VS)	Obtain VS of patient	None	3 Minutes	
3. Proceed to the Consultation Room	Do a re-assessment of the patient	None	5 Minutes	Medical Officer IV University Clinic
4. Receive the referral letter	Issue a referral letter	None	1 Minute	
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Nurse University Clinic
TOTAL:		None	12 Minutes	



5. Treatment of Emergency Cases

The University Physician manages and treats emergency cases.

Office or Division	:	Medical Services
Classification	:	Simple
Type of Transaction	:	1. G2C - Government to Citizen, for students; and 2. G2G - Government to Government, for employees
Who may avail	:	1. All bonafide Students 2. All Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid School ID card, 1 original copy	Auxiliary Unit, Business Affairs Office, KSU-Main Campus

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed immediately to the treatment room and inform the Nurse on duty of your purpose	Obtain vital signs of patients	None	1 Minute	<i>Nurse</i> University Clinic
2. Submit yourself for pertinent physical examination	Conduct physical exam, diagnosis, and treatment	None	2 Minutes	<i>Medical Officer IV</i> University Clinic
3. Stay longer in the treatment room, if necessary	Observation of patients	None	30 Minutes	
4. Go home if the condition improves and ordered by the attending Physician	4.1 Discharge patient with instructions on post-procedural care 4.2 Issue a take-home client survey form	None	2 Minutes	<i>Nurse</i> University Clinic
5. After recovery, return the filled-out Client Satisfaction Survey Form to the Medical Office	Receive the filled-out survey form for analysis	None	1 Minute	
TOTAL:		None	36 Minutes	



6. Suturing of Wounds

The University Physician, assisted by a Nurse, sutures wounds. This involves closing a wound using a needle and thread, typically with knots which aims to reduce dead space, support, and strengthen the wound during healing, and minimize the risk of bleeding and infection.

Office or Division	:	Medical Services
Classification	:	Simple
Type of Transaction	:	1. G2C - Government to Citizen, for students; and 2. G2G - Government to Government, for employees
Who may avail	:	1. All bonafide Students 2. All Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid School ID card, 1 original copy	Auxiliary Unit, Business Affairs Office, KSU-Main Campus

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed immediately to the treatment room and inform the Nurse on duty of your purpose	Obtain vital signs of patients	None	1 Minute	Nurse University Clinic
2. Submit yourself for pertinent physical examination	Conduct physical exam, diagnosis, treatment, and suturing of wounds	None	15 Minutes	Medical Officer IV University Clinic
3. Patient is sent home if the condition improves	3.1 Discharge patient with medical advice 3.2 Issue a take-home client survey form	None	2 Minutes	
4. After recovery, return the filled-out Client Satisfaction Survey Form to the Medical Office	Receive the filled-out survey form for analysis	None	1 Minute	Nurse University Clinic
TOTAL:		None	19 Minutes	



I. Dental Services

Internal Services



1. Request for Dental Consultation

Request for Dental Consultation services is provided to employees and students to manage teeth and gum problems. The consultation helps explain available options if needing intricate treatments, assess specific cases, and offer clarity and solutions.

Office or Division	:	Dental Clinic
Classification	:	Simple
Type of Transaction	:	1. G2C - Government to Citizen, for students; and 2. G2G - Government to Government, for employees
Who may avail	:	1. All bonafide Students 2. All Employees

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 Unit, Business Affairs Office, 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	Dentist II University Clinic
2. Subject yourself to the 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	
3. Please proceed to the treatment area and submit yourself for a dental consultation	Conduct oral assessment and examination of the client	None	40 Minutes	
4. Sign in to the Logbook	Record treatment done	None	2 Minute	
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Nurse University 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	:	1. G2C - Government to Citizen, for students; and 2. G2G - Government to Government, for employees
Who may avail	:	1. All bonafide Students 2. All Employees

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 Unit, Business Affairs Office, 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	Dentist II University Clinic
2. Subject oneself to initial assessment	2.1 Interview the patient's main complaint and take a partial history 2.2 Take vital signs of the patient (include weight if the patient is pediatric) 2.3 Issue billing statement	None	10 Minutes	



<p>3. Proceed to the Collecting Unit, Finance Office, and present the ID, billing, and payment</p>	<p>3.1 Receive documents and tender of payment 3.2 Issue official receipt (OR) and return documents</p>	<p>₱ 50.00- Dental fee per tooth (3x50=150); ₱ 150.00- Oral prophylaxis (mild to moderate problem); ₱ 200.00- a severe problem</p>	<p>15 Minutes</p>	<p>Collecting Officer Cashiering Unit</p>
<p>4. Please return to the Dental Clinic, present the OR, and subject oneself to Oral Prophylaxis, Tooth Restoration, and Tooth Extraction</p>	<p>4.1 Conduct oral examination and determine the procedure to be conducted 4.2 For patients with mild to moderate problems, proceed with contemplative procedure 4.3 For patients with severe problems, administer further evaluation and management 4.4 Record treatment done</p>	<p>None</p>	<p>45 Minutes</p>	<p>Dentist II University Clinic</p>
<p>5. Sign in to the Logbook and receive post-procedural care from the dentist</p>	<p>5.1 If needed, issue additional medicines and prescription 5.2 Give instructions on post-procedural care 5.3 Schedule follow-up as needed</p>	<p>None</p>	<p>5 Minutes</p>	
<p>6. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form</p>	<p>Issue and retrieve a client survey form for analysis</p>	<p>None</p>	<p>1 Minute</p>	<p>Nurse University Clinic</p>
TOTAL:		<p>₱ 500.00</p>	<p>1 Hour, 20 Minutes</p>	



m. Library Services

External and Internal Services



1. Borrowing and Returning of Library Materials

University Libraries use an open-shelf system for Circulation, Filipiniana, Reference, and Thesis Sections, allowing students to browse, select, and borrow books, with return responsibility for the next users. On school days, a maximum of three books of different titles can be borrowed overnight, while a maximum of five books can be borrowed during weekends.

Office or Division	:	University Library
Classification	:	Simple
Type of Transaction	:	1. G2C - Government to Citizen (for students, alumni, and community); 2. G2G - Government to Government (for employees)
Who may avail	:	1. All students, alumni, community; 2. All KSU employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID (1 copy, original) 2. Borrower's Card for students, Employee's ID for non-teaching personnel, Workload for KSU faculty, 1 original copy 3. Referral Letter (for outside researchers), (1 copy, original)	From the client's possession

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For external clients, present a valid ID to the Guard-on-Duty at the Gate, and state the purpose of the visit Note: For internal clients, skip this step	1.1 Check and record the ID presented and the purpose stated 1.2 Issue a Visitor's Pass for identification	None	5 Minutes	Guard-on-Duty KSU Gate
2. Go to the <i>Library</i> and log in at the system or logbook at the Circulation Counter	Allow the client to log in to the system or logbook	None	1 Minute	Assigned Library Staff, Library Circulation Counter
3. Access the Online Public Access Catalog (OPAC) and fill out a borrower's card. Present it to the Circulation Counter, sign it, and present the book for library processing.	3.1 Supervise the client 3.2 Check and verify the borrower's card	None	5 Minutes	
4. Get library books needed on the shelves, fill out book card/s and present them to the circulation desk	4.1 Direct the client to the shelves to look for the books needed 4.2 Check the book and borrower's card if properly filled out, as to date, time, and borrower's name	None	5 Minutes	



5. Wait for the books to be processed for check-out	Scan book/s for barcode reading	None	2 Minutes	
6. Receive and use the borrowed library book/s	6.1 Remind the client of the book return schedule 6.2 Issue library book/s	None	1 Day	
7. Return to the Library and present the borrowed library materials at the circulation desk	7.1 Receive and check library materials 7.2 Scan library materials in the barcode machine 7.3 For borrowers with overdue, compute and issue overdue slip	None	5 Minutes	
8. For borrowers with overdue fines, proceed to the Collecting Unit, Finance Office, Administration Building, and present the slip and payment. If none, proceed to Step 9. Note: <i>Lost books must be paid, replaced with a similar title, and settled within one week. Library materials damaged beyond normal usage must be replaced with the same title, with an additional processing fee.</i>	8.1 Receive documents and payment 8.2 Issue official receipt (OR) and return documents	₱ 1/hour (₱ 1 x 24 hr = ₱ 24)	5 Minutes	Collecting Officer Finance Office
9. Proceed to the Library Circulation Counter, present the official receipt, and claim the Borrower's Card	9.1 Receive and record the OR 9.2 Annotate book card and borrower's card with "RET" status 9.3 Return the client's borrower's card	None	15 Minutes	Assigned Library Staff, Library Circulation Counter
10. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
11. Upon exit of the gate, surrender the Visitor's Pass to the guard on duty	Receive and check out the client in the logbook	None	1 Minute	Guard-on-Duty KSU Gate
TOTAL:		₱ 24	1 Day, 45 Minutes	



2. Borrowing of Library Books in the Reserved Section

The Reserved Section houses high-demand books for students' accessibility, with a 1-hour check-out time and room use reservations. Reservations must be made on time and returned promptly. Reserved books can only be used in the library for one hour, but can be extended if there is no prior request. Books from the General Reference Section, Special Collection Section, Periodicals Section, and Thesis Section are for room use only.

Office or Division	:	University Library
Classification	:	Simple
Type of Transaction	:	G2C - Government to Citizen; and G2G - Government to Government
Who may avail	:	KSU alumni, students, employees, and community

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> Valid ID (1 copy, original) Referral Letter (for outside researchers), Borrower's Card for students, Employee's ID for non-teaching KSU employees, or Workload for KSU faculty, 1 original copy 	From the Clients

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> For external clients, present a valid ID to the Guard-on-Duty at the Entrance Gate, and state the purpose of the visit Note: For internal clients, skip this step 	<ol style="list-style-type: none"> 1.1 Check and record the ID presented and the purpose stated 1.2 Issue a Visitor's Pass for identification 	None	5 Minutes	Guard-on-Duty KSU Gate
<ol style="list-style-type: none"> Go to the <i>Library</i> and log in at the system or logbook at the Circulation Counter 	Allow the client to log in to the system or logbook	None	1 Minute	Assigned Library Staff, Library Circulation Counter
<ol style="list-style-type: none"> Proceed to the OPAC and search for the needed library materials, their availability, and their location. For KSU students, present the borrower's card 	<ol style="list-style-type: none"> 3.1 Check, verify, and return the borrower's card 3.2 Ask the client about his needed library book/s (<i>title, author, and year/edition</i>) 	None	5 Minutes	
<ol style="list-style-type: none"> Wait for the requested library materials and fill out the borrower's card 	<ol style="list-style-type: none"> 4.1 Get library materials from the Reserved Section 4.2 Check the book and borrower's card if properly filled out, as to date, time, and borrower's name 	None	5 Minutes	



5. Wait for the books to be processed for check-out	Scan book/s for barcode reading	None	2 Minutes	
6. Receive and use the borrowed library book/s	6.1 Remind the client of the prompt return schedule 6.2 Issue the library book/s	None	1 Hour	
7. Return to the Library and present the borrowed library materials at the circulation desk	7.1 Receive and check library materials 7.2 Scan library materials in the barcode machine	None	5 Minutes	
8. Proceed to the Library Circulation Counter, present the official receipt, and claim the Borrower's Card	8.1 Receive and record the OR 8.2 Annotate book card and borrower's card with "RET" status 8.3 Return the client's borrower's card	None	15 Minutes	
9. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
10. Upon exit of the gate, surrender the Visitor's Pass to the guard on duty	Receive and check out the client in the logbook	None	1 Minute	
TOTAL:		₱ 24	1 Hour, 40 Minutes	



3. E-library Services

E-library services refer to e-books and e-journals subscribed to by the university from authorized databases. Some of the resources are taken from open-access publications. Being free to bonafide users, this service's 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; G2G - Government to Government
Who may avail	: KSU alumni, students, employees, and community

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID (1 copy, original)	From the client's possession
2. Borrower's Card for students	Concerned Library (<i>For Bulanao Campus: Main Library Services, Sen. Roco Building, KSU-Main Campus; and High School Laboratory Library, LHS Building, Bulanao Campus; For Dagupan Campus: Dagupan Library, 1st Floor, CBAA Building, Dagupan Campus; For Rizal Campus: Rizal Library Services, Administration Building, Rizal Campus, Bagbag, Bulbul, Rizal, Kalinga</i>)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For external clients, present a valid ID to the Guard-on-Duty at the Gate, and state the purpose of the visit Note: <i>For internal clients, skip this step</i>	1.3 Check and record the ID presented and the purpose stated 1.4 Issue a Visitor's Pass for identification	None	5 Minutes	Guard-on-Duty KSU Gate
2. Go to the Library and log in at the system or logbook at the Circulation Counter	Allow the client to log in to the system or logbook	None	1 Minute	Assigned Library Staff, Library Circulation Counter
3. Proceed to the e-Library Section, surrender a valid ID or Borrower's Card at the counter, and use the facility	3.1 Check the ID or card 3.2 Assist the client if requested	None	5 Minutes	
4. Use the E-Library and check out	Check out and return the client's Borrower Card or ID		1 Hour	
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
6. Upon exit of the gate, surrender the Visitor's Pass to the guard on duty	Receive and check out the client in the logbook	None	1 Minute	Guard-on-Duty KSU Gate
TOTAL:		₱ 24	1 Hour, 13 Minutes	



4. Request for Access to Electronic Resources (Online Services)

An online service that supports library patrons' needs for electronic resources by providing access to databases containing e-journals, e-books, and other scholarly content. These databases often require authentication using library credentials.

Office or Division	: University Library
Classification	: Simple
Type of Transaction	: G2C - Government to Citizen; G2G - Government to Government
Who may avail	: KSU alumni, students, employees, and community

CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Google request form, accessible at https://docs.google.com/forms/d/e/1FAIpQLSeNLBbG-K1WOhzaBZ0ycxSpqmYJekPIOnHlhVY0s1OUNN6vHg/viewform?pli=1	Library Website at https://sites.google.com/view/ksu-edu-ph/home or FB page at https://www.facebook.com/reel/970128681434177 Contact Email Address: 1) Main Campus Library including Laboratory High School Library: library@ksu.edu.ph 2) Dagupan Campus Library: ksulibdagupancampus@gmail.com 3) Rizal Campus Library: ksurclib@gmail.com

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Google request form	Check inquiry	None	5 Minutes	Assigned Library Staff
2. Wait for a response from the in-charge	Locate resources needed	None	25 Minutes	
3. Acknowledge the receipt of e-resources and agree with the Fair Use Policy	Send requested e-resources with Fair Use Declaration, Fair Use Policy, and responsible treatment of personal information, as per RA 10173, Data Privacy Act of 2012, or Intellectual Property Code of the Philippines	None	30 Minutes	
4. Rate the availed service by filling out and submitting the online Client Satisfaction Survey (Google) Form	Issue and retrieve a client survey form for analysis	None	5 Minutes	
Total:		None	1 Hour, 5 Minutes	



5. Ask-A-Librarian (Online and Onsite)

Ask-A-Librarian services offer both online and onsite assistance to library users via University Libraries' official Gmail, social media, and website, and visits to the physical libraries. Librarians and Librarian Aides provide guidance, research tips, and answers in various areas like business, history, law, and manuscripts, assisting students in their quest for knowledge.

Office or Division	: University Library
Classification	: Simple
Type of Transaction	: G2C - Government to Citizen; G2G - Government to Government
Who may avail	: 1. KSU alumni, students, employees, and community

CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
1. Valid ID, 1 Original Copy	From the Client
2. Google request form, accessible at https://docs.google.com/forms/d/e/1FAIpQLSeNLBbG-K1WOhzaBZ0ycxSpqmYJekPIOnHlhVY0s1OUNN6vHg/viewform?pli=1	Library Website at https://sites.google.com/view/ksu-edu-ph/home or FB page at https://www.facebook.com/reel/970128681434177 a) Contact Email Address: 1) Main Campus Library including Laboratory High School Library: library@ksu.edu.ph 2) Dagupan Campus Library: ksulibdagupancampus@gmail.com 3) Rizal Campus Library: ksurclib@gmail.com
3. Client Request Form, 1 Original Copy	b) Physical Address: 1) Bulanao Campus Main Library Services, Sen. Roco Building, and High School Laboratory Library, LHS Building, Purok 6, Bulanao, Tabuk City, Kalinga 2) Dagupan Campus Library, 1st Floor, Augusto S. Alejandrino (CBAA) Building, Dagupan Campus, Dagupan Weste, Tabuk City, Kalinga 3) Rizal Campus Library Services, Administration Building, Rizal Campus, Bagbag, Bulbul, Rizal, Kalinga



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For online transactions, send inquiries via the Library's Facebook messenger, Gmail Account, and KSU Website. For face-to-face transactions, proceed to the circulation desk of the concerned library and state the query(ies)	1.1 Receive requests from online or onsite clients 2.1 If needed, endorse the request to the concerned librarian	None	2 Minutes	<i>Assigned Library Aide</i> Library Services
2. Provide information needed	2.1 Analyze and process the query/question 2.2 Check KSU library System database subscriptions, print collections, and other online resources depending on the kind of inquiry	None	3 Hours	<i>Concerned Librarian</i> Library Services
3. Receive and acknowledge the receipt of e-resources or information provided	3.1 Send a response via the library's mail account or the library's messenger account (online), or 3.2 Provide the information needed (onsite)	None	30 Minutes	
4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	4.1 Send Customer Satisfaction Survey through Google Forms, or 4.2 Issue and retrieve a client survey form for analysis	None	5 Minutes	<i>Assigned Library Aide</i> Library Services
Total:		None	3 Hours, 37 Minutes	



Internal Services



1. Issuance of Borrower's Card

University library users, students, faculty, and staff receive a borrower's card with their name, unique library ID number, and expiration date for accessing KSU Library System resources.

Office or Division	:	University Library
Classification	:	Simple
Type of Transaction	:	1. G2C - Government to Citizen, for students; and 2. G2G - Government to Government, for employees
Who may avail	:	1. All bonafide students 2. All employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. KSU ID (1 original copy) 2. Assessment form (1 original copy)	From the client's possession

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Library (<i>For Bulanao Campus: Main Library Services, Sen. Roco Building, KSU-Main Campus; and High School Laboratory Library, LHS Building, Bulanao Campus; For Dagupan Campus: Dagupan Library, 1st Floor, CBAA Building, Dagupan Campus; For Rizal Campus: Rizal Library Services, Administration Building, Rizal Campus, Bagbag, Bulbul, Rizal, Kalinga</i>), present your School ID and Assessment form at the Circulation Counter	1.1 Check the validity of the ID presented 1.2 Evaluate the assessment form	None	1 Minute	Assigned Library Staff, Circulation Counter
2. Fill out the logbook stating the purpose	Stamp the assessment indicating the release of the borrower's card	None	5 Minutes	
3. Receive the Borrower's Card	Issue the borrower's card	None	30 Seconds	
4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL:		None	7 Minutes, 30 Seconds	



2. Issuance of Referral Letters

Clients referred to other libraries receive referral letters, followed by interviews with librarians to provide guidance, ascertain the visit's purpose, and ensure the use of available resources.

Office or Division	:	University Library
Classification	:	Simple
Type of Transaction	:	1. G2C - Government to Citizen (for students) 2. G2G - Government to Government (for employees)
Who may avail	:	1. All bonafide students 2. All employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. School ID for students, 1 original copy, or 2. Employee ID for employees, 1 original copy	From the Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Library and log in at the system or logbook	Supervise the client	None	1 Minute	Assigned Library Staff Circulation Counter
2. Secure a referral letter from the circulation desk	2.1 Interview the client 2.2 Prepare a referral letter and submit it to the Librarian for approval	None	7 Minutes	
3. Wait for the processing of the referral letter at the waiting area	Give instructions to the client	None	1 Minute	
4. Receive the referral letter and sign in the logbook for issued referral letters	Record and issue the referral letter	None	1 Minute	
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL:		None	11 Minutes	



n. Science Laboratories

External and Internal Service



1. Borrowing and Returning Laboratory Equipment, Apparatus, or Chemicals and Imposing Applicable Penalty

Clients can determine what they need for their classes by borrowing item(s) from the Science Laboratory Building. Clients appropriately inspect the item(s) in the presence of laboratory staff, following the office's standard operating procedure (SOP). Additionally, this procedure will guarantee openness in the handling of borrowed laboratory item(s) that are discovered to be broken or lacking parts, and a penalty will be applied appropriately.

Office or Division	:	Office of the Director for Science Laboratories (DSL)
Classification	:	Complex
Type of Transaction	:	G2C - Government to Citizen
Who may avail	:	Faculty, Staff, Students, and the Community

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID, 1 original copy	From the client's possession

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For external clients, present a valid ID to the Guard-on-Duty at the Entrance Gate, and state the purpose of the visit <i>Note: For internal clients, skip this step</i>	1.1 Check and record the ID presented and the purpose stated 1.2 Issue a Visitor's Pass for identification	None	5 Minutes	Guard-on-Duty KSU Gate
2. Proceed to the Office of the DSL, Science Laboratory Building, KSU-Main Campus, present a valid ID, and fill out a request form	2.1 Check the appropriate details such as name and purpose of the requester, duration, and specific item or apparatus 2.2 Issue the form and retrieve the same 2.3 Endorse the request to the director (DSL)	None	30 Minutes	Clerk Office of the DSL
3. Answer queries when asked	3.1 Conduct assessment and interview if needed 3.2 Approve the request	None	15 Minutes	Director Office of the DSL
4. Allow some time for the processing of the request	4.1 Prepare requested laboratory equipment, apparatuses, and/or chemicals 4.2 Instruct the client on the proper handling, care, and schedule of returning the item(s)	None	15 Minutes	Laboratory Custodian
5. Check borrowed laboratory item(s) thoroughly if they are functional, and receive the item(s)	5.1 Issue the laboratory item(s) 5.2 File the request form and ID of the borrower 5.3 Issue the borrower's copy	None	4 Minutes	



6. Use the borrowed item(s) for the intended purpose	Monitor the allowable period and the expected return of the borrower with the item(s)	None	2 Days	
7. Return to the Science Laboratory Building- Office of the DSL and present the borrower's slip copy and the borrowed item(s) <i>Notes:</i> a) For clients with no issues with the borrowed and returned item(s), proceed to Step 11. b) KSU employees and students will only have their borrowing status with this office verified before the DSL signs their clearance.	7.1 Receive the borrower's slip 7.2 Inspect the returned item(s) for any damage or missing components 7.3 Check the borrowed items thoroughly to see if they are in good condition and functionality 7.4 Return the item(s) properly to its designated storage	None	40 Minutes	
8. Brief the director on the extent and status of the damaged borrowed items	8.1 Assess and inform the client of the amount of damaged equipment and/or apparatus based on the property inventory tagging 8.2 Issue a billing statement	None	20 Minutes	
9. Proceed to the Collecting Unit, Finance Office, Administration Building, and present the billing and payment	9.1 Receive documents and payment 9.2 Issue official receipt (OR) and return documents	₱ 950 for 500 ml Florence Flask; and ₱ 450 for Test Tube Rack 12 holes	25 Minutes	Collecting Officer Finance Office
10. Return to the Science Laboratory Building and present the OR to the custodian	10.1 Photocopy the OR and attach it to the borrower's slip 10.2 Return the original copy	None	10 Minutes	Laboratory Custodian
	10.3 Schedule the damaged item(s) for proper disposal	None	1 Day	
11. Claim and receive the surrendered ID	11.1 Retrieve and issue the client's ID 11.2 File the request slip	None	5 Minutes	
12. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	5 Minutes	Clerk Office of the DSL
13. Upon exit of the gate, surrender the Visitor's Pass to the Guard-on-Duty	Receive and check out the client in the logbook	None	6 Minutes	Guard-on-Duty KSU Gate
TOTAL:		₱ 1,400	3 Days, 3 Hours	



o. Office of the Distance Education, Transnational Education and International Linkages

External Services



1. Processing of Application or Renewal of MOA/MOU between KSU and International Partners

The application or renewal of a Memorandum of Understanding (MOU) and Memorandum of Agreement (MOA) between Kalinga State University (KSU) and its international partners involves initiation, negotiation, drafting, review, approval, implementation, renewal, and renewal provisions. Both agreements foster international collaborations, knowledge exchange, and academic advancement, reflecting KSU's commitment to mutual success.

Office or Division	:	Office of the Distance Education, Transnational Education and International Linkages (ODETEIL)
Classification	:	Highly-Technical
Type of Transaction	:	G2B - Government to Business
Who may avail	:	International Partners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent addressed to University President and/or Director (1 Original or Scanned Copy)	Requesting University/ Institution
2. Proposed Draft agreement to be signed/renewed (1 Original or Scanned Copy)	
3. Profile of the Requesting University/Institution (1 Original or Scanned Copy)	
4. Copy of the Expired/Expiring MOU/MOA, if applicable (1 Original or Scanned Copy)	
5. Accomplished and certified MOU/MOA activity implementation plan following the university format (1 Original or Scanned Copy)	University Legal Office
6. Certification of Legal Review (1 Original Copy)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the proposed draft agreement, in MS Word format at ksumail@ksu.edu.ph	1.1 Receive the proposed agreement and assigned reference number	None	10 Minutes	<i>Administrative/Executive Assistant</i> Office of the President (OP)
	1.2 Endorse the proposal to the University President for action			
	1.3 Evaluate the documents and forward them to the ODETEIL for review and recommendation	None	20 Minutes	<i>University President</i> OP
2. Receive communication(s) from KSU regarding the status of the request	2.1 Coordinate with the client and give updates about the process of review	None	30 Minutes	<i>ODETEIL Personnel</i>
	2.2 Seek the endorsement and review of concerned offices for the proposed partnership/renewal of a partnership	None	20 Minutes	<i>Director/ Coordinator</i>
	2.3 Evaluate the proposal or renewal of agreements and submit output to ODETEIL	None	2 Days	<i>Concerned Offices</i> KSU



	<p>2.4 Receive the recommendations/suggestions from concerned offices for inclusion in the MOA/MOU, if feasible</p> <p>2.5 Conduct further review and evaluation on the proposed or renewal of the MOA/MOU</p> <p>2.6 Submit findings and recommended revisions of the proposal or renewal to the Legal Services Office review</p>	None	20 Minutes	ODETEIL Director
	2.7 Conduct Legal Review and issue certification to this effect	None	3 Days	Legal Assistants and Officer Legal Services Office
	2.8 Submit ODETEIL outputs and legal review to OP	None	3 Hours	ODETEIL Director
<p>3. Receive and review the recommendations on the MOA/MOU, make necessary revisions and re-submit to KSU</p> <p>Note: Wait for confirmation of the success of the process after submission of the revised MOA/MOU</p>	<p>3.1 Communicate the revision(s), if there is/are, to the partnering institution for the inclusion of identified suggestions</p> <p>3.2 Seek endorsement of CHED-IAS for its Legitimacy Assessment</p>	None	3 Days	Administrative/Executive Assistant OP
	3.3 Prepare completed staff work (CSW) of the MOA/MOU proposal or renewal for proper validation of the University President and eventual BOR approval	None	1 Day	ODETEIL Personnel, Coordinator and Director
	3.4 Act on the agenda of MOA/MOU proposal or renewal	None	7 Days	Board of Regents KSU
4. Receive updates on the MOA/MOU approval and attend the signing ceremony if necessary	<p>4.1 Coordinate with the client about the completion of the process of the application/renewal of the memorandum</p> <p>4.2 If necessary, require the client to the physical submission of documents needed for the formal signing of the agreement</p> <p>4.3 Furnish copies of approved MOA/MOU to the Records and Archive Office</p>	None	3 Days	ODETEIL Personnel, Coordinator, and Director
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	5 Minutes	ODETEIL Personnel
TOTAL:		₱ 1,400	19 Days, 4 Hours, 45 Minutes	



2. Application for Admission to Expanded Tertiary Education Equivalency and Accreditation Program (ETEEAP)

This process is intended for the admission of undergraduate students who desire to enroll in the ETEEAP in the KSU-Dagupan Campus. ETEEAP, recognized by CHED, evaluates knowledge, skills, and prior learning from non-formal and informal educational experiences. Minimum qualifications include a high school diploma, industry-relevant employment, Filipino citizenship, and age 25 or older.

Office or Division	:	Office of the Distance Education, Transnational Education and International Linkages
Classification	:	Complex
Type of Transaction	:	G2C - Government to Citizen
Who may avail	:	Potential Student-Applicant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 1x1 ID Picture with a White Background (1 Original Copy)	Photo Studio/Shop
2. Birth Certificate (1 NSO Authenticated Copy)	Philippine Statistics Authority (formerly NSO)
3. Marriage Certificate (for female applicants, 1 NSO Authenticated Copy)	Philippine Statistics Authority (formerly NSO)
4. Barangay Clearance/ NBI Clearance/ Passport (1 Original Copy)	Barangay Hall/NBI Office/ DFA
5. Service Record / Certificate of Employment (1 Original Copy)	Employer
6. Most recent academic record/diploma (1 Authenticated Copy)	School last attended
7. Comprehensive Resume/Curriculum Vitae (1 Original Copy)	Employer
8. Certificates of training and workshops completed (1 Certified Copy)	Requesting Party
9. Certificates of individual proficiency in the discipline or field of interest (1 Authenticated Copy)	
10. Other documents or evidence of capability and knowledge in the field applied for equivalency and accreditation (1 Photocopy)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the ETEEAP Campus Head to inquire about the program	1.1 Conduct preliminary orientation of the program 1.2 Give a copy of the ETEEAP brochure, application form, and the list of other requirements	None	5 Minutes	<i>ETEEAP Campus Head</i> William F. Claver Hall, KSU-Dagupan Campus
2. Apply with complete documents required	2.1 Check and verify the minimum qualifications of the applicant set by CHED 2.2 Review and check the authenticity of the other documents submitted by the applicant	None	1 Day	<i>ETEEAP Campus Head</i> William F. Claver Hall, KSU-Dagupan Campus



3. Undergo Psychological Examination	Conducts psychological tests and counseling	None	30 Minutes	<i>ETEEAP Guidance Counseling Coordinator KSU-Dagupan Campus</i>
4. Wait for notice of result and schedule of External and Internal Assessment	Advise qualified applicants on the appropriate field of specialization to enroll	None	1 Day	<i>ETEEAP College Coordinator KSU-Dagupan Campus</i>
5. Undergo External and Internal Assessment	<p>5.1 Conduct validation of the claims based on documents submitted through personal interviews with the applicant's co-workers, supervisors, and other key personnel in the workplace and the community through a visitation method</p> <p>5.2 Conduct phone calls with the list of references provided by the applicant/s to validate the information provided in the application form</p> <p>5.3 Analyze all the documents as to their currency, sufficiency, and appropriateness regarding the applicability to the program being applied for</p>	₱3,000	2 days	<i>ETEEAP External and Internal Assessors</i>
6. Receive a copy of the program curriculum showing competency assessment results and accreditation of formal and non-formal education	<p>6.1 Conduct final evaluation and accreditation on the equivalency of the applicant's knowledge, skills, attitude, and behavior vis-à-vis the required competency for the specific program or discipline</p> <p>6.2 Finalize the applicants' list of courses and recommend the same to the ETEEAP Campus Head</p>	None	1 Day	<i>ETEEAP External and Internal Assessors</i>
7. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	<i>ETEEAP Campus Head William F. Claver Hall, KSU-Dagupan Campus</i>
TOTAL:		₱3,000	5 Days, 36 Minutes	



3. Request for Certifications/ Documents

This refers to the process of requesting documents/certification from the office by employees, students, and outside parties.

Office or Division	: Office of the Distance Education, Transnational Education and International Linkages
Classification	: Complex
Type of Transaction	: G2C - Government to Citizen
Who may avail	: University Employees, Students, and External Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID (1 Original Copy)	From the Client
2. Request Form or Letter of Request Addressed to the University President (Original)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For external clients: Upon entry at the Gate, present a valid ID to the Guard-on-Duty and state the purpose of your visit; for internal clients, proceed to Step 2	1.1 Check and record the ID presented and the purpose stated 1.2 Issue visitor's pass and instruct the client to proceed to the Records and Archives Office (RAO)	None	5 Minutes	Guard-on-Duty KSU Gate
2. Proceed to the RAO and submit the request letter, if any, or fill out a Client Request or FOI Request Form Note: The FOI Receiving Officer (FRO) shall receive all requests for information on behalf of KSU	2.1 Receive and check appropriate details such as the name and purpose of the requester 2.2 Record in the logbook and assign reference number 2.3 Endorse the request to the FRO and proceed to the next step, or Endorse it to the Office of the President (OP) and proceed to Step 3.3	None	5 Minutes	Records Officer RAO
	2.4 Make an initial evaluation and/or clarification about the request 2.5 Plan work and transmit the request to the FOI Decision Maker (FDM)	None	30 Minutes	FOI Receiving Officer (FRO) Records and Archives Office
3. Wait for the FOI Committee's action on the request, or make a follow-up on its status if necessary	3.1 Instruct the ODETEIL to facilitate the requested certification/documents for access and evaluation 3.2 Instruct the FRO to inform the requesting party if an extension of time is required	None	1 Hour	FDM Office for Administrative Services



<p>Note: The FDM shall evaluate the request for information and has the authority to grant the request, or deny it based on any of the following grounds:</p> <p>i. KSU does not have the information requested;</p> <p>ii. The information requested contains sensitive personal information protected by the Data Privacy Act of 2012 and other regulating laws;</p> <p>iii. The information requested falls under the list of exceptions to FOI; or</p> <p>iv. The request is an unreasonable subsequent identical or substantially similar request from the same requesting party whose request has already been previously granted or denied by the University.</p>	<p>3.3 Receive and record the request</p>	None	20 Minutes	ODETEIL Personnel
	<p>3.4 Seek approval for retrieval or preparation of the documents</p>			
	<p>3.5 Give expressed consent and approval on the request</p>	None	20 Minutes	ODETEIL Director
	<p>3.6 Review and certify to correctness of the documents</p>			
	<p>3.7 Give copy(ies) of the requested information or documents if needing action of the FDM, or to RAO for its release</p>			
	<p>3.8 Receive and review the content of documents (response) and apply for relevant exemptions</p>	None	3 Hours	FDM Office for Administrative Services
	<p>3.9 Decide either to approve or deny the request and inform the FRO of the action</p>			
	<p>3.10 Seek clearance from the University President, if necessary</p>			
	<p>3.11 Receive the DM's action and prepare an appropriate written response:</p> <ul style="list-style-type: none"> • Prepare information for release • Scan or photocopy documents <p>Note: If the applicant asked for information in a certain format, comply with their practical preference</p>	None	1 Hour	FOI Receiving Officer (FRO) Records and Archives Office
	<p>4. Receive the requested copy of the policy, action, or document</p>	<p>4.1 Update the FOI tracker and save the response</p> <p>4.2 Release the document</p>	None	1 Hour
<p>5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form</p>	<p>Issue and retrieve a client survey form for analysis</p>	None	1 Minute	ODETEIL Personnel
TOTAL:		None	FOI Request: 7 Hours, 21 Minutes; Non-FOI Request: 5 Hours, 51 Minutes	



Internal Services



1. Endorsement for Legitimacy Assessment of International Travel (Conference, Forum, Seminar)

KSU employees and students who will travel abroad for meetings, conferences, forums, and partnership missions shall seek the assistance of ODETEIL to secure CHED endorsement, through the International Affairs Service (IAS). The IAS assesses the legitimacy of international conferences and meetings, ensuring no shortchanges in original design, structural integrity, or usefulness. The process aligns with government issuances on foreign travel and processing time should not exceed 30 calendar days.

Office or Division	:	Office of the Distance Education, Transnational Education and International Linkages
Classification	:	Highly Technical
Type of Transaction	:	G2G – Government to Government; G2C - Government to Citizen
Who may avail	:	KSU Employees and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID (1 copy, original)	Requesting Party
2. Request Letter for Recommendation/Endorsement (1 Original Copy)	
3. Letter of Invitation of Travel (1 Original Copy)	From International Organizing Institution/University
4. Profile of International Organizing Institution/University (1 Photocopy)	
5. Program of the International Conference/Forum/Seminar (1 Original Copy)	
6. CHED Evaluation Form for the Necessity of Foreign Travel for SUCs (IAS Form No. 15) (1 Original Copy)	CHED-IAS Website
7. Re-Entry Plan (1 Original Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For walk-in clients, proceed to the Records and Archives Office, present a valid ID, and submit the required documents; or Send the documents to ksumail@ksu.edu.ph	1.1 Receive and check the ID presented and documents submitted, or check emails for communications needing actions	None	15 Minutes	Records Officer RAO
	1.2 Record in the logbook and assign reference number			
	1.3 Endorse the request to the Office of the President (OP)			
	1.4 Receive, record, and endorse the request to the President for action	None	20 Minutes	Administrative/Executive Assistant, OP
	1.5 Evaluate the documents and forward them to the ODETEIL for review and recommendation	None	20 Minutes	University President OP



	1.6 Acknowledge the receipt of documents with stamp and signature 1.7 Endorse the documents to the ODETEIL Director for evaluation	None	5 Minutes	<i>ODETEIL Personnel</i>
	1.8 Decide whether to accept or decline the request 1.9 Submit findings and recommendations to the University President	None	3 Hour	<i>ODETEIL Director</i>
	1.10 Endorse the requirements and submit to CHED-IAS for legitimacy assessment	None	30 Minutes	<i>University President/ Executive Assistant OP</i>
	1.11 Act on the request and issue endorsement to the requesting SUC	None	15 Days	<i>CHED-IAS</i>
2. Receive the requested document	Receive the Legitimacy Assessment Result and furnish copies to the ODETEIL, RAO, and the client for their perusal	None	1 Hour	<i>Administrative/Executive Assistant OP</i>
3. Attend the activity abroad and accomplish re-entry plan upon return to KSU	Monitor implementation of the re-entry plan	None	3 Days	<i>ODETEIL Director</i>
4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	<i>ODETEIL Personnel</i>
TOTAL:		None	18 Days, 5 Hours, 31 Minutes	



2. Application and Endorsement to Study Abroad

The process of requesting endorsement to study abroad by university employees and students involves submitting a formal request letter, being reviewed by administrative bodies or a high-ranking committee. The decision is made based on the staff member's or student's performance record, the program's strategic importance, and operational considerations. The university monitors the staff member's or student's progress and facilitates their reintegration into their role.

Office or Division	:	Office of the Distance Education, Transnational Education and International Linkages
Classification	:	Highly Technical
Type of Transaction	:	G2G – Government to Government; G2C - Government to Citizen
Who may avail	:	KSU Employees and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID (1 copy, original)	Requesting Party
2. Letter of Intent (1 Original Copy)	
3. Approved Endorsement of the FTDC or PTDC (1 Original Copy)	Office of the President, KSU-Main Campus
4. Admission Acceptance from a foreign university (1 Original Copy)	Target Foreign University
5. Profile of International Organizing Institution/University (1 Photocopy)	
6. Foreign Study Grants Availed, if there is (1 Original Copy)	Grant-giving organization/university
7. Certification from the Office of the VPASD on the alignment of the target course to the field of specialization (1 Original Copy)	Office of the Vice President for Academics and Student Development, KSU-Main Campus
8. Re-Entry Plan (1 Original Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For walk-in clients, proceed to the Records and Archives Office, present a valid ID, and submit the required documents; or Send the documents to ksumail@ksu.edu.ph	1.1 Receive and check the ID presented and documents submitted, or check emails for communications needing actions	None	15 Minutes	Records Officer RAO
	1.2 Record in the logbook and assign reference number			
	1.3 Endorse the request to the Office of the President (OP)			
	1.4 Receive, record, and endorse the request to the President for action	None	20 Minutes	Administrative/Executive Assistant, OP
	1.5 Evaluate the documents and forward them to the PTDC, FTDC, or Student Body for review and endorsement	None	20 Minutes	University President OP



	<p>1.6 Convene and act on the request based on the Personnel/ Faculty or Student Development Plan</p> <p>1.7 Issue a Certification on the alignment of the target course to the field of specialization</p> <p>1.8 Submit endorsement to the OP</p>	None	1 Day	<i>Faculty/Personnel/ Training Development Committee or Student's Body</i>
	<p>1.9 Receive, evaluate, and act on the endorsement</p> <p>1.10 Forward the request and supporting documents to ODETEIL</p>	None	3 Hours	<i>University President OP</i>
	<p>1.11 Evaluate the documents required for endorsement</p> <p>1.12 Forwards the approved documents to CHED-IAS for Legitimacy Assessment</p>	None	3 Hours	<i>ODETEIL Director/ Coordinator</i>
	1.13 Act on the request and issue endorsement to the requesting SUC	None	15 Days	<i>CHED-IAS</i>
2. Submit the Re-Entry Plan	Forward the Re-Entry Plan to CHED-IAS	None	1 Day	<i>ODETEIL Director/ Coordinator</i>
3. Receive notification of the result and attend the study abroad	<p>3.1 Receive the Legitimacy Assessment Result and furnish copies to the ODETEIL, RAO, and the client for their perusal</p> <p>3.2 Recommend to OP for endorsement to proper authorities</p>	None	2 Hours	
4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	<i>ODETEIL Personnel</i>
TOTAL:		None	18 Days, 1 Hour, 56 Minutes	



II. OFFICES AND SERVICES UNDER THE ADMINISTRATION AND FINANCE



a. Office of the Vice President for Administration and Finance

External and Internal Service



1. Facilitating of Requests or Communications

The service allows receiving and disposal of all requests and communications from both internal and external clients of 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 Vice President for Administration and Finance (OVPAF)
Classification	: Simple
Type of Transaction	: G2C - Government to Citizen; G2G - Government to Government
Who may avail	: External Clients and KSU Offices and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter with supporting documents (1 copy, original)	From the requester or agency
2. Valid ID (1 copy, original)	From the requester's possession

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For external clients, present a valid ID to the Guard-on-Duty at the Entrance Gate, and state the purpose of the visit <i>Note: for internal clients, skip this process</i>	1.1 Check and record the ID presented and the purpose stated 1.2 Issue a Visitor's Pass for identification	None	5 Minutes	Guard-on-Duty General Service Office
2. Proceed to the Records and Archives Office (RAO), Administration Building, KSU-Main Campus, and submit the request or communication	2.1 Receive and check appropriate details such as the name and purpose of the requester	None	15 Minutes	Records Officer RAO
	2.2 Record in the logbook and assign reference number			
	2.3 Endorse the request to the OVPAF			
	2.4 Prepare a completed staff work based on the evaluation and recommendation of the request	None	15 Minutes	Vice President OVPAF
	2.5 Endorse it to the University President for action			
	2.6 Act or decide on the request	None	5 Minutes	University President Office of the President
	2.7 Cascade the decision back to OVPAF			
	2.8 For requests and communication needing further action, endorse or refer it to the appropriate unit/office	None	3 Minutes	Vice President OVPAF



	<p>2.9 Act promptly on endorsement or referral considering the 3 days for simple transactions, 7 days for complex, and 20 days for highly technical</p> <p>2.10 Refer the action to the OVPAF</p>	None	5 Minutes	Unit Head Concerned Office
	2.11 Decide on the response or give direction	None	5 Minutes	Vice President OVPAF
	2.12 Prepare a response to the request and seek approval from the OVPAF	None	5 Minutes	Clerk OVPAF
	2.13 Submit the action response to the RAO for its action			
3. Receive the response	<p>3.1 Record response on the database</p> <p>3.2 Deliver the response and have it received in the logbook</p>	None	15 Minutes	Records Officer RAO
4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Clerk OVPAF
5. For external clients, surrender the Visitor's Pass to the Guard-on-Duty	Receive and check out the client in the logbook	None	1 Minute	Guard-on-Duty General Service Office
TOTAL:		None	1 Hour, 15 Minutes	



Internal Services



1. Issuance of Personnel Training and Development Committee (PTDC) Endorsement

The issuance of a Personnel Training and Development Committee (PTDC) Endorsement typically involves a formal process where the PTDC evaluates and endorses personnel for training and development programs. This process can include assessing the training needs of personnel, identifying suitable training programs, and then providing a formal endorsement for approval by the University President for the selected individuals to attend these programs, with the end view of attaining excellence and quality service. The PTDC is tasked with formulating guidelines for the selection of nominees for training and scholarship programs.

Office or Division	: Office of the Vice President for Administration and Finance (VPAF)
Classification	: Simple
Type of Transaction	: G2G - Government to Government
Who may avail	: Non-Teaching Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request/Endorsement Letter, 1 original copy	Immediate Supervisor
2. Program/Invitation to the training/seminar	Office of the University President
3. Valid KSU ID, 1 original copy	From the requester's possession

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Office of the VPAF, present an ID, and submit a request to allow personnel to attend a training or scholarship	1.1 Receive endorsement letter	None	1 Minute	1. Clerk, Office of the VPAF 2. PTDC Secretariat, HRMO in charge of L&D
	1.2 Require additional documents if needed			
	1.3 Submit the request to the VPAF	1.4 Schedule and notify PTDC members for deliberation of the request	None	30 Minutes
	1.5 Convene to review the endorsement based on the HRD Plan	None	1 Day	PTDC
<u>If the request is favorably acted:</u>				
2. Unit head makes a follow-up on the status of his/her request	2.1 Inform the requesting unit of the committee's action	None	5 Minutes	PTDC Secretariat (HRMO)
	2.2 Endorse to the Office of the President for approval of the PTDC's action	None	15 Minutes	PTDC



<i>If the request needs further action:</i>				
3. The unit head acts on the PTDC evaluation and recommendations	Return endorsement with comments and recommendations	None	5 Minutes	PTDC Secretariat (HRMO)
4. Submit an appeal with justifications and additional documents	3.3 Receive the appeal and documents	None	1 Minute	1) Clerk, Office of the VPAF 2) PTDC Secretariat, HRMO in charge of L&D
	3.4 Submit the appeal and documents to the VPAF	None	30 Minutes	VPAF, PTDC Chairperson
	3.5 Schedule and notify PTDC members for deliberation of the appeal	None	1 Day	PTDC
	3.6 Reconvene to reconsider the merit of the appeal	None	3 Minutes	PTDC Secretariat (HRMO)
	3.7 Inform the requesting unit of the committee's action	None	15 Minutes	PTDC
3.8 Endorse to the Office of the President for approval of the PTDC's action	None	30 Minutes	University President OUP	
5. An employee with approved training or scholarship will facilitate the processing of documents for him/her to attend the activity	Evaluate and issue office orders for the concerned employee to attend a training or scholarship	None	1 Minute	PTDC Secretariat, HRMO in charge of L&D
6. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	PTDC Secretariat, HRMO in charge of L&D
TOTAL:		None	1 Day, 1 Hour, 22 Minutes (Approved Endorsement); 2 Days, 2 Hours, 16 Minutes (for Disapproved Endorsement)	



2. Request for Issuance of Travel Orders

KSU employees can request travel orders (TO) beyond a 50-kilometer radius from their workstations to the Vice President for Administration and Finance, subject to the delegated authority issued by the university president. These orders are based on recommendations from the Personnel Training Development Committee (PTDC), Faculty Training Development Committee (FTDC), and the Vice President for Research Development, Extension and Training (VPRDET). The university president may authorize other travels, such as emergencies or training for designated roles.

Office or Division	:	Office of the Vice President for Administration and Finance (VPAF)
Classification	:	Simple
Type of Transaction	:	G2G - Government to Government
Who may avail	:	All KSU Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Office Order, or approved request from the Office of the University President (1 Original Copy)	Office of the University President
2. PTDC/FTDC/VPRDET Endorsement (1 Photocopy)	Concerned Vice President
3. Recommendation Letter from Supervisors (1 Original Copy)	Dean's Office/ Immediate Supervisor
4. For Faculty, Teacher's Substitution Form (3 Original Copies)	Office of the Dean
5. Communication from the organizers (1 Original Copy)	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 OVPAF, submit an approved request for TO, and fill out a Client Request Form	1.1 Receive and check for completeness of required documents	None	2 Minutes	Office Clerk OVPAF
	1.2 Issue and retrieve the request form			
2. Receive the TO and route for signatures by concerned officials	1.3 Endorse to OVPAF for action	None	1 Minute	Vice President OVPAF
	1.4 Evaluate and act on the request, i.e., requirement for substitution form among faculty			
3. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	2.1 Prepare the TO and itineraries and seek approval of the same	None	3 Hours	Office Clerk OVPAF
	2.2 Issue the TO and other travel documents	None	1 Minute	
TOTAL:		None	6 Hours, 4 Minutes	



3. Approval of Request for Transportation

DBM Budget Circular No. 2022-1 acknowledges motor vehicles' importance for government services but ensures prudent usage. Administrative Order No. 239 restricts vehicle use to essential activities and reviews travel schedules. Transportation requests require required documents.

Office or Division	: Office of the Vice President for Administration and Finance (VPAF)
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
<ol style="list-style-type: none"> 1. KSU ID (1 copy, original); and 2. Approved Letter Request (2 original copies or 1 original and 1 photocopy), or 3. Approved Travel Orders ((1 copy, original) 	From the Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Records and Archives Office, submit an approved request letter, and fill out a Client Request Form	1.1 Receive and check appropriate details such as the name and purpose of the requester	None	15 Minutes	Records Officer RAO
	1.2 Record in the logbook and assign reference number			
	1.3 Endorse the request to the OVPAF			
	1.4 Receive, record, and endorse the request to the VPAF for action	None	2 Minutes	Office Clerk OVPAF
	1.5 Evaluate and act on the request according to travel policies	None	1 Minute	Vice President OVPAF
	1.6 Direct the GSO to check the availability of the vehicle and driver			
2. Receive the approved request	1.7 Receive the request, assign, and schedule a vehicle and driver	None	1 Hour	Administrative Assistant GSO-Motorpool
	1.8 Inform the OVPAF of the action taken			
3. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	2.1 Issuance of approval for the request	None	5 Minutes	Office Clerk OVPAF
	2.2 Accomplish travel documents including trip ticket	None	1 Hour	Assigned Driver
	Issue and retrieve a client survey form for analysis	None	1 Minute	Office Clerk OVPAF
TOTAL:		None	2 Hours, 24 Minutes	



4. Resolving Internal Problems

The Office of the Vice President for Administration and Finance (VPAF) serves as the Chairperson of the University Grievance Committee, which seeks to listen and take necessary actions allowed by law to erring employees of the university.

Office or Division	:	Office of the Vice President for Administration and Finance (VPAF)
Classification	:	Complex
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. Valid KSU ID (1 copy, original)	From the requester's possession

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present problems or grievances verbally or in writing to the immediate supervisor Note: <i>If the object of the grievance or problem is the immediate supervisor or employee in the other unit, the aggrieved employee may bring the grievance to the next higher supervisor or the grievance committee itself.</i>	1.1 Evaluate the problem or grievance and inform the aggrieved employee of the corresponding action within 3 working days 1.2 Establish an informal and friendly environment for employees to express their dissatisfaction and seek suggestions	None	3 Days	Immediate Supervisor
	2.1 If the problem is not resolved, elevate the problem to the University Grievance Committee	None	2 Hours	
2. Receive the actions taken by the immediate supervisor.	2.2 Receive and record the request 2.3 Endorse the complaint to the VPAF	None	15 Minutes	Office Clerk OVPAF
	2.4 Call for a clarificatory conference and/or hearing among the committee members and parties involved 2.5 Invite resource persons who may give light to the resolution of the case 2.6 Exhaust all possible solutions for the legal or amicable settlement of the case 2.7 Decide collegially, draft and submit findings, comments, and recommendations towards resolution of the case for approval by the University President	None	7 Days	Grievance Committee



	2.8 Review and approve the drafted findings, comments, and recommendations of the committee	None	3 Hours	University President OUP
3. Receive the actions taken by the University Grievance Committee Note: <i>If not satisfied with the findings and solutions of the University Grievance Committee, elevate the problem to the Civil Service Commission</i>	3.1 Furnish both parties of the committee's decision 3.2 If no appeal has been submitted, issue a Certification on Final Action by the Committee 3.3 Send file copies of the University President and Records Officer of the proceedings or completed staff work documents Note: <i>The university legal officer, who is a member of the Grievance Committee, is presumed to have evaluated the committee's proceedings and decisions.</i>	None	3 Days	
4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	OCA Clerk Concerned Campus
TOTAL:		None	13 Days, 5 Hours, 16 Minutes	



b. Administrative Services

External and Internal Services



1. FOI Standard Request

A written request submitted to a government office personally or by email asking for records on any topic. A FOI request can generally be made by any Filipino to any government office.

Office or Division	:	Office for Administrative Services
Classification	:	Highly Technical
Type of Transaction	:	G2G – Government to Government; G2C – Government to Citizen; and G2B – Government to Business
Who may avail	:	KSU Employees and Students, Philippine Citizens, Government and Private Entities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID (1 Original Copy)	From the Client
2. FOI Request Form (including requests on employee's 201 files), 1 Original Copy; or Request Letter, 2 Original Copies	FOI Receiving Officer (FRO) at the Records and Archives Office (RAO), Administration Building, KSU- Main Campus, National Highway, Purok 6, Bulanao, Tabuk City, Kalinga/ From the Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For external clients, present a valid ID to the Guard-on-Duty at the Entrance Gate, and state the purpose of the visit <i>Note: For internal clients, skip this step</i>	1.1 Check and record the ID presented and the purpose stated 1.2 Issue a Visitor's Pass for identification	None	5 Minutes	Guard-on-Duty KSU Gate
2. Proceed to the RAO and submit the request letter, if any, or fill out an FOI request form Notes: a) The FRO shall receive all requests for information on behalf of KSU and its Campuses b) The FDM shall evaluate the request for information and has the authority to grant the request, or deny it based on any of the following grounds: i. KSU does not have the information requested;	2.1 Receive and check appropriate details such as the name and purpose of the requester 2.2 Record in the Receiving Documents Master List and assign reference number 2.3 Endorse the request to the FRO 2.4 Make an initial evaluation and/or clarification about the request 2.5 Instruct the client on the actions to be taken and the contact address where to send the response	None	15 Minutes	Records Officer RAO
		None	1 Hour	FOI Receiving Officer Records and Archives Office



<p><i>ii. The information requested contains sensitive personal information protected by the Data Privacy Act of 2012;</i></p> <p><i>iii. The information requested falls under the list of exceptions to FOI; or</i></p> <p><i>iv. The request is an unreasonable subsequent identical or substantially similar request from the same requesting party whose request has already been previously granted or denied by the University.</i></p>	<p>2.6 Plan work and transmit the request to the FOI Decision Maker (FDM)</p>			
<p>3. Upon exit of the gate, surrender the Visitor's Pass to the Guard-on-Duty</p>	<p>Receive and check out the client in the logbook</p>	<p>None</p>	<p>1 Minute</p>	<p><i>Guard-on-Duty</i> KSU Gate</p>
<p>4. Wait for the FOI Committee's action on the request, or make a follow-up on its status if necessary</p>	<p>4.1 Instruct the concerned office/college to prepare the requested records for access and evaluation</p> <p>4.2 If applicable, inform or consult other key officials with key interest</p> <p>4.3 Instruct the FRO to inform the requesting party if an extension of time is required</p> <p>4.4 Decide either to approve or deny the request and inform the FRO of the action</p>	<p>None</p>	<p>4 Days</p>	<p><i>FOI Decision Maker</i> Office of the Director for Administrative Services</p>
	<p>4.5 Receive the DM's action and prepare an appropriate written response:</p> <ul style="list-style-type: none"> • Prepare information for release • Scan or photocopy documents <p>Note: <i>If the applicant asked for information in a certain format, comply with their practical preference</i></p>	<p>None</p>	<p>1 Day</p>	<p><i>FOI Receiving Officer (FRO)</i> Records and Archives Office</p>



	<p>4.6 Review the content of documents (response) and apply for relevant exemptions</p> <p>4.7 Seek clearance from the University President, if necessary</p>	None	4 Days	FOI Decision Maker Office of the Director for Administrative Services
5. Receive the written response	<p>5.1 Update the FOI tracker and save the response</p> <p>5.2 Release the document</p>	None	1 Day	FOI Receiving Officer (FRO), Records and Archives Office
6. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL:		None	10 Days, 1 Hour, 22 Minutes	

Additional Notes:

- 1) *This table sets our targets, at various points within the 15 working day response period, for completing key steps in handling an FOI request.*
- 2) *Each FOI request is different, so not all of these actions will be required in each case – some will be much simpler – and sometimes actions will be completed earlier or later than the targets in this table. However, it is always important to allow sufficient time for Decision Makers, etc to clear FOI responses before the expiry of the 15 working day deadline.*
- 3) *For any request, it is essential to start looking at it as soon as it is received, to assess what work needs to be done to plan that work so that the request is answered on time. This table is intended to help with that planning.*
- 4) *For FOI Appeals: If you are unhappy with the response to your FOI Request, you may ask us to carry out an internal review of the response by writing to ksumail@ksu.edu.ph. Your request for review should explain why you are dissatisfied with this response and should be made within 15 calendar days from the date you received this letter. We review your appeal and tell you the result within 30 calendar days from the date we receive your review request.*



2. eFOI Request

A digital platform where the public/citizens can get full transparency of documents by browsing, accessing, and requesting government records, and information from different agencies in the Philippines, including the Kalinga State University. The creation of this portal, which can be accessed at www.foi.gov.ph, allows Filipinos to access government information online conveniently. Transparency is the program's primary goal, so the details of the requested information, response time, and outcomes of requests made within the eFOI portal are published.

Office or Division	: Office for Administrative Services
Classification	: Highly Technical
Type of Transaction	: G2G – Government to Government; G2C – Government to Citizen; and G2B – Government to Business
Who may avail	: Philippine Citizens, Government, and Private entities

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Electronic Gadget (Computer Desktop, Cellphones, etc.)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Go to www.foi.gov.ph on your browser's home address bar Click the Sign-Up button for new users and provide all the required information Once logged in you will be directed to your Dashboard which contains all the requests done by the account owner Click the Make a Request button then select Kalinga State University, the agency you wish to ask When redirected to the Make Request page, accomplish all fields then click Send My Request. Receive the requested document Rate the availed service in the link provided and submit the same 	<ul style="list-style-type: none"> Access the platform and check the validity of the request Make an initial evaluation or clarification about the request Instruct the concerned office/college to prepare the requested records for access and evaluation Inform the requesting party if an extension of time is required Decide either to approve or deny the request Prepare the information for release based on the requested format Review the content of the response and apply for relevant exemptions if applicable Seek clearance from the University President, if necessary Record and update the FOI tracker and save the response Send the document to the preferred online address including the online link for rating the availed service Record the filled-out form for analysis 	None	15 Days	<i>KSU eFOI Focal Persons which include FOI Receiving Officers, FOI Decision Maker, and University President</i>
TOTAL:		None	15 Days	

Note: For FOI Appeals: If you are unhappy with the response to your FOI Request, you may ask us to carry out an internal review of the response by writing to ksumail@ksu.edu.ph. Your request for review should explain why you are dissatisfied with this response and should be made within 15 calendar days from the date you received this letter. We review your appeal and tell you the result within 30 calendar days from the date we receive your review request.



c. Human Resource Management Unit

External Services



1. Hiring of Plantilla Personnel

In adherence to Section 24- Publication and Posting of Vacant Positions, under Rule VII of the Civil Service Commission's Omnibus Rules on Appointments and Other Human Resources Actions (ORAOHRA), which states that "Vacant positions in the career service, including vacant executive/managerial positions in the second level that are authorized to be filled, together with their corresponding qualification standards and Plantilla item numbers, shall be published and posted in three (3) conspicuous places for at least ten (10) calendar days for NGAs, SUCs and GOCCs with Original charters per the provisions of RA No. 7041 and its implementing guidelines..." and Section 29, "The Publication of a particular vacant position shall be valid until filled but not extend beyond nine (9) months reckoned from the date the vacant position was published."

Office or Division	:	Human Resource Management Office (HRMO)
Classification	:	Highly Technical
Type of Transaction	:	G2C - Government to Citizen
Who may avail	:	All interested applicants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
During Application	
1. Letter of Intent addressed to the University President, duly signed, 2 original copies	From the Applicant
2. Personal Data Sheet (PDS), 2 original copies, with a recent passport-sized picture (CS Form No. 212, Revised 2017), including Work Experience Sheet, if applicable, duly signed and certified	CSC Website: https://csc.gov.ph/downloads/
3. Two (2) photocopies of Performance ratings (IPCR) for the last two (2) rating periods. Applicants from private agencies shall submit similar or equivalent performance ratings	From the current/ previous employer
4. Two (2) photocopies of Service Records/ Certificate(s) of Employment, Contract of Service, or MOA/MOU, whichever is/are applicable;	
5. Two (2) photocopies of Proofs of Outstanding Accomplishments/Meritorious Accomplishments, if any	University/College Graduated
6. Two (2) photocopies of scholastic/academic records such as but not limited to Transcript of Records (TOR) and Diploma, including graduate and post-graduate units/studies, if applicable	
7. Two (2) photocopies of updated and authenticated Certificate(s) of eligibility/license	From the client's possession/ PRC/ CSC
8. Two (2) photocopies of Certificates of Participation to Training/Seminars attended, arranged according to date from recent to past, which must be relevant to the job descriptions of the position	From the Applicant
9. Checklist of Requirements and Omnibus Sworn Statement on the Certification on the Authenticity and Veracity (CAV) of the documents submitted and Data Privacy consent pursuant to RA No. 10173 or the Data Privacy Act of 2012, notarized by the authorized official, 2 original copies	KSU Website at: https://ksu.edu.ph/job-vacancy/checklist-requirements-and-oss



Upon Appointment	
1. Personal Data Sheet (PDS), original copy, with recent passport-sized picture (CS Form No. 212, Revised 2017), including Work Experience Sheet, if applicable, duly signed and certified, <i>3 original copies</i>	From the proposed appointee
2. Certificate(s) of eligibility/rating/license, updated and duly authenticated by the issuing agency, <i>2 original copies</i>	Civil Service Commission (CSC)/ Professional Regulation Commission (PRC)/ Supreme Court
3. Transcript of Records (TOR) and Diploma, including graduate and post-graduate units/studies, if applicable, <i>1 authenticated copy</i>	University/College Graduated
4. Clearance from money, property, and legal accountabilities from the previous Government office (1 Original Copy)	From the previous office/employer
5. Medical Certificate (CS Form No. 211, Revised 2018) issued by a licensed government physician which states that the appointee is <i>fit for employment</i> , <i>1 original copy</i> , and with the following required attachments: a. <input type="checkbox"/> Blood Test, b. <input type="checkbox"/> Urinalysis, c. <input type="checkbox"/> Chest X-Ray, d. <input type="checkbox"/> Drug Test, e. <input type="checkbox"/> Psychological Test, f. <input type="checkbox"/> Neuro-Psychiatric Examination NOTE: <i>Item Letters A-E are required for original appointment, transfer, and reemployment. Item Letter F is required for original, reemployment, transfer, reappointment, and promotional appointments to positions that involve the maintenance of peace and order and protecting life and property</i>	Please download the Medical Certificate at www.csc.gov.ph and have it signed by a government physician (The KSU Medical Officer shall interpret the different tests and issue the medical certificate)
6. Certificate of Live Birth, <i>1 authenticated copy</i>	Philippine Statistics Authority (PSA)/ Concerned City or Municipal Local Civil Registrar
7. Original Marriage Contract/ Certificate, <i>1 authenticated copy</i>	
8. National Bureau of Investigation (NBI) Clearance, <i>1 original copy</i>	National Bureau of Investigation (NBI)
9. Performance ratings (IPCR) for the last two (2) rating periods from the current/ previous employer. Applicants from private agencies shall submit similar or equivalent performance ratings, <i>1 certified or authenticated copy</i>	From the previous office/employer
10. PhilHealth ID or Member's Data Registration Form (1 ID Photocopy/ 1 Original registration form)	Any PhilHealth branch
11. Approved/paid Home Development Mutual Fund (HDMF) and PhilHealth Forms (1 Photocopy)	Any Pag-IBIG branch
12. Statement of Assets and Liabilities and Net Worth (SALN) (3 Original Copies)	CSC Website: www.csc.gov.ph
13. Land Bank ATM application/number (1 Photocopy for ATM Card [Front])	Land Bank
14. Approved Daily Time Record (DTR) (1 Original Copy)	From the employee
15. Client Request Form for issuance of KSU ID, 2 original copies	Auxiliary Unit, Business Affairs Office, KSU- Main Campus



Upon Appointment (Additional Documents for Transferee – with prior Government Service)	
1. Certified copy of paid disbursement voucher of last salary received and/or Certification by the Chief Accountant for the breakdown of last salary received and remittance of statutory deductions from previous office (1 Copy)	Previous employer
2. Certificate of Available Leave Credits (1 Original Copy)	
3. Government Service Record (1 Original Copy)	
4. BIR 2316 (Certificate of Compensation Payment/ Tax Withheld) (1 Original Copy)	
5. BIR withholding certificates (Forms 1905) (1 Original Copy)	Previous employer or BIR

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check the KSU's website (https://ksu.edu.ph/job-opportunities), Facebook page (https://www.facebook.com/KalingaStateUniversity), CSC Job Portal (https://csc.gov.ph/career/index.php), KSU Bulletin Boards for the list of job vacancies and submit the complete application requirements through its email address (hrm@mail@ksu.edu.ph) for online application or through courier/walk-in at Records and Archives Office, Right Wing of the Administration Building, KSU-Main Campus Note: Kindly indicate the specific Position Title and Item Number you wish to apply	1.1 HRMO prepares and seeks approval of the appointing authority on the filling up and publication of vacant positions based on Plantilla and/or needs	None	5 Minutes	HRMPSB Secretariat or Chairperson for Recruitment and Selection (RSP)
	1.2 Approved the posting of vacant position(s)	None	1 Minute	University President
	1.3 Posts the job vacancy(ies) (CSC Form No. 9) in at least 3 conspicuous places: a) the KSU Website and Social Media Page, b) the CSC Website, and c) the Information bulletin on KSU campuses Note: The posting period is at least 10 calendar days.	None	10 Days	1. HRMPSB Secretariat/ RSP Chairperson; 2. KSU IT Officer 3. KSU Information Officer 4. CSC IT Staff
	1.4 Accepts applicants and verifies documents submitted	None	1 Day	HRMPSB Secretariat/ RSP Chairperson
	1.5 Conducts a preliminary evaluation of applicants and prepares a Matrix or Summary of Applicants			
	1.6 Based on the matrix form, prepare notices, and recommend to the HRMPSB Chair the list of applicants who meet and did not meet the minimum qualification standards of the position(s) published			
	1.7 Verifies and approves the report		None	10 Minutes



<p>2. Receive the notice on the status of the application submitted</p> <p>NOTE: Applicants who meet the minimum QS of the position applied for are given notice of pre-qualification stating the schedule of the next RSP activities; while ineligible applicants are notified of the status and grounds for disqualifications</p>	<p>2.1 Give feedback through a notice on the status of the application</p> <p>2.2 Notify the applicant of the screening schedule and evaluation</p> <p>2.3 Notify the PSB members of the screening and evaluation periods</p>	None	3 Days	HRMPSB Secretariat/ RSP Chairperson
<p>3. Attend interview and evaluation tests</p>	<p>3.1 Conducts the screening proper (interviews and evaluation)</p>	None	7 Minutes	PSB Members
	<p>3.2 Conducts background investigations on the top applicants</p>	None	1 Day	Employees Union
	<p>3.3 Administer pre-psychological tests to the top applicants</p>	None	15 Minutes	KSU Counseling, Testing and Placement Center
	<p>3.4 Consolidates and prepares evaluation report and seeks approval of the PSB Committee</p>	None	10 Minutes	HRMPSB Secretariat/ RSP Chairperson
	<p>3.5 Verify and approve the evaluation results</p>	None	5 Minutes	PSB Members
<p>4. Receive notice of disqualification</p>	<p>4.1 Send notices to the applicants who did not make it to the top 5</p>	None	10 Minutes	HRMPSB Secretariat and Chairperson
	<p>4.2 Transmit completed staff work (CSW) on the RSP activity including the Appointment Resolution to the University President for action</p>	None	1 Minute	
	<p>4.3 Receive the CSW on RSP activity and consent on the schedule of the final interview (for positions with Salary Grade 17 and below), or recommend to the Board of Regents (BOR) the said report for its final action (for positions with SG 18 and above)</p>	None	15 Days	University President
	<p>4.4 Notify the HRMPSB secretariat of the action of the appointing authority</p>			



5. Receives notice on the status of the interview and evaluation tests attended	Notify the top applicants for the schedule of the final interview by the appointing authority	None	1 Day	<i>HRMPSB Secretariat/ RSP Chairperson</i>
6. Attend the final interview	6.1 Assist in the conduct of the interview	None	15 Minutes	
	6.2 Interview the top 5 applicants and decide on who will be appointed among the shortlisted applicants	None	1 Day	<i>Appointing Authority</i>
7. Receive the result of the application	HRMPSB notifies all the top 5 of the results and instructs the chosen one to submit documents for appointment within the reglementary period		1 Day	<i>HRMPSB Secretariat or Chairperson for Recruitment and Selection (RSP)</i>
8. Accomplish and submit the appointment documents	8.1 Facilitate the processing of appointment	None	7 Days	
	8.2 Post the result of the RSP activity in 3 conspicuous places within the university after the issuance of the appointment	None	3 Days	
9. Newly-appointed employee(s) assume(s) office within 30 calendar days from receipt of the written notice of appointment	Send notice of appointment indicating instructions to officially report to duty	None	1 Day	
10. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL:		₱455.00	1 Month, 21 Days, 1 Hour, 20 Minutes	

Note: Service is covered by the special laws under the Civil Service Commission's 2017 Omnibus Rules on Appointments and Other Human Resources Actions (ORAOHRA), revised in July 2018.



2. Hiring of Contract of Service (COS) or Job Order Employees

The University shall adhere to the Commission on Audit–Department of Budget and Management (COA–DBM) Joint Circular No. 2, Series of 2022, re Amendment on the Rules and Regulations Governing Contract of Service and Job Order Workers in the Government. Section 6.2 of Individual Contract of Service states that, “Government agencies may enter into COS with individuals as consultants/contractors...”

The payment for individuals engaged through COS and JO should be equivalent to the daily salary/wage of comparable government positions, along with a premium of up to 20% subject to the availability of funds. These payments are charged against the Maintenance and Other Operating Expenses in the approved agency budget.”

Office or Division	:	Human Resource Management Office (HRMO)
Classification	:	Complex
Type of Transaction	:	G2C - Government to Citizen
Who may avail	:	All interested applicants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
During Application <i>(If the applicant is selected by the appointing authority, certified copies of the documents listed below in photocopy form must be submitted.)</i>	
1. Letter of Intent addressed to the University President, duly signed, 2 original copies, or 1 electronic copy	From the Applicant
2. Personal Data Sheet (PDS), 1 original copy or 1 electronic copy, with a recent passport-sized picture (CS Form No. 212, Revised 2017), including Work Experience Sheet, if applicable, duly signed and certified	CSC Website: https://csc.gov.ph/downloads/
3. One photocopy of scholastic/academic records such as but not limited to Transcript of Records (TOR) and Diploma, including graduate and post-graduate units/studies, if applicable	University/College Graduated
4. One photocopy of Certificates of Participation to Training/Seminars attended, arranged according to date from recent to past, which must be relevant to the job descriptions of the position published	From the Applicant
5. One photocopy of Certificate of Employment, Contract of Service, or MOA/MOU, whichever is/are applicable;	From the current/ previous employer
6. One photocopy of Proofs of Outstanding Accomplishments/Meritorious Accomplishments, if any	From the current/ previous employer
7. One photocopy of updated and authenticated Certificate(s) of eligibility/license	From the client's possession/ PRC/ CSC
Upon Hiring	
1. Valid Drug Test Result, (1 Original Copy)	Accredited Drug Test Provider by DOH



2. Notarized Contract (3 Original Copies)	KSU HRMO
3. Certificate of Assumption (1 Original Copy)	
4. Approved Authority to Hire (1 Photocopy)	Concerned unit/ End-user
5. BIR Requirements: a. BIR Form 1901 b. BIR Form 1905 (if applicable) c. Sworn Statement (Annex B RR-11-2018) d. Payment Form 0605 e. Registration Fee Receipt	Bureau of Internal Revenue
6. For Transferred employees, any Clearance from the previous employer (1 Original Copy)	From the previous office/employer
7. Medical Certificate from KSU Medical Officer	Medical Officer IV, Medical Services Office, KSU-Main Campus
8. Certificate of Live Birth, 1 photocopy	PSA/ Concerned City or Municipal Local
9. Original Marriage Contract/ Certificate, 1 photocopy	Civil Registrar
10. Approved/paid Home Development Mutual Fund (HDMF) Form (1 Photocopy)	Any Pag-IBIG branch
11. Land Bank ATM application/number (1 Photocopy for ATM Card [Front])	Land Bank
12. Client Request Form for issuance of KSU ID, 1 original copy	Auxiliary Unit, Business Affairs Office, KSU-Main Campus

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check the KSU's website (https://ksu.edu.ph/job-opportunities), Facebook page (https://www.facebook.com/KalingaStateUniversity), CSC Job Portal (https://csc.gov.ph/career/index.php), KSU Bulletin Boards for the list of job vacancies and submit the complete application requirements through its email address (hrmomail@ksu.edu.ph) for online	1.1 HRMO receives approved Authority to Hire 1.2 Prepares notice of job vacancy(ies)	None	5 Minutes	HRMPSB Secretariat or Chairperson for Recruitment and Selection
	1.3 Approved the posting of vacant position(s)	None	1 Minute	University President
	1.4 Posts the job vacancy(ies) (CSC Form No. 9) on the KSU Website and Social Media Page, and the Information bulletin on KSU campuses	None	3 Days	1. HRMPSB Secretariat/ RSP Chairperson; 2. KSU IT Officer 3. KSU Information Officer 4. CSC IT Staff
	1.5 Accepts applicants and verifies documents submitted	None	1 Day	HRMPSB Secretariat/ RSP Chairperson



<p>application or through courier/walk-in at Records and Archives Office, Right Wing of the Administration Building, KSU-Main Campus</p> <p>Note: Kindly indicate the specific Position Title you wish to apply based on the posted vacancies.</p>	<p>1.6 Conducts a preliminary evaluation of applicants and prepares a Matrix or Summary of Applicants</p> <p>1.7 Based on the matrix form, prepare notices, and submit to the HRMPSB Chair the list of applicants who meet and did not meet the minimum qualification standards of the position(s) published</p>			
<p>2. Receive the notice on the status of the application submitted</p> <p>NOTE: Applicants who meet the minimum QS of the position applied for are given notice of pre-qualification stating the schedule of the next RSP activities; while ineligible applicants are notified of the status and grounds for disqualifications</p>	<p>1.8 Verifies and approves the report</p> <p>2.1 Give feedback through a notice on the status of the application</p> <p>2.2 Notify the applicant of the screening schedule and evaluation</p> <p>2.3 Notify the PSB members of the screening and evaluation periods</p>	None	10 Minutes	HRMPSB Chairperson (Non-teaching and Faculty)
<p>3. Attend interview and evaluation tests</p>	<p>2.1 Give feedback through a notice on the status of the application</p> <p>2.2 Notify the applicant of the screening schedule and evaluation</p> <p>2.3 Notify the PSB members of the screening and evaluation periods</p>	None	3 Days	HRMPSB Secretariat/ RSP Chairperson
<p>3.1 Conducts the screening proper (interviews and evaluation)</p>	<p>3.1 Conducts the screening proper (interviews and evaluation)</p>	None	7 Minutes	PSB Members
<p>3.2 Prepares evaluation report and seeks approval of the PSB Committee</p>	<p>3.2 Prepares evaluation report and seeks approval of the PSB Committee</p>	None	10 Minutes	HRMPSB Secretariat/ RSP Chairperson
<p>3.3 Verify and approve the evaluation results</p>	<p>3.3 Verify and approve the evaluation results</p>	None	5 Minutes	PSB Members
<p>4. Receives notice on the status of the interview and evaluation tests attended, if any</p>	<p>4.1 Send notices to the applicants who did not make it to the top 5</p>	None	10 Minutes	HRMPSB Secretariat and Chairperson
<p>4.2 Transmit completed staff work (CSW) on the RSP activity including a resolution to the University President for action</p>	<p>4.2 Transmit completed staff work (CSW) on the RSP activity including a resolution to the University President for action</p>	None	1 Minute	
<p>4.3 Receive the CSW on RSP activity and consent on the schedule of the final interview</p>	<p>4.3 Receive the CSW on RSP activity and consent on the schedule of the final interview</p>	None	3 Days	University President
<p>4.4 Notify the HRMPSB secretariat of the action of the appointing authority</p>	<p>4.4 Notify the HRMPSB secretariat of the action of the appointing authority</p>			



5. Attend the final interview	5.1 Notify the top applicants for the schedule of the final interview by the appointing authority	None	3 Hours	<i>HRMPSB Secretariat/ RSP Chairperson</i>
	5.2 Assist in the conduct of the interview			
	5.3 Interview the top applicants and decide on who will be hired among the shortlisted applicants	None	1 Day	<i>Appointing Authority</i>
6. Receive the result of the application	Notifies all the top 5 of the results and instructs the chosen one to submit documents for hiring		1 Day	<i>HRMPSB Secretariat or Chairperson for Recruitment and Selection (RSP)</i>
7. Accomplish and submit the hiring documents	Facilitate the processing of hiring	None	3 Hours	
8. Newly-hired employee(s) assume(s) office from receipt of the written notice of hiring	Send notice of hiring indicating instructions to officially report to duty	None	1 Day	
9. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL:		₱455.00	13 Days, 6 Hours, 50 Minutes	



Internal Services



1. Application for Leave

This is a process as a right granted to government officials and employees not to report for work WITH or WITHOUT PAY, for one or more days, subject to specific types of leave policies.

Vacation leaves refer to a leave of absence granted only to non-teaching personnel and designated faculty performing non-teaching functions (VSL status) expressly stated in the order, for personal reasons, the approval of which is contingent upon the necessities of the service.

Sick leave refers to leave of absence granted only on account of sickness or disability on the part of the employee concerned or any member of his/her immediate family.

The non-teaching personnel and faculty under VSL status are entitled to three (3) days of Special Privilege Leave which is—cumulative and non-convertible to cash. Special Privilege Leave includes Funeral/mourning leave, Hospitalization leave, Accident leave, Relocation leave, Personal Transactions to government or private offices leave, Calamity leave, Graduation leave, Enrolment leave, Parental Obligation leave, Filial Obligation leave, Domestic Emergencies leave, Wedding Anniversary leave, and Birthday leave. These identified employees can still avail of their birthdays or wedding anniversary leaves if such occasion falls on either a Saturday, Sunday, or Holiday, either before or after the occasion.

Republic Act 11210, commonly known as the 105-Day Expanded Maternity Leave (EML) Law, is provided for various circumstances. A female employee may apply for EML for every instance of pregnancy, regardless of frequency. For multiple childbirths (e.g., twins), only one maternity benefit is granted, regardless of the number of offspring per delivery. For cases of miscarriage or emergency termination of pregnancy, including stillbirth, the law grants 60 days of paid maternity leave. This is part of the broader policy that aims to support female workers during and after their pregnancy, regardless of their civil status or employment type. Solo parents under RA 8972 receive an additional 15 days of paid maternity leave.

Office or Division	:	Human Resource Management Office
Classification	:	Simple
Type of Transaction	:	G2G – Government to Government
Who may avail	:	Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Vacation Leave*; Sick Leave*; & Special Leave		
1. Accomplished Leave Form (Civil Service Form No. 6, Revised 2020) – 3 Original Copies (Personal copy, HR copy, & DTR attachment)		Human Resource Management Office
Additional Requirements for certain types of leave:		
For Sick Leave* for filed in advance or exceeding five (5) days		
2. Medical Certificate / Affidavit (if medical consultation was not availed)		Attending Physician/ Clinic / Employee
For Maternity Leave* – 105 calendar days (for those who had live childbirth)		
During the Application, the following documents are needed:		
3. Proof of pregnancy e.g., ultrasound, doctor's certificate on the expected date of delivery (1 original copy)		Hospital / Clinic / Lying-in / Attending Physician



During the Availment Period, the following documents are needed to submit:	
4. <i>Optional:</i> Accomplished Notice of Allocation of Maternity Leave Credits (CS Form No. 6a) up to 7 working days, if applicable (1 original copy)	Human Resource Management Office
5. <i>If applicable,</i> updated Solo Parent ID for solo parents who want to avail of the additional maternity leave of 15 days (1 Photocopy *Present original ID to HRMO)	Local Government Unit – Social Welfare and Development Office (SWDO)
6. Child's Certificate of Live Birth/Certificate of Death duly registered with the LCR with corresponding Official Receipt, or Acknowledgement Receipt issued by the LCR	Local Civil Registrar
For Maternity Leave* – 60 calendar days (for those who suffered a miscarriage or emergency termination of pregnancy, or those who delivered stillbirth)	
For stillbirth or fetal death - Any of the following:	
7. Certificate of Fetal Death duly registered with the LCR with corresponding OR or AR issued by the LCR	Local Civil Registrar
For miscarriage, emergency termination of pregnancy (ETP), ectopic pregnancy, or hydatidiform mole - Any of the following proofs of pregnancy:	
8. Result of the pregnancy test duly signed by a physician/municipal health officer; or 9. Result of other diagnostic tests with the corresponding report duly signed by a physician, which may include any of the following: a. Ultrasound; b. Blood Pregnancy test (Beta HCG); or c. Early Pregnancy factor.	Hospital / Clinic / Lying-in / Attending Physician
Any of the following proofs of termination of pregnancy duly signed by a physician:	
10. Pregnancy test result; 11. Ultrasound result; 12. Histopathological Report; or 13. Operating Room Record (ORR)	Hospital / Clinic / Lying-in / Attending Physician
Any of the following medical documents duly signed by a physician:	
14. Medical Certificate; 15. Records of Consultation; or 16. Clinical Abstract/Discharge Summary.	Hospital / Clinic / Attending Physician
For specific maternity cases or circumstances of the female member or employer, the following are the additional rules and/or required supporting documents:	
17. Scanned copy of the colored original or certified true copy with good image quality, whichever is applicable	Hospital / Clinic / Attending Physician
For Paternity Leave – 7 working days	
18. Proof of child's delivery e.g., birth certificate, medical certificate (1 original copy)	Hospital / Clinic / Lying-in / Civil Registry / PSA
19. Marriage Certificate/ Contract (1 Photocopy)	Philippine Statistics Authority (PSA)



For Solo Parent Leave – 7 working days	
20. Updated Solo Parent ID (1 Photocopy *Present original ID to HRMO)	Social Welfare and Development Office (SWDO)
For Study Leave* – up to 6 months	
21. Approved Request for Study Leave	Employee/ Personnel or Faculty Training Development Committee, and Office of the President
22. Proof of enrollment in an academic institution/review center	Academic Institution / Review Center
23. Service Obligation Contract	Human Resource Management Office
For VAWC Leave – 10 days	
24. Any of the following supporting documents: <ul style="list-style-type: none"> • Barangay Protection Order (BPO) • Temporary / Permanent Protection Order (TPO/PPO) • Certification issued by the Punong Barangay/ Kagawad or Prosecutor or Clerk of Court for the application for BPO 	Punong Barangay / Barangay Office Court Punong Barangay/ Kagawad or Prosecutor or Clerk of Court
For Rehabilitation Leave* – up to 6 months (for injuries acquired in the performance of duties)	
25. Approved Letter Request	Employee/ Medical Unit/ Government Physician
26. Police Report, if applicable	Police Station (PNP)
27. Medical Certificate on the nature of the injuries, the course of treatment involved, and the need to undergo rest, recuperation, and rehabilitation, as the case may be	Attending Physician
28. Written concurrence of a government physician should be obtained relative to the recommendation for rehabilitation if the attending physician is a private practitioner, particularly on the duration of the period of rehabilitation	Government Physician
For Special Leave benefits for Women* – up to 2 months	
29. Medical Certificate filled out by the proper medical authorities, e.g. the attending surgeon accompanied by a clinical summary reflecting the gynecological disorder which shall be addressed or was addressed by the said surgery; the histopathological report; the operative technique used for the surgery; the duration of the surgery including the perioperative period (period of confinement around surgery); as well as the employees an estimated period of recuperation for the same	Attending Physician / Hospital
For Special Emergency (Calamity) Leave – up to 5 days	
30. Declaration of State of Calamity	Local Government Unit
For Adoption Leave	
31. Authenticated copy of the Pre-Adoptive Placement Authority	Department of Social Welfare and Development
*For Leave of Absence for thirty (30) calendar days or more	
32. Accomplished Clearance Form (Civil Service Form No. 7) (2 Original Copies)	Employee/ Human Resource Management Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
<p>1. Submit the accomplished leave form including the documentary requirements to the HRM Officer.</p> <p><u>Schedule in filling leave application:</u></p> <p>a. Vacation Leave; Mandatory/Force Leave; Special Privilege Leave; Solo Parent Leave; Adoption Leave – 5 days in advance before the scheduled leave.</p> <p>b. Sick Leave – immediately upon return of the employee or at least 3 days in advance for scheduled operation</p> <p>c. Maternity Leave – 30 days in advance.</p> <p>d. Paternity Leave – 5 days in advance.</p> <p>e. Study Leave – 30 days in advance before the scheduled leave.</p> <p>f. VAWC leave – immediately upon return of employee or in-advance.</p> <p>g. Rehabilitation Leave – 1 week from the time of the accident except when a longer period is warranted.</p> <p>h. Special Leave benefits for Women – 5 days or upon return of employee but during confinement KSU must be notified.</p> <p>i. Special Emergency (Calamity) Leave – within 30 days from the actual occurrence of the natural calamity/disaster.</p>	1.1 Review completeness of documentary requirements	None	20 Minutes	<i>HRM Officer</i> Office for Administrative Services		
	1.2 Processing and certifying the available leave credits.	None	30 Minutes			
	1.3 Endorse leave form to the immediate supervisor for recommendation.	None	30 Minutes			
		1.4 Recommend or not recommend the approval of the applied leave to the concerned committee if applicable	None	30 Minutes	<i>Immediate Supervisor, Concerned Unit</i>	
		For Endorsement of the Committee of Unit:		None	1 Day	PTDC/FTDC/ Medical Unit/ CAO
		1.5 Evaluate the merit of the application				
		1.6 Endorse the leave application form to the approving authority				
		1.7 Approve or disapprove leave application.	None	20 Minutes	<i>For Leave of absence of 5 days and below:</i> Dagupan/ Rizal Campus Administrator, and VPAF for Main Campus; <i>For Leave of Absence of above 6 days:</i> University President	
		1.8 Retrieve the signed/ approved leave application form.	None	2 Hours	<i>HRM Officer,</i> Human Resource Management Office	
1.9 Record and file two (2) copies of the approved leave application form.		None	30 Minutes			
2. Receive a copy of the approved/ disapproved leave application.	Release the employee's copy of the approved leave application form	None	30 Minutes			
3. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	<i>HRMO Clerk, Office for Administrative Services</i>		
TOTAL:		None	1 Day, 5 Hours, 11 Minutes			



2. Request for Monetization of Leave Credits

This process allows government officials and employees, especially non-teaching, and VSL/designated officials, to convert their accumulated leave credits into monetary compensation. For Regular Monetization, both officials and employees in the career and non-career service whether permanent, temporary, casual, or coterminous who have accumulated fifteen (15) days of vacation leave credits shall be allowed to monetize a maximum of ten (10) days; Provided, that at least five (5) days is retained after monetization and provided further that a maximum of thirty (30) days may be monetized in a given year.

Special monetization allows for the monetization of 50% of all accumulated vacation/sick leave credits due to valid and justifiable reasons, such as:

- ✓ Health, medical, and hospital needs of the employee and immediate family.
- ✓ Financial aid due to force majeure events (e.g., calamities, typhoons, accidents).
- ✓ Educational needs of the employee and immediate family.
- ✓ Payment of mortgages and loans incurred for the benefit of the employee and family.
- ✓ Extreme financial needs where existing income is insufficient for basic necessities.

The favorable recommendation of the University President and the availability of funds are prerequisites for special monetization. Regular monetization applies to those with accumulated VL credits, while special monetization requires valid reasons and agency approval. The processing of requests for regular and special Monetization of Leave Credits is based on Department of Budget and Management (DBM) Circular letter No. 2022- 4, s. February 15, 2022.

Office or Division	: Human Resource Management Office
Classification	: Complex
Type of Transaction	: G2G – Government to Government
Who may avail	: Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Leave Form (Civil Service Form No. 6, Revised 2020) – 3 Original Copies	Human Resource Management Office
2. Letter Request to the University President stating the valid and justifiable reasons (1 original copy)	Employee–applicant
<i>For Monetization of 50% or more:</i>	
3. Clinical abstract/medical procedures to be undertaken in case of health, medical, and hospital needs	Attending Physician of employee–applicant
4. Barangay Certification in case of need for financial assistance brought by calamities, typhoons, fire, etc.	Concerned Barangay LGU
5. Justification on financial needs for the education of employees or children	Employee–applicant
6. Approved leave application with leave credit balance certified by the HRMO - 3 Original Copies	Human Resource Management Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished leave form including the documentary requirements to the HRM Officer.	1.1 Review completeness of documentary requirements 1.2 Processing and certifying the available leave credits. 1.3 Endorse the application for monetization of leave credit to the HRMO Payroll Unit for the preparation of a certificate of computation of the monetized value of requested leave credits 1.4 Affix signature on the certificate of computation of monetization of leave credit	None	1 Hour	HRM Officer II, Office for Administrative Services
	1.5 HRMO Head reviews and signs certification	None	20 Minutes	HRMO Head
	1.6 Endorse to budget unit the monetization of leave application and other required documents	None	10 Minutes	HRM Officer II, Office for Administrative Services
	1.7 Processing of budget requests and obligation 1.8 Endorse to the accounting unit the monetization of the leave credit application and other requirements	None	1 Day, 15 Minutes	Budget Officers, Finance Management Office
	1.9 Receives signed Obligation Request and Status (ORS) with supporting documents from the Budget Unit	None	20 Minutes	Administrative Officer II, Finance Management Office
	1.10 Review documents as to completeness of supporting documents, legality, validity, and correctness of claims 1.11 Prepare Disbursement Voucher (DV) with assigned DV number: a. Prepare Accounting Entries in Box B of DV. b. Check for the Cash Availability of the transaction. c. Record particulars of DV in individual Index Cards and affix initials in Box C of DV	None	1 Day, 3 Hours, 15 Minutes	Accountant I, Finance Management Office
	1.12 Forwards DV with complete supporting documents to the HRMO Head for signature in Box A of DV	None	30 Minutes	Administrative Officer II, Finance Management Office
	1.13 Returns the signed DV with complete supporting documents to the Accounting Unit	None	15 Minutes	HRMO Head, Office for Administrative Services



	1.14 Receives and forwards DV and prepares List of Due and Demandable and Accounts Payable – Advice to Debit Account (LDDAP–ADA) with complete supporting documents to the Accountant III	None	5 Minutes	<i>Administrative Officer II, Finance Management Office</i>
	1.15 Review and sign the documents	None	3 Hours	<i>Accountant III, Finance Management Office</i>
	1.16 Forward to respective signatories of DV and LLDAP	None	2 Hours	<i>Concerned Directors, Administration and Finance Services</i>
	1.17 Signs DVs and LLDAP	None	2 Hours	<i>Concerned Directors, Administration and Finance Services</i>
	1.18 Forwards signed DV and LDDAP–ADA with complete supporting documents to the Cashiering Office for its action	None	10 Minutes	<i>Administrative Officer II, Finance Management Office</i>
	1.19 Receives the signed DV and LDDAP–ADA with complete supporting documents	None	5 Minutes	<i>Cashier, Finance Management Office</i>
	1.20 Prepares Advice on Checks Issued and Cancelled (ACIC)	None	5 Minutes	<i>Cashier, Finance Management Office</i>
	1.21 Sign and approve the ACIC	None	10 Minutes	<i>Concerned signatories</i>
	1.22 Forwards approved ACIC and LDDAP-ADA to the Land Bank of the Philippines for processing	None	5 Minutes	<i>Cashier, Finance Management Office</i>
2. Wait for the monetized value of requested leave credits to be credited to the ATM	Process the crediting of payment to the bank account of the claimant	None	3 Days	<i>Account Officer Land Bank of the Philippines-Tabuk</i>
3. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	<i>HRMO Clerk, Office for Administrative Services</i>
TOTAL:		None	6 Days, 3 Hours, 41 Minutes	



3. Processing and Payment of Terminal Leave and/or Retirement Benefits

Processing of application for terminal leave benefits of employees who retired/separated from service with accumulated leave credits subject to submission of required documents. The prescriptive period for claiming terminal leave pay is ten (10) years from the date of separation.

Office or Division	:	Human Resource Management Office
Classification	:	Highly Technical
Type of Transaction	:	G2G – Government to Government
Who may avail	:	Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Retirement duly accepted by the University President (2 Original Copies & 1 Photocopy)		Employee–applicant
2. Approved Terminal Leave Application (Civil Service Form No. 6 Revised 2020) (3 Original Copies)		
3. Accomplished Clearance Form (Civil Service Form No. 7) (3 Original Copies)		
4. Certificate from the Office of the Ombudsman indicating whether the retiree has a pending criminal or administrative case (1 Copy)		Human Resource Management Office
5. Certificate of Leave Credits as of the last date of service (3 Original Copies)		
6. Updated Service record indicating the number of days on leave without pay and/or certification issued by the HRMO that the retiree did not incur any leave of absence without pay (3 Original Copies)		
7. Sworn Statement of Assets, Liabilities and Net Worth (SALN) as of the last day in government service (3 Original Copies)		
8. Notice of Salary Adjustment (NOSA)/Notice of Step Increment (NOSI) showing the highest salary received if the salary under the last appointment is not the highest (2 Certified True Copy)		
9. Applicant’s Affidavit of Undertaking with authority to deduct accountabilities (3 Original Copies)		Employee–applicant
10. Affidavit of applicant that there is no pending criminal investigation, or prosecution against him/her (RA No. 3019 – Anti–Graft and Corrupt Practices) (2 Original Copies)		
11. GSIS Clearance (1 Original Copy)		GSIS
12. Special Allotment Release Order (SARO) (if applicable) (1 Certified True Copy)		Department of Budget and Management
13. Notice of Cash Allocation (if applicable) (1 Certified True Copy)		
14. Additional Requirement in Case of Resignation: Letter of Resignation duly accepted by the University President (3 Original Copies)		Employee–applicant
15. Additional Requirement in Case of Death: Death certificate (1 Certified True Copy)		Philippine Statistics Authority (PSA)
16. Marriage Certificate (1 Certified True Copy)		
17. Birth certificates of all surviving legal heirs (1 Certified True Copy)		Authorized and designated closed family member of deceased employee
18. Waiver of rights of children 18 years old and above, if applicable		
19. Designation of next-of-kin		
20. Affidavit of two disinterested parties that the deceased is survived by legitimate and illegitimate children (if any), natural, adopted, or children of prior marriage		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the terminal leave application and all other required documents to the HRM Officer	1.1 Receive the application and all other required documents for processing	None	6 Hours, 10 Minutes	<i>HRM Officer II, Office for Administrative Services</i>
	1.2 Prepare all other necessary documents and check the accuracy and completion of all submitted requirements			
	1.3 Endorse to the accounting unit the terminal leave application and all other requirements for the preparation of the certificate of computation of terminal leave benefits			
	1.4 Preparation of certificate of computation of terminal leave benefits			
	1.5 Review and affix signature on the certificate of computation of terminal leave benefits	None	10 Minutes	<i>HRMO Head, Office for Administrative Services</i>
	1.6 Endorse to Budget Unit the terminal leave application and other required documents	None	10 Minutes	<i>HRM Officer II, Office for Administrative Services</i>
	1.7 Processing of the budget request and obligation	None	2 Days	<i>Budget Officer, Finance Management Office</i>
	1.8 Endorse to the Accounting Unit the terminal leave application and other requirements			
	1.9 Receives signed Obligation Request and Status (ORS) with supporting documents from the Budget Unit	None	20 Minutes	<i>Administrative Officer II, Finance Management Office</i>
	1.10 Review documents as to completeness of supporting documents, legality, validity, and correctness of claims	None	2 Days	<i>Accountant I, Finance Management Office</i>
	1.11 Prepare Disbursement Voucher (DV) with assigned DV Number, as follows: <ul style="list-style-type: none"> a. Prepare Accounting Entries in Box B of DV. b. Check for the Cash Availability of the transaction. c. Record particulars of DV in individual Index Cards and affix initials in Box C of DV 			
	1.12 Forwards DV with complete supporting documents to the HRMO Head for signature in Box A of DV	None	5 Minutes	<i>Administrative Officer II, Finance Management Office</i>
	1.13 Signs and returns the signed DV with complete supporting documents to the Accounting Unit	None	15 Minutes	<i>HRMO Head, Office for Administrative Services</i>



	1.14 Receives and forwards DV and prepares List of Due and Demandable and Accounts Payable – Advice to Debit Account (LDDAP–ADA) with complete supporting documents to the Accountant III	None	5 Minutes	<i>Administrative Officer II, Finance Management Office</i>
	1.15 Makes final review and signs on the documents	None	3 Hours	<i>Accountant III, Finance Management Office</i>
	1.16 Forward to respective signatories of DV and LLDAP			
	1.17 Signs DVs and LLDAP	None	2 Hours	<i>Concerned Directors</i>
	1.18 Forwards signed DV and LDDAP–ADA with complete supporting documents to the Cashiering Office for its action	None	10 Minutes	<i>Administrative Officer II, Finance Management Office</i>
	1.19 Receives the signed DV and LDDAP–ADA with complete supporting documents	None	5 Minutes	<i>Cashier, Finance Management Office</i>
	1.20 Prepares Advice on Checks Issued and Cancelled (ACIC)			
	1.21 Sign and approve the ACIC	None	10 Minutes	<i>Concerned signatories</i>
	1.22 Forwards approved ACIC and LDDAP-ADA to the Land Bank of the Philippines for processing	None	5 Minutes	<i>Cashier, Finance Management Office</i>
2. Wait for the TLB proceeds to be credited to the ATM	Process the crediting of payment to the bank account of the claimant	None	3 Days	<i>Account Officer LBP-Tabuk</i>
3. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	<i>HRMO Clerk, Office for Administrative Services</i>
TOTAL:		None	8 Days, 4 Hours, 46 Minutes	



4. Request for Non-201 Personnel Records and/or Services

Officials and employees may request their non-201 personnel records or avail of services such as Certificate of No Pending Case, Certificate of Appearance, Certificate of Employment, Service Record of active employees, Issuance of ID Number, Processing of travel itinerary and voucher, Processing of individual claims (salary, wage, honoraria, bonus, differentials, maternity leave, and other benefits or incentives), Certificate of Remittance, Certificate of Net Take Home Pay, Pay Slips, Certification of Leave Credits, Certificate of COC Earned, and other relevant documents from the Human Resource Management Office.

Office or Division	:	Human Resource Management Office
Classification	:	Simple
Type of Transaction	:	G2G – Government to Government
Who may avail	:	Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Client Request Form (1 Original hardcopy or softcopy)	Human Resource Management Office
2. Valid Employee ID (1 Original Copy)	Employee–applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the HR Assistant in the Frontline Window, present your valid ID, and state your purpose	1.1 Check and record the ID presented and purpose stated, or acknowledge receipt of requests through emails 1.2 Allow the client to fill out the logbook 1.3 Issue the Document or FOI Request form and instruct the client to pay the required fee	None	10 Minutes	<i>HR Administrative Assistant II, Office for Administrative Services</i>
2. Receive and fill out the request form	Issue the Client Request Form and instruct the client to pay the required fee	None	3 Minutes	
3. Go to any of the Collecting Window, Finance Management Office, present the request form and payment, or go to Landbank Link.BizPortal website at https://www.lbpeservices.com/egps/porta/index.jsp for e-payment	3.1 Verify billing details and receive payment 3.2 Issue Official Receipt and return the documents presented	₱ 25.00	25 Minutes	<i>Collecting Officer Cashiering Unit</i>



4. Return to the HR-Admin Office and submit the filled-out form and OR	4.1 Receive the form and OR	None	3 Minutes	<i>HR Administrative Assistant II, Office for Administrative Services</i>
	4.2 Endorse the request to the HRMO concerned			
	4.3 Evaluate the request	None	3 Hours	<i>HRM Officer II, Office for Administrative Services</i>
	4.4 Prepare the requested document			
4.5 Act on the request 4.6 Return the documents to the Frontline Window	4.5 Act on the request	None	5 Minutes	<i>HRMO Head, Office for Administrative Services</i>
	4.6 Return the documents to the Frontline Window			
	4.7 Seek signatures of other signatories if required by the type of document requested	None	10 Minutes	
5. Receive the requested documents by signing into the logbook	Issue the documents including the OR	None	5 Minutes	<i>HR Administrative Assistant II, Office for Administrative Services</i>
6. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	<i>HRMO Clerk, Office for Administrative Services</i>
TOTAL:		None	4 Hours, 2 Minutes	



5. Request for 201 Employee Records

Officials and employees may request their personnel records, enumerated below, from the Human Resource Management Office, subject to the established KSU Freedom of Information (FOI) Policies.

- | | |
|---|---|
| a) Copies of Appointment | i) Clearances (NBI Clearance, Clearance from Property and Money Accountabilities) |
| b) Personal Data Sheet | j) Performance Ratings (IPCR, OPCR) |
| c) Certificate of Eligibility/Rating/License | k) Scholastic/Academic Record |
| d) Position Description Form | l) Designation Orders |
| e) Oath of Office | m) Notices of Salary Adjustments/Step Increments |
| f) Certificate of Assumption to Duty | n) Commendations, Certificate of Achievement, Awards, etc. |
| g) Medical Certificate and attachments | o) Disciplinary Action Documents |
| h) Statement of Assets, Liabilities and Network | p) Contract of Service Agreements |

Specifically, Section 7 of the National Privacy Commission Advisory No. 2022-01 – Guidelines for approving requests for information, states that the government agency shall endeavor to resolve the request for information in such a way that access or disclosure shall only be to the minimum extent necessary to fulfill the declared lawful purpose of the requesting party.

Office or Division	:	Human Resource Management Office
Classification	:	Highly Technical
Type of Transaction	:	G2G – Government to Government
Who may avail	:	Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. FOI Request Form, for request on employee's 201 files (1 Original Copy)		Human Resource Management Office
2. Valid Employee ID (1 Original Copy)		Employee–applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the HR Assistant in the Frontline Window, present a valid ID, and state your purpose	1.1 Check and record the ID presented and the purpose stated 1.2 Stamp received and check if the request is valid 1.3 Issue the FOI Request form	None	10 Minutes	HR Administrative Assistant II, Office for Administrative Services
2. Receive and fill out the request form, go and submit it to the designated FOI Receiving Officer at the Records and Archives Office, Administration Building, KSU-Main Campus	2.1 Receive the request and assigned reference number 2.2 Make an initial evaluation and/or clarification about the request 2.3 Plan work and transmit the request to the FOI Decision Maker (FDM)	None	1 Hour	FOI Receiving Officer (FRO), Records and Archives Office



Notes: <ul style="list-style-type: none"> This table sets our targets, at various points within the 15 working day response period, for completion of key steps in the process of handling an FOI request. Each FOI request is different, so not all of these actions will be required in each case – some will be much simpler – and sometimes actions will be completed earlier or later than the targets in this table. However, it is always important to allow sufficient time for Decision Makers, etc. to clear FOI responses before the expiry of the 15 working day deadline. For any request, it is essential to start looking at it as soon as it is received, to assess what work needs to be done to plan that work so that the request is answered on time. This table is intended to help with that planning. 	2.4 Instruct the HRMO-Records Custodian to prepare the requested records for access and evaluation 2.5 If applicable, inform or consult other key officials with key interest 2.6 Instruct the FRO to inform the requesting party if an extension of time is required 2.7 Decide either to approve or deny the request and inform the FRO of the action	None	4 Days	FOI Decision Maker Office of the Director for Administrative Services
	2.8 Receive the DM's action and prepare an appropriate written response: <ul style="list-style-type: none"> Prepare information for release Scan or photocopy documents 	None	5 Days	FOI Receiving Officer Records and Archives Office
	2.9 Review the content of documents (response) and apply for relevant exemptions 2.10 Seek clearance from the University President, if needed	None	4 Days	FOI Decision Maker Office of the Director for Administrative Services
	3. Receive the written response	3.1 If approved, record and update the FOI tracker and save the response 3.2 Release the document	None	1 Day
For denied requests: File or submit an appeal <i>For FOI Appeals: If you are unhappy with the response to your FOI Request, you may ask us to carry out an internal review of the response by writing to ksumail@ksu.edu.ph. Your request for review should explain why you are dissatisfied with this response and should be made within 15 calendar days from the date you received this letter. We review your appeal and tell you the result within 30 calendar days from the date we receive your review request.</i>	3.3 If denied, inform the requesting party of the ground(s) of its disapproval 3.4 Receive and record the written appeal 3.5 Endorse the appeal to the appropriate committee	None	30 Days	KSU Appeals and Review Committee
	3.6 Evaluate the merits of the appeal 3.7 Submit a report to the FDM Note: The process will go back to Step 3.1 above as applicable			
	4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form			
TOTAL:		None	For Approved Requests: 14 Days, 1 Hour, 11 Minutes; For Denied Request: 44 Days, 1 Hour, 1 Minute	



6. Renewal of Contracted Service Provider Personnel

The University continues to adhere to the COA–DBM Joint Circular No. 2, Series of 2022, re Amendment on the Rules and Regulations Governing Contract of Service (COS) and Job Order (JO) Workers in the Government. Section 6.2 of Individual Contract of Service states that, “Government agencies may enter into COS with individuals as consultants/contractors...”

Existing qualified COS and JO workers can be considered for re-hiring as non-permanent employees subject to the recommendation of their immediate supervisors. Eventually, they could be considered for appointment to vacant positions within government agencies, subject to existing Civil Service Laws, rules, and agency-approved Merit Selection Plans. The payments for individuals engaged through COS and JO are charged against the Maintenance and Other Operating Expenses in the approved university budget.”

Office or Division	:	Human Resource Management Office (HRMO)
Classification	:	Complex
Type of Transaction	:	G2G - Government to Government
Who may avail	:	All KSU Contract of Service or Job Order Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent (LOI) addressed to the University President, 2 original copies	From the Client
2. Performance Evaluation or Individual Performance and Commitment Review (IPCR) Ratings, 1 Copy	
3. PRAISE Award for exemplary performance, if any, 1 Photocopy	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Before the expiration of the current Contract of Agreement as COS/JO personnel, submit an LOI with supporting documents through the immediate supervisor	1.1 Receive the intent and assess with the requesting personnel his/her contract performance, but not limited to the following: a) IPCR or performance evaluation rating b) Review the Customer Satisfaction Survey Forms from clients for any comments and suggestion c) Gathered feedback from clients d) Presence of any PRAISE award for exemplary performance, if any e) Reporting/ Monthly Attendance	None	1 Hour	Immediate Supervisor Concerned Unit
	1.2 Finalize the IPCR or performance rating of the requesting personnel	None	30 Minutes	
Note: For IPCR with a “Poor” performance rating, see Steps 2.1 to 2.2; For a “Very Satisfactory” rating, proceed to Step 2.3 onwards.				



2. Receive feedback from the immediate supervisor on the status of the request	2.1 Inform properly the personnel of the cause of his/her unsatisfactory performance and non-attainment of the contract terms and conditions; and	None	1 Day		
	2.2 Endorse the personnel to the HRMO for intervention and/or other job opportunities; or				
	2.3 Prepare and submit a justifiable request, with supporting documents, for renewal of personnel's contract to the unit head	None	10 Minutes		
	2.4 Recommend the request for approval by the University President	None	1 Hour		<i>Concerned Unit Head</i>
	2.5 Receive the request and refer it to the appropriate offices for action	None	1 Day		<i>University President</i>
	2.6 Prepare and submit to the Office of the President a certificate of budget appropriations or fund availability	None	1 Day		<i>Budget Officer or Accountant</i>
	2.7 Prepare and submit to the Office of the President an Individual Summary of Monthly DTRs and Performance Evaluation Recommendation Form of the subject personnel	None	3 Hours		<i>HRMO and Clerk</i>
	2.8 Receive the response to the referral letters from the Finance and Administrative Offices	None	3 Days		<i>University President/ Executive Assistant</i>
	2.9 Decide whether to approve or disapprove the request based on the responses and inform the unit head of the same				
3. Receive the final action on the LOI	3.1 Receive the final action from the agency head	None	1 Day	<i>Unit Head</i>	
	3.2 Inform and update the requesting personnel, as follows: a) For approved requests, advise the requesting personnel to coordinate with the HRMO for the processing of the contract; or b) For disapproved requests, explain to the personnel in the most acceptable way of its disapproval, which may either be due to contract terms violations or non-availability of funds			<i>Concerned Office</i>	
4. Rate the availed service by filling out and submitting the CSS Form	Issue and retrieve a client survey form for analysis	None	1 Minute	HRMO Clerk	
TOTAL:		₱455.00	13 Days, 6 Hours, 50 Minutes		



d. Records and Archives Office

External Services



1. Receiving of Externally Generated Documents or Communications

The service allows receiving and disposal of all communications from external clients of the University, correctly identified and delivered to concerned authorities/offices within a prescribed period, considering the policies and procedures on official communications. A practice of centralized control of documents and records is necessary to ensure a systematic and efficient flow of communication throughout the university under the unified Records Management and Control guidelines set by the National Archives of the Philippines (NAP) General Circular No. 1 dated January 20, 2009. That is, all official correspondences addressed to the University must be routed directly to the Records Office for recording and eventual routing to the concerned action units. Unless otherwise stated in the process, no direct deliveries to action units by transacting individuals are allowed. Likewise, urgent communications are routed immediately upon receipt.

Office or Division	: Records and Archives Office (RAO)
Classification	: Complex
Type of Transaction	: G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government
Who may avail	: External Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID (1 copy, original)	From the requester's possession

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID to the Guard-on-Duty at the Entrance Gate, and state the purpose of the visit	1.1 Check and record the ID presented and the purpose stated 1.2 Issue a Visitor's Pass for identification	None	5 Minutes	Guard-on-Duty KSU Gate
2. Proceed to the RAO and submit the external communications and their attachments if any; or send the documents to RAO by mail or courier	2.1 Receive and check appropriate details such as the name of the sender and name of the recipient, etc. 2.2 Record in the Receiving Documents Master List and assign a reference number	None	15 Minutes	Records Officer RAO
3. Receive the personal copy stamped "received" by the Records Officer; or monitor in the email if the documents were received and acknowledged	3.1 Stamp the documents with the date and time of receipt, 3.2 Sign the duplicate copy and return it to the client, if personally delivered. If documents are received from the post office or courier, affix a signature on the delivery receipt. If sent electronically, send an acknowledgment receipt and further instructions	None	15 Minutes	



4. Upon exit of the gate, surrender the Visitor's Pass to the Guard-on-Duty	Receive and check out the client in the logbook	None	1 Minute	Guard-on-Duty KSU Gate
5. Wait or make a follow-up on the status of the communication if not acted within the prescribed period	5.1 Route the physical documents to the Office of the University President (OUP) for action	None	15 Minutes	Records Officer RAO
	5.2 Endorse or refer it to the appropriate unit/office for action	None	5 Minutes	University President/ Executive Assistant
	5.3 Act promptly on the referral considering the 3-7-20 rule on government transactions	None	3 Days	Unit Head Concerned Office
	5.4 Prepare a completed staff work based on the evaluation, make recommendations, and/or refer the action to the higher authorities if needed			
	5.5 Submit the action taken to the Office of the University President if requiring final action or approval, or submit it to the RAO if sufficiently answered			
5.6 Act or decide on the findings and recommendations	None	10 Minutes	University President/ Executive Assistant	
5.7 Cascade the decision/action to the concerned office/unit, and to the RAO for dissemination or information of the recipient	None	15 Minutes	Administrative Assistant II, OUP	
6. Receive and acknowledge the response	6.1 Examine with care and in detail the communication/ record/ documents acted upon by the Office of the University President if pages and attachments are complete and signed.	None	15 Minutes	Records Officer RAO
	6.2 Scan the documents, save them electronically, and record the response on the database			
	6.3 Send the action taken by the University to the recipient, either through personal delivery, courier, or online			
7. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form (physically or online)	Issue and retrieve a client survey form for analysis	None	1 Minute	Administrative Aide VI RAO
TOTAL:		None	3 Days, 1 Hour, 37 Minutes	



2. Issuance of Service Record/ Certificate of Employment Among Separated Employees of the University

This involves the separated employees, either resigned, transferred to another agency, or retired, who wish to request their service records (for permanent employees), or employment certificates (non-permanent employees) that ensure accurate documentation and serve as proof of an employee's tenure.

Office or Division	:	Records and Archives Office (RAO)
Classification	:	Simple
Type of Transaction	:	G2G – Government to Government
Who may avail	:	Separated Employees (Retired, Resigned, or Transferred-out)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Client Request Form (1 Original hardcopy or softcopy)	Records and Archives Office (RAO)
2. Valid ID (1 Original Copy)	From the Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID to the Guard-on- Duty at the Entrance Gate, and state the purpose of the visit	1.1 Check and record the ID presented and the purpose stated 1.2 Issue a Visitor's Pass for identification	None	5 Minutes	<i>Guard-on-Duty</i> KSU Gate
2. Proceed to the RAO and complete a Client Request Form, or send the request to the RAO by mail or courier	2.1 Receive and check appropriate details such as the name and previous position of the employee, etc. 2.2 Record in the Receiving Documents Master List and assign a reference number 2.3 Instruct the client to pay the required fee	None	15 Minutes	<i>Records Officer</i> RAO
3. Go to any Collecting Window of the Cashier Unit, present the request form and payment, or go to Landbank Link.BizPortal website at https://www.lbpeservices.com/egps/portal/ind ex.jsp for e-payment	3.1 Verify billing details and receive payment 3.2 Issue Official Receipt and return the documents presented	₱ 25.00	25 Minutes	<i>Collecting Officer</i> Cashiering Unit



4. Return to the RAO and submit the filled-out form and OR	4.1 Receive the form and OR	None	3 Hours	Records Officer RAO
	4.2 Prepare the requested document			
	4.3 Evaluate and sign the document	None	5 Minutes	Records Officer/ Head of the RAO
	4.4 Seek signatures of other signatories if required by the type of document requested	None	10 Minutes	Administrative Aide VI RAO
5. Receive the requested documents by signing into the logbook	Issue the documents including the OR	None	5 Minutes	
6. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Administrative Aide VI RAO
7. Upon exit of the gate, surrender the Visitor's Pass to the Guard-on-Duty	Receive and check out the client in the logbook	None	1 Minute	Guard-on-Duty KSU Gate
TOTAL:		₱ 25.00	4 Hours, 7 Minutes	



3. Request for Authentication of Records/ Documents from External Clients

This process will ensure the authenticity and validity of all original copy/ies of records/ documents presented for authentication/ certified photocopy.

Office or Division	:	Records and Archives Office (RAO)
Classification	:	Simple
Type of Transaction	:	G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government
Who may avail	:	External Clients (Separated Employees, Government and Private Agencies, and Other Filipino Citizens)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID (1 copy, original)	From the requester's possession
2. Authentic and valid records/ documents and reproduced copies (plus 1 set for Records Office file)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID to the Guard-on-Duty at the Entrance Gate, and state the purpose of the visit	1.1 Check and record the ID presented and the purpose stated 1.2 Issue a Visitor's Pass for identification	None	5 Minutes	<i>Guard-on-Duty</i> KSU Gate
2. Proceed to the RAO, present the records or documents, and fill out a Client Request Form	2.1 Receive and check the records/ documents requested for authentication/ certified photocopy, and compare them with records on file if necessary 2.2 Stamp Certified Photocopy the records/ documents for authentication indicating the name of the certifying officer, signature, and date 2.3 Register in the Authentication Log book the acted documents and retain the copy/ies for the Records Office 2.4 Issue the request form and indicate fees for payment	None	25 Minutes	<i>Records Officer</i> RAO
3. Proceed to the Collecting Unit-Cashiering Unit, present your ID, and form, and give payment	3.1 Receive documents and tender of payment 3.2 Issue official receipt (OR) and return documents	₱ 30 per document (30x3=90) as authentication fee	15 Minutes	<i>Collecting Officer</i> Cashiering Unit



4. Return to the RAO and present OR	Check, record, and return OR	None	5 Minutes	Records Officer RAO
5. Claim the authenticated/ certified photocopied records/ documents together with the original copy/ies	Release the authenticated/ certified photocopied records/ documents together with the original copy/ies.	None	15 Minutes	
6. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Administrative Aide VI RAO
7. Upon exit of the gate, surrender the Visitor's Pass to the Guard-on-Duty	Receive and check out the client in the logbook	None	1 Minute	Guard-on-Duty KSU Gate
TOTAL:		₱ 90 for 3 documents	1 Hour, 7 Minutes	



Internal Services



1. Receiving and Control of Internal Communications

When using the service, one can follow the University's official communications policies and procedures to ensure that all communications, records, and documents are received, controlled, accurately identified, and delivered to the appropriate authorities or offices within the allotted time frame.

Office or Division	:	Records and Archives Office (RAO)
Classification	:	Simple
Type of Transaction	:	G2C - Government to Citizen; and G2G - Government to Government
Who may avail	:	KSU Students and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID (1 copy, original)	From the requester's possession
2. Communications, Records, or Documents needing action by the KSU President, Vice Presidents, Campus Administrators, or Authorized Representative	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed and present a valid ID to the RAO and submit the communications, records, or documents and their attachments if any	1.1 Receive and check appropriate details such as the name of the sender and name of the recipient, if properly signed or endorsed by concerned officials	None	15 Minutes	Records Officer RAO
	1.2 Record in the Receiving Documents Master List and assign reference number			
2. Receive the personal copy stamped "received" by the Records Officer	2.1 Stamp the documents with the date and time of receipt 2.2 Sign the duplicate copy and return it to the client.	None	15 Minutes	
3. Wait or make a follow-up on the status of the communication if not acted on within the prescribed period	3.1 Route the physical documents to the Office of the University President (OUP) for action	None	15 Minutes	Records Officer RAO
	3.2 Endorse or refer it to the appropriate unit/office for action	None	5 Minutes	University President/ Executive Assistant
	3.3 Act promptly on the referral considering the 3 days for simple transactions, 7 days for complex, and 20 days for highly technical	None	1 Day	Unit Head Concerned Office



	<p>3.4 Prepare a completed staff work based on the evaluation, make recommendations, and/or refer the action to the higher authorities if needed</p> <p>3.5 Submit the action taken to the Office of the University President if requiring final action or approval, or submit it to the RAO if sufficiently answered</p>			
	3.6 Act or decide on the findings and recommendations	None	10 Minutes	<i>University President/ Executive Assistant</i>
	3.7 Cascade the decision/action to the concerned office/unit, and to the RAO for dissemination or information of the recipient	None	15 Minutes	<i>Administrative Assistant II, OUP</i>
4. Receive and acknowledge the response	<p>4.1 Examine with care and in detail the communication/ record/ documents acted upon by the Office of the University President if pages and attachments are complete and signed.</p> <p>4.2 Scan the documents, save them electronically, and record the response on the database</p> <p>4.3 Send the action taken by the University to the recipient, either through personal delivery, courier, or online</p> <p>4.4 For official orders like advisories, memoranda, notices, and the like, reproduce said document and furnish copies for concerned officials and employees, and/or post in the social media authorized venues.</p>	None	15 Minutes	<i>Records Officer RAO</i>
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	<i>Administrative Aide VI RAO</i>
TOTAL:		None	1 Days, 1 Hour, 31 Minutes	



2. Request for Authentication of Records/ Documents from Internal Clients

This process will ensure the authenticity and validity of all original copy/ies of records/ documents presented for authentication/ certified photocopy.

Office or Division	:	Records and Archives Office (RAO)
Classification	:	Simple
Type of Transaction	:	G2G - Government to Government
Who may avail	:	KSU Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID (1 copy, original)	From the requester's possession
2. Authentic and valid records/ documents and reproduced copies (plus 1 set for Records Office file)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID and the documents needing authentication, and fill out a Client Request Form	<p>1.1 Receive and check the records/ documents requested for authentication/ certified photocopy, and compare them with records on file if necessary</p> <p>1.2 Stamp Certified Photocopy the records/ documents for authentication indicating the name of the certifying officer, signature, and date</p> <p>1.3 Register in the Authentication Log book the authenticated records/ documents and retain the copy/ies for the Records Office file</p> <p>1.4 Issue the request form and indicate fees for payment</p>	None	25 Minutes	Records Officer RAO



2. Proceed to the Collecting Unit-Cashiering Unit, 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	Collecting Officer Cashiering Unit
3. Return to the RAO and present OR	Check, record, and return OR	None	5 Minutes	Records Officer RAO
4. Claim the authenticated/ certified photocopied records/ documents together with the original copy/ies	Release the authenticated/ certified photocopied records/ documents together with the original copy/ies.	None	15 Minutes	
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Administrative Aide VI RAO
TOTAL:		₱ 90 for 3 documents	1 Hour, 1 Minute	



e. *Cashiering Office*

External and Internal Services



1. Collection of Other Fees

KSU implemented the Free Tuition Fee Act in its undergraduate programs starting in SY 2017-2018. However, certain services, like OTR requests, certifications, true copies of grades, and authentication fees, are not covered by this law. KSU is authorized to collect tuition fees.

Office or Division	:	Cashiering Office
Classification	:	Simple
Type of Transaction	:	G2G – Government to Government; and G2C - Government to Citizen
Who may avail	:	All Graduates and Visitors, KSU Employees and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Identification, 1 original copy	From the requester's possession
2. Document Request Slip, 1 original copy	Registrar's Office/Records Section, KSU Main Campus

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the originating office/unit of the document, present a valid ID, and secure a document request slip	1.1 Check the validity of the ID 1.2 Determine the applicable amount 1.3 Issue a request slip	None	1 Minute	Assigned Clerk Concerned Unit
2. Go to the Collecting Window, Finance Office, Administration Building, present a valid ID and the accomplished request slip	2.1 Receive ID, slip, and payment 2.2 Issue Official Receipt (OR) 2.3 Return the ID and slip	Official Transcript of Records ₱150 Documentary Stamp ₱40 Certification fees ₱25 Authentication (min. of 3 copies plus ₱10 per succeeding copy) ₱30 CAV ₱210	5 Minutes	Collecting Officer Cashiering Unit
3. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Administrative Aide VI Cashiering Unit
TOTAL:		₱455.00	7 Minutes	

Sample Computation:

Cost	Documents			Certification Authentication Verification (CAV)
	OTR	Certification	Authentication Fee	
cost/page	75	25	30	210
x no. of pages/set	2	1	1	1
Sub-Total	150	25	30	210
plus: Documentary Stamp	40			
TOTAL	190	25	30	210



2. Collection of School Fees in the Undergraduate Programs

KSU is authorized to collect tuition fees and other necessary school charges following R.A. No. 8292; provided that starting the first semester of SY 2017-2018, no tuition fee shall be collected from undergraduate students. However, some fees in the undergraduate programs are not accommodated by this Free Tuition Fee Act.

Office or Division	:	Cashiering Office
Classification	:	Simple
Type of Transaction	:	1. G2C - Government to Citizen; 2. G2G – Government to Government
Who may avail	:	1. Parents 2. Alumni 3. Students (all levels) 4. Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID, 1 original copy, and/or	From the client's possession
2. Assessment Form, 1 original copy	Registrar's Office/Records Section, KSU Main Campus

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Go to the Collecting Window, Finance Office, and present the student's assessed fees and ID	1.1 Check the validity of the ID presented 1.2 Receive tender of payment 1.3 Issue Official Receipt and return the ID and assessment form	TUITION FEE	5 Minutes	Collecting Officer Cashiering Unit	
		Tuition Fee (<i>all Programs except</i>)			₱ 100
		BSTM			150
		BSHM			150
		BSCrim			150
		BSAcc			200
		LABORATORY FEEH>H			
		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 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		
2. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	2.1 Issue client survey form 2.2 Receive the filled-out survey form for analysis	None	1 Minute	Administrative Aide VI Cashiering Unit
TOTAL:		Tuition Fee @ 23 units for all programs except: ₱3,970 BSTM @ 23 units ₱5,145 BSHM @ 23 units ₱5,945 BSCrim @ 23 units ₱5,445 BSAcc @ 23 units ₱6,295	6 Minutes	



3. Collection of School Fees from Advanced Studies and Law Students through Onsite and/or Online Payment

This refers to the collection of tuition, miscellaneous, and other fees as stated in the student's assessment form, Comprehensive Examination Fee, Proposal/Final Defense fee, and Graduation Fee applicable for College of Advanced Studies and College of Law students only.

Office or Division	Collecting Unit/ Cashiering Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Students and their Parents from the College of Advanced Studies, and College of Law			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Valid ID, 1 original copy	From the Client			
2. Assessment Form, 1 original copy	Registrar's Office/Records Section, KSU Main Campus			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>FOR ONSITE PAYMENT:</u> 1. Go to Collecting Window 5 or 6 and present Assessment form and a valid ID	1.1 Verify the veracity of the ID and form presented 1.2 Receive tender of payment 1.3 Issue Official Receipt and return the ID and form	TUITION FEE Law 500 Doctorate 500 Masters 400 LABORATORY FEE 400 MISCELLANEOUS FEE Athletic Fee 250 Cultural Fee 60 Law 150 Dental Fee 150 Equipment Modernization Fee 1000 Examination Fee (Law) 200 Guidance Fee 50 Law 200 Library Fee 300 Library Id 150 Medical Fee 100 Law (Medical/Dental) 250 Registration Fee Masters 100	5 Minutes	Collecting Officer Cashiering Unit
<u>FOR ONLINE PAYMENT:</u> 1. Go to Landbank Link.BizPortal website at https://www.lbpeservices.com/egps/portal/index.jsp 2. Click "Pay Now" 3. Type Kalinga State University or click the corresponding first letter of the Merchant's List (Merchant Name – KALINGA STATE UNIVERSITY)	Note: This is a system-managed transaction		3 Minutes	LBP system



<p>4. Select the Transaction Type you wish to pay, i.e. Tuition & Misc. Fees</p> <p>5. Fill out the Transaction Form (Please use the Order of Payment as your reference when filling out the form).</p> <p>6. Choose payment option/mode.</p> <p>7. Input the CAPTCHA challenge code.</p> <p>8. Review Transaction Details and tick box for Terms and Conditions</p> <p>9. Authorize Transaction</p> <p>10. Save payment confirmation receipt</p>		<table> <tr><td>Doctorate</td><td>200</td></tr> <tr><td>Law</td><td>200</td></tr> <tr><td>School Publication</td><td>200</td></tr> <tr><td>SCUAA Fee</td><td>50</td></tr> <tr><td>Law</td><td>200</td></tr> <tr><td>Student Dev't Fund</td><td>50</td></tr> <tr><td>Law</td><td>500</td></tr> <tr><td>Testing Fee</td><td>100</td></tr> <tr><td>Law</td><td>200</td></tr> <tr><td>Student Handbook</td><td>100</td></tr> <tr><td>Law</td><td>250</td></tr> <tr><td>Mutual Aid Assistance</td><td>200</td></tr> <tr><td>Law</td><td>150</td></tr> <tr><td>School ID</td><td>250</td></tr> <tr><td>Comprehensive Examination Fee</td><td></td></tr> <tr><td>Doctorate</td><td>7850</td></tr> <tr><td>Masters</td><td>5100</td></tr> <tr><td>Proposal Defense Fee</td><td></td></tr> <tr><td>Doctorate</td><td>17500</td></tr> <tr><td>Masters</td><td>12000</td></tr> <tr><td>Final Oral Defense Fee</td><td></td></tr> <tr><td>Doctorate</td><td>24000</td></tr> <tr><td>Masters</td><td>17500</td></tr> <tr><td>Graduation Fee</td><td></td></tr> <tr><td>Law</td><td>1400</td></tr> <tr><td>Law</td><td>2500</td></tr> </table>	Doctorate	200	Law	200	School Publication	200	SCUAA Fee	50	Law	200	Student Dev't Fund	50	Law	500	Testing Fee	100	Law	200	Student Handbook	100	Law	250	Mutual Aid Assistance	200	Law	150	School ID	250	Comprehensive Examination Fee		Doctorate	7850	Masters	5100	Proposal Defense Fee		Doctorate	17500	Masters	12000	Final Oral Defense Fee		Doctorate	24000	Masters	17500	Graduation Fee		Law	1400	Law	2500		
Doctorate	200																																																							
Law	200																																																							
School Publication	200																																																							
SCUAA Fee	50																																																							
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Mutual Aid Assistance	200																																																							
Law	150																																																							
School ID	250																																																							
Comprehensive Examination Fee																																																								
Doctorate	7850																																																							
Masters	5100																																																							
Proposal Defense Fee																																																								
Doctorate	17500																																																							
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Doctorate	24000																																																							
Masters	17500																																																							
Graduation Fee																																																								
Law	1400																																																							
Law	2500																																																							
<p>11. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form</p>	<p>Issue and retrieve a client survey form for analysis</p>	<p>None</p>	<p>1 Minute</p>	<p>Administrative Aide VI Cashiering Unit</p>																																																				
<p>TOTAL:</p>		<table> <tr><td>Tuition & Misc. Fee</td><td></td></tr> <tr><td>Masters</td><td>₱42,910</td></tr> <tr><td>Doctorate</td><td>₱58,560</td></tr> <tr><td>Law</td><td>₱17,450</td></tr> </table>	Tuition & Misc. Fee		Masters	₱42,910	Doctorate	₱58,560	Law	₱17,450	<p>6 Minutes for Onsite transactions; 4 Minutes for Online Transaction</p>																																													
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Law	₱17,450																																																							



4. Releasing of Checks (Special Case)

Pursuant to Executive Order No. 170, or the Adoption of Digital Payments for Government Disbursements and Collections, KSU shall utilize safe and efficient digital disbursement in the payment of goods, services, and other disbursements, including in the distribution of financial assistance., as well as in the payment of salaries, wages, allowances, and other compensation to employees. However, some justifiable reasons and instances require the release of checks to contractors and service providers, hence this special case.

Office or Division	:	Collecting Office
Classification	:	Simple
Type of Transaction	:	1. G2C - Government to Citizen; 2. G2G – Government to Government
Who may avail	:	1. Contractors and Service Providers 2. External Financial Grantees 3. Students 4. Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID (1 original copy)	From the requester's possession
2. Special Power of Attorney (SPA) (1 original copy)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For external clients, present a valid ID to the Guard-on-Duty at the Entrance Gate, and state your purpose of visit	1.1 Check and record the ID presented and the purpose stated 1.1 Issue a Visitor's Pass for identification	None	5 Minutes	Guard-on-Duty KSU Gate
2. Present any valid ID and/or SPA at the Cashier's Office	2.1 Receive and verify ID and/or SPA presented 2.2 Release the check and let the client sign the voucher	None	5 Minutes	Disbursing Officer Cashiering Unit
3. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Administrative Aide/Assistant Cashiering Unit
TOTAL:		None	11 Minutes	



5. Disbursement of Payment (Online Payment)

Pursuant to the IRR of Executive Order No. 170, or the Adoption of Digital Payments for Government Disbursements and Collections, KSU shall utilize safe and efficient digital disbursement in the payment of goods, services, and other disbursements, including in the distribution of financial assistance, as well as in the payment of salaries, wages, allowances, and other compensation to employees. This service, a significant step toward enhancing efficiency, transparency, and convenience in public services, refers to the disbursement of payments to vouchers through the adoption of digital payments to the agency's depository bank.

Office or Division	:	Cashiering Office
Classification	:	Simple
Type of Transaction	:	<ol style="list-style-type: none"> 1. G2B - Government to Business (for external service providers and other creditors); 2. G2G – Government to Government (for government creditors) 3. G2C - Government to Government (for KSU employees)
Who may avail	:	<ol style="list-style-type: none"> 1. External Service Providers (Contractors, Consultants, and Suppliers) 2. Different creditors (Land Bank of the Philippines, Development Bank of the Philippines, Philhealth, GSIS, HDMF, etc.) 3. KSU Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Identification Card (1 copy, original)	From the client's possession
2. Vouchers with complete supporting documents (3 copies, original)	Office concerned

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For external clients, present a valid ID to the Guard-on-Duty at the Entrance Gate, and state your purpose of visit	1.1 Check and record the ID presented and the purpose stated	None	5 Minutes	Guard-on-Duty KSU Gate
	1.2 Issue a Visitor's Pass for identification			
2. Proceed to the Cashiering Office, present the valid ID, and state your purpose	2.1 Check the validity of the ID	None	30 Seconds	Disbursing Officer Cashiering Unit
	2.2 Prepare LDDAP-ADA and print	None	3 Minutes	
	2.3 Go to https://www.lbpemds.com and Input User ID and Password	None	30 Seconds	
	2.4 Click Create LDDAP-ADA	None	30 Seconds	
	2.5 Fill up the details needed, then click Proceed	None	5 Seconds	



	2.6 Click Confirm for the LDDAP request, and print	None	5 Seconds	
	2.7 Approval requires authorization	None	1 Minute	
	2.8 Prepare the Payroll Register through the Financial Data Entry System (FINDES)	None	2 Minutes	
	2.9 Go to https://www.lbpweaccess.com , Input User ID and Password	None	1 Minute	
	2.10 Click New ATM Payroll Instruction	None	30 Seconds	
	2.11 Locate the file and attach	None	10 Seconds	
	2.12 Chose an Account to Debit	None	10 Seconds	
	2.13 Submit for Authorization	None	10 Seconds	
	2.14 Approval requires authorization	None	1 Minute	<i>Agency Authorize Officer</i>
	2.15 Print Report of Successful Transaction	None	1 Minute	
3. Issue Official Receipt or Sales Invoice	3.1 Let the client affix his/her signature on the voucher and 2307 and 2306 3.2 Furnish copy of the voucher and certificate of tax withheld	None	2 Minutes	<i>Disbursing Officer Cashiering Unit</i>
4. Filling out of Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	<i>Administrative Aide VI Cashiering Unit</i>
5. Upon exit of the gate, surrender the Visitor's Pass to the Guard-on-Duty	Receive and check out the client in the logbook	None	1 Minute	<i>Guard-on-Duty KSU Gate</i>
TOTAL:		None	20 Minutes, 40 Seconds	



Internal Service



1. Releasing of Examination Permit (College of Law and College of Advanced Studies)

Issuance of examination permits to students under the College of Advanced Studies and College of Law.

Office or Division	:	Collecting Office
Classification	:	Simple
Type of Transaction	:	G2C - Government to Citizen
Who may avail	:	Active Students especially from the College of Advanced Studies and College of Law

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. School ID, 1 original copy	Auxiliary Unit, Business Affairs Office, KSU-Main Campus
2. Assessment, 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 Window 3 (Finance Office), present a valid ID, and state your purpose	1.1 Check and record the ID presented and the purpose stated 1.2 Issue permit and return ID	None	5 Minutes	Collecting Officer Cashiering Unit
2. Filling out of Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Administrative Aide VI Cashiering Unit
TOTAL:		None	6 Minutes	



f. Procurement Management Office

External Services



1. Purchase or Sale of Bidding Documents

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

Office or Division	: Procurement Management Office (PMO) – 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. Valid ID of the Bidder or Representative (1 original copy)		From the Client's Possession		
2. Client Request Form (1 original Copy)		Records and Archives Office (RAO), Administration Building, KSU-Main Campus		
3. Order of Payment (1 original)		PhilGEPS website or KSU BAC Secretariat Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon entry at the Gate, present a valid ID to the Guard-on-Duty, and state the purpose of your visit	1.1 Check and verify the ID presented and the purpose stated	None	5 Minutes	Guard-on-Duty KSU Gate
	1.2 Issue visitor's pass and instruct the client to proceed to the PMO			
2. Go to the PMO, register in the Visitors' Logbook, and fill out and submit a Client Request Form	2.1 Issue a request form to the client	None	5 Minutes	Clerk PMO
	2.2 Endorse the request to the BAC Secretariat			
3. Fill out and submit an Order of Payment Form	2.3 Verify the details of the request	None	3 Minutes	BAC Secretariat, PMO
	3.1 Issue Order of Payment indicating applicable fees to be paid	None	10 Minutes	
	3.2 Instruct the client to pay the bid document fee			



4. Present Order of Payment at any of the Collecting Window, Finance Office, KSU-Main Campus	4.1 Verify details in the payment order	Fee varies per Approved Budget for the Contract (ABC) of the Project, as follows:	5 Minutes	Collecting Officer Cashiering Unit		
	4.2 Print and issue the Official Receipt (OR) and the order form					
					ABC	Cost of Bid 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				
5. Present the OR to the BAC Secretariat and receive the folder of bidding documents	5.1 Photocopy the OR and record it in the logbook 5.2 Issue the bidding documents, supplements, and attachments (if any) including the original OR 5.3 Inform the client of the incoming bid activities	None	10 Minutes	BAC Secretariat, Procurement Management Office		
6. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Clerk PMO		
7. Upon exit of the gate, surrender the Visitor's Pass to the Guard-on-Duty	Receive and check out the client in the logbook	None	1 Minute	Guard-on-Duty KSU Gate		
TOTAL:		See Step 4 above for the Schedule of Fees	40 Minutes			

Note: As contained in the General Appropriations Act FY 2024 under its Special Provisions applicable to State Universities and Colleges (SUCs), for SUC Infrastructure Projects, the Department of Public Works and Highways (DPWH) shall implement the infrastructure projects of SUCs exceeding Five Million Pesos (₱ 5,000,000). This GAA provision is enforced by DPWH Department Memorandum Circular No. 17, s. 2024, and DPWH-CHED Joint Memorandum Circular No. 01, Series of 2024.



2. Issuance of Procurement Opportunities (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 Kalinga State University, being a procuring entity, is allowed to resort to the alternative methods of procurement, i.e., Request for Quotation (RFQ), Request for Expression of Interest (REI), Notice of Negotiated Procurement (NNP), and Request for Proposal (RFP), to promote economy and efficiency, subject to the specific conditions per modality, i.e., Shopping, Small Value Procurement, Emergency Cases. When a certain opportunity is advertised or posted at PhilGEPS or the KSU website, prospective bidders within or outside the locality will come to inquire and avail of the published opportunity.

Office or Division	: Procurement Management Office (PMO)
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. Valid Identification Card of the Bidder or Representative (1 original copy)	From the Client's Possession
2. Client Request Form (1 original Copy)	PMO of Concerned Campus

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon entry at the Gate, present a valid ID to the Guard-on-Duty and state the purpose of your visit	1.1 Check and verify the ID presented and the purpose stated 1.2 Issue visitor's pass and instruct the client to proceed to the PMO	None	5 Minutes	Guard-on-Duty KSU Gate
2. Go to the PMO, register in the Visitors' Logbook, and fill out and submit a Client Request Form	2.1 Issue a request form to the client 2.2 Endorse the request to the BAC Secretariat	None	5 Minutes	Administrative Aide PMO
	2.3 Verify details of the request 2.4 Prepare the documents including attachments, if any	None	15 Minutes	Administrative Officer/ BAC Secretariat, PMO
3. Receive the document or request for soft copies by providing an email address where the documents will be sent	3.1 Issue copy(ies) of Canvass Proposal, RFQ, REI, NNP, or RFP to the client, or send them through email if requested 3.2 Remind the client of the deadline for submission	None	5 Minutes	
4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Administrative Aide PMO
5. Upon exit of the gate, surrender the Visitor's Pass to the Guard-on-Duty	Receive and check out the client in the logbook	None	1 Minute	Guard-on-Duty KSU Gate
TOTAL:		None	32 Minutes	



3. Procurement through Competitive Bidding

This refers to a method of procurement that is open to participation by any interested party and which consists of the following processes: advertisement, pre-bid conference, eligibility screening of prospective bidders, receipt and opening of bids, evaluation of bids, post-qualification and award of contract, the specific requirements and mechanics is defined in the IRR of R.A. No. 9184. As a Procuring Entity, Kalinga State University must ensure sufficient time to undertake public bidding.

The Recommended Earliest Possible Time and Maximum Period Allowed for the Procurement of Goods and Services, Infrastructure Projects, and Consulting Services are outlined in Annex “C” of the 9th Edition Revised IRR of RA 9184, pages 127-129. However, beginning CY 2024, for SUC Infrastructure Projects, the Department of Public Works and Highways (DPWH) shall implement the infrastructure projects of SUCs exceeding Five Million Pesos (₱ 5,000,000). This GAA provision is enforced by DPWH Department Memorandum Circular No. 17, s. 2024, and DPWH-CHED Joint Memorandum Circular No. 01, Series of 2024.

Office or Division	: Procurement Management Office- Bids and Awards Committee (BAC) and its Secretariat
Classification	: Government Transaction Covered b Special Law (R.A. No. 9184)
Type of Transaction	: G2B - Government to Business
Who may avail	: Prospective Service Providers (Contractor, Supplier, and Consultant)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR GOODS AND SERVICES (1 Original and 2 Copies of the first and second components of the bid)	
I. TECHNICAL COMPONENT ENVELOPE	
Class “A” Documents (Legal Documents):	
1. Valid PhilGEPS Registration Certificate (Platinum Membership) (all Pages); and	From Prospective Bidders (Suppliers or Service Providers)
2. Registration certificate from Securities and Exchange Commission (SEC), Department of Trade and Industry (DTI) for sole proprietorship, or Cooperative Development Authority (CDA) for cooperatives or its equivalent document; and	
3. Mayor’s or Business permit issued by the city or municipality where the principal place of business of the prospective bidder is located, or the equivalent document for Exclusive Economic Zones or Areas; and	
4. Tax clearance per E.O. No. 398, s. 2005 , as finally reviewed and approved by the Bureau of Internal Revenue (BIR).	
Class “A” Documents (Technical Documents):	
5. Statement of the prospective bidder of all its ongoing government and private contracts , including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid; and	From Prospective Bidders (Suppliers or Service Providers)
6. Statement of the bidder’s Single Largest Completed Contract (SLCC) similar to the contract to be bid, except under conditions provided for in Sections 23.4.1.3 and 23.4.2.4 of the 2016 revised IRR of RA No. 9184, within the relevant period as provided in the Bidding Documents; This statement shall be supported with any of the following as applicable: a) For Government Contracts: i. Certificate of Final Acceptance and/or Certificate of Complete Deliveries signed by the HOPE or its duly authorized representative, or ii. Official Receipt(s) of the bidder covering the full amount of the contract; or Sales Invoice issued for the contract, if completed.	



<p>b) For Private Contracts:</p> <ul style="list-style-type: none"> i. End-user's Acceptance, or ii. Official Receipt(s) of the bidder covering the full amount of the contract; and 	
<p>7. Original copy of Bid Security. If in the form of a Surety Bond, also submit a certification issued by the Insurance Commission; or Original copy of Notarized Bid Securing Declaration; and</p>	
<p>8. Conformity with Technical Specifications, which include the following:</p> <ul style="list-style-type: none"> a) Production/Delivery Schedule based on Section VI- Schedule of Requirements b) Manpower Requirements c) After-Sales/Parts, if applicable 	
<p>9. Original duly signed revised Omnibus Sworn Statement with the following supporting documents:</p> <ul style="list-style-type: none"> a) if applicable, Original Notarized Secretary's Certificate in case of a corporation, partnership, or cooperative; or Original Special Power of Attorney of all members of the joint venture giving full power and authority to its officer to sign the OSS and do acts to represent the Bidder (Authority of the signatory) b) Integrity Pledge of KSU Service Provider with the attached ID of AMO and with three (3) specimen signature 	
<p>Class "A" Documents (Financial Documents):</p> <p>10. The Supplier's audited financial statements, showing, among others, the Supplier's total and current assets and liabilities, stamped "received" by the BIR or its duly accredited and authorized institutions, for the preceding calendar year which should not be earlier than two (2) years from the date of bid submission; and</p>	
<p>11. The prospective bidder's computation of Net Financial Contracting Capacity (NFCC); or A committed Line of Credit from a Universal or Commercial Bank in lieu of its NFCC computation.</p>	
<p>Class "B" Documents</p> <p>12. If applicable, a duly signed joint venture agreement (JVA) in case the joint venture is already in existence; or duly notarized statements from all the potential joint venture partners stating that they will enter into and abide by the provisions of the JVA in the instance that the bid is successful.</p>	
<p>Other documentary requirements under RA No. 9184 (as applicable)</p> <p>13. <i>[For foreign bidders claiming by reason of their country's extension of reciprocal rights to Filipinos]</i> Certification from the relevant government office of their country stating that Filipinos are allowed to participate in government procurement activities for the same item or product.</p>	
<p>14. Certification from the DTI if the Bidder claims preference as a Domestic Bidder or Domestic Entity</p>	
<p>15. Certificate of Exclusive Distributorship</p>	
<p>16. License to Operate issued by a relevant government agency</p>	
<p style="text-align: center;">II. FINANCIAL COMPONENT ENVELOPE:</p>	
<p>1. Original of duly signed and accomplished Financial Bid Form; and</p>	
<p>2. Original of duly signed and accomplished Price Schedule(s)</p>	
<p>3. Technical Data Sheet of Items</p>	



<p>FOR INFRASTRUCTURE PROJECTS (1 Original and 2 Copies of the first and second components of bid)</p>	<p>From Prospective Bidders (Contractors)</p>
<p align="center">I. TECHNICAL COMPONENT ENVELOPE</p>	
<p>Class "A" Documents (Legal Documents):</p>	
<p>1. Valid PhilGEPS Registration Certificate (Platinum Membership) (all Pages); and</p>	
<p>2. Registration certificate from Securities and Exchange Commission (SEC), Department of Trade and Industry (DTI) for sole proprietorship, or Cooperative Development Authority (CDA) for cooperatives or its equivalent document; and</p>	
<p>3. Mayor's or Business permit issued by the city or municipality where the principal place of business of the prospective bidder is located, or the equivalent document for Exclusive Economic Zones or Areas; and</p>	
<p>4. Tax clearance per E.O. No. 398, s. 2005, as finally reviewed and approved by the Bureau of Internal Revenue (BIR).</p>	
<p>Class "A" Documents (Technical Documents):</p>	
<p>5. Statement of the prospective Bidder of all its Ongoing Government and Private Contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the Contract to be bid; and</p>	
<p>6. Statement identifying the Bidder's Single Largest Completed Contract (SLCC) similar to the Contract to be bid, except under conditions provided under the rules.</p> <p>This statement shall be supported with:</p> <ul style="list-style-type: none"> a) Notice of Award and/or Notice to Proceed; and b) Project Owner's Certificate of Final Acceptance issued by the Owner other than the Contractor, or the Contractor's Performance Evaluation Summary (CPES) Final Rating, which must be at least satisfactory. In case of contracts with the private sector, an equivalent document shall be submitted 	
<p>7. Philippine Contractors Accreditation Board (PCAB) License; or Special PCAB License in case of Joint Ventures; and registration for the type and cost of the Contract to be bid;</p>	
<p>8. BID SECURITY in ANY of the following forms:</p> <ul style="list-style-type: none"> a) Original Copy of Surety Bond, accompanied by a Certification from an authorized Insurance Commission that the surety or insurance company is authorized to issue a surety bond; or b) Original Copy of Notarized Bid Securing Declaration; 	
<p>9. Duly signed PROJECT REQUIREMENTS, which shall include the following:</p> <ul style="list-style-type: none"> a) Organizational chart for the Contract to be bid; b) List of Contractor's Key Personnel to be assigned to the Contract to be bid, with their complete qualification and experience data: <ul style="list-style-type: none"> i. Key Personnel's Bio-data; and ii. Key Personnel's Certificate of Employment; c) Construction Schedule and S-Curve; d) Project Evaluation and Review Technique and Critical Path Method signed by Contractor's Project Engineer; e) Construction Methods in narrative form; 	



<p>f) Construction Manpower Utilization Schedule; g) Construction Equipment utilization schedule; h) Statement of Availability of Key Personnel and Equipment; i) List of contractor's major equipment units, which are owned, leased, and/or under purchase agreements, supported by Proof of Ownership or Certification of Availability of Equipment from the equipment lessor/vendor for the duration of the Project; j) Contractor's Letter-Certificate to Kalinga State University; k) Affidavit of Site Inspection (SF-INFR-51).</p>	
<p>10. Original duly signed revised Omnibus Sworn Statement, with the following supporting documents: a) Integrity Pledge of KSU Service Provider with the attached photocopied ID of AMO; and b) Authority of the signatory as applicable (Original Notarized Secretary's Certificate in case of a corporation, partnership, or cooperative; or Original Special Power of Attorney of all members of the joint venture giving full power and authority to its officer to sign the OSS and do acts to represent the Bidder). <i>Note: The Authorized Representative shall be the same personnel who is reflected in the documents of the Company submitted to PCAB</i></p>	
<p>Class "A" Documents (Financial Documents): The prospective bidder's Audited Financial Statements, showing, among others, the prospective bidder's total and current assets and liabilities, stamped "received" by the BIR or its duly accredited and authorized institutions, for the preceding calendar year which should not be earlier than two (2) years from the date of bid submission; and</p>	
<p>The prospective bidder's computation of Net Financial Contracting Capacity (NFCC) of which the <i>K factor shall be fixed at 15, regardless of contract duration, and</i> the values of the domestic bidder's current assets and current liabilities shall be based on the latest Audited Financial Statements submitted to the BIR.</p>	
<p>Class "B" Documents 13. If applicable, duly signed joint venture agreement (JVA) in accordance with RA No. 4566 and its IRR in case the joint venture is already in existence; or Duly notarized statements from all the potential joint venture partners stating that they will enter into and abide by the provisions of the JVA in the instance that the bid is successful.</p>	
<p>II. FINANCIAL COMPONENT ENVELOPE:</p>	
<p>1. Original of duly signed and accomplished revised Financial Bid Form; and</p>	
<p>2. Original of duly signed Bid Prices in the Bill of Quantities; and</p>	
<p>3. Duly accomplished Detailed Estimates Form, including a summary sheet indicating the unit prices of construction materials, labor rates, and equipment rentals used in coming up with the Bid</p>	
<p>4. Cash Flow by Quarter</p>	
<p>5. Price List indicating the unit prices of construction materials, labor rates, and equipment rentals</p>	



FOR CONSULTING SERVICES (1 Original and 2 Copies of the first and second components of the bid)		From Prospective Bidders (Contractors)		
I. TECHNICAL COMPONENT ENVELOPE				
Class "A" Documents (Legal Documents):				
1. Valid PhilGEPS Registration Certificate (Platinum Membership) (all Pages); and				
Class "A" Documents (Technical Documents):				
2. Statement of the prospective Bidder of all its Ongoing and Completed Government and Private Contracts , including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the Contract to be bid; and				
3. Statement of the consultant specifying its nationality and confirming that those who will actually perform the service are registered professionals authorized by the appropriate regulatory body to practice those professions and allied professions, including their respective curriculum vitae.				
4. Project requirements , which shall include the following:				
a) Technical Proposal Submission Form				
b) Consultant's References				
c) Comments and Suggestions of Consultant on the Terms of Reference and Data, Services, and Facilities to be provided by KSU				
d) Description of the Methodology and Work Plan for Performing the Project				
e) Team Composition and Task				
f) Format of Curriculum Vitae (CV) for Proposed Professional Staff				
g) Time Schedule for Professional Personnel				
h) Activity (Work) Schedule				
5. Original duly signed Omnibus Sworn Statement				
Class "B" Documents				
6. If applicable, the Joint Venture Agreement (JVA) in case the joint venture is already in existence, or duly notarized statements from all the potential joint venture partners per Section 24.1(b) of the IRR of RA 9184				
II. FINANCIAL COMPONENT ENVELOPE:				
1. Financial Proposal Submission Form				
2. Summary of Costs				
3. Breakdown of Price per Activity				
4. Breakdown of Remuneration per Activity				
5. Miscellaneous Expenses				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Waiting for procurement opportunities	Call for Pre-procurement Conference, as applicable, among concerned units	None	1 Day	BAC Chairperson and Secretariat



2. Read the posted invitation to bid and secure bidding documents	Advertisement/Posting of Invitation to Bid at PhilGEPS and KSU websites, and conspicuous places on the campuses <i>Note: for Consulting Services: Conduct of Eligibility Check and Shortlisting is required for 1 to 8 days</i>	Fee varies per ABC of the Project, as follows:	7 Days	BAC Secretariat PMO	
		ABC			Cost
		₱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. Attend the Pre-Bid Conference physically or online	3.1 Conduct a Pre-Bid Conference to clarify issues and concerns among prospective bidders	None	1 Day	BAC Members, Secretariat and Technical Working Group (TWG)	
	3.2 Issue Supplemental Bid(s) as applicable				
4. Submit bids and attend its opening	4.1 Receive and open bids	None	45 Days	BAC Members and Secretariat	
	4.2 Evaluate bids and determine the lowest calculated bidders (LCB) for goods and infra, and the highest rated bidder (HRB) for consulting services	None	7 Days	BAC Members, Secretariat and Technical Working Group	
	4.3 For Consulting Services, seek approval of ranking by the HOPE and corresponding negotiations				
5. Receive the results of bid opening, and for declared LCB/HRB, receive a schedule of post-qualification activities	5.1 Conduct post-qualification	None	45 Days	BAC Technical Working Group PMO	
	5.2 Require LCB/HRB to submit all Post Qualification Requirements				
	5.3 TWG is to submit a post-qual report to BAC				
6. Receive notice of post qualification as lowest calculated and responsive bidder (LCRB)/highest rated and responsive bidder (HRRB)	6.1 Conduct Post Qualification Meetings and finalize the report	None		BAC Members and Secretariat PMO	
	6.2 Declare and notify LCRB/HRRB				
	6.3 Submit BAC Resolution to the University President				
7. Receive Notice of Award (NOA) and submit a performance bond (p-bond)	7.1 Approve BAC Resolution	None	15 Days	University President Office of the President	
	7.2 Issue NOA to the winning bidder				
	7.3 Receive p-bond				



8. Attend contract signing	8.1 Prepare Contract	None	10 Days	PMO Contract Management Chairperson and University President
	8.2 Schedule and conduct contract signing with the winning bidder			
	8.3 Approve or confirm the contract as applicable and necessary	None	30 Days	Board of Regents
9. Receive Notice to Proceed (NTP)	9.1 Issue NTP	None	7 Days	PMO Contract Management Chair and University President
	9.2 Furnish the winning bidder of contract documents			
	9.3 Submit contract documents to COA Resident Auditor			
10. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Administrative Aide PMO
TOTAL:		Fee varies per ABC of the Project, as follows:		For Goods: 136 Days, 1 Minute (max period); For Infra: 156 Days (max period); and For Consultancy: 180 Days (max period)
		ABC	Cost	
		P500,000 and below	P 500	
		More than P500,000 up to 1m	P 1,000	
		More than 1m up to 5m	P 5,000	
		More than 5m up to 10m	P 10,000	
		More than 10m up to 50m	P 25,000	
		More than 50m up to 500m	P 50,000	
More than 500m	P 75,000			

NOTES:

1. All subject items of procurement must be included in the PPMP and APP approved by the Head of the Procuring Entity (University President).
2. Any missing, incomplete, or patently insufficient document in the above-mentioned Checklist of Requirements is a ground for outright rejection (non-complying) of the bid.
3. For hassle-free and easier bid evaluation, the Technical and Financial Envelopes must be softbound and with Ear-Tabbing for each Checklist.
4. Each and every page of the Documents comprising the Financial Proposal shall be signed by the duly authorized representative/s of the Bidder. Failure to do so shall be a ground for the rejection of the bid.
5. Service is covered under R.A. No. 9184 or the Government Procurement Reform Act and its Revised IRR.



4. Request for Payment Claims of Goods, Consulting, and General Services

The bidder must submit complete documents for final billing after delivering goods or services, ensuring claims against government funds are supported and substantiated. KSU may impose additional requirements for funding, legality, regularity, necessity, or economy of expenditures or transactions.

Office or Division	:	Procurement Management Office (PMO) – Contract Management Section
Classification	:	Highly Technical
Type of Transaction	:	G2B - Government to Business
Who may avail	:	Contracted Service Providers (Suppliers and Consultants)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<i>For all types of procurement:</i>	From the Contractor
1. Valid Identification Card of the service provider or an authorized representative (1 Original Copy)	
2. Letter request for payment from the service provider (3 Original Copies)	KSU PMO- Contract Management Section
3. 3 Certified copies of the page of the approved Annual Procurement Plan (APP) or Supplemental APP where the Goods, Consulting Services and/or Infrastructure Projects subject to payment are indicated	
4. 3 Certified copies of the submitted Contract or Purchase Order stamped "Received" by COA of the documentary requirements required by COA Circular No. 2009-001 dated February 12, 2009, and COA Memorandum No. 2005-027 dated February 28, 2005 (Annex A-T) and any future amendments thereof	
<i>Consulting Services (Additional Documentary Requirements):</i>	KSU PMO- Contract Management Section
5. Copy of the curriculum vitae of the consultant (3 Original Copies)	
6. Copy of the Terms of Reference or Contract (for the first payment) (3 Original Copies)	From the Consultant
7. Approved Consultancy Progress/Final Reports, and/or output required under the contract (3 Original Copies)	
8. Progress/Final Billing (3 Original Copies)	KSU PMO- Contract Management Section
9. Contract of Infrastructure Projects subject of Project Management Consulting Services (3 Original Copies)	
<i>Goods (Additional Documentary Requirements)</i>	
<i>Supplies, Materials, Equipment, and Motor Vehicles:</i>	KSU PMO- Contract Management Section
10. Purchase Requisition (PR) (3 Original Copies)	
11. Original copy of Dealers/Suppliers' Invoices showing the quantity, description of the articles, unit, and total value, duly signed by the dealer or his authorized representative (3 Original and/or Certified Copies)	From the Supplier/Service Provider



12. Results of Test Analysis, if applicable (3 Original and/or Certified Copies)	KSU PMO- Contract Management Section
13. Tax receipts from the Bureau of Customs or the BIR indicating the exact specifications and/or serial number of the equipment procured by the government as proof of payment of all taxes and duties due on the same equipment, supplied or sold to the government (3 Original and/or Certified Copies)	From the Supplier/Service Provider
14. Delivery receipt duly received (3 Original and/or Certified Copies)	
15. Inspection and Acceptance Report prepared by the KSU property inspectorate team and signed by the University President or his/her authorized representative (3 Original Copies)	KSU PMO- Contract Management Section
16. Property Acknowledgement Receipt (PAR), for equipment (3 Original Copies)	
17. Warranty Security for a minimum period of three months, in the case of expendable supplies, or a minimum period of one year in the case of semi-/non-expendable supplies, after acceptance by the procuring entity of the delivered supplies (3 Original and/or Certified Copies)	From the Supplier/Service Provider
18. Authority to purchase, in case of motor vehicles (3 Original and/or Certified Copies)	KSU PMO- Contract Management Section
19. For Procurement of drugs and medicines (3 Original and/or Certified Copies of each document) <ul style="list-style-type: none"> ○ Certificate of product registration from the Food and Drug Administration (FDA) ○ Certificate of good manufacturing practices from the FDA ○ Batch release certificate from FDA ○ If the supplier is not the manufacturer, certification from the manufacturer that the supplier is an authorized distributor/dealer of the product/items ○ License to Operate from FDA with a List of Sources (whether it is a manufacturer, importer, seller, or distributor) ○ Certification by the Medical Officer that medicines and drugs requisitioned are included in the PNDP Current Edition ○ Delivery Receipt/Invoice bearing Lot Nos. and Expiry Dates of the drugs and medicines 	From the Supplier
General Support Services (Janitorial, Security Maintenance, Garbage Collection and Disposal, and similar services):	KSU General Services Office
20. Performance Appraisal Report (3 Original Copies)	
21. Statement of Account or Contractor's Bill (3 Original Copies)	From the Service Provider
22. Record of Attendance/Service (3 Original and/or Certified Copies)	KSU PMO- Contract Management Section
23. Proof of remittance to concerned government agencies [BIR/Social Security System (SSS)/ECC/ Pag-IBIG/PhilHealth] (3 Original and/or Certified Copies)	From the Service Provider



Rental Contracts for Property:	
24. List of prevailing comparable properties within the vicinity (for the first claim) (3 Original Copies)	KSU PMO- Contract Management Section
25. Vicinity map (for the first claim) (3 Original and/or Certified Copies)	From the Service Provider
26. Bills/Invoices (3 Original Copies)	
27. Certificate of Occupancy (space/building) (for the first claim) (3 Original Copies)	
Repair and Maintenance of Watercraft, Equipment, and Motor Vehicles:	
28. Bills/Invoices (3 Original Copies)	From the Service Provider
29. Pre-Repair Inspection Report (3 Original Copies)	KSU PMO- Contract Management Section
30. Post-Repair Inspection Report (3 Original Copies)	
31. Repair History of the Property (3 Original Copies)	
32. Waste Materials Report (3 Original Copies)	
33. Warranty Certificate (3 Original and/or Certified Copies)	From the Service Provider
34. Certificate of Acceptance (3 Original Copies)	KSU PMO- Contract Management Section
Advertising Expenses:	
35. Job Order or Contract (3 Original and/or Certified Copies)	KSU PMO- Contract Management Section
36. Bill/Statement of Account (3 Original Copies)	From the Service Provider
37. Copy of newspaper clippings evidencing publication and/or CD/DVD in the case of TV/Radio commercial (3 Original and/or Certified Copies)	KSU PMO- Contract Management Section
38. Copy of Approved Agency Media Plan, if any (3 Original and/or Certified Copies)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon entry at the Gate, present a valid ID to the Guard-on-Duty and state the purpose of your visit	1.1 Check and verify the ID presented and the purpose stated 1.2 Issue visitor's pass and instruct the client to proceed to the Records and Archives Office (RAO)	None	5 Minutes	Guard-on-Duty KSU Gate
2. Go to the RAO, sign in the Visitors' Logbook, and submit a written request and attachments	2.1 Attend to the client and issue the logbook 2.2 Receive the documents and return a copy to the client 2.3 Instruct the client to make a follow-up if they do not receive the payment on the request 2.4 Submit the request to the Office of the President	None	5 Minutes	Records Officer RAO



3. Upon exit of the gate, surrender the Visitor's Pass to the guard on duty	3.1 Receive and check out the client in the logbook	None	1 Minute	<i>Guard-on-Duty</i>
	3.2 Approve the letter requesting payment claims	None	30 Minutes	<i>University President Office of the President</i>
	3.3 Endorse to Procurement Management Office-Contract Management Section for appropriate action (for goods and services)			
	3.4 Evaluate and submit a recommendation with completed staff work to the Office of the University President	None	1 Day	<i>Contract Management Chairperson of PMO</i>
	3.5 Approve the recommendation with the attached supporting documents	None	30 Minutes	<i>University President Office of the President</i>
	3.6 Forward to the PMO for recording and appropriate action			
	3.7 Prepare the Disbursement Voucher (DV), and compute and deduct applicable taxes	None	10 Minutes	<i>Administrative Officer PMO</i>
	3.8 Endorse to Finance Management Office (FMO) for processing of payment			
	3.9 Submit the Original Copies of Obligation Request Status (ORS) to the Accounting Unit with complete, valid, proper, and legal supporting documents for evaluation	None	20 Minutes	<i>Budget Officer FMO</i>
	3.10 Review documents as to completeness of supporting documents, legality, validity, and correctness of claims	None	3 Days	<i>Accountant I FMO</i>
	3.11 Assigned DV number, and ensure the following: a. Check the computed and deducted taxes. b. Prepare Accounting Entries in Box B of DV. c. Check for the Cash Availability of the transaction. d. Record particulars of DV in individual Index Card and affix initials in Box C of DV			
	3.12 Route the DV with complete supporting documents for signature in Box A of the DV of authorized officials	None	3 Hours	<i>Accounting Clerk FMO</i>
	3.13 Forward DVs and prepare LDDAP-ADA with complete supporting documents for the final review and signature of the Chief Accountant	None	20 Minutes	<i>Accountant II FMO</i>



	3.14 Review and sign DVs and LDDAP–ADA with complete supporting documents	None	20 Minutes	<i>Accountant III</i> FMO
	3.15 Route the DVs with complete supporting documents for signature in Box D and the LDDAP-ADA of authorized officials	None	3 Hours	<i>Accounting Clerk</i> FMO
	3.16 Endorse such documents to the Cashiering Office			
	3.17 Prepare Advice of Checks Issued and Cancelled (ACIC) and forward to respective signatories	None	3 Hours	<i>Admin Officer/ Assistant,</i> Cashiering Office
	3.18 Forward the approved ACIC and LDDAP–ADA to the Landbank of the Philippines (LBP) for processing	None	3 Hours	<i>Administrative Officer</i> Cashiering Office
4. Receive the proceeds of payment claims	Process the crediting of payment to the bank account of client-claimant	None	3 Days	<i>Account Officer</i> LBP-Tabuk Branch
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	5.1 Inform the client of the successful crediting of proceeds of their transaction	None	15 Minutes	<i>Administrative Assistant II</i> Cashiering Office
	5.2 Issue and retrieve, online or physical, a client survey form for analysis			
TOTAL:		None	8 Days, 6 Hours, 36 Minutes	

Note: Services are covered under R.A. No. 9184 or the Government Procurement Reform Act and its Revised IRR, COA Circular 2023-004, and PD 2017-0318- Payment of Government Transactions and Contracts is within 15 days.



5. Request for Authentication/Certification of Contracts and Other Procurement Documents

When bidders have delivered or completed projects in the University, they tend to come back after several years and request for authentication of some copies of contract agreements, notice of awards, 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	:	Simple		
Type of Transaction	:	G2B - Government to Business		
Who may avail	:	Previous Contracted Service Providers (Contractor, Supplier and Consultant)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 Original Copy)		From the Client		
2. Letter Request (3 Original Copies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon entry at the Gate, present a valid ID to the Guard-on-Duty and state the purpose of your visit	1.1 Check and verify the ID presented and the purpose stated 1.2 Issue visitor's pass and instruct the client to proceed to the Records and Archives Office (RAO)	None	5 Minutes	Guard-on-Duty KSU Gate
2. Go to the RAO and submit a written request	2.1 Stamp "received" the document and assign a tracking reference number for its monitoring and processing 2.2 Instruct the client to hand-carry the document to the PMO	None	5 Minutes	Records Officer RAO
3. Go to the PMO, register in the Visitors' Logbook, fill out and submit a Client Request Form	3.1 Issue a request form to the client 3.2 Endorse the request to the Contract Management Chairperson	None	5 Minutes	Administrative Aide PMO
	3.3 Verify details of the request 3.4 Prepare the documents including attachments, if any	None	25 Minutes	Chairperson Contract Management Section



4. Fill out and submit an Order of Payment Form	<p>4.1 Issue an Order of Payment and indicate the amount to be paid</p> <p>4.2 Instruct the client to pay the certification or authentication fee</p>	None	10 Minutes	
5. Go and pay the Order of Payment at any of the Collecting Window, Finance Office, KSU-Main Campus	<p>5.1 Verify details in the payment order</p> <p>5.2 Print and issue the Official Receipt (OR) and the order form</p>	1 st Copy: ₱25; Succeeding Copies: ₱10	15 Minutes	Collecting Officer Cashiering Unit
6. Present the OR to the Contract Management Chairperson and receive the documents	<p>6.1 Record the OR in the logbook</p> <p>6.2 Approve and issue the requested document(s) including the original OR</p> <p>6.3 Furnish action taken to the Records Officer</p>	None	20 Minutes	Chairperson Contract Management Section
	6.4 Close the transaction ticket	None	1 Minute	Records Officer RAO
7. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Administrative Aide PMO
8. Upon exit of the gate, surrender the Visitor's Pass to the guard on duty	Receive and check out the client in the logbook	None	1 Minute	Guard-on-Duty KSU Gate
TOTAL:		If a requested document consists of 4 pages: 1x25=25; 3x10=30; the total is ₱55)	1 Hour, 28 Minutes	



Internal Services



1. Preparation and Submission of Annual Procurement Plan (APP)

The Annual Procurement Plan consolidates various PPMPs submitted by various units within the University, promoting meticulous and judicious procurement planning as guided by GPPB Circular No. 08-2015.

Further, it is a basic principle that “no government procurement shall be undertaken unless it is per the approved APP of the University. That is, the APP shall be approved by the Board of Regents University and must be consistent with its duly approved yearly budget.”

Office or Division	: Procurement Management Office
Classification	: Government Services covered by Special Law (RA No. 9184)
Type of Transaction	: G2G - Government to Government
Who may avail	: KSU End-users (Services, Offices, Colleges, Campuses)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Project Procurement Management Plan (PPMP), 3 Original Copies	End-Users

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit PPMP as prescribed in the order	1.1 Recommend to the University President for the issuance of an order for submission of PPMPs	None	60 Days	Procurement Planning Chairperson
	1.2 Issue a memo on the timely submission of PPMPs	None		University President
	1.3 Issue budgetary allocations of each unit/college as a reference	None	2 Days	Budget Officer
	1.4 Receive and log the approved PPMP of each office or unit of the university	None	6 Days	Procurement Planning Chairperson and BAC Members
2. Submit approved PPMPs to PMO	2.1 Evaluate PPMPs as to technical specifications and alignment with mandates	None		
	2.2 Consolidate the evaluated PPMPs to APP-CSE and APP non-CSE			
	2.3 Determine and recommend modes of procurement			
	2.4 Forward the APPs to the Finance Office for the allocation of funds			
	2.5 Forward the funded APP-CSE and non-CSE for approval by the HOPE			
2.6 Approve recommendation on the mode of procurement and approve PR	None	1 Day	University President	
2.7 Submit or upload the approved APPs to PS-DBM, GPPB, and COA	None	3 Days	BAC Secretariat	
2.8 Post the approved APPs to the KSU Transparency Seal website			PMO	
2.9 Recommend for the conduct of early procurement of items under APP non-CSE				
TOTAL:		None	3 Months, 6 Days (72 Days)	



2. Request for Procurement of Goods, Services, and Civil Works under Alternative Mode of Procurement

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

Office or Division	:	Procurement Management Office
Classification	:	Highly Technical
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
2. Justification Form on the Use of Alternative Method of Procurement, 1 original copy, 2 photocopies	Procurement Management Office
3. Technical Specifications, Terms of Reference, or Scope of Works, 3 original copies	End-Users
4. Agency Procurement Request, for common office supplies, 3 copies	PS-DBM/ Procurement Management Office
5. Certificate of Non-Availability of Stocks, for common office supplies, 3 copies	PS-DBM
6. Purchase Request, 3 Original Copies	Procurement Management Office
7. BAC Resolution recommending Mode of Procurement, 3 Original Copies	BAC

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Technical Specifications, TOR, or Scope of Works including justification	1.1 Endorse to TWG for review and recommendation 1.2 Return the corrected documents for revision and PPMP preparation	None	1 Day	<i>BAC Members & TWG Bids and Awards Committee</i>



2. Revise the documents and submit PPMP	2.1 Evaluate and approve PPMP as to Budget appropriations 2.2 Return PPMP to end-user	None	5 Minutes	Budget Officer Finance Office	
3. Submit Approved PPMP to PMO for processing of purchase	3.1 Determine if items are common or non-common-use supplies. 3.2 If common supplies, prepare an APR and submit it to PS-DBM for evaluation and eventual purchase 3.3 If not, prepare a Purchase Request	None	30 Minutes	Administrative Assistant Procurement Management Office	
	3.4 Recommend mode of procurement	None	1 Day	BAC Members	
	3.5 Approve recommendation on the mode of procurement and approve PR	None	1 Minute	University President Office of the President	
	3.6 Advertise procurement an opportunity at PhilGEPS, KSU website, and post a conspicuous place at the University Campuses for 3 days	None	3 days	BAC Secretariat PMO	
	3.7 Prepare Abstract of Quotation or Arithmetic Bid Evaluation	None	30 Minutes	PMO & TWG	
	3.8 Evaluate and sign the Abstract or ABE by the BAC 3.9 Recommend award of contract	None	30 Minutes	BAC Members & TWG Bids and Awards Committee	
	3.10 Approve BAC Resolution and issue Notice of Award (Winning bidder should post Performance Security if applicable)	None	2 Days	University President Office of the President	
	3.11 Accomplish Budget Utilization Report and Status	None	30 Minutes	Budget Officer	
	3.12 Prepare and approve the Contract and issue a Notice to Proceed or Purchase Order	None	1 Day	Accountant, HOPE & Witness	
	3.13 Receive and inspect items	None	1 Day	Inspectorate Team	
	4. Receive items and evaluate the bidder's performance	4.1 Receive performance evaluation from end-user	None	30 Minutes	Supply Officer/ End-User Unit
		4.2 Process payment of bidder	None	7 Days	Section Heads Finance Office
	5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Administrative Aide PMO
TOTAL:		None	16 Days, 2 Hours, 37 Minutes		



g. Supply and Property Management Office

External Service



1. Receiving of Goods and/or Services from External Service Providers

The Supply and Property Management Office will accept delivered items or services from External Service Providers such as Suppliers, Contractors, and Consultants following the terms of the contracts. This concerned office shall prepare an Acceptance and Inspection Report, and invite the Inspectorate team including a COA representative, to check the delivered correct products and/or services. For example, properly inspecting and comparing received goods to the PO minimizes discrepancies. Fewer errors mean fewer returns and customer complaints.

Office or Division	:	Supply and Property Management Office (SPMO)
Classification	:	Highly Technical
Type of Transaction	:	G2B - Government to Business
Who may avail	:	External Service Providers such as Suppliers, Contractors, and Consultants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Contract Documents, 1 original copy	Procurement Management Office, Administration Building, KSU Main Campus
2. Delivery Receipt for the Partial Delivery of Goods, 1 original copy	Supplier/Dealer
3. Charge/ Sales Invoice for the Complete Delivery of Goods, 1 original copy	Supplier/Dealer
4. Inspection and Acceptance Report (AIR), 1 original copy	Supply and Property Management Office, Administration Building, KSU Main Campus

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID to the Guard-on- Duty at the Entrance Gate, and state the purpose of the visit	1.1 Check and record the ID presented and the purpose stated 1.2 Issue a Visitor's Pass for identification	None	5 Minutes	Guard-on-Duty KSU Gate
2. Proceed to the SPMO and state your purpose by presenting the contract documents	2.1 Receive the goods based on the contract's terms and agreements 2.2 Prepare an invitation to the composite Inspectorate Committee for inspection and/or testing of the delivered goods or services	None	3 Hours	Supply Officers and Staff, Chairpersons of the Contract Management (PMO or PMU)



3. Upon exit of the gate, surrender the Visitor's Pass to the Guard-on-Duty	3.1 Receive and check out the client in the logbook	None	1 Minute	Guard-on-Duty KSU Gate
	3.2 Send an invitation to the Inspectorate Committee including the COA representative to inspect the delivered goods/services as specified in the contract	None	3 Days	Supply Officers and Staff, Chairpersons of the Contract Management (PMO or PMU), Inspectorate Committee
	3.3 Inspect properly the goods or services and accomplish the inspection report			
4. Replace defective products or services, or do corrective action for infrastructure projects	4.1 Inform and/or return non-conforming products or services to the suppliers, consultants, or contractors	None	7 Days	
	4.2 Conduct another inspection for the replaced products, services, or infrastructure projects			
5. Acknowledge receipt of the External Provider's Evaluation Form	5.1 Detach of copy of contract documents, i.e., Purchase Request, Inspection and Acceptance Report, and Purchase Order, for office file	None	1 Day	Supply Officers and Staff Supply and Property Management Office
	5.2 Forward other contract documents to the Procurement Management Office for processing of payment			
	5.3 Rate the delivery of products and/or services			
Total:		None	11 Days, 3 Hours, 6 Minutes	



Internal Services



1. Delivery of Goods/ Supply/ Materials and Equipment to End-Users

When the Inspectorate Committee has finished inspecting the products or services, the SPMO must hand them over to the end-users for their consumption.

Office or Division	:	Supply and Property Management Office (SPMO)
Classification	:	Simple
Type of Transaction	:	G2G - Government to Government
Who may avail	:	End Users/ Requesting Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Requisition and Issue Slip (RIS), 1 original copy 2. Inventory Custodian Slip (ICS), 1 original copy 3. Property Acknowledgement Receipt (PAR), original copy	Supply and Property Management Office, Administration Building, KSU Main Campus
4. Approved Project Procurement Management Plan, 1 original copy	File Copy/E-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. Receive notice of deliveries	Schedule for delivery of products and services to ensure receipt by end-users	None	3 Days	Supply Officers and Staffs Supply and Property Management Office
2. Assume the accountability and receipt of supplies, materials, or equipment	2.1 Deliver and/or issue RIS for Supplies and Materials, 2.2 Deliver and/or Issue ICS and/or PAR for Equipment	None	3 Hours	
3. Rate the delivery of service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
Total:		None	3 Days, 3 Hours, 1 Minute	



2. Request and Issuance of Inventory Items

This process covers Section 16, Chapter 8 of the Government Accounting Manual which covers the receipt of Requisition and Issue Slip through the releasing of requested inventory items. For more detailed guidelines, you can refer to the Commission on Audit Circular No. 2022-004 which provides insights into the implementation of Section 23 of the General Provisions of the FY 2022 General Appropriations Act (GAA) regarding semi-expendable property. Additionally, explore other resources like inventory form templates and process manuals for practical guidance.

Office or Division	: Supply and Property Management Office (SPMO)
Classification	: Complex
Type of Transaction	: G2G - Government to Government
Who may avail	: Employees or End-Users from Various Offices of the University

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly signed Requisition and Issue Slip (RIS), 1 Original Copy, 2 Photocopies	Supply Officer, Supply and Property Management Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Requisition and Issue Slip (RIS) in three (3) copies, originally signed and approved by concerned officials	1.1 Accountable officer or employee review if the submitted RIS is properly accomplished and approved	None	30 Minutes	<i>End-User/ Requesting Unit/ Supply Officers and Staff</i>
	1.2 Sign the "Received" portion below the RIS form and indicate the date and time it was received	None	15 Minutes	<i>Supply Officer SPMO</i>
	1.3 For improperly accomplished and with incomplete information, accomplish the form	None	20 Minutes	<i>End-User Concerned Requesting Unit</i>
	1.4 Check the availability of the items being requested on the stock card/ property inventory	None	15 Minutes	<i>Supply Officer SPMO</i>
	1.5 If available/in stock, prepare the requested items (and proceed to Step 1.10)	None	30 Minutes	
	1.6 If not available/ out of stock, mark the item/s as stock not available in the RIS form	None	30 Minutes	
	1.7 Prints the certificate of non-availability of stocks (CNAS) from the Procurement Service website	None	30 Minutes	
	1.8 Inform the PMO and requesting unit to undergo the procurement process			



	1.9 Prepare and seek approval of the Purchase Request by attaching the CNAS	None	3 Days	Procurement Officer PMO
	1.10 Identify the requested items if Semi-Expendable, Capital Outlay, Items of ₱50,000.00 and above, or Supplies	None	15 Minutes	Supply Officer SPMO
	1.11 Prepares the PAR for capital outlay items and Inventory Custodian Slip (ICS) for semi-expendable items in three (3) copies. If applicable, prepare the property sticker/s for tagging of equipment.	None	30 Minutes	Supply Officer SPMO
	1.12 Record the items for release including their quantity, date of issuance, and the requesting office in the Property Inventory/ Stock Card	None	40 Minutes	
	1.13 Release the requested items/ equipment and sign the "Issued by" portion of the RIS by the Supply Officer and "Received by" portion by the Requesting unit and indicate the date and time	None	40 Minutes	Supply Officer SPMO and End-User Requesting Unit
	1.14 File Copy 1 of the RIS and provide Copy 2 to the End-User or Requisitioning Unit	None	30 Minutes	Supply Officer SPMO
2. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
Total:		None	a) 2 Hours, 50 Minutes (if requested items are unavailable); b) 3 Days, 4 Hours, 6 Minutes (if items are available)	



h. Business Affairs Office

External and Internal Services



1. Request for Rental of Monobloc Chairs

The rental service is available to community members, university staff, students, and university residents for events like weddings and wakes.

Office or Division	:	BAO Auxiliary
Classification	:	Complex
Type of Transaction	:	1. G2G - Government to Government (for KSU Employees); 2. G2C - Government to Citizen (for KSU Students, Residents, and Community)
Who may avail	:	1. KSU Employees 2. KSU Students 3. KSU Residents 4. Community

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID, 1 original copy	From the Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For external clients, present a valid ID to the Guard-on-Duty at the Entrance Gate, and state the purpose of the visit <i>Note: For internal clients, skip this process</i>	1.1 Check and record the ID presented and the purpose stated 1.2 Issue a Visitor's Pass for identification	None	5 Minutes	Guard-on-Duty KSU Gate
2. Proceed to the BAO-Auxiliary Office, state your purpose, and sign the rental agreement	2.1 Issue the agreement form 2.2 Verify and accept the order	None	5 Minutes	BAO Manager Auxiliary Office
3. Proceed to the Collecting Unit, Finance Office, and pay the order	Collect payment and issue receipt	₱ 5 for each chair per day	15 Minutes	Collecting Officer Cashiering Unit
4. Return to the BAO-Auxiliary Office and present the OR	4.1 Receive and record the OR in the logbook 4.2 Prepare the order	None	30 Minutes (15 minutes per 50 pieces of chairs)	BAO Manager Auxiliary Office
5. Check the functionality of items and receive the same if satisfied	5.1 Issue a Gate Pass to allow the pull-out of chairs 5.2 Release items as per OR	None		



6. Surrender the Visitor's Pass previously issued, and present a Gate Pass to the Guard on Duty	6.1 Retrieve the Visitor's Pass 6.2 Check and record the gate-rented items	None	5 Minutes	Guard-on-Duty KSU Gate
7. Use and enjoy the rented items	Monitor the contract period of the rented items	None	3 Days	BAO Manager Auxiliary Office
8. Return the items per the rental agreement terms and conditions Note: Any destroyed item shall be paid first or replaced with a similar unit before a client is relieved from the rental agreement	8.1 Issue a Visitor's Pass and allow the entry of clients and the return of rented items	None	3 Minutes	Guard-on-Duty KSU Gate
	8.2 Check and receive the items	None	30 Minutes (15 Minutes per 50 chairs)	BAO Manager Auxiliary Office
	8.3 Instruct the client to pay or replace any destroyed item			
	8.4 Return the original OR			
9. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
10. Upon exit of the gate, surrender the Visitor's Pass to the Guard-on-Duty	Receive and check out the client in the logbook	None	1 Minute	Guard-on-Duty KSU Gate
TOTAL:		₱ 1,500.00 (5 pesos x 100 pcs chair x 3 days)	3 Days, 1 Hour, 35 Minutes	



2. Request for Official ID or its Replacement among Students and Employees

First-year and transfer students must create identification cards as part of enrollment for university services. All students, except cross-enrolled individuals and non-degree program students, are eligible. ID costs are levied for enrollment and new hires. Valid identification cards enhance safety, security, and efficient university management, benefiting both students and employees.

Office or Division	: BAO Auxiliary			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen (Students); and G2G – Government to Government (Employees)			
Who may avail	: All Students (New, old, or transfer students), and all employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Assessment (for Students), 1 Photocopy; or		KSU concerned College Program Chairperson		
2. Appointment (for Employees), 1 Photocopy		HRMO of Concerned Campus		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Assessment form at the BAO-Auxiliary Office and state your purpose	1.1 Receive and check the assessment of the client 1.2 Instruct the student to settle the fees	None	12 Minutes	BAO Manager Auxiliary Office
2. Proceed to the Collecting Window, Cashiering Office of the concerned Campus, and pay the required fee	2.1 Verify the billing particulars and receive payment 2.2 Print and issue OR	New Students N/A Transfer Students ₱ 75 Lost ID Replacement ₱ 100 ID Lace ₱ 50	15 Minutes	Collecting Officer Cashiering Unit
3. Return to the BAO-Auxiliary Office and present the OR	3.1 Verify and record the OR 3.2 Process the ID and prepare the ID accessory	None	15 Minutes	BAO Aide Auxiliary Office
4. Receive ID/lace and sign the record book	4.1 Release the ID and accessory 4.2 Record the client's name in the logbook and seek his/her signature	None	3 Minutes	
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL:		New ID: ₱ 125; ID Replacement: ₱ 150	46 Minutes	



3. Request for Risograph Printing of Materials

The employees of other agencies and the community people can avail of this service, i.e., for the printing of their manuals, study guides, survey forms, and other high-quality forms using high-quality and reasonably priced printing options. The requester completes a form assisted by knowledgeable staff.

Office or Division	:	BAO Auxiliary
Classification	:	Simple
Type of Transaction	:	G2G - Government to Government; G2C - Government to Citizen
Who may avail	:	Employees from other Institutions, Communities, KSU Employees, Students and Residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID, 1 original copy	From the Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For external clients, present a valid ID to the Guard-on-Duty at the Entrance Gate, and state the purpose of the visit <i>Note: For internal clients, skip this step</i>	1.1 Check and record the ID presented and the purpose stated 1.2 Issue a Visitor's Pass for identification	None	5 Minutes	Guard-on-Duty KSU Gate
2. Go to the BAO, present a valid ID, and state your purpose	2.1 Receive and check the ID presented 2.2 Clarify the particulars of the purpose	None	5 Minutes	BAO Manager Auxiliary Office
3. Fill up the Job Order request form and submit the materials for printing	3.1 Issue and retrieve the request form 3.2 Verify the details of the materials for printing	None	5 Minutes	
4. Proceed to the Collecting Window, Finance Office, Administration Building, present the form and pay	4.1 Receive and verify payment 4.2 Print and issue an official receipt	₱ 1/copy for above 1,000 copies; and ₱ 1.50/copy for 999 copies and below, regardless of paper size (A4, letter, or legal)	15 Minutes	Collecting Officer Cashiering Unit
5. Return to the BAO-Auxiliary Office and submit the form and OR	5.1 Receive and record the OR 5.2 Print the documents according to the request	None	30 Minutes	BAO Aide Auxiliary Office
6. Check the completeness of printed materials	Issue the printed materials	None	5 Minutes	
7. Acknowledge receipt of materials, their original documents, and OR in the logbook	7.1 Request the client to accomplish the logbook 7.2 Issue printed and original materials, and OR	None	3 Minutes	
8. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
9. Upon exit of the gate, surrender the Visitor's Pass to the Guard-on-Duty	Receive and check out the client in the logbook	None	1 Minute	Guard-on-Duty KSU Gate
TOTAL:		₱ 1,498.50 @ 999 copies; ₱ 2,500 @ 2500 copies	1 Hour, 10 Minutes	



4. Request for Purchase of Eggs

This office offers fresh egg products from Native Chicken Layer Production, produced by healthier hens with higher Omega-3 Fatty Acid and beta-carotene content. Clients can pay with debit or cash, depending on the requester's type.

Office or Division	: BAO Auxiliary
Classification	: Simple
Type of Transaction	: G2G - Government to Government; G2C - Government to Citizen
Who may avail	: Employees from other Institutions, Communities, KSU Employees, Students and Residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID, 1 original copy	From the Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For external clients, present a valid ID to the Guard-on-Duty at the Gate, and state your purpose of visit	1.1 Check and record the ID presented and the purpose stated 1.2 Issue a Visitor's Pass for identification	None	5 Minutes	Guard-on-Duty KSU Gate
2. Proceed to the BAO-Auxiliary Office, state your purpose, and fill up an Order Request Form	2.1 Issue the request form 2.2 Verify and prepare the order or credit according to the client's preference	None	15 Minutes	BAO Aide Auxiliary Office
3. Pay the order	Collect payment and issue receipt	₱ 275.00 per tray for large size; and ₱ 210 per tray for medium size; ₱ 195 per tray for small size	5 Minutes	BAO Manager Auxiliary Office
4. Check and receive packed eggs	Released packed order (eggs)	None	5 Minutes	BAO Aide Auxiliary Office
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
6. Upon exit of the gate, surrender the Visitor's Pass to the Guard-on-Duty	Receive and check out the client in the logbook	None	1 Minute	Guard-on-Duty KSU Gate
TOTAL:		₱ 275.00 per tray for large size; and ₱ 210 per tray for medium size; ₱ 195 per tray for small size	32 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	: Employees from other Institutions, Communities, KSU Employees, Students and Residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID, 1 original copy	From the Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For external clients, present a valid ID to the Guard-on-Duty at the Gate, and state your purpose of visit	1.1 Check and record the ID presented and the purpose stated 1.2 Issue a Visitor's Pass for identification	None	5 Minutes	Guard-on-Duty KSU Gate
2. Proceed to the BAO-Auxiliary Office, state your purpose, and fill up an Order Request Form	2.1 Issue the request form 2.2 Verify and coordinate the order with the Project-in-Charge	None	5 Minutes	BAO Aide Auxiliary Office
3. Go to the farm and select the preferred stock	3.1 Accompany the client in visiting and selecting stock at the farm 3.2 Prepare the selected stock	None	30 Minutes	Project-in-Charge Auxiliary Office
4. Proceed to the Collecting Unit-Finance Office located at the Administration Building, present your ID, and form, and give payment	Collect payment and issue 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)	5 Minutes	Pricing Committee Representative Auxiliary Office



5. Return to the BAO-Auxiliary Office, submit the OR, and receive the stock	5.1 Receive the OR and return it after recording in the logbook 5.2 Release the purchase stock	None	10 Minutes	BAO Aide/Project-in-Charge Auxiliary Office
6. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	BAO Aide Auxiliary Office
7. Upon exit of the gate, surrender the Visitor's Pass to the Guard-on-Duty	Receive and check out the client in the logbook	None	1 Minute	Guard-on-Duty KSU Gate
TOTAL:		₱ 55,000 for 1 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)	56 Minutes	



i. General Services Office

Internal Services



1. Incident Response

The civil security personnel aim to keep the premises free from all kinds of danger, develop and implement preventive measures against accidents and thefts, assess security and safety, and recommend and implement measures to avoid or mitigate risks.

Office or Division	:	General Services Office (GSO), Civil Security Section
Classification	:	Complex
Type of Transaction	:	G2G - Government to Government; and G2C - Government to Citizen
Who may avail	:	All KSU Employees and students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID, 1 original copy	From the Client
2. Narrative or Written Report of the Incident, 3 Original Copies	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID and fill out a visitor's logbook	1.1 Check the ID and verify the purpose of the visit 1.2 Check also if the client provided complete information in the log book	None	5 Minutes	<i>Administrative Assistant</i>
2. Submit the written report or narrate the incident (<i>in cases when the client is not ready with the written report</i>)	2.1 Read and check the narrative report for completeness and record the incident in the logbook	None	2 Hours	<i>Civil Security Section Head GSO</i>
	2.2 Verify the report/complaint through onsite inspection and/or investigate the guard on duty about the incident	None	1 Day	
	2.3 Search for a reliable witness (<i>if there is one</i>) and have a conference with him/her	None	1 Day	
	2.4 Prepare an incident report based on the facts gathered	None	1 Day	



3. Attend the clarificatory conference if requested to do so	3.1 Conduct a joint conference with the AOs to re-evaluate the incident report and recommend a necessary sanction/penalty	None	1 Day	<i>Civil Security Section Head/ Administrative Officer-in-charge for Civil Security/ GSO Director</i>
	3.2 Submit a copy of the incident report and recommendation of the AOs to the concerned higher officials for action	None	2 Hours	<i>Civil Security Section Head GSO</i>
	3.3 Submit a copy of the incident report to the PNP (if necessary)			
	3.4 Furnish copies to the HRMO/SAO/CAO and the complainant	None	30 Minutes	
4. Receive the action of the GSO personnel	Contact the complainant and inform him/her of the result of the case	None	30 Minutes	
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	<i>Administrative Assistant GSO</i>
TOTAL:		None	4 Days, 5 Hours, 6 Minutes	



2. Request for Repair of Facility

The maintenance personnel enforces established policies and regulations governing the proper care, maintenance, and use of the university facilities. This includes the supervision of the general maintenance of facilities for housing, light and water, and machinery services.

Office or Division	: General Services Office, Maintenance Section
Classification	: Complex
Type of Transaction	: G2G - Government to Government; and G2C - Government to Citizen
Who may avail	: All KSU Employees and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID, 1 original copy	From the Client
2. GSO Request Form, 3 Original Copies	Administrative Assistant, General Services Office
3. GSO Form 2 (Request for Pre-Repair Inspection/ Repair/ Installation), 3 Original Copies	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID and fill out a visitor's logbook	1.1 Check the ID and verify the purpose of the visit 1.2 Check the complete information in the logbook	None	5 Minutes	Administrative Assistant
2. Submit the GSO Request Form or a request letter with an attachment if necessary	2.1 Receive the request form or letter and record it in the logbook	None	10 Minutes	Maintenance Section Head
	2.2 Perform a pre-repair/installation inspection and fill up the GSO Form 2		1 Day	Skilled Personnel/ Maintenance Section Head
	2.3 Write the findings in the Pre-Inspection Report (Form 3)	None	30 Minutes	
	2.4 Make an assessment based on the findings, such as: <ul style="list-style-type: none"> ○ If the problem can be easily handled, deploy skilled personnel (<i>if available</i>) to accomplish the job. ○ If the problem is complicated and cannot be easily solved, prepare, and seek approval of PPMP, endorse to the Procurement Office, and attach Form 3 for the purchase of needed supplies and materials 	None	2 Days	
3. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Administrative Assistant GSO
TOTAL		None	3 Days, 46 Minutes	



3. Request for Vehicle Use

The Motorpool Section aims to ensure the maintenance and efficient operation of all equipment, motor vehicles, machines, generators, and other small equipment, hence the need for this service request.

Office or Division	: General Services Office, Motorpool Section
Classification	: Simple
Type of Transaction	: G2G - Government to Government; and G2C - Government to Citizen
Who may avail	: All KSU Employees and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID, 1 original copy	From the Client
2. GSO Request Form - <i>for internal requests not requiring a travel order</i> (3 Original Copies)	General Services Office, Motorpool
3. Approved Travel Order and List of Passengers - <i>for external requests or beyond a 50 km radius from workstation</i> (3 Original Copies)	Office of the Vice President for Administration and Finance (for Bulanao Campus), and Campus Administrator's Office (for Dagupan and Rizal Campuses)

LIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID and fill out a visitor's logbook	1.1 Check the ID and verify the purpose of the visit 1.2 Check also if the client provided complete information in the log book	None	5 Minutes	Administrative Assistant GSO
2. Submit a GSO Request Form or a request letter with supporting documents like: a) Official Order by the University President as a result of PTDC/FTDC endorsement	2.1 Receive the request form or letter and check for completeness of information (date of travel, destination, number and name of passengers, purpose of travel), and do the following: <ul style="list-style-type: none"> ○ Return the request with incomplete details ○ Accept, mark, and sign the complete request 	None	30 Minutes	Administrative Assistant/ Motorpool Section Head GSO



b) Invitation Letter from the host agency acted by the University President, VPAF for Bulanao Campus, or Campus Administrators for Dagupan and Rizal Campuses	2.2 Assess the availability of the vehicle, driver, and the type and urgency of the travel, and perform the following: <ul style="list-style-type: none"> ○ Denial of request due to unavailability of drivers and vehicle; not in conformity with the policy of the University, etc. ○ Approval of request due to availability of driver and vehicle; conformity with the policy of the University, etc. 	None	4 Hours	Motorpool Section Head GSO
	2.3 Endorse the valid travel request to the GSO Director for action	None	4 Hours	
	2.4 Assess and recommend for approval by the VPAF (for Main Campus) or Campus Administrator (for Dagupan and Rizal Campuses) the Trip Ticket, Gas Slip, and other local travel documents	None	4 Hours	GSO Director
3. Receive the approval of the request and process applicable travel documents	3.1 Process Trip Ticket, Travel Order attachments, and Gas slip of the driver(s)	None	1 Day	Clerk, Section Heads
	3.2 Schedule the travel and inform the assigned driver(s)	None	10 Minutes	Administrative Assistant GSO
	3.3 Inform the requester about the approved travel			
4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL		None	2 Days, 4 Hours, 46 Minutes	



4. Request for Repair and Maintenance of University Motor Vehicles or Equipment

The Motorpool Section aims to ensure the maintenance and efficient operation of all equipment, motor vehicles, machines, generators, and other small equipment.

Office or Division	: General Services Office, Motorpool
Classification	: Highly Technical
Type of Transaction	: G2G - Government to Government
Who may avail	: KSU Officials and Employees including the Drivers or those with Memorandum Receipts (MR) accountabilities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID, 1 original copy	From the Client
2. GSO Request Form (3 Original Copies)	General Services Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID and fill out a visitor's logbook	Check the ID and verify the purpose of the visit in the logbook	None	5 Minutes	Administrative Assistant GSO
2. Submit a GSO Request Form or a request letter with supporting documents if needed	2.1 Receive the request form or letter and check for completeness of information (quantity and description of item, location, etc.)	None	5 Minutes	
	2.2 Inspect the vehicle or equipment needing repair or maintenance and accomplish Form 3 (Pre-Inspection Report)	None	1 Day	Motorpool Section Head, TWG for Vehicle or Equipment GSO
	2.3 Take photos of the vehicle parts subject to repair/maintenance			
	2.4 Endorse the Pre-Inspection Report together with the photos to the GSO Director for action			
	2.5 Act on the report and seek approval by higher authorities of Form 2 or request for repair/service or installation	None	4 Hours	GSO Director
	2.6 Prepare and submit approved PPMP with photos to the PMO	None	1 Day	GSO Admin Assistant
	2.7 Process the purchase of needed supplies or materials, or canvass the best service providers to do the job	None	7 Days	Procurement Officer PMO
	2.8 Bring the motor vehicle or equipment needing repair or maintenance to the service provider	None	3 Days	Motorpool Section Head GSO
3. Receive the action undertaken	Inform the requesting client to claim the repaired vehicle or item	None	10 Minutes	
4. Rate the availed service and submit the CSS Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Administrative Assistant GSO
TOTAL			12 Days, 4 Hours, 21 Minutes	



5. Request for Janitorial Service During Special Occasions

The Janitorial Services aim to keep and maintain the cleanliness and functionality of facilities, meeting halls, conference areas, or gymnasium. A janitor's duties and responsibilities include general cleaning of a building and keeping it maintained and in good condition. This can include vacuuming, mopping, sanitizing restrooms, taking out trash, recycling, and washing and cleaning windows and mirrors, especially during university affairs and occasions.

Office or Division	:	General Services Office, Janitorial Section
Classification	:	Simple
Type of Transaction	:	G2C - Government to Citizen; G2G – Government to Government
Who may avail	:	All Student Leaders, Officials, and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID, 1 original copy	From the Client
2. Request Form, 3 Original Copies	General Services Office
3. Form 1 (Deployment Form), 3 Original Copies	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID and fill out a visitor's logbook	Check the ID and verify the purpose of the visit in the logbook	None	5 Minutes	Administrative Assistant GSO
2. Submit a GSO Request Form or a request letter with supporting documents if needed	2.1 Receive the request form or letter and check for completeness of information (quantity and description of item, location, etc.)	None	5 Minutes	
	2.2 Assess as to the validity and urgency of the request and accomplish Form 3 (Pre-Inspection Report)	None	25 Minutes	Maintenance Section Head GSO
	2.3 Deploy sufficient personnel to perform the tasks by issuing the Form 1 (Deployment Form)			
	2.4 Monitor and inspect the accomplishment and give feedback to the GSO director	None	3 Hours	
3. Acknowledge the action undertaken	Inform the requesting client of the accomplished task	None	10 Minutes	
4. Rate the availed service and submit the CSS Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Administrative Assistant GSO
TOTAL			3 Hours, 46 Minutes	



j. Budget Unit

Internal Service



1. Allocation of Fund

The service assesses and certifies the request for funds from various University operating units.

Office or Division	: Budget Unit
Classification	: Simple
Type of Transaction	: G2C - Government to Citizen; G2G - Government to Government
Who may avail	: KSU Employees and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID, 1 original copy	From the Client
2. Request for Sub-Allotment Advice and Funding, 3 Original Copies	Budget Office of the Operating Units
3. Supporting documents, if applicable, 3 Original Copies	From the Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Budget Unit, Finance Management Office, present a valid ID, and state the purpose of the visit	Check the ID and verify the purpose of the visit	None	2 Minutes	<i>Administrative Aide</i> Budget Unit
2. Submit the request form with its corresponding supporting documents	2.1 Receive and verify the form and supporting documents	None	3 Minutes	<i>Budget Officer</i> Budget Unit
	2.2 Endorse such documents to the concerned budget officer	None	10 Minutes	
	2.3 Validate the documents, record, and affix the control number on the reference form			
	2.4 Evaluate, certify, and sign documents	2 Days		
3. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	2.5 Forward and route the signing of documents to concerned officials	None	3 Hours	<i>Administrative Aide</i> Budget Unit
	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL:		None	2 Days, 3 Hours, 16 Minutes	



k. Accounting Unit

External and Internal Service



1. Pre-Audit of Payroll and/or Disbursement Voucher

This service aims to examine documents supporting a transaction or series of transactions before these are paid for and recorded. Pre-audit is done to determine the validity of claims, legality of the expenditure, and compliance with existing laws, rules, or regulations, and to assure that there are sufficient funds available for the payment.

Office or Division	: Accounting Unit
Classification	: Complex
Type of Transaction	: G2C - Government to Citizen; G2G - Government to Government; G2B – Government to Business
Who may avail	: KSU Offices, Employees, and Students; and External Service Providers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID, 1 original copy	From the Client
2. Payroll/ Disbursement Voucher (Purchases, Infrastructure, Reimbursements, DTE, etc.) with supporting documents, 3 Original Copies	Concerned Offices, Employees and/or Officials

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Accounting Unit, Finance Management Office, present a valid ID, and state the purpose of the visit	Check the ID and verify the purpose of the visit	None	2 Minutes	Administrative Aide Accounting Unit
2. Submit Payroll/ Disbursement Voucher and supporting documents	2.1 Receive the payroll and/or disbursement voucher and the supporting documents	None	3 Minutes	
	2.2 Endorse such documents to the concerned accountant	None	1 Day	Accountant(s) (in-charge per fund cluster) Accounting Unit
	2.3 Process the payroll and/or disbursement voucher, i.e., assign control number, record transaction, post to their respective indices, etc.		5 Days	
	2.4 Pre-audit the payroll and/or disbursement voucher		3 Hours	
2.5 Forward and route the signing of documents to concerned officials	1 Minute			
3. Rate the availed service by filling out and submitting the Client Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL:		None	6 Days, 3 Hours, 6 Minutes	



Internal Service



1. Pre-Audit of Liquidation Reports

This service reviews transaction documents after cash advances are given and recorded, ensuring efficient control over the granting, utilization, and liquidation of cash advances.

Office or Division	:	Accounting Unit
Classification	:	Complex
Type of Transaction	:	G2G - Government to Government
Who may avail	:	KSU Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID, 1 original copy	From the Client
2. Liquidation Reports with supporting documents, 3 Original Copies	Concerned Offices, Employees and/or Officials

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Accounting Unit, Finance Management Office, present a valid ID, and state the purpose of the visit	Check the ID and verify the purpose of the visit	None	2 Minutes	<i>Administrative Aide</i> Accounting Unit
2. Submit the Liquidation Reports with supporting documents	2.1 Receive the reports and supporting documents	None	3 Minutes	
	2.2 Endorse such documents to the concerned accountant	None	1 Day	<i>Accountant(s)</i> <i>(in-charge per fund cluster)</i> Accounting Unit
	2.3 Process the Liquidation Reports, i.e., assign control number, record transaction, etc.	None	5 Days	
	2.4 Check or pre-audit the reports and supporting documents	None	3 Hours	
2.5 Forward and route the signing of documents to concerned officials		None	1 Minute	<i>Administrative Aide</i> Accounting Unit
3. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL:		None	6 Days, 3 Hours, 6 Minutes	



III. OFFICES AND SERVICES UNDER THE RESEARCH DEVELOPMENT, EXTENSION, AND TRAINING



a. *Research and Extension Offices*

External and Internal Services



1. Issuance of Notice to Proceed in Conducting 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. Valid ID, 1 original copy	From the Client
2. Client Request Form, 1 original copy	Research/Extension Offices from within Bulanao, Dagupan, and Rizal Campuses
3. Hard copy of the detailed proposal, 1 original copy	Proponent/Client from within Bulanao, Dagupan, and Rizal Campuses
4. Certification for compliance with substance and format requirements, 1 original copy	Research/Extension Chairperson from within Bulanao, Dagupan, and Rizal Campuses
5. Certification of recommendation that proposals are in line with program offerings, 1 original copy	Dean from within Bulanao, Dagupan and Rizal Campuses

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID and state the purpose in the visitor's logbook	1.1 Check the ID and verify the purpose of the visit 1.2 Issue a Client Request Form and endorse to the Research or Extension Director	None	5 Minutes	Research and/or Extension Clerk Concerned Office
2. Fill out the Client Request Form and submit a draft proposal to the University RDE Office	2.1 Receive the request and proposal and check for completeness of information	None	2 Days	Research and/or Extension Director Concerned Office
	2.2 Conduct a review of the proposal	None	1 Day	Vice President Office of the VPRDET
	2.3 Endorse to the VPRDET for further action			
2.4 Verify the review conducted				
3. Receive reviewed proposal and incorporate suggestions	Return the proposals with comments and recommendations to the proponents for their actions	None	1 Day	Research and/or Extension Clerk Concerned Office



4. Re-submit corrected proposals to the RDE Office	4.1 Receive corrected proposal	None	5 Minutes	<i>Research and/or Extension Clerk Concerned Office</i>
	4.2 Conduct another review of the proposal 4.3 Call for a council meeting to deliberate the proposal	None	1 Day	<i>VPRDET, Research and/or Extension Director</i>
	4.4 Make deliberation of the proposal 4.5 Act accordingly by approving or disapproving the proposal. <i>Note: If approved, sign the proposal; if disapproved, return the proposal to the proponents through the concerned coordinator for proper action</i>	None	1 Day	<i>Research or Extension Council Research and Extension Office</i>
5. Receive the notice and implement the project or activity	Issue a Notice to Proceed with the conduct of the approved proposal	None	5 Minutes	<i>Research and/or Extension Clerk Concerned Office</i>
6. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL:		None	6 Days, 16 Minutes	



2. Request for a Copy of the 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, analyze the request, and may be subjected to the University's Freedom of Information process. 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
1. Valid ID, 1 original copy	From the Client
2. Letter of Request, 2 original copies or 1 original and 1 photocopy	
3. FOI Request Form, 1 Original Copy	FOI Receiving Officer (FRO) at the Records and Archives Office (RAO), Administration Building, KSU-Main Campus, National Highway, Purok 6, Bulanao, Tabuk City, Kalinga/ From the Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For external clients, present a valid ID to the Guard-on-Duty at the Entrance Gate, and state the purpose of the visit Note: <i>For internal clients, skip this step</i>	1.1 Check and record the ID presented and the purpose stated 1.2 Issue a Visitor's Pass for identification	None	5 Minutes	Guard-on-Duty KSU Gate
2. Proceed to the RAO and submit the request letter, if any, or fill out an FOI request form Note: <i>The FRO shall receive all requests for information on behalf of KSU and its Campuses</i>	2.1 Receive and check appropriate details such as the name and purpose of the requester 2.2 Record in the Receiving Documents Master List and assign reference number 2.3 Endorse the request to the FRO	None	15 Minutes	Records Officer RAO
	2.4 Make an initial evaluation and/or clarification about the request 2.5 Instruct the client on the actions to be taken and the contact address where to send the response	None	1 Hour	FOI Receiving Officer (FRO) Records and Archives Office



	2.6 Plan work and transmit the request to the FOI Decision Maker (FDM)			
3. Upon exit of the gate, surrender the Visitor's Pass to the Guard-on-Duty	Receive and check out the client in the logbook	None	1 Minute	Guard-on-Duty KSU Gate
4. Wait for the FOI Committee's action on the request, or make a follow-up on its status if necessary Note: The FDM shall evaluate the request for information and has the authority to grant the request, or deny it based on any of the following grounds: <i>i. KSU does not have the information requested;</i> <i>ii. The information requested contains sensitive personal information protected by the Data Privacy Act of 2012;</i> <i>iii. The information requested falls under the list of exceptions to FOI; or</i> <i>The request is an unreasonable subsequent identical or substantially similar request from the same requesting party whose request has already been previously granted or denied by the University.</i>	4.1 Instruct the concerned Research or Extension Director to facilitate the requested records for access and evaluation	None	4 Days	FOI Decision Maker Office of the Director for Administrative Services
	4.2 Instruct the FRO to inform the requesting party if an extension of time is required			
	4.3 Receive the request and refer to the concerned individual/s for permission	None	30 Minutes	Research or Extension Director
	4.4 Give expressed consent and approval on the request	None	1 Hour	Concerned Author/ Researcher/ Extensionist or Project Proponent
	4.5 Give copy(ies) of the requested information or documents to the FDM			
	4.6 Receive and review the content of documents (response) and apply for relevant exemptions	None	30 Minutes	FOI Decision Maker Office of the Director for Administrative Services
	4.7 Decide either to approve or deny the request and inform the FRO of the action			
4.8 Seek clearance from the University President, if necessary				
4.9 Receive the DM's action and prepare an appropriate written response: <ul style="list-style-type: none"> • Prepare information for release • Scan or photocopy documents Note: If the applicant asked for information in a certain format, comply with their practical preference	None	1 Day	FOI Receiving Officer (FRO) Records and Archives Office	
5. Receive the requested copy of research/extension technology information	5.1 Update the FOI tracker and save the response 5.2 Release the document	None	1 Day	FOI Receiving Officer (FRO), Records and Archives Office
6. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL:		None	10 Days, 1 Hour, 22 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. Valid ID, 1 original copy	From the Client
2. Letter of Request, 2 original copies	
3. Referral letter, 1 original copy	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For external clients, send the request to ksumail@ksu.edu.ph , or present a valid ID to the Guard-on-Duty at the Gate, and state the purpose of the visit Note: For internal clients, skip this step	1.1 Check and record the ID presented and the purpose stated; and 1.2 Issue a Visitor's Pass for identification; or	None	5 Minutes	Guard-on-Duty KSU Gate
2. Proceed to the Records and Archives Office (RAO) and submit the request and referral letters	2.1 Stamp the documents with the date and time of receipt. If sent electronically, send an acknowledgment receipt and instructions 2.2 Record in the Receiving Documents Master List and assign reference number	None	15 Minutes	Records Officer RAO
3. Receive the personal copy stamped "received" by the Records Officer; or monitor in the email if the documents were received and acknowledged	3.1 Endorse the request to the Office of the University President for action	None	5 Minutes	University President/ Executive Assistant
	3.2 Receive the request and refer it to the appropriate unit/office for action	None	5 Minutes	
4. Upon exit of the gate, surrender the Visitor's Pass to the Guard-on-Duty	Receive and check out the client in the logbook	None	1 Minute	Guard-on-Duty KSU Gate



5. Wait for the action on the request, or make a follow-up on its status if necessary	5.1 Receive the request and direct it to the college dean or unit who has authority over the request and service expert	None	1 Day	<i>VPRDET/ Research or Extension Director</i>
	5.2 Give expressed confirmation/ approval on the request to the RAO	None	1 Hour	<i>Concerned Service Expert</i>
	5.3 Facilitate the processing of travel documents			
	5.4 Approve travel orders and itineraries	None	30 Minutes	<i>Concerned Officials</i>
6. Receive the response and coordinate with the service expert for other instructions	6.1 Response to the client by sending a confirmation of approval of their request	None	30 Minutes	<i>Records Officer RAO</i>
	6.2 Update the tracking status of the request and save the response			
	6.3 Release the document (response)			
7. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL:		None	1 Day, 2 Hours, 32 Minutes	



IV. OFFICES AND SERVICES UNDER DAGUPAN AND RIZAL CAMPUSES



a. Office of the Campus Administrator

External and Internal Services



1. Acting on Request/Incoming Communications

The service pertains to the actions of the Dagupan Campus Administrator for all requests and communications within the campus, correctly identified and delivered to concerned authorities and 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)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Records and Archives Office (RAO) and submit the request letter and supporting documents, if needed	1.1 Receive and check appropriate details such as the name and purpose of the requester	None	10 Minutes	Records Officer RAO
	1.2 Record in the logbook and assign reference number			
	1.3 Endorse the request to the OCA			
	1.4 Receive the request letter and record in the logbook	None	5 Minutes	Administrative Aide, OCA
	1.5 Act or decide on the request, or	None	15 Minutes	Campus Administrator OCA
	1.6 Refer it to the appropriate unit, if needed			
	1.7 Receive and act promptly on the referred request	None	3 Hours	Unit Head/ Concerned Office(s)/ Official(s)
	1.8 Submit action taken or report to the OCA			
	1.9 Prepare completed staff work of the request for guidance of the campus administrator	None	3 Hours	Administrative Officer V OCA-Support Staff Unit
	1.10 Decide on the response or give direction	None	10 Minutes	Campus Administrator, OCA
2. Receive and acknowledge the response to the request	1.11 Encode the response to a request	None	10 Minutes	Administrative Aide OCA
	1.12 Forward the actions taken to the RAO			
2.2.1.1 Rate the availed service by filling out and submitting the CS Survey Form	2.1 Deliver the response and have it received in the logbook	None	1 Hour	Records Officer RAO
	2.2 Update the status of the request in the master list			
	Issue and retrieve a client survey form for analysis	None	1 Minute	Administrative Aide OCA
TOTAL:		None	7 Hours, 51 Minutes	



2. Approval of Request for 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. Valid Identification Card (1 copy, original)	From the requester's possession
2. Request Letter (1 copy, original)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For external clients, present a valid ID to the Guard-on-Duty at the Entrance Gate, and state the purpose of the visit Note: For internal clients, skip this step	1.1 Check and record the ID presented and the purpose stated 1.2 Issue a Visitor's Pass for identification	None	5 Minutes	Guard-on-Duty KSU Gate of the Concerned Campus
2. Proceed to the Records and Archives Office (RAO) and submit the request letter	2.1 Receive and check appropriate details such as the name and purpose of the requester	None	15 Minutes	Records Officer RAO, Concerned Campus
	2.2 Record in the logbook and assign reference number			
	2.3 Endorse the request to the OCA	None	2 Minutes	Administrative Aide OCA
	2.4 Receive and record the request	None	1 Hour	Campus Administrator Concerned Campus
	2.5 Evaluate and act on the request according to the internal policies	None	1 Hour	
	2.6 Seek clearance from higher officials if needed			
	2.7 Direct the GSO to check the availability of the requested type of facility			
	2.8 Affirmed the availability of the facility and assigned personnel in charge for the duration of the activity	None	1 Hour	Designated GSO Campus Chairperson
	2.9 Inform the OCA of the action taken			



3. Receive the notice of approval for the use of the facility and sign the contract concurrence on the use of the facility	3.1 Prepare, seek signature, and issue notice for approving the request 3.2 Prepare and issue Terms and Conditions/Contract for the use of the Campus facility	None	5 Minutes	<i>Administrative Aide</i> OCA
4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	<i>Administrative Aide</i> OCA
5. For external clients, surrender the Visitor's Pass to the Guard-on-Duty	Receive and check out the client in the logbook	None	1 Minute	<i>Guard-on-Duty</i> KSU Gate of the Concerned Campus
TOTAL:		None	2 Hours, 29 Minutes	



Internal Services



1. Request for Issuance of Travel Orders

KSU employees can request travel orders (TO) beyond a 50-kilometer radius from their workstations to the campus administrator, subject to the delegated authority issued by the university president. These orders are based on recommendations from the Personnel Training Development Committee (PTDC), Faculty Training Development Committee (FTDC), and the Vice President for Research Development, Extension and Training (VPRDET). The university president may authorize other travels, such as emergencies or training for designated roles.

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
1. Office Order, or approved request from the Office of the University President (1 Original Copy)	Office of the University President
2. PTDC/FTDC/VPRDET Endorsement (1 Photocopy)	Concerned Vice President
3. Recommendation Letter from Supervisors (1 Original Copy)	Dean's Office/ Immediate Supervisor
4. For Faculty, Teacher's Substitution Form (3 Original Copies)	Office of the Dean
5. Communication from the organizers (1 Original Copy)	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 OCA, submit an approved request for TO, and fill out a Client Request Form	1.1 Receive and check for completeness of required documents	None	2 Minutes	<i>Administrative Aide</i> OCA
	1.2 Issue and retrieve the request form			
2. Receive the TO and route for signatures by concerned officials	1.3 Endorse to OCA for action	None	1 Minute	<i>Campus Administrator</i>
	1.4 Evaluate and act on the request, i.e., requirement for substitution form among faculty			
3. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	2.1 Prepare the TO and itineraries and seek approval of the same	None	3 Hours	<i>Administrative Aide</i> OCA
	2.2 Issue the TO			
	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL:		None	6 Hours, 4 Minutes	



2. Approval of Request for Transportation

Pertinent provisions of DBM Budget Circular No. 2022-1 recognized that motor vehicles are indispensable for the efficient and effective performance and delivery of essential government services. However, it is a government policy to ensure its prudent and judicious usage. This aligns with Administrative Order No. 239 limiting the use of government vehicles to essential activities and reviewing travel programs and schedules to minimize unnecessary trips. In KSU, the approval of the request for transportation is given upon submission of the required documents by the requesting party/office.

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
<ol style="list-style-type: none"> KSU ID (1 copy, original); and Approved Letter Request (2 original copies or 1 original and 1 photocopy), or Approved Travel Orders ((1 copy, original) 	From the Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Records and Archives Office, submit an approved request letter, and fill out a Client Request Form	1.1 Receive and check appropriate details such as the name and purpose of the requester	None	15 Minutes	Records Officer RAO
	1.2 Record in the logbook and assign reference number			
	1.3 Endorse the request to the OCA			
	1.4 Receive, record, and endorse the request to the OCA for action	None	2 Minutes	Administrative Aide, OCA
	1.5 Evaluate and act on the request under travel policies	None	1 Minute	Campus Administrator
	1.6 Direct the GSO to check the availability of the vehicle and driver			
	1.7 Receive the request, assign, and schedule a vehicle and driver	None	1 Hour	Administrative Assistant GSO-Motorpool
	1.8 Inform the OCA of the action taken			
2. Receive the approved request	2.1 Issuance of approval for the request	None	5 Minutes	Administrative Aide, OCA
	2.2 Accomplish travel documents including trip ticket	None	1 Hour	Assigned Driver
3. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Administrative Aide OCA
TOTAL:		None	2 Hours, 24 Minutes	



3. Request for Repairs and Maintenance

The GSO does all repairs and maintenance work emanating from the requests of the offices concerned and or from the periodic maintenance monitoring. GSO forms are provided for service requests, detailing specific problems, urgency, and the need for skilled personnel to assess and recommend solutions.

Office or Division	: Office of the Campus Administrator- General Services			
Classification	: Complex			
Type of Transaction	: G2G – Government to Government; G2C - Government to Citizen			
Who may avail	: All KSU employees and students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly filled-out Requisition Form (1 copy, original)		General Service Office or Office of the Campus Administrator		
2. Valid KSU ID (1 copy, original)		From the requester's possession		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the OCA and fill out the GSO Request Form	1.1 Receive and check appropriate details such as the name of the requester and unit, and the details of the problem	None	15 Minutes	<i>Administrative Aide</i> OCA
	1.2 Endorse the request to the Campus Administrator			
	1.3 Evaluate and act on the request under the internal policies	None	1 Hour	<i>Campus Administrator</i>
	1.4 Coordinate with the GSO to conduct an inspection			
2. Receive the assessment taken by the GSO and, if needed, submit PPMP for the purchase of needed materials	1.5 Conduct inspection and assign personnel in charge for the conduct of the activity	None	1 Day	<i>Designated GSO</i> <i>Campus Chairperson</i>
	1.6 If not available, submit a list of materials needed for the repairs or maintenance			
	1.7 Inform the end-user unit/OCA of the actions taken			
2. Receive the assessment taken by the GSO and, if needed, submit PPMP for the purchase of needed materials	2.1 Finalize the inspection report and give copy(ies) to the requesting unit	None	5 Minutes	<i>Administrative Aide</i> OCA
	2.2 For PPMPs with below ₱20,000 budget, process the request of needed materials for repair or maintenance; for PPMPs with above P20,000 budget, submit to the KSU- Main Campus for processing			



	2.3 Facilitate the processing of the needed materials	None	3 Days	<i>Procurement Officer Campus PMO</i>
	2.4 Receive from the supplier the purchased items and issue them immediately to the GSO or end-user unit	None	3 Hours	<i>Supply Officer Campus SPMO</i>
3. Inspect and/or approve the services rendered	3.1 Conduct quality repair or maintenance 3.2 Seek a certificate of completion from the end-user unit	None	1 Day	<i>Repair and/or Maintenance Sections Campus GSO</i>
4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	<i>Administrative Aide OCA</i>
TOTAL:		None	5 Days, 4 Hours, 21 Minutes	



4. Resolving Internal Problems

The Office of the Campus Administrator serves as the chairperson of the Grievance Committee, which seeks to listen and take necessary actions allowed by law to erring employees of the university.

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. Letter of Complaint (1 copy, original)	From the employee concerned, within Bulanao, Dagupan, and Rizal Campuses
2. Valid KSU ID (1 copy, original)	From the requester's possession

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present problems or grievances verbally or in writing to the immediate supervisor Note: <i>If the object of the grievance or problem is the immediate supervisor or employee in the other unit, the aggrieved employee may bring the grievance to the next higher supervisor or the grievance committee itself.</i>	1.1 Evaluate the problem or grievance and inform the aggrieved employee of the corresponding action within 3 working days. 1.2 Establish an informal and friendly environment for employees to express their dissatisfaction and seek suggestions.	None	3 Days	Immediate Supervisor
	2.1 If the problem is not resolved, elevate the problem to the Campus Grievance Committee 2.2 Receive and record the request 2.3 Endorse the complaint to the Campus Administrator 2.4 Evaluate and act on the complaint under the Grievance Machinery 2.5 Constitute the grievance committee for a preliminary conference, if needed 2.6 Call for a face-to-face conference with erring parties 2.7 Decide on the merits of the case and furnish file copies of the decision to the Office of the University President and Records Office	None	2 Hours	Immediate Supervisor
2. Receive the actions taken by the immediate supervisor.	2.2 Receive and record the request 2.3 Endorse the complaint to the Campus Administrator	None	15 Minutes	Administrative Aide OCA
	2.4 Evaluate and act on the complaint under the Grievance Machinery 2.5 Constitute the grievance committee for a preliminary conference, if needed 2.6 Call for a face-to-face conference with erring parties 2.7 Decide on the merits of the case and furnish file copies of the decision to the Office of the University President and Records Office	None	5 Days	Grievance Committee Campus Level



<p>3. Receive the actions taken by the Campus Grievance Committee</p>	<p>3.1 Inform both parties of the committee's recommendations 3.2 If the problem is not yet resolved, elevate the findings and recommendations to the University Grievance Committee</p>	None	1 Day	
	<p>3.3 Review the findings and recommendations submitted 3.4 If needed, call for a clarificatory conference and/or hearing among the committee members and parties involved 3.5 Invite resource persons who may give light to the resolution of the case 3.6 Exhaust all possible solutions for the legal or amicable settlement of the case</p>	None	15 Days	University Grievance Committee
<p>4. Receive the actions taken by the University Grievance Committee</p> <p><i>Note: If not satisfied with the findings and solutions of the University Grievance Committee, elevate the problem to the Civil Service Commission</i></p>	<p>4.1 Decide collegially for the resolution of the case and seek the approval of the University President 4.2 Furnish both parties of the committee's decision 4.3 If no appeal has been submitted, issue a Certification on Final Action by the Committee 4.4 Send file copies of the University President and Records Officer of the proceedings or completed staff work documents</p> <p><i>Note: The university legal officer, who is a member of the Grievance Committee, is presumed to have evaluated the committee's proceedings and decisions.</i></p>	None	5 Days	
<p>5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form</p>	<p>Issue and retrieve a client survey form for analysis</p>	None	1 Minute	Administrative Aide OCA
TOTAL:		None	29 Days (1 Month and 7 Days), 2 Hours, 16 Minutes	



b. Office of the College Deans

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 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
General Requirements:	
1. Result of Qualifying Examination, if any (1 original copy)	Counselling, Testing, and Placement Center (CTPC), KSU-Main Campus
2. SHS Form-09, SHS Form-10 Form 138, FORM 137-A or its equivalent (1 original copy)	School last attended
3. Certificate of Good Moral Character (1 original copy)	
4. PSA Authenticated Birth Certificate (1 original/authenticated)	Philippine Statistics Authority
5. PSA Marriage Certificate for married female students (1 original copy)	
6. Permit to study in case of an employed student in the governments or private agencies (1 original copy)	Employer
7. Latest 2x2 ID Picture with a white background (1 original copy)	Photo Studio/Shop
For Transnational Students:	
8. Original Transcript of Records in English (OTR) (1 original copy)	School last attended
9. Accomplish Personal Data Sheet including Alien Certificate of Registration (1 original copy)	From the Client
10. Student Visa (1 certified copy)	
11. Original Passport (1 certified copy)	
12. Affidavit of Financial Support (1 original copy)	
13. Latest 2x2 colored ID picture with a white background (1 original copy)	
14. Must meet all the requirements prescribed by the Department of Foreign Affairs and the Bureau of Immigration	
15. Non-refundable application fee of one hundred US Dollars (US\$100.00)	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the college enrolment area and submit complete admission requirements, and/or Login to the Management Information System (MIS) account then proceed to the pre-enrollment process	1.1 Receive and check submitted documents 1.2 Issue enrolment form	None	3 Minutes	<i>Program Chairperson</i>
2. Secure enrolment form	Issue enrolment form and identify courses to be enrolled	None	2 Minutes	
3. Pre-enroll courses identified by the Program Chairperson	3.1 Validate courses pre-enrolled 3.2 Approval of the enrolled courses	None	5 Minutes	
4. Secure assessment form	Print and issue the Assessment form	None	1 Minute	
5. Proceed to the Collecting Window, Finance Office for payment of fees, if any	5.1 Receive assessment and verify payments 5.2 Issue Official Receipt (OR) and return the documents	If Applicable	30 Minutes	<i>Collecting Officer Finance Office</i>
6. Proceed to the Auxiliary Unit, Business Affairs Office, KSU-Main Campus for ID processing and issuance	Process and issue ID	None	5 Minutes	<i>BAO Clerk Business Affairs Unit</i>
7. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	<i>College Clerk Office of the Dean</i>
TOTAL:		None	17 Minutes	



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. True Copy of Grades (1 original copy)	
3. Certificate of Good Moral Character (1 original copy)	
4. PSA authenticated Birth Certificate (1 copy, authenticated)	Philippine Statistics Authority
5. Marriage Certificate for married female students (1 original copy)	
6. Permit to study in cases of employed students in the government or private agencies (1 copy, original)	Employer
7. 2x2 ID Picture with white background (1 copy, original)	Photo Studio
8. Result of Qualifying Examination, if any (1 copy, original)	Counselling, Testing, and Placement Center (CTPC), KSU-Main Campus

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	None	1 Minute	<i>Program Chairperson</i>
	1.2 Evaluate subjects taken from former school			
	1.3 Identify courses to be enrolled			
	1.4 Issue enrolment form			
2. Accomplish enrolment form	Evaluate and approve courses enrolled	None	5 Minutes	<i>Clerk, Business Affairs Office</i>
3. Pre-enrolled courses identified	Validate pre-enrolled courses	None	2 Minutes	
4. Secure assessment form	Print and issue the duly signed Assessment form	None	1 Minute	
5. Proceed to the Auxiliary Unit, Business Affairs Office, KSU-Main Campus for ID processing	Process and issue ID	None	5 Minutes	<i>College Clerk Office of the Dean</i>
6. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL:		None	15 Minutes	



3. Admission of Returning Students

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, Administration Building, Main Campus
2. Result of Qualifying Examination (1 original copy)	Counselling, Testing, and Placement Center (CTPC), KSU-Main Campus

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the College signifying intention to enroll	1.1 Conduct Interview 1.2 Evaluate grades 1.3 Identify courses to be enrolled 1.4 Identify courses for validation 1.5 Let the student proceed to ICT for the MIS account	None	2 Minutes	Program Chairperson Concerned College
2. Go to the ICT Center for MIS account creation or activation	Create or activate the requested account	None	5 Minutes	ICT Personnel In-Charge
3. Return to the college and identify pre-enrolled courses	Check and validate pre-enrolled courses	None	2 Minutes	Program Chairperson Concerned College
4. Secure assessment form	Print and issue the duly signed Assessment form	None	1 Minute	
5. Proceed to the Auxiliary Unit, Business Affairs Office, KSU-Main Campus for ID processing	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 Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	College Clerk Office of the Dean
TOTAL:		None	16 Minutes	



4. Cross Enrolment from Other HEI to KSU

This refers to the practice of students enrolled simultaneously in courses at two different academic institutions. Students from other HEI may enroll at the Kalinga State University.

Office or Division	:	Office of the College Dean
Classification	:	Simple
Type of Transaction	:	G2C - Government to Citizen
Who may avail	:	Graduating students from other higher education institutions (HEIs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Permit to Cross Enroll (1 original copy)	Dean of the originating school
2. Certificate of Good Moral Character (1 original copy)	School last attended
3. Application for cross enrolment (1 original copy)	KSU Registrar's Office
4. Valid ID (1 original copy)	From the requester

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the College concerned and present an ID and a permit to cross-enroll	1.1 Evaluate the documents 1.2 Issue enrolment form	None	1 Minute	Program Chairperson Concerned College
2. Accomplish the enrollment form	Check and approve the course/s enrolled	None	5 Minutes	
3. Secure assessment form	Issue duly signed Assessment Form	None	2 Minutes	
4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	College Clerk Office of the Dean
TOTAL:		None	9 Minutes	



5. Request for a Certification of Good Moral Character for Board Examination

Any graduate who intends to take the Board Examination may secure a good moral character certificate from the Dean's Office.

Office or Division	:	Office of the College Dean
Classification	:	Simple
Type of Transaction	:	G2C - Government to Citizen
Who may avail	:	Graduates/Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Client Request Form (1 original copy)	Concerned College Dean's Office, KSU
2. Valid ID (1 original copy)	From the requester's possession

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the concerned Dean's Office, present any valid ID, and state the purpose of the visit	1.1 Check the student's IDs	None	2 Minutes	College Clerk Office of the Dean
	1.2 Issue a request form to the students			
2. Accomplish and submit the request form	2.1 Verify the details of the request	None	4 Minutes	College Dean Office of the Dean
	2.2 Prepare and issue the certificate after approval of the same			
	2.3 Approve the certificate with a statement of purpose			
3. Proceed to the Registrar's Office and submit the certificate for its dry seal	Receive, record, and issue the certificate	None	1 Minute	Registrar's Aide Registrar's Office
4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	College Clerk Office of the Dean
TOTAL:		None	10 Minutes	



Internal Services



1. 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 chairperson 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
1. Valid ID (1 original copy)	From the requester's possession
2. KSU-OUR Form 01 (Enrollment Form)	Program Chairperson, Concerned College

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to your respective college for the evaluation of your grades, and accomplish the enrolment form, or Pre-enroll courses in the student's MIS account	1.1 After evaluation, advise the student on the subjects to be enrolled; and	None	5 Minutes	College Clerk/ Enrolment Team
	1.2 Check the filled-out form and return it to the student; or	None	10 Minutes	Program Chairperson and College Dean
	1.3 Check and validate pre-enrolled courses in the MIS account			
	1.4 Approve the form and return the same	None	10 Minutes	
2. Secure copy of Student's Assessment Form	2.1 Encode the subjects to be enrolled	None	2 Minutes	Program Chairperson Concerned College
	2.2 Issue duly signed assessment form			
3. Proceed to the Collecting Window, Finance Office for payment of fees, if any	3.1 Receive assessment and verify payments	If Applicable	30 Minutes	Collecting Officer Finance Office
	3.2 Issue OR and return the documents			
4. Proceed to the Auxiliary Unit, Business Affairs Office, KSU-Main Campus for ID validation	Validate and issue ID	None	5 Minutes	BAO Clerk Business Affairs Office
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Receive filled-out survey form for analysis	None	1 Minute	College Clerk Office of the Dean
TOTAL:		None	1 Hour, 3 Minutes	



2. Adding, Dropping, and Changing of Subjects and/or Schedules

The students already enrolled in their courses can change, add, or drop a subject/s and/or schedule within one week from the start of regular classes. Policies on prerequisites, 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. Adding/Dropping/Changing Form (1 original copy)	Concerned College Dean's Office, KSU
2. Assessment Form (1 copy, original)	Program Chairperson
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 secure Adding/ Dropping/ Changing Form	1.1 Check the ID 1.2 Issue a payment request form	None	1 Minute	College Clerk Dean's Office
2. Proceed to the Collecting Unit-Finance Office located at the Administration Building, present your ID and payment request form	2.1 Receive documents and tender of payment 2.2 Issue OR and return documents	₱ 50	10 Minutes	Collecting Officer Cashiering Unit
3. Write courses to be added, dropped, or changed	Checked courses to be added, dropped, or changed in the Student's MIS Account	None	5 Minutes	Program Chairperson Concerned College
4. Present OR to the Dean's Office and seek Approval of Added/Dropped/Changed Courses	4.1 Verify request 4.2 Act on the accomplished Adding/ Dropping/ Changing Form	None	3 Minutes	College Dean Concerned College
5. Go back and secure the New Assessment Form to the Program Chairperson	Issue a new duly signed assessment form	None	3 Minutes	Program Chairperson Concerned College
6. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	College Clerk Dean's Office
TOTAL:		₱ 50	23 Minutes	



3. Shifting of Enrolled Course

Shifters are admitted to the college or department in which they want to change their major, subject to the approval of the dean of the original course, the acceptance of the new course, and a recommendation from their guidance counselor.

Office or Division	:	Office of the College Dean
Classification	:	Simple
Type of Transaction	:	G2C - Government to Citizen
Who may avail	:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID (1 original copy)	From the requester's possession
2. Application for Shifting Course Form (1 original copy)	Office of the University Registrar
3. KSU-OUR Form 01 (Enrollment Form)	Program Chairperson, Concerned College

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Office of the University Registrar, present a valid ID, and state your purpose in the logbook	Check and verify the ID presented and the purpose stated	None	5 Minutes	Registrar's Aide Office of the University Registrar
2. Secure and accomplish the Application Form to shift course	Issue form and indicate the amount to pay	None	3 Minutes	
3. Go to the Collecting Window, Finance Office for payment of the application fee	3.1 Receive and verify payments 3.2 Issue Official Receipt (OR)	₱50	10 Minutes	Collecting Officer Finance Office
4. Proceed to the college where you will enroll, and state your purpose by presenting the application form and OR, or	4.1 Receive and verify the application form 4.2 Evaluate the academic records of the applicant in the MIS system 4.3 Validate previously taken subjects of the applicant, if applicable	None	5 Minutes	College Clerk/ Enrollment Team



	<p>4.4 Advise the student on the subjects to be enrolled</p> <p>4.5 Issue, retrieve, and check the enrolment form and return it to the student</p>			
Pre-enroll courses in the student's MIS account	4.6 Check and validate pre-enrolled courses in the MIS account	None	10 Minutes	<i>Program Chairperson and College Dean</i>
	4.7 Approve the form and return the same	None	10 Minutes	
5. Secure copy of Student's Assessment Form	<p>5.1 Encode the subjects to be enrolled</p> <p>5.2 Issue duly signed assessment form</p>	None	2 Minutes	<i>Program Chairperson Concerned College</i>
6. Proceed to the Collecting Window, Finance Office for payment of fees, if any	<p>6.1 Receive assessment and verify payments</p> <p>6.2 Issue the OR and return the documents</p>	If Applicable	30 Minutes	<i>Collecting Officer Finance Office</i>
7. Proceed to the Auxiliary Unit, Business Affairs Office, KSU-Main Campus for ID re-issuance	Validate and issue ID	None	5 Minutes	<i>BAO Clerk Business Affairs Office</i>
8. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Receive filled-out survey form for analysis	None	1 Minute	<i>College Clerk Office of the Dean</i>
TOTAL:		₱50	1 Hour, 21 Minutes	



4. Request for 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
1. Client Request Form (1 original copy)	Concerned College Dean’s Office, KSU
2. Valid ID (1 original copy)	From the requester’s possession

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach concerned faculty for compliance with deficiency	1.1 Identify and provide evaluation activity/ies 1.2 Evaluate the submitted activity/ies 1.3 If passed, advise the student to pay the completion fee	None	5 Minutes	Concerned Faculty
2. Present a valid ID and fill out a Client Request Form at the Dean’s Office	2.1 Check the ID 2.2 Issue a request form	None	1 Minute	College Clerk Office of the Dean
3. Proceed to the Collecting Unit-Finance Office located at the Administration Building, present your ID, and request form	3.1 Receive documents and tender of payment 3.2 Issue Official Receipt (OR) and return documents	₱ 50	5 Minutes	Collecting Officer Cashiering Unit
4. Secure grade from concerned faculty	Write the Completion Grade	None	1 Minute	Concerned Faculty
5. Secure Verification and Approval	5.1 Verify and Approve Completion Grade	None	1 Minute	Program Chairperson Concerned College
	5.2 Transmit duly signed Completion Form to the Registrar’s Office	None	1 Minute	College Dean Concerned College
6. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Receive the filled-out survey form for analysis	None	2 Minutes	College Clerk Office of the Dean
TOTAL:		₱ 50	16 Minutes	



5. Request for Rectification of Grades

Any faculty member who may have incurred an error in their grade sheet may request the rectification of the recorded and posted grades. Grade sheet rectification is allowed for student name changes, grade additions, or omissions, and other essential matters, such as errors in student names, clerical errors in final grades, computation errors, and unauthorized transfers from one section to another.

Office or Division	: Office of the College Dean
Classification	: Simple
Type of Transaction	: G2G - Government to Government
Who may avail	: Professor or Instructor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Appeal to rectify grades (1 original copy)	Concerned College Dean's Office, KSU
2. Student Credentials: Original and Rectified Grade Sheets, Class Records, Test Papers, and Attendance Sheets (1 original copy)	Professor or Instructor concerned, KSU
3. Valid ID (1 original copy)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit a letter of appeal to rectify grades to the Dean's Office Notes: <ul style="list-style-type: none"> The request should be accompanied by supporting documents, not limited to the following: original grade sheet, rectified grade sheet, class records, graded activities, test papers or its equivalent, and attendance sheets In case of denial, the action of the dean or committee becomes final 	1.1 Receive the request 1.2 Evaluate the grades of the student 1.3 Check the authenticity of signatures 1.4 Grant or deny the request depending on the merit of the appeal 1.5 Endorse request to Academic Council Review Committee (ACRC)	None	3 days	Concerned College Dean
	1.6 Act on the endorsement and recommendation of the dean 1.7 Review the merits of the rectification request and submit corresponding results to the College Dean 1.8 Transmit the decision to the Registrar's Office	None	3 days	Academic Council Review Committee
	1.9 Receive the action of the committee 1.10 Post the rectified grades in the system	None	5 Minutes	University Registrar
4. Follow up on the action of the committee	Inform the requesting faculty of the committee's action	None	5 Minutes	College Dean
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Receive the filled-out survey form for analysis	None	1 Minute	College Clerk Office of the Dean
TOTAL:		None	6 Days, 11 Minutes	



6. Cross Enrolment from KSU to Other Higher Education Institutions (HEIs)

Students from Kalinga State University may enroll in other HEIs.

Office or Division	:	Office of the College Dean
Classification	:	Simple
Type of Transaction	:	G2C - Government to Citizen
Who may avail	:	Enrolled Graduating Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. True Copy of Grades (1 original copy)	KSU Registrar's Office or Program Chairperson
2. Valid ID (1 original copy)	From the requester's possession

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the program chairperson, present a valid ID, and seek a Letter of Recommendation to cross-enroll	1.1 Check ID and verify the purpose 1.2 Evaluate Student Records and make a recommendation to the College Dean	None	5 Minutes	Concerned Program Chairperson
2. Seek Endorsement to Cross-Enroll	2.1 Endorse to the Registrar's Office the allowed subject/s to be enrolled in other HEI 2.2 Issue a permit to cross-enroll	None	2 Minutes	Concerned College Dean
4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Receive the filled-out survey form for analysis	None	1 Minute	College Clerk Office of the Dean
TOTAL:		None	8 Minutes	



7. Request for the Offering of Unprogrammed Subject(s) or Unscheduled Subjects

Subjects not scheduled for a term may be offered to at least 30 students upon written request, with exemptions allowed under graduation, new curriculum, or student failure not being the student's fault.

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. Request letter (1 original copy)	From the requester's possession
2. True Copy of Grades (1 original copy)	Registrar's Office
3. Valid ID (1 original copy)	From the requester's possession

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the concerned program chairperson, present a true copy of grades and ID, and state the purpose of the visit	1.1 Check the student's IDs 1.2 Evaluate the grades of the students	None	2 Minutes	Program Chairperson Concerned College
2. Prepare and submit a request letter for the offering of unprogrammed subjects to the Dean's Office	2.1 Check the authenticity of signatures and IDs 2.2 Record the attendance of students 2.3 Present the request to the dean	None	5 Minutes	College Clerk Office of the Dean
	2.4 Assess the merit of the request 2.5 Endorse the request to the Office of the VPASD for its final evaluation	None	10 Minutes	College Dean Office of the Dean
3. Return to the Dean's Office for revision and encoding of the final assessment form	Encode and finalize the assessment form indicating the inclusion of new subjects	None	15 Minutes	
4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Receive the filled-out survey form for analysis	None	1 Minute	College Clerk Office of the Dean
TOTAL:		None	33 Minutes	



8. Issuance of Certification of Underload

Students who are currently enrolled in their courses may require underload certification to meet the requirements for their financial assistance.

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. Assessment Form (1 original copy)	From the requester's possession
2. Valid ID (1 original copy)	From the requester's possession

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the program chairperson, present a valid ID, Assessment Form, and request	1.1 Evaluate the records of the requesting students to determine the reason for underload 1.2 Endorse the request to the Dean	None	5 Minutes	Program Chairperson Concerned College
2. Secure a Certificate of Underload to the Dean's Office	2.1 Receive and record the request	None	3 Minutes	College Clerk Office of the Dean
	2.2 Prepare the certificate and issue the same after approval			
	2.3 Approve the requested certificate			
3. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Receive the filled-out survey form for analysis	None	1 Minute	College Clerk Office of the Dean
TOTAL:		None	10 Minutes	



c. Office of the Campus Registrar

External and Internal Services



1. Issuance of Certification, Authentication, and Verification (CAV) of School Credentials

This is a verification and authentication process of school credentials issued to graduate and undergraduate students applying for local employment or abroad. Students applying for CAV of academic records shall apply within a maximum of two (2) days before its released.

Office or Division	:	Office of the Campus Registrar (OCR)
Classification	:	Simple
Type of Transaction	:	G2C - Government to Citizen
Who may avail	:	All Graduate and Undergraduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. OTR or Diploma, and Certificate of Graduation (1 original copy); For non-graduates, OTR and Certificate of Earned Units (1 original copy)	Office of the Campus Registrar
2. Request slip form (KSU-OUR-F15B) or Request Letter (1 original copy)	
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 your ID at the Registrar's Office and fill out a request slip	1.1 Receive and verify the ID presented 1.2 Issue request slip and retrieve the same	None	1 Minute	Registrar's Aide, OCR
2. Go to the Collecting Unit, Cashiering Office, 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	15 Minutes	Collecting Officer Cashiering Office
3. Return to Registrar's window and submit duly accomplished request slip form and OR	3.1 Receive the request slip form and OR	None	1 Minute	Registrar's Aide, OCR
	3.2 After verification, authenticate documents, prepare the certificate of graduation, or earned units, and prepare the CAV endorsement	None	15 Minutes	Campus Registrar, OCR
	3.3 Record in the logbook, then issue	None	1 Minute	Registrar's Aide, OCR
4. Receive documents and sign in to the logbook	Issue the document	None	1 Minute	
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Receive the filled-out survey form for analysis	None	1 Minute	
TOTAL:		₱ 25	35 Minutes	

Note: Authenticated documents and CAV endorsement letters are usually sent to CHED or DFA, but third parties can request CAV, provided the student or graduate authorizes them and must submit a Special Power of Attorney or Authorization Letter and valid identification cards.



2. Issuance of Transcript of Records

This document is provided to graduate and undergraduate students, detailing the complete subjects obtained by term/semester, along with their corresponding grades and units. The Office of the University Registrar requires a request for the Official Transcript of Records (OTR) at least five days before its release.

Office or Division	: Office of the Campus Registrar (OCR)
Classification	: Complex
Type of Transaction	: G2C - Government to Citizen
Who may avail	: All Graduate and Undergraduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Slip (KSU-OUR-F15-A) (1 original copy)	Registrar's Office
2. 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, secure, and fill out a 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	Registrar's Aide, OCR
2. Go to the Collecting Unit, Cashiering 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	₱ 75/ page; Documentary stamp: ₱ 20 (3 pages x ₱ 75 + ₱ 20) for OTR fee	15 Minutes	Collecting Officer Cashiering Office
3. Return to the Registrar's Window and submit duly accomplished request slip, requirements, and OR	3.1 Receive duly filled clearance	None	5 Minutes	Registrar's Aide, OCR
	3.2 Check the requirements submitted	None	3 Days	Registrar's Aide and Head
	3.3 Encode, verify, and evaluate	None	15 Minutes	Registrar's Aide
	3.4 Prepare Official Transcript of Records	None	5 Minutes	Registrar's Head
	3.5 Sign OTR	None	1 Day	Vice President for Academics & Student Dev't
	3.6 Recommend approval of OTR	None	1 Day	University President
4. Receive OTR and sign in to the logbook	3.7 Approve OTR	None	1 Minute	Registrar's Aide OCR
	3.8 Records logbook and issue OTR	None	1 Minute	
5. Rate the availed service by filling out and submitting the CSS Form	Issue the document Receive the filled-out survey form for analysis	None	1 Minute	
TOTAL:		₱ 245 @ 3 pages	5 Days, 1 Hour, 13 Minutes	



3. Issuance of True Copy of Grades and Certifications

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. A student or graduate of this institution can request a Certification or True Copy of Grades for various purposes.

Office or Division	:	Office of the Campus Registrar (OCR)
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)	Office of the Campus Registrar (OCR), Concerned Campus
2. 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 fill out a request slip	1.1 Receive the ID 1.2 Issue request slip, retrieve and check the same 1.3 Indicate assessment of fees in the form and return to the client	None	1 Minute	Registrar's Aide, OCR
2. Go to the Collecting Unit, Cashiering 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	5 Minutes	Collecting Officer Cashiering 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 Grades and Certifications	None	3 Minutes	Registrar's Aide OCR
	3.3 Sign the Certified True Copy of Grades and Certifications	None	1 Minute	University Registrar
4. Receive Certified True Copy of Grades and Certifications and signed in the logbook	Issue the Certified True Copy of Grades and Certifications	None	1 Minute	Registrar's Aide, OCR
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Receive the filled-out survey form for analysis	None	1 Minute	
TOTAL:		₱ 25	12 Minutes	



External Services



1. Request for Certification of Non-Issuance of Yearbook

This pertains to an attestation document declaring that the institution has not issued a Yearbook for graduates in a specific term.

Office or Division	:	Office of the Campus Registrar (OCR)
Classification	:	Simple
Type of Transaction	:	G2C - Government to Citizen
Who may avail	:	All Graduates

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Client Request Form (1 original copy)	Office of the Campus Registrar (OCR) of the concerned campus
2. 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 Client Request Form at the Registrar's Office	1.1 Receive and verify the validity of the ID 1.2 Issue a request form and retrieve the same after filling-out by the client	None	1 Minute	Registrar's Aide OCR
2. Proceed to the Collecting Unit-Cashiering Office, 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	10 Minutes	Collecting Officer Cashiering 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	Registrar's Aide OCR
4. Receive document and sign in the logbook	Issue the document and record it in the logbook	None	1 Minute	
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL:		₱ 25	18 Minutes	



2. Issuance of Transfer Credentials

A Campus Registrar grants a Certificate of Eligibility to Transfer to a student leaving the university campus, indicating they are free from financial and property obligations.

Office or Division	:	Office of the Campus Registrar (OCR)
Classification	:	Simple
Type of Transaction	:	G2C - Government to Citizen
Who may avail	:	All Transferred students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Client Request Form (1 original copy)	Office of the Campus Registrar (OCR), Concerned Campus
2. Accomplished Clearance (1 original copy)	
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 fill out a Client Request and Clearance Forms	1.1 Receive and verify the validity of the ID 1.2 Issue a request form and retrieve the same after filling-out by the client	None	1 Minute	Registrar's Aide, OCR
2. Proceed to the Collecting Unit-Cashiering Office, 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	10 Minutes	Collecting Officer Cashiering Office
3. Proceed to offices concerned for clearance signing	Sign clearance form	None	3 Hours	Concerned Officials
4. Return to the Registrar's Office and present the OR, duly accomplished request slip, and clearance form	4.1 Receive filled-out forms and verify records	None	4 Minutes	Registrar's Aide OCR
	4.2 Prepare certification of Transfer Credential and record it in the logbook			
	4.3 Approve the request	None	1 Minute	University Registrar
5. Receive transfer credentials and sign in to the logbook	Issue the document	None	1 Minute	Registrar's Aide OCR
6. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL:		₱ 25	18 Minutes	



3. Request for Authentication of School Credentials

All school credentials, including Official Transcripts of Records, Diploma, True Copy of Grades, Certifications, and School IDs from the Office of the Campus Registrar, are valid for authentication.

Office or Division	: Office of the Campus Registrar (OCR)
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)	Office of the Campus Registrar (OCR), Concerned Campus
2. Properly filled out Requisition Slip Form (1 original copy)	
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 your valid ID at the Registrar's Office and fill out a request slip	1.1 Receive and verify the validity of the ID 1.2 Issue request slip and retrieve the same	None	1 Minute	Registrar's Aide, OCR
2. Proceed to the Collecting Unit-Cashiering Office, 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	10 Minutes	Collecting Officer Cashiering Office
3. Return to the Registrar's Office and present the OR and the filled-out request slip	3.1 Receive form and verify records 3.2 Authenticate the xerox copy of OTR and Diploma	None	8 Minutes	Registrar's Aide and Campus Registrar
4. Receive authenticated OTR and Diploma and sign in the logbook	Issue the document and record it in the logbook	None	1 Minute	Registrar's Aide OCR
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL:		₱ 30	21 Minutes	

Notes:

- 1) The amount of Thirty Pesos (₱30.00) per document will be collected and an additional of Ten Pesos (P10.00) per document in excess of three (3) copies.
- 2) Third parties can request for authentication of credentials with the student or graduate's authorization, requiring a letter of consent, a photocopy of their valid identification card, and a photocopy of their own.



4. Issuance of Certification of Graduation

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

Office or Division	:	Office of the Campus Registrar (OCR)
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, Administration Building, KSU-Bulanao Campus
2. Diploma (1 original copy)	
3. Duly accomplished Request Slip (KSU-OUR-F15B) (1 original copy)	
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 your valid ID at the Registrar's Office and fill out a request slip form	1.1 Receive and verify the validity of the ID 1.2 Issue request slip and retrieve the same	None	1 Minute	Registrar's Aide, OCR
2. Present the ID, request form, and payment at the Collecting Unit, Cashiering Office	2.1 Receive documents and tender of payment 2.2 Issue official receipt (OR) and return documents	₱ 25	10 Minutes	Collecting Officer Cashiering 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	Registrar's Aide OCR
4. Receive the certification and sign in to the logbook	Give the student a survey form to rate the availed service	None	1 Minute	Registrar's Aide, OCR
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL:		₱ 25	19 Minutes	



d. Guidance Office

External and Internal Services



1. Issuance of Certificate of Good Moral

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

Office or Division	: Guidance Office
Classification	: Simple
Type of Transaction	: G2C - Government to Citizen
Who may avail	: All Alumni and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Client Request Form (1 original copy)	Guidance Office, Concerned Campus
2. Valid ID of the Requester and/or Representative (1 original copy)	From the Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID and fill out a Client Request Form at the Guidance Office	1.1 Check the validity of 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 certification fee	None	3 Minutes	Staff Guidance Office
2. Go to the Collecting Unit, Cashiering 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	10 Minutes	Collecting Officer Cashiering 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	2 Minutes	Guidance Counsellor Guidance Office
4. Receive and confirm the Certificate of Good Moral and sign in to the logbook	Issue a certificate of good moral	None	2 Minutes	Staff Guidance Office
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL:		₱ 25.00	18 Minutes	



2. Authentication of Certificate of Good Moral

After issuance by the University of a Certificate of Good Moral Character, alumni and students may request authentication of its photocopies.

Office or Division	:	Guidance Office
Classification	:	Simple
Type of Transaction	:	G2C - Government to Citizen
Who may avail	:	All Alumni and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Good Moral Character (1 original copy, 2 photocopies or more)	From the Client, or Guidance Office
2. Client Request Form (1 original copy)	Guidance Officer, Concerned Campus
3. Valid ID (1 original copy)	From the Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Guidance Office, present a valid ID, and state the purpose	1.1 Verify the validity of the ID 1.2 Evaluate the purpose	None	1 Minute	Staff Guidance Office
2. Fill out a document request slip	Issue request slip and retrieve the same	None	1 Minute	
3. Go to the Collecting Unit, Cashiering 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 (Min. of 3 copies plus 10.00 per succeeding copy)	10 Minutes	Collecting Officer Cashiering Office
4. Return to the Guidance Office and present the OR and photocopies of the certificate	4.1 Verify the authenticity of documents submitted 4.2 Assess the amount paid based on the number of copies being requested 4.3 Authenticate the photocopies of documents	None	2 Minutes	Guidance Counsellor Guidance Office
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Staff Guidance Office
TOTAL:		₱ 45 for 3 copies	15 Minutes	



3. 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. The Guidance Office is open Monday-Friday to provide guidance and counseling and facilitates growth groups for student development, including seminars, leadership training, and intervention programs.

Office or Division	: Guidance Office
Classification	: Simple
Type of Transaction	: G2C - Government to Citizen; G2G - Government to Government
Who may avail	: Parents and Other Stakeholders, All Students (Undergraduates and Graduates), and All KSU Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid School ID (1 original copy)	From the requester's possession
2. Client Request Form (1 original copy)	Guidance Office, Concerned 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 Client Request Form at the Guidance Office	1.1 Check the validity of 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 Guidance Office
2. Proceed to the Counselling Room	Conduct Interviews and Counselling proper	None	30 Minutes	Guidance Counsellor
3. Sign Logbook	Schedule Client for next session (if applicable)	None	1 Minute	Guidance Office
4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Staff Guidance Office
TOTAL:		None	37 Minutes	



e. Medical Services

Internal Services



1. Undergo Consultation and Treatment

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 bonafide Students and All Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid School ID card, 1 original copy	Auxiliary Unit, Business Affairs Office, KSU-Main Campus
2. Individual Treatment Record (ITR), 1 copy	Medical Services Office, Concerned Campus

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID and register in the logbook at the Nurse Station, Medical Services Office <i>Note: For new clients, accomplish an ITR</i>	1.1 Check the ID 1.2 Issue a 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	None	5 Minutes	Nurse Campus Medical 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	
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	10 Minutes	Medical Officer IV Campus Medical Clinic
4. Receive available medicines and or prescription/referral letter if necessary	Issue medicines and/or prescription/referral letter	None	5 Minutes	Nurse Campus Medical Clinic
5. Laboratory request, if needed (urinalysis, complete blood count, chest x-ray, ECG, ultrasound, endoscopy, and others)	Issue laboratory requests for procedures to be done outside	None	2 Minutes	Medical Officer IV Campus Medical Clinic
6. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Nurse Campus Medical Clinic
TOTAL:		None	25 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	:	1. G2C - Government to Citizen, for students; and 2. G2G - Government to Government, for employees
Who may avail	:	1. All bonafide Students 2. All Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid School ID card, 1 original copy	From the Requester

CLIENT STEPS	AGENCY ACTIONS	FEES 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	1.1 Check the ID 1.2 Issue the logbook and retrieve the same after filling-out by the client	None	2 Minutes	Nurse Campus Medical Clinic
2. Respond to the pre-assessment of the Nurse on duty	Obtain personal information and vital signs	None	2 Minutes	
3. Proceed to the Consultation Room	Conduct a Physical Examination	None	5 Minutes	Medical Officer IV Campus Medical Clinic
4. Receive the certificate	Issue the medical certificate	None	2 Minutes	
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Nurse Campus Medical Clinic
TOTAL:		None	12 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	:	1. G2C - Government to Citizen, for students; and 2. G2G - Government to Government, for employees
Who may avail	:	1. All bonafide Students 2. All Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid School ID card, 1 original copy	From the Requester

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for blood pressure (BP) taking by presenting a valid ID and registering in the logbook at the Nurse Station,	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 blood circulation	None	10 Minutes	Nurse Campus Medical Clinic
2. Do as the nurse instruct	Take and record BP	None	5 Minutes	
3. Accomplish BP Logbook	Issue the result	None	1 Minute	
4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL:		None	17 Minutes	



4. Request for Issuance of Referral Letters

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

Office or Division	:	Medical Services
Classification	:	Simple
Type of Transaction	:	1. G2C - Government to Citizen, for students; and 2. G2G - Government to Government, for employees
Who may avail	:	1. All bonafide Students 2. All Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid School ID card, 1 original copy	From the Requester

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 Laboratory Building, KSU-Main Campus	Retrieve individual treatment record	None	2 Minutes	Nurse Campus Medical Clinic
2. Submit self for assessment of vital signs (VS)	Obtain VS of patient	None	3 Minutes	
3. Proceed to the Consultation Room	Do a re-assessment of the patient	None	5 Minutes	Medical Officer IV Campus Medical Clinic
4. Receive the referral letter	Issue a referral letter	None	1 Minute	
6. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Nurse Campus Medical Clinic
TOTAL:		None	12 Minutes	



f. Dental Services

Internal Services



1. Request for Dental Consultation

Request for Dental Consultation services is provided to employees and students to manage teeth and gum problems. The consultation helps explain available options if needing intricate treatments, assess specific cases, and offer clarity and solutions.

Office or Division	:	Dental Clinic		
Classification	:	Simple		
Type of Transaction	:	1. G2C - Government to Citizen, for students; and 2. G2G - Government to Government, for employees		
Who may avail	:	1. All bonafide Students 2. All Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Consent Form, 1 original copy		Campus Medical Clinic, Concerned Campus		
2. Individual Treatment Record (ITR), 1 original copy				
3. Valid School ID card, 1 original copy		From the Client		
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	Dentist II Campus Medical Clinic
2. Subject yourself to the 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	
3. Please proceed to the treatment area and submit yourself for a dental consultation	Conduct oral assessment and examination of the client	None	40 Minutes	
4. Sign in to the Logbook	Record treatment done	None	2 Minutes	Nurse Campus Medical Clinic
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
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	:	1. G2C - Government to Citizen, for students; and 2. G2G - Government to Government, for employees
Who may avail	:	1. All bonafide Students 2. All Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Consent Form, 1 original copy	Dental Clinic, Concerned Campus
2. Individual Treatment Record (ITR), 1 original copy	
3. Valid School ID card, 1 original copy	From the Client

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	Dentist // Campus Medical Clinic
2. Subject oneself to initial assessment	2.1 Interview the patient's main complaint and take a partial history 2.2 Take vital signs of the patient (include weight if the patient is pediatric) 2.3 Issue billing statement	None	10 Minutes	



<p>3. Proceed to the Collecting Unit, Finance Office, and present the ID, billing, and payment</p>	<p>3.1 Receive documents and tender of payment 3.2 Issue official receipt (OR) and return documents</p>	<p>₱ 50.00- Dental fee per tooth (3x50=150); ₱ 150.00- Oral prophylaxis (mild to moderate problem); ₱ 200.00- a severe problem</p>	<p>15 Minutes</p>	<p>Collecting Officer Cashiering Unit</p>
<p>4. Please return to the Dental Clinic, present the OR, and subject oneself to Oral Prophylaxis, Tooth Restoration, and Tooth Extraction</p>	<p>4.1 Conduct oral examination and determine the procedure to be conducted 4.2 For patients with mild to moderate problems, proceed with contemplative procedure 4.3 For patients with severe problems, administer further evaluation and management 4.4 Record treatment done</p>	<p>None</p>	<p>45 Minutes</p>	<p>Dentist II Campus Medical Clinic</p>
<p>5. Sign in to the Logbook and receive post-procedural care from the dentist</p>	<p>5.1 If needed, issue additional medicines and prescription 5.2 Give instructions on post-procedural care 5.3 Schedule follow-up as needed</p>	<p>None</p>	<p>5 Minutes</p>	
<p>6. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form</p>	<p>Issue and retrieve a client survey form for analysis</p>	<p>None</p>	<p>1 Minute</p>	<p>Nurse Campus Medical Clinic</p>
TOTAL:		<p>₱ 500.00</p>	<p>1 Hour, 20 Minutes</p>	



g. Library Services

External and Internal Services



1. Borrowing and Returning of Library Materials

University Libraries use an open-shelf system for Circulation, Filipiniana, Reference, and Thesis Sections, allowing students to browse, select, and borrow books, with return responsibility for the next users. On school days, a maximum of three books of different titles can be borrowed overnight, while a maximum of five books can be borrowed during weekends.

Office or Division	:	Library Services
Classification	:	Simple
Type of Transaction	:	1. G2C - Government to Citizen (for students, alumni, and community); 2. G2G - Government to Government (for employees)
Who may avail	:	1. All students, alumni, community; 2. All KSU employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID (1 copy, original) 2. Borrower's Card for students, Employee's ID for non-teaching personnel, Workload for KSU faculty, 1 original copy 3. Referral Letter (for outside researchers), (1 copy, original)	From the Requester

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For external clients, present a valid ID to the Guard-on-Duty at the Gate, and state the purpose of the visit Note: For internal clients, skip this step	1.1 Check and record the ID presented and the purpose stated 1.2 Issue a Visitor's Pass for identification	None	5 Minutes	Guard-on-Duty KSU Gate
2. Go to the <i>Library</i> and log in at the system or logbook at the Circulation Counter	Allow the client to log in to the system or logbook	None	1 Minute	Assigned Library Staff, Library Circulation Counter
3. Access the Online Public Access Catalog (OPAC) and fill out a borrower's card. Present it to the Circulation Counter, sign it, and present the book for library processing.	3.1 Supervise the client 3.2 Check and verify the borrower's card	None	5 Minutes	



4. Get library books needed on the shelves, fill out book card/s and present them to the circulation desk	4.1 Direct the client to the shelves to look for the books needed 4.2 Check the book and borrower's card if properly filled out, as to date, time, and borrower's name	None	5 Minutes	
5. Wait for the books to be processed for check-out	Scan book/s for barcode reading	None	2 Minutes	
6. Receive and use the borrowed library book/s	6.1 Remind the client of the book return schedule 6.2 Issue library book/s	None	1 Day	
7. Return to the Library and present the borrowed library materials at the circulation desk	7.1 Receive and check library materials 7.2 Scan library materials in the barcode machine 7.3 For borrowers with overdue, compute and issue overdue slip	None	5 Minutes	
8. For borrowers with overdue fines, proceed to the Collecting Unit, Finance Office, Administration Building, and present the slip and payment. If none, proceed to Step 9. Note: <i>Lost books must be paid, replaced with a similar title, and settled within one week. Library materials damaged beyond normal usage must be replaced with the same title, with an additional processing fee.</i>	8.1 Receive documents and payment 8.2 Issue official receipt (OR) and return documents	₱ 1/hour (₱ 1 x 24 hr = ₱ 24)	5 Minutes	Collecting Officer Cashiering Office
9. Proceed to the Library Circulation Counter, present the official receipt, and claim the Borrower's Card	9.1 Receive and record the OR 9.2 Annotate book card and borrower's card with "RET" status 9.3 Return the client's borrower's card	None	15 Minutes	Assigned Library Staff, Library Circulation Counter
10. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
11. Upon exit of the gate, surrender the Visitor's Pass to the guard on duty	Receive and check out the client in the logbook	None	1 Minute	Guard-on-Duty KSU Gate
TOTAL:		₱ 24	1 Day, 45 Minutes	



2. Borrowing of Library Books in the Reserved Section

The Reserved Section houses high-demand books for students' accessibility, with a 1-hour check-out time and room use reservations. Reservations must be made on time and returned promptly. Reserved books can only be used in the library for one hour, but can be extended if there is no prior request. Books from the General Reference Section, Special Collection Section, Periodicals Section, and Thesis Section are for room use only.

Office or Division	:	Library Services
Classification	:	Simple
Type of Transaction	:	G2C - Government to Citizen; and G2G - Government to Government
Who may avail	:	KSU alumni, students, employees, and community

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> Valid ID (1 copy, original) Referral Letter (for outside researchers), Borrower's Card for students, Employee's ID for non-teaching KSU employees, or Workload for KSU faculty, 1 original copy 	From the Requester

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> For external clients, present a valid ID to the Guard-on-Duty at the Entrance Gate, and state the purpose of the visit Note: For internal clients, skip this step 	<ol style="list-style-type: none"> Check and record the ID presented and the purpose stated Issue a Visitor's Pass for identification 	None	5 Minutes	Guard-on-Duty KSU Gate
<ol style="list-style-type: none"> Go to the <i>Library</i> and log in at the system or logbook at the Circulation Counter 	Allow the client to log in to the system or logbook	None	1 Minute	Assigned Library Staff, Library Circulation Counter
<ol style="list-style-type: none"> Proceed to the OPAC and search for the needed library materials, their availability, and their location. For KSU students, present the borrower's card 	<ol style="list-style-type: none"> Check, verify, and return the borrower's card Ask the client about his needed library book/s (<i>title, author, and year/edition</i>) 	None	5 Minutes	
<ol style="list-style-type: none"> Wait for the requested library materials and fill out the borrower's card 	<ol style="list-style-type: none"> Get library materials from the Reserved Section Check the book and borrower's card if properly filled out, as to date, time, and borrower's name 	None	5 Minutes	



5. Wait for the books to be processed for check-out	Scan book/s for barcode reading	None	2 Minutes		
6. Receive and use the borrowed library book/s	6.1 Remind the client of the prompt return schedule 6.2 Issue the library book/s	None	1 Hour		
7. Return to the Library and present the borrowed library materials at the circulation desk	7.1 Receive and check library materials 7.2 Scan library materials in the barcode machine	None	5 Minutes		
8. Proceed to the Library Circulation Counter, present the official receipt, and claim the Borrower's Card	8.1 Receive and record the OR 8.2 Annotate book card and borrower's card with "RET" status 8.3 Return the client's borrower's card	None	15 Minutes		
9. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute		
10. Upon exit of the gate, surrender the Visitor's Pass to the guard on duty	Receive and check out the client in the logbook	None	1 Minute		Guard-on-Duty KSU Gate
TOTAL:		₱ 24	1 Hour, 40 Minutes		



3. E-library Services

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

Office or Division	: Library Services
Classification	: Simple
Type of Transaction	: G2C - Government to Citizen; G2G - Government to Government
Who may avail	: KSU alumni, students, employees, and community

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID (1 copy, original)	From the Requester
2. Borrower's Card for students	Concerned Library (For Dagupan Campus: Dagupan Library, 1st Floor, Augusto S. Alejandrino Hall, Dagupan Campus; For Rizal Campus: Rizal Library Services, Administration Building, Rizal Campus, Bagbag, Bulbul, Rizal, Kalinga)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For external clients, present a valid ID to the Guard-on-Duty at the Gate, and state the purpose of the visit Note: For internal clients, skip this step	1.1 Check and record the ID presented and the purpose stated 1.2 Issue a Visitor's Pass for identification	None	5 Minutes	Guard-on-Duty KSU Gate
2. Go to the <i>Library</i> and log in at the system or logbook at the Circulation Counter	Allow the client to log in to the system or logbook	None	1 Minute	Assigned Library Staff, Library Circulation Counter
3. Proceed to the e-Library Section, surrender a valid ID or Borrower's Card at the counter, and use the facility	3.1 Check the ID or card 3.2 Assist the client if requested	None	5 Minutes	
4. Use the E-Library and check out	Check out and return the client's Borrower Card or ID		1 Hour	
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
6. Upon exit of the gate, surrender the Visitor's Pass to the guard on duty	Receive and check out the client in the logbook	None	1 Minute	Guard-on-Duty KSU Gate
TOTAL:		₱ 24	1 Hour, 13 Minutes	



4. Request for Access to Electronic Resources (Online Services)

An online service that supports library patrons' needs for electronic resources by providing access to databases containing e-journals, e-books, and other scholarly content. These databases often require authentication using library credentials.

Office or Division	: Library Services
Classification	: Simple
Type of Transaction	: G2C - Government to Citizen; G2G - Government to Government
Who may avail	: KSU alumni, students, employees, and community

CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Google request form, accessible at https://docs.google.com/forms/d/e/1FAIpQLSeNLBbG-K1WOhzaBZ0ycxSpqmYJekPIOnHihVY0s1OUNN6vHg/viewform?pli=1	Library Website at https://sites.google.com/view/ksu-edu-ph/home or FB page at https://www.facebook.com/reel/970128681434177 Contact Email Address: 1) Dagupan Campus Library: librarydagupan@ksu.edu.ph 2) Rizal Campus Library: ksurclib@gmail.com

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Google request form	Check inquiry	None	5 Minutes	Assigned Library Staff
2. Wait for a response from the in-charge	Locate resources needed	None	25 Minutes	
3. Acknowledge the receipt of e-resources and agree with the Fair Use Policy	Send requested e-resources with Fair Use Declaration, Fair Use Policy, and responsible treatment of personal information, as per RA 10173, Data Privacy Act of 2012, or Intellectual Property Code of the Philippines	None	30 Minutes	
4. Rate the availed service by filling out and submitting the online Client Satisfaction Survey (Google) Form	Issue and retrieve a client survey form for analysis	None	5 Minutes	
Total:		None	1 Hour, 5 Minutes	



5. Ask-A-Librarian (Online and Onsite)

Ask-A-Librarian services offer both online and onsite assistance to library users via University Libraries' official Gmail, social media, and website, and visits to the physical libraries. Librarians and Librarian Aides provide guidance, research tips, and answers in various areas like business, history, law, and manuscripts, assisting students in their quest for knowledge.

Office or Division	: Library Services			
Classification	: Simple			
Type of Transaction	: G2C - Government to Citizen; G2G - Government to Government			
Who may avail	: KSU alumni, students, employees, and community			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
1. Valid ID, 1 Original Copy	From the Client			
2. Google request form, accessible at https://docs.google.com/forms/d/e/1FAIpQLSeNLBbG-K1WOhzaBZ0ycxSpqmYJekPIOnHlhVY0s1OUNN6vHg/viewform?pli=1	Library Website at https://sites.google.com/view/ksu-edu-ph/home or FB page at https://www.facebook.com/reel/970128681434177 Contact Email Address: 1) Dagupan Campus Library: librarydagupan@ksu.edu.ph 2) Rizal Campus Library: ksurclib@gmail.com			
3. Client Request Form, 1 Original Copy	Physical Address: 1) Dagupan Campus Library, 1st Floor, Augusto S. Alejandrino Hall, Dagupan Campus, Dagupan Weste, Tabuk City, Kalinga 2) Rizal Campus Library Services, Administration Building, Rizal Campus, Bagbag, Bulbul, Rizal, Kalinga			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For online transactions, send inquiries via the Library's Facebook	1.1 Receive requests from online or onsite clients 1.2 If needed, endorse the request to the concerned librarian	None	2 Minutes	Assigned Library Aide Library Services



<p>messenger, Gmail Account, and KSU Website.</p> <p>For face-to-face transactions, proceed to the circulation desk of the concerned library and state the query(ies)</p>				
<p>2. Provide information needed</p>	<p>2.1 Analyze and process the query/question</p> <p>2.2 Check KSU library System database subscriptions, print collections, and other online resources depending on the kind of inquiry</p>	None	3 Hours	<p><i>Concerned Librarian</i> Library Services</p>
<p>3. Receive and acknowledge the receipt of e-resources or information provided</p>	<p>3.1 Send a response via the library's mail account or the library's messenger account (online), or</p> <p>3.2 Provide the information needed (onsite)</p>	None	30 Minutes	
<p>4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form</p>	<p>4.1 Send Customer Satisfaction Survey through Google Forms, or</p> <p>4.2 Issue and retrieve a client survey form for analysis</p>	None	5 Minutes	<p><i>Assigned Library Aide</i> Library Services</p>
Total:		None	3 Hours, 37 Minutes	



Internal Services



1. Issuance of Borrower's Card

University library users, students, faculty, and staff receive a borrower's card with their name, unique library ID number, and expiration date for accessing KSU Library System resources.

Office or Division	:	Library Services
Classification	:	Simple
Type of Transaction	:	1. G2C - Government to Citizen, for students; and 2. G2G - Government to Government, for employees
Who may avail	:	1. All bonafide students 2. All employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. KSU ID (1 original copy) 2. Assessment form (1 original copy)	From the Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Library (<i>For Dagupan Campus: Dagupan Library, 1st Floor, Augusto S. Alejandrino Hall, Dagupan Campus; For Rizal Campus: Rizal Library Services, Administration Building, Rizal Campus, Bagbag, Bulbul, Rizal, Kalinga</i>), present your School ID and Assessment form at the Circulation Counter	1.1 Check the validity of the ID presented 1.2 Evaluate the assessment form	None	1 Minute	Assigned Library Staff, Circulation Counter
2. Fill out the logbook stating the purpose	Stamp the assessment indicating the release of the borrower's card	None	5 Minutes	
3. Receive the Borrower's Card	Issue the borrower's card	None	30 Seconds	
4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
	TOTAL:	None	7 Minutes, 30 Seconds	



2. Issuance of Referral Letters

Clients referred to other libraries receive referral letters, followed by interviews with librarians to provide guidance, ascertain the visit's purpose, and ensure the use of available resources.

Office or Division	:	Library Services
Classification	:	Simple
Type of Transaction	:	1. G2C - Government to Citizen (for students) 2. G2G - Government to Government (for employees)
Who may avail	:	1. All bonafide students 2. All employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. School ID for students, 1 original copy, or 3. Employee ID for employees, 1 original copy	From the Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Library and log in at the system or logbook	Supervise the client	None	1 Minute	<i>Assigned Library Staff Circulation Counter</i>
2. Secure a referral letter from the circulation desk	2.1 Interview the client 2.2 Prepare a referral letter and submit it to the Librarian for approval	None	7 Minutes	
3. Wait for the processing of the referral letter at the waiting area	Give instructions to the client	None	1 Minute	
4. Receive the referral letter and sign in the logbook for issued referral letters	Record and issue the referral letter	None	1 Minute	
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL:		None	11 Minutes	



h. Human Resource Management Unit

Internal Services



1. Application for Leave

This is a process as a right granted to government officials and employees not to report for work WITH or WITHOUT PAY, for one or more days, subject to specific types of leave policies.

Vacation leaves refer to a leave of absence granted only to non-teaching personnel and designated faculty performing non-teaching functions (VSL status) expressly stated in the order, for personal reasons, the approval of which is contingent upon the necessities of the service.

Sick leave refers to leave of absence granted only on account of sickness or disability on the part of the employee concerned or any member of his/her immediate family.

The non-teaching personnel and faculty under VSL status are entitled to three (3) days of Special Privilege Leave which is—cumulative and non-convertible to cash. Special Privilege Leave includes Funeral/mourning leave, Hospitalization leave, Accident leave, Relocation leave, Personal Transactions to government or private offices leave, Calamity leave, Graduation leave, Enrolment leave, Parental Obligation leave, Filial Obligation leave, Domestic Emergencies leave, Wedding Anniversary leave, and Birthday leave. These identified employees can still avail of their birthdays or wedding anniversary leaves if such occasion falls on either a Saturday, Sunday, or Holiday, either before or after the occasion.

Republic Act 11210, commonly known as the 105-Day Expanded Maternity Leave (EML) Law, is provided for various circumstances. A female employee may apply for EML for every instance of pregnancy, regardless of frequency. For multiple childbirths (e.g., twins), only one maternity benefit is granted, regardless of the number of offspring per delivery. For cases of miscarriage or emergency termination of pregnancy, including stillbirth, the law grants 60 days of paid maternity leave. This is part of the broader policy that aims to support female workers during and after their pregnancy, regardless of their civil status or employment type. Solo parents under RA 8972 receive an additional 15 days of paid maternity leave.

Office or Division	:	Human Resource Management Office
Classification	:	Simple
Type of Transaction	:	G2G – Government to Government
Who may avail	:	Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Vacation Leave*; Sick Leave*; & Special Leave		
1. Accomplished Leave Form (Civil Service Form No. 6, Revised 2020) – 3 Original Copies (Personal copy, HR copy, & DTR attachment)		Human Resource Management Office
Additional Requirements for certain types of leave:		
For Sick Leave* for filed in advance or exceeding five (5) days		
2. Medical Certificate / Affidavit (if medical consultation was not availed)		Attending Physician/ Clinic / Employee
For Maternity Leave* – 105 calendar days (for those who had live childbirth)		
During the Application, the following documents are needed:		
3. Proof of pregnancy e.g., ultrasound, doctor's certificate on the expected date of delivery (1 original copy)		Hospital / Clinic / Lying-in / Attending Physician



During the Availment Period, the following documents are needed to submit:	
4. <i>Optional:</i> Accomplished Notice of Allocation of Maternity Leave Credits (CS Form No. 6a) up to 7 working days, if applicable (1 original copy)	Human Resource Management Office
5. <i>If applicable,</i> updated Solo Parent ID for solo parents who want to avail of the additional maternity leave of 15 days (1 Photocopy *Present original ID to HRMO)	Local Government Unit – Social Welfare and Development Office (SWDO)
6. Child's Certificate of Live Birth/Certificate of Death duly registered with the LCR with corresponding Official Receipt, or Acknowledgement Receipt issued by the LCR	Local Civil Registrar
For Maternity Leave* – 60 calendar days (for those who suffered a miscarriage or emergency termination of pregnancy, or those who delivered stillbirth)	
For stillbirth or fetal death - Any of the following:	
7. Certificate of Fetal Death duly registered with the LCR with corresponding OR or AR issued by the LCR	Local Civil Registrar
For miscarriage, emergency termination of pregnancy (ETP), ectopic pregnancy, or hydatidiform mole - Any of the following proofs of pregnancy:	
8. Result of the pregnancy test duly signed by a physician/municipal health officer; or 9. Result of other diagnostic tests with the corresponding report duly signed by a physician, which may include any of the following: a. Ultrasound; b. Blood Pregnancy test (Beta HCG); or c. Early Pregnancy factor.	Hospital / Clinic / Lying-in / Attending Physician
Any of the following proofs of termination of pregnancy duly signed by a physician:	
10. Pregnancy test result; 11. Ultrasound result; 12. Histopathological Report; or 13. Operating Room Record (ORR)	Hospital / Clinic / Lying-in / Attending Physician
Any of the following medical documents duly signed by a physician:	
14. Medical Certificate; 15. Records of Consultation; or 16. Clinical Abstract/Discharge Summary.	Hospital / Clinic / Attending Physician
For specific maternity cases or circumstances of the female member or employer, the following are the additional rules and/or required supporting documents:	
17. Scanned copy of the colored original or certified true copy with good image quality, whichever is applicable	Hospital / Clinic / Attending Physician
For Paternity Leave – 7 working days	
18. Proof of child's delivery e.g., birth certificate, medical certificate (1 original copy)	Hospital / Clinic / Lying-in / Civil Registry / PSA
19. Marriage Certificate/ Contract (1 Photocopy)	Philippine Statistics Authority (PSA)



For Solo Parent Leave – 7 working days	
20. Updated Solo Parent ID (1 Photocopy *Present original ID to HRMO)	Social Welfare and Development Office (SWDO)
For Study Leave* – up to 6 months	
21. Approved Request for Study Leave	Employee/ Personnel or Faculty Training Development Committee, and Office of the President
22. Proof of enrollment in an academic institution/review center	Academic Institution / Review Center
23. Service Obligation Contract	Human Resource Management Office
For VAWC Leave – 10 days	
24. Any of the following supporting documents: <ul style="list-style-type: none"> • Barangay Protection Order (BPO) • Temporary / Permanent Protection Order (TPO/PPO) • Certification issued by the Punong Barangay/ Kagawad or Prosecutor or Clerk of Court for the application for BPO 	Punong Barangay / Barangay Office Court Punong Barangay/ Kagawad or Prosecutor or Clerk of Court
For Rehabilitation Leave* – up to 6 months (for injuries acquired in the performance of duties)	
25. Approved Letter Request	Employee/ Medical Unit/ Government Physician
26. Police Report, if applicable	Police Station (PNP)
27. Medical Certificate on the nature of the injuries, the course of treatment involved, and the need to undergo rest, recuperation, and rehabilitation, as the case may be	Attending Physician
28. Written concurrence of a government physician should be obtained relative to the recommendation for rehabilitation if the attending physician is a private practitioner, particularly on the duration of the period of rehabilitation	Government Physician
For Special Leave benefits for Women* – up to 2 months	
29. Medical Certificate filled out by the proper medical authorities, e.g. the attending surgeon accompanied by a clinical summary reflecting the gynecological disorder which shall be addressed or was addressed by the said surgery; the histopathological report; the operative technique used for the surgery; the duration of the surgery including the perioperative period (period of confinement around surgery); as well as the employees an estimated period of recuperation for the same	Attending Physician / Hospital
For Special Emergency (Calamity) Leave – up to 5 days	
30. Declaration of State of Calamity	Local Government Unit
For Adoption Leave	
31. Authenticated copy of the Pre-Adoptive Placement Authority	Department of Social Welfare and Development
*For Leave of Absence for thirty (30) calendar days or more	
32. Accomplished Clearance Form (Civil Service Form No. 7) (2 Original Copies)	Employee/ Human Resource Management Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
<p>1. Submit the accomplished leave form including the documentary requirements to the HRM Officer.</p> <p><u>Schedule in filling leave application:</u></p> <p>a. Vacation Leave; Mandatory/Force Leave; Special Privilege Leave; Solo Parent Leave; Adoption Leave – 5 days in advance before the scheduled leave.</p> <p>b. Sick Leave – immediately upon return of the employee or at least 3 days in advance for scheduled operation</p> <p>c. Maternity Leave – 30 days in advance.</p> <p>d. Paternity Leave – 5 days in advance.</p> <p>e. Study Leave – 30 days in advance before the scheduled leave.</p> <p>f. VAWC leave – immediately upon return of employee or in-advance.</p> <p>g. Rehabilitation Leave – 1 week from the time of the accident except when a longer period is warranted.</p> <p>h. Special Leave benefits for Women – 5 days or upon return of employee but during confinement KSU must be notified.</p> <p>i. Special Emergency (Calamity) Leave – within 30 days from the actual occurrence of the natural calamity/disaster.</p>	1.1 Review completeness of documentary requirements	None	20 Minutes	HRM Officer Concerned Campus	
	1.2 Processing and certifying the available leave credits.	None	30 Minutes		
	1.3 Endorse leave form to the immediate supervisor for recommendation.	None	30 Minutes		
		1.4 Recommend or not recommend the approval of the applied leave to the concerned committee if applicable	None	30 Minutes	Immediate Supervisor, Concerned Unit
		For Endorsement of the Committee of Unit:		1 Day	PTDC/FTDC/ Medical Unit/ CAO
		1.5 Evaluate the merit of the application	None		
		1.6 Endorse the leave application form to the approving authority	None		
		1.7 Approve or disapprove leave application.	None	20 Minutes	For Leave of absence of 5 days and below: Dagupan/Rizal Campus Administrator; For Leave of Absence of above 6 days: University President
		1.8 Retrieve the signed/ approved leave application form.	None	2 Hours	HRM Officer
	1.9 Record and file two (2) copies of the approved leave application form.	None	30 Minutes	Concerned Campus	
2. Receive a copy of the approved/ disapproved leave application.	Release the employee's copy of the approved leave application form	None	30 Minutes		
3. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	HRMO Clerk Concerned Campus	
TOTAL:		None	1 Day, 5 Hours, 11 Minutes		



2. Request for Monetization of Leave Credits

This process allows government officials and employees, especially non-teaching, and VSL/designated officials, to convert their accumulated leave credits into monetary compensation. For Regular Monetization, both officials and employees in the career and non-career service whether permanent, temporary, casual, or coterminous who have accumulated fifteen (15) days of vacation leave credits shall be allowed to monetize a maximum of ten (10) days; Provided, that at least five (5) days is retained after monetization and provided further that a maximum of thirty (30) days may be monetized in a given year.

Special monetization allows for the monetization of 50% of all accumulated vacation/sick leave credits due to valid and justifiable reasons, such as:

- ✓ Health, medical, and hospital needs of the employee and immediate family.
- ✓ Financial aid due to force majeure events (e.g., calamities, typhoons, accidents).
- ✓ Educational needs of the employee and immediate family.
- ✓ Payment of mortgages and loans incurred for the benefit of the employee and family.
- ✓ Extreme financial needs where existing income is insufficient for basic necessities.

The favorable recommendation of the University President and the availability of funds are prerequisites for special monetization. Regular monetization applies to those with accumulated VL credits, while special monetization requires valid reasons and agency approval. The processing of requests for regular and special Monetization of Leave Credits is based on Department of Budget and Management (DBM) Circular letter No. 2022- 4, s. February 15, 2022.

Office or Division	: Human Resource Management Office
Classification	: Complex
Type of Transaction	: G2G – Government to Government
Who may avail	: Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Leave Form (Civil Service Form No. 6, Revised 2020) – 3 Original Copies	Human Resource Management Office
2. Letter Request to the University President stating the valid and justifiable reasons (1 original copy)	Employee–applicant
<i>For Monetization of 50% or more:</i>	
3. Clinical abstract/medical procedures to be undertaken in case of health, medical, and hospital needs	Attending Physician of employee–applicant
4. Barangay Certification in case of need for financial assistance brought by calamities, typhoons, fire, etc.	Concerned Barangay LGU
5. Justification on financial needs for the education of employees or children	Employee–applicant
6. Approved leave application with leave credit balance certified by the HRMO - 3 Original Copies	Human Resource Management Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished leave form including the documentary requirements to the HRM Officer.	1.1 Review completeness of documentary requirements	None	1 Hour	<i>HRM Officer I</i> Concerned Campus
	1.2 Processing and certifying the available leave credits.			
	1.3 Endorse the application for monetization of leave credit to the HRMO Payroll Unit for the preparation of a certificate of computation of the monetized value of requested leave credits			
	1.4 Affix signature on the certificate of computation of monetization of leave credit			
	1.5 HRMO Head reviews and signs certification	None	20 Minutes	<i>HRM Officer II</i> Concerned Campus
	1.6 Endorse to budget unit the monetization of leave application and other required documents	None	10 Minutes	
	1.7 Processing of budget requests and obligation	None	1 Day, 15 Minutes	<i>Budget Officer</i> Finance Management Office
	1.8 Endorse to the accounting unit the monetization of the leave credit application and other requirements			
	1.9 Receives signed Obligation Request and Status (ORS) with supporting documents from the Budget Unit	None	20 Minutes	<i>Administrative Assistant</i> Accounting Unit, Finance Management Office
	1.10 Review documents as to completeness of supporting documents, legality, validity, and correctness of claims	None	1 Day, 3 Hours, 15 Minutes	<i>Accountant I</i> Finance Management Office
1.11 Prepare Disbursement Voucher (DV) with assigned DV number: a) Prepare Accounting Entries in Box B of DV. b) Check for the Cash Availability of the transaction. c) Record particulars of DV in individual Index Cards and affix initials in Box C of DV				
	1.12 Forwards DV with complete supporting documents to the HRMO Head for signature in Box A of DV	None	30 Minutes	<i>Administrative Assistant</i> Accounting Unit, Finance Management Office
	1.13 Returns the signed DV with complete supporting documents to the Accounting Unit	None	15 Minutes	<i>HRM Officer II</i> Concerned Campus



	1.14 Receives and forwards DV and prepares List of Due and Demandable and Accounts Payable – Advice to Debit Account (LDDAP–ADA) with complete supporting documents to the Accountant III	None	5 Minutes	<i>Administrative Assistant</i> Accounting Unit, Finance Management Office
	1.15 Review and sign the documents 1.16 Forward to respective signatories of DV and LLDAP	None	3 Hours	<i>Accountant III</i> Finance Management Office KSU-Main Campus
	1.17 Signs DVs and LLDAP	None	2 Hours	<i>Concerned Signatories</i> Administration and Finance Services
	1.18 Forwards signed DV and LDDAP–ADA with complete supporting documents to the Cashiering Office for its action	None	10 Minutes	<i>Administrative Officer II,</i> Finance Management Office
	1.19 Receives the signed DV and LDDAP–ADA with complete supporting documents 1.20 Prepares Advice on Checks Issued and Cancelled (ACIC)	None	5 Minutes	<i>Cashier,</i> Finance Management Office
	1.21 Sign and approve the ACIC	None	10 Minutes	<i>Concerned signatories</i>
	1.22 Forwards approved ACIC and LDDAP-ADA to the Land Bank of the Philippines for processing	None	5 Minutes	<i>Cashier,</i> Finance Management Office
2. Wait for the monetized value of requested leave credits to be credited to the ATM	Process the crediting of payment to the bank account of the claimant	None	3 Days	<i>Account Officer</i> Land Bank of the Philippines-Tabuk
3. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	<i>Administrative Aide</i> Concerned Campus HRMO
TOTAL:		None	6 Days, 3 Hours, 41 Minutes	



3. Processing and Payment of Terminal Leave and/or Retirement Benefits

Processing of application for terminal leave benefits of employees who retired/separated from service with accumulated leave credits subject to submission of required documents. The prescriptive period for claiming terminal leave pay is ten (10) years from the date of separation.

Office or Division	:	Human Resource Management Office
Classification	:	Highly Technical
Type of Transaction	:	G2G – Government to Government
Who may avail	:	Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Retirement duly accepted by the University President (2 Original Copies & 1 Photocopy)		Employee–applicant
2. Approved Terminal Leave Application (Civil Service Form No. 6 Revised 2020) (3 Original Copies)		
3. Accomplished Clearance Form (Civil Service Form No. 7) (3 Original Copies)		
4. Certificate from the Office of the Ombudsman indicating whether the retiree has a pending criminal or administrative case (1 Copy)		Human Resource Management Office
5. Certificate of Leave Credits as of the last date of service (3 Original Copies)		
6. Updated Service record indicating the number of days on leave without pay and/or certification issued by the HRMO that the retiree did not incur any leave of absence without pay (3 Original Copies)		
7. Sworn Statement of Assets, Liabilities and Net Worth (SALN) as of the last day in government service (3 Original Copies)		
8. Notice of Salary Adjustment (NOSA)/Notice of Step Increment (NOSI) showing the highest salary received if the salary under the last appointment is not the highest (2 Certified True Copy)		
9. Applicant's Affidavit of Undertaking with authority to deduct accountabilities (3 Original Copies)		Employee–applicant
10. Affidavit of applicant that there is no pending criminal investigation, or prosecution against him/her (RA No. 3019 – Anti–Graft and Corrupt Practices) (2 Original Copies)		
11. GSIS Clearance (1 Original Copy)		GSIS
12. Special Allotment Release Order (SARO) (if applicable) (1 Certified True Copy)		Department of Budget and Management
13. Notice of Cash Allocation (if applicable) (1 Certified True Copy)		
14. Additional Requirement in Case of Resignation: Letter of Resignation duly accepted by the University President (3 Original Copies)		Employee–applicant
15. Additional Requirement in Case of Death: Death certificate (1 Certified True Copy)		Philippine Statistics Authority (PSA)
16. Marriage Certificate (1 Certified True Copy)		Authorized and designated closed family member of deceased employee
17. Birth certificates of all surviving legal heirs (1 Certified True Copy)		
18. Waiver of rights of children 18 years old and above, if applicable		
19. Designation of next-of-kin		
20. Affidavit of two disinterested parties that the deceased is survived by legitimate and illegitimate children (if any), natural, adopted, or children of prior marriage		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the terminal leave application and all other required documents to the HRM Officer	1.1 Receive the application and all other required documents for processing	None	6 Hours, 10 Minutes	<i>HRM Officer I</i> Concerned Campus
	1.2 Prepare all other necessary documents and check the accuracy and completion of all submitted requirements			
	1.3 Endorse to the accounting unit the terminal leave application and all other requirements for the preparation of the certificate of computation of terminal leave benefits			
	1.4 Preparation of certificate of computation of terminal leave benefits			
	1.5 Review and affix signature on the certificate of computation of terminal leave benefits	None	10 Minutes	<i>HRM Officer II</i> Concerned Campus
	1.6 Endorse to Budget Unit the terminal leave application and other required documents	None	10 Minutes	<i>HRM Officer I</i> Concerned Campus
	1.7 Processing of the budget request and obligation	None	2 Days	<i>Budget Officer</i> , Finance Management Office
	1.8 Endorse to the Accounting Unit the terminal leave application and other requirements			
	1.9 Receives signed Obligation Request and Status (ORS) with supporting documents from the Budget Unit	None	20 Minutes	<i>Administrative Assistant</i> Accounting Unit, Finance Management Office
	1.10 Review documents as to completeness of supporting documents, legality, validity, and correctness of claims	None	2 Days	<i>Accountant I</i> , Finance Management Office
	1.11 Prepare Disbursement Voucher (DV) with assigned DV Number, as follows: a. Prepare Accounting Entries in Box B of DV. b. Check for the Cash Availability of the transaction. c. Record particulars of DV in individual Index Cards and affix initials in Box C of DV			
	1.12 Forwards DV with complete supporting documents to the HRMO Head for signature in Box A of DV	None	5 Minutes	<i>Administrative Assistant</i> Accounting Unit, Finance Management Office



	1.13 Signs and returns the signed DV with complete supporting documents to the Accounting Unit	None	15 Minutes	<i>HRM Officer II</i> Concerned Campus
	1.14 Receives and forwards DV and prepares List of Due and Demandable and Accounts Payable – Advice to Debit Account (LDDAP–ADA) with complete supporting documents to the Accountant III	None	5 Minutes	<i>Administrative Assistant</i> Accounting Unit, Finance Management Office
	1.15 Makes final review and signs on the documents 1.16 Forward to respective signatories of DV and LLDAP	None	3 Hours	<i>Accountant III, Finance</i> Management Office, KSU- Main Campus
	1.17 Signs DVs and LLDAP	None	2 Hours	<i>Concerned Directors</i>
	1.18 Forwards signed DV and LDDAP–ADA with complete supporting documents to the Cashiering Office for its action	None	10 Minutes	<i>Administrative Officer II,</i> Finance Management Office
	1.19 Receives the signed DV and LDDAP–ADA with complete supporting documents 1.20 Prepares Advice on Checks Issued and Cancelled (ACIC)	None	5 Minutes	<i>Cashier, Finance</i> Management Office
	1.21 Sign and approve the ACIC	None	10 Minutes	<i>Concerned signatories</i>
	1.22 Forwards approved ACIC and LDDAP-ADA to the Land Bank of the Philippines for processing	None	5 Minutes	<i>Cashier, Finance</i> Management Office
4. Wait for the TLB proceeds to be credited to the ATM	Process the crediting of payment to the bank account of the claimant	None	3 Days	<i>Account Officer</i> LBP-Tabuk
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	<i>Administrative Aide</i> Concerned Campus HRMO
TOTAL:		None	8 Days, 4 Hours, 46 Minutes	



4. Request for Non-201 Personnel Records and/or Services

Officials and employees may request their non-201 personnel records or avail of services such as Certificate of No Pending Case, Certificate of Appearance, Certificate of Employment, Service Record of active employees, Issuance of ID Number, Processing of travel itinerary and voucher, Processing of individual claims (salary, wage, honoraria, bonus, differentials, maternity leave, and other benefits or incentives), Certificate of Remittance, Certificate of Net Take Home Pay, Pay Slips, Certification of Leave Credits, Certificate of COC Earned, and other relevant documents from the Human Resource Management Office.

Office or Division	: Human Resource Management Office
Classification	: Simple
Type of Transaction	: G2G – Government to Government
Who may avail	: Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Client Request Form (1 Original hardcopy or softcopy)	Human Resource Management Office
2. Valid Employee ID (1 Original Copy)	Employee–applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the HR Assistant in the Frontline Window, present your valid ID, and state your purpose	1.1 Check and record the ID presented and purpose stated, or acknowledge receipt of requests through emails 1.2 Allow the client to fill out the logbook 1.3 Issue the Document or FOI Request form and instruct the client to pay the required fee	None	10 Minutes	<i>Administrative Aide</i> Concerned Campus HRMO
2. Receive and fill out the request form	Issue the Client Request Form and instruct the client to pay the required fee	None	3 Minutes	
3. Go to any of the Collecting Window, Finance Management Office, present the request form and payment, or go to Landbank Link.BizPortal website at https://www.lbpeservices.com/egps/porta/index.jsp for e-payment	3.1 Verify billing details and receive payment 3.2 Issue Official Receipt and return the documents presented	₱ 25.00	25 Minutes	<i>Collecting Officer</i> Cashiering Office



4. Return to the HR-Admin Office and submit the filled-out form and OR	4.1 Receive the form and OR	None	3 Minutes	<i>Administrative Aide</i> Concerned Campus HRMO
	4.2 Endorse the request to the HRMO concerned			
	4.3 Evaluate the request	None	3 Hours	<i>HRM Officer I</i> Concerned Campus HRMO
	4.4 Prepare the requested document			
	4.5 Act on the request	None	5 Minutes	<i>Administrative Officer II</i> Concerned Campus HRMO
	4.6 Return the documents to the Frontline Window			
	4.7 Seek signatures of other signatories if required by the type of document requested	None	10 Minutes	<i>Administrative Aide</i> Concerned Campus HRMO
5. Receive the requested documents by signing into the logbook	Issue the documents including the OR	None	5 Minutes	
6. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL:		None	4 Hours, 2 Minutes	



5. Request for 201 Employee Records

Officials and employees may request their personnel records, enumerated below, from the Human Resource Management Office, subject to the established KSU Freedom of Information (FOI) Policies.

- | | |
|---|---|
| a) Copies of Appointment | i) Clearances (NBI Clearance, Clearance from Property and Money Accountabilities) |
| b) Personal Data Sheet | j) Performance Ratings (IPCR, OPCR) |
| c) Certificate of Eligibility/Rating/License | k) Scholastic/Academic Record |
| d) Position Description Form | l) Designation Orders |
| e) Oath of Office | m) Notices of Salary Adjustments/Step Increments |
| f) Certificate of Assumption to Duty | n) Commendations, Certificate of Achievement, Awards, etc. |
| g) Medical Certificate and attachments | o) Disciplinary Action Documents |
| h) Statement of Assets, Liabilities and Network | p) Contract of Service Agreements |

Specifically, Section 7 of the National Privacy Commission Advisory No. 2022-01 – Guidelines for approving requests for information, states that the government agency shall endeavor to resolve the request for information in such a way that access or disclosure shall only be to the minimum extent necessary to fulfill the declared lawful purpose of the requesting party.

Office or Division	:	Human Resource Management Office
Classification	:	Highly Technical
Type of Transaction	:	G2G – Government to Government
Who may avail	:	Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. FOI Request Form, for request on employee's 201 files (1 Original Copy)		Human Resource Management Office
2. Valid Employee ID (1 Original Copy)		Employee–applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the HR Assistant in the Frontline Window, present a valid ID, and state your purpose	1.1 Check and record the ID presented and the purpose stated 1.2 Stamp received and check if the request is valid 1.3 Issue the FOI Request form	None	10 Minutes	Administrative Aide Concerned Campus HRMO
2. Receive and fill out the request form, go and submit it to the designated FOI Receiving Officer at the Records and Archives Office, Administration Building, KSU-Main Campus	2.1 Receive the request and assigned reference number 2.2 Make an initial evaluation and/or clarification about the request 2.3 Plan work and transmit the request to the FOI Decision Maker (FDM)	None	1 Hour	FOI Receiving Officer (FRO), Records and Archives Office



Notes: <ul style="list-style-type: none"> This table sets our targets, at various points within the 15 working day response period, for completion of key steps in the process of handling an FOI request. Each FOI request is different, so not all of these actions will be required in each case – some will be much simpler – and sometimes actions will be completed earlier or later than the targets in this table. However, it is always important to allow sufficient time for Decision Makers, etc. to clear FOI responses before the expiry of the 15 working day deadline. For any request, it is essential to start looking at it as soon as it is received, to assess what work needs to be done to plan that work so that the request is answered on time. This table is intended to help with that planning. 	2.4 Instruct the HRMO-Records Custodian to prepare the requested records for access and evaluation 2.5 If applicable, inform or consult other key officials with key interest 2.6 Instruct the FRO to inform the requesting party if an extension of time is required 2.7 Decide either to approve or deny the request and inform the FRO of the action	None	4 Days	FOI Decision Maker Office of the Director for Administrative Services
	2.8 Receive the DM's action and prepare an appropriate written response: <ul style="list-style-type: none"> Prepare information for release Scan or photocopy documents 	None	5 Days	FOI Receiving Officer Records and Archives Office
	2.9 Review the content of documents (response) and apply for relevant exemptions 2.10 Seek clearance from the University President, if needed	None	4 Days	FOI Decision Maker Office of the Director for Administrative Services
	3. Receive the written response	3.1 If approved, record and update the FOI tracker and save the response 3.2 Release the document	None	1 Day
For denied requests: File or submit an appeal <i>For FOI Appeals: If you are unhappy with the response to your FOI Request, you may ask us to carry out an internal review of the response by writing to ksumail@ksu.edu.ph. Your request for review should explain why you are dissatisfied with this response and should be made within 15 calendar days from the date you received this letter. We review your appeal and tell you the result within 30 calendar days from the date we receive your review request.</i>	3.3 If denied, inform the requesting party of the ground(s) of its disapproval 3.4 Receive and record the written appeal 3.5 Endorse the appeal to the appropriate committee 3.6 Evaluate the merits of the appeal 3.7 Submit a report to the FDM Note: The process will go back to Step 3.1 above as applicable	None	30 Days	KSU Appeals and Review Committee
4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Administrative Aide Concerned Campus HRMO
TOTAL:		None	For Approved Requests: 14 Days, 1 Hour, 11 Minutes; For Denied Request: 44 Days, 1 Hour, 1 Minute	



6. Renewal of Contracted Service Provider Personnel

The University continues to adhere to the COA–DBM Joint Circular No. 2, Series of 2022, re Amendment on the Rules and Regulations Governing Contract of Service (COS) and Job Order (JO) Workers in the Government. Section 6.2 of Individual Contract of Service states that, “Government agencies may enter into COS with individuals as consultants/contractors...”

Existing qualified COS and JO workers can be considered for re-hiring as non-permanent employees subject to the recommendation of their immediate supervisors. Eventually, they could be considered for appointment to vacant positions within government agencies, subject to existing Civil Service Laws, rules, and agency-approved Merit Selection Plans. The payments for individuals engaged through COS and JO are charged against the Maintenance and Other Operating Expenses in the approved university budget.”

Office or Division	: Human Resource Management Office (HRMO)
Classification	: Complex
Type of Transaction	: G2G - Government to Government
Who may avail	: All KSU Contract of Service or Job Order Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent (LOI) addressed to the University President, 2 original copies	From the Client
2. Performance Evaluation or Individual Performance and Commitment Review (IPCR) Ratings, 1 Copy	
3. PRAISE Award for exemplary performance, if any, 1 Photocopy	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Before the expiration of the current Contract of Agreement as COS/JO personnel, submit an LOI with supporting documents through the immediate supervisor	1.1 Receive the intent and assess with the requesting personnel his/her contract performance, but not limited to the following: a) IPCR or performance evaluation rating b) Review the Customer Satisfaction Survey Forms from clients for any comments and suggestion c) Gathered feedback from clients d) Presence of any PRAISE award for exemplary performance, if any e) Reporting/ Monthly Attendance	None	1 Hour	Immediate Supervisor Concerned Unit
	1.2 Finalize the IPCR or performance rating of the requesting personnel	None	30 Minutes	
Note: For IPCR with a “Poor” performance rating, see Steps 2.1 to 2.2; For a “Very Satisfactory” rating, proceed to Step 2.3 onwards.				



2. Receive feedback from the immediate supervisor on the status of the request	2.1 Inform properly the personnel of the cause of his/her unsatisfactory performance and non-attainment of the contract terms and conditions; and	None	1 Day		
	2.2 Endorse the personnel to the HRMO for intervention and/or other job opportunities; or				
	2.3 Prepare and submit a justifiable request, with supporting documents, for renewal of personnel's contract to the unit head	None	10 Minutes		
	2.4 Recommend the request for approval by the University President	None	1 Hour		<i>Concerned Unit Head</i>
	2.5 Receive the request and refer it to the appropriate offices for action	None	1 Day		<i>University President</i>
	2.6 Prepare and submit to the Office of the President a certificate of budget appropriations or fund availability	None	1 Day		<i>Budget Officer or Accountant</i>
	2.7 Prepare and submit to the Office of the President an Individual Summary of Monthly DTRs and Performance Evaluation Recommendation Form of the subject personnel	None	3 Hours		<i>HRMO and Clerk</i>
	2.8 Receive the response to the referral letters from the Finance and Administrative Offices	None	3 Days		<i>University President/ Executive Assistant</i>
	2.9 Decide whether to approve or disapprove the request based on the responses and inform the unit head of the same				
3. Receive the final action on the LOI	3.1 Receive the final action from the agency head 3.2 Inform and update the requesting personnel, as follows: a) For approved requests, advise the requesting personnel to coordinate with the HRMO for the processing of the contract; or b) For disapproved requests, explain to the personnel in the most acceptable way of its disapproval, which may either be due to contract terms violations or non-availability of funds	None	1 Day	<i>Unit Head Concerned Office</i>	
4. Rate the availed service by filling out and submitting the CSS Form	Issue and retrieve a client survey form for analysis	None	1 Minute	<i>Administrative Aide Concerned Campus HRMO</i>	
TOTAL:		₱455.00	13 Days, 6 Hours, 50 Minutes		



i. Records and Archives Office

External Services



1. Receiving of Externally Generated Documents or Communications

The service allows receiving and disposal of all communications from external clients of the University, correctly identified and delivered to concerned authorities/offices within a prescribed period, considering the policies and procedures on official communications. A practice of centralized control of documents and records is necessary to ensure a systematic and efficient flow of communication throughout the university under the unified Records Management and Control guidelines set by the National Archives of the Philippines (NAP) General Circular No. 1 dated January 20, 2009. That is, all official correspondences addressed to the University must be routed directly to the Records Office for recording and eventual routing to the concerned action units. Unless otherwise stated in the process, no direct deliveries to action units by transacting individuals are allowed. Likewise, urgent communications are routed immediately upon receipt.

Office or Division	: Records and Archives Office (RAO)
Classification	: Complex
Type of Transaction	: G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government
Who may avail	: External Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID (1 copy, original)	From the requester's possession

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID to the Guard-on-Duty at the Gate, and state the purpose of the visit	1.1 Check and record the ID presented and the purpose stated 1.2 Issue a Visitor's Pass for identification	None	5 Minutes	Guard-on-Duty KSU Gate
2. Proceed to the RAO and submit the external communications and their attachments if any; or send the documents to RAO by mail or courier	2.1 Receive and check appropriate details such as the name of the sender and name of the recipient, etc. 2.2 Record in the Receiving Documents Master List and assign a reference number	None	15 Minutes	Records Officer RAO
3. Receive the personal copy stamped "received" by the Records Officer; or monitor in the email if the documents were received and acknowledged	3.1 Stamp the documents with the date and time of receipt, 3.2 Sign the duplicate copy and return it to the client, if personally delivered. If documents are received from the post office or courier, affix a signature on the delivery receipt. If sent electronically, send an acknowledgment receipt and further instructions	None	15 Minutes	



4. Upon exit of the gate, surrender the Visitor's Pass to the Guard-on-Duty	Receive and check out the client in the logbook	None	1 Minute	Guard-on-Duty KSU Gate
5. Wait or make a follow-up on the status of the communication if not acted within the prescribed period	5.1 Route the physical documents to the Office of the Campus Administrator (OCA) for action	None	15 Minutes	Records Officer RAO
	5.2 Endorse or refer it to the appropriate unit/office for action	None	5 Minutes	Campus Administrator/ Administrative Officer V
	5.3 Act promptly on the referral considering the 3-7-20 rule on government transactions	None	3 Days	Unit Head Concerned Office
	5.4 Prepare a completed staff work based on the evaluation, make recommendations, and/or refer the action to the higher authorities if needed			
	5.5 Submit the action taken to the OCA if requiring final action or approval, or submit it to the RAO if sufficiently answered			
	5.6 Act or decide on the findings and recommendations	None	10 Minutes	Campus Administrator/ Administrative Officer V
	5.7 Cascade the decision/action to the concerned office/unit, and to the RAO for dissemination or information of the recipient	None	15 Minutes	Administrative Aide OCA
6. Receive and acknowledge the response	6.1 Examine with care and in detail the communication/ record/ documents acted upon by the OCA if pages and attachments are complete and signed. 6.2 Scan the documents, save them electronically, and record the response on the database 6.3 Send the action taken by the OCA to the recipient, either through personal delivery, courier, or online	None	15 Minutes	Records Officer RAO
7. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form (physically or online)	Issue and retrieve a client survey form for analysis	None	1 Minute	Administrative Aide RAO
TOTAL:		None	3 Days, 1 Hour, 37 Minutes	



2. Issuance of Service Record/ Certificate of Employment Among Separated Employees of the University

This involves the separated employees, either resigned, transferred to another agency, or retired, who wish to request their service records (for permanent employees), or employment certificates (non-permanent employees) that ensure accurate documentation and serve as proof of an employee's tenure.

Office or Division	:	Records and Archives Office (RAO)
Classification	:	Simple
Type of Transaction	:	G2G – Government to Government
Who may avail	:	Separated Employees (Retired, Resigned, or Transferred-out)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Client Request Form (1 Original hardcopy or softcopy)	Records and Archives Office (RAO)
2. Valid ID (1 Original Copy)	From the Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID to the Guard-on-Duty at the Gate, and state the purpose of the visit	1.1 Check and record the ID presented and the purpose stated 1.2 Issue a Visitor's Pass for identification	None	5 Minutes	<i>Guard-on-Duty</i> KSU Gate
2. Proceed to the RAO and complete a Client Request Form, or send the request to the RAO by mail or courier	2.1 Receive and check appropriate details such as the name and previous position of the employee, etc. 2.2 Record in the Receiving Documents Master List and assign a reference number 2.3 Instruct the client to pay the required fee	None	15 Minutes	<i>Records Officer</i> RAO
3. Go to any Collecting Window of the Cashier Unit, present the request form and payment, or go to Landbank Link.BizPortal website at https://www.lbpeservices.com/egps/portal/index.jsp for e-payment	3.1 Verify billing details and receive payment 3.2 Issue Official Receipt (OR) and return the documents presented	₱ 25.00	25 Minutes	<i>Collecting Officer</i> Cashiering Office



4. Return to the RAO and submit the filled-out form and OR	4.1 Receive the form and OR	None	3 Hours	Records Officer RAO
	4.2 Prepare the requested document			
	4.3 Evaluate and sign the document	None	5 Minutes	
5. Receive the requested documents by signing into the logbook	4.4 Seek signatures of other signatories if required by the type of document requested	None	10 Minutes	Administrative Aide VI RAO
	Issue the documents including the OR	None	5 Minutes	
6. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Administrative Aide RAO
7. Upon exit of the gate, surrender the Visitor's Pass to the Guard-on-Duty	Receive and check out the client in the logbook	None	1 Minute	Guard-on-Duty KSU Gate
TOTAL:		₱ 25.00	4 Hours, 7 Minutes	



3. Request for Authentication of Records/ Documents from External Clients

This process will ensure the authenticity and validity of all original copy/ies of records/ documents presented for authentication/ certified photocopy.

Office or Division	:	Records and Archives Office (RAO)
Classification	:	Simple
Type of Transaction	:	G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government
Who may avail	:	External Clients (Separated Employees, Government and Private Agencies, and Other Filipino Citizens)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID (1 copy, original)	From the requester's possession
2. Authentic and valid records/ documents and reproduced copies (plus 1 set for Records Office file)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID to the Guard-on-Duty at the Gate, and state the purpose of the visit	1.1 Check and record the ID presented and the purpose stated 1.2 Issue a Visitor's Pass for identification	None	5 Minutes	<i>Guard-on-Duty</i> KSU Gate
2. Proceed to the RAO, present the records or documents, and fill out a Client Request Form	2.1 Receive and check the records/ documents requested for authentication/ certified photocopy, and compare them with records on file if necessary 2.2 Stamp Certified Photocopy the records/ documents for authentication indicating the name of the certifying officer, signature, and date 2.3 Register in the Authentication Log book the acted documents and retain the copy/ies for the Records Office 2.4 Issue the request form and indicate fees for payment	None	25 Minutes	<i>Records Officer</i> RAO
3. Proceed to the Collecting Unit-Cashiering Unit, present your ID, and form, and give payment	3.1 Receive documents and tender of payment 3.2 Issue official receipt (OR) and return documents	₱ 30 per document (30x3=90) as authentication fee	15 Minutes	<i>Collecting Officer</i> Cashiering Office



4. Return to the RAO and present OR	Check, record, and return OR	None	5 Minutes	Records Officer RAO
5. Claim the authenticated/ certified photocopied records/ documents together with the original copy/ies	Release the authenticated/ certified photocopied records/ documents together with the original copy/ies.	None	15 Minutes	
6. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Administrative Aide RAO
7. Upon exit of the gate, surrender the Visitor's Pass to the Guard-on-Duty	Receive and check out the client in the logbook	None	1 Minute	Guard-on-Duty KSU Gate
TOTAL:		₱ 90 for 3 documents	1 Hour, 7 Minutes	



Internal Services



1. Receiving and Control of Internal Communications

When using the service, one can follow the University's official communications policies and procedures to ensure that all communications, records, and documents are received, controlled, accurately identified, and delivered to the appropriate authorities or offices within the allotted time frame.

Office or Division	:	Records and Archives Office (RAO)
Classification	:	Simple
Type of Transaction	:	G2C - Government to Citizen; and G2G - Government to Government
Who may avail	:	KSU Students and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID (1 copy, original)	From the requester's possession
2. Communications, Records, or Documents needing action by the KSU President, Vice Presidents, Campus Administrators, or Authorized Representative	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed and present a valid ID to the RAO and submit the communications, records, or documents and their attachments if any	1.1 Receive and check appropriate details such as the name of the sender and name of the recipient, if properly signed or endorsed by concerned officials	None	15 Minutes	Records Officer RAO
	1.2 Record in the Receiving Documents Master List and assign reference number			
2. Receive the personal copy stamped "received" by the Records Officer	2.1 Stamp the documents with the date and time of receipt	None	15 Minutes	Records Officer RAO
	2.2 Sign the duplicate copy and return it to the client.			
3. Wait or make a follow-up on the status of the communication if not acted on within the prescribed period	3.1 Route the physical documents to the Office of the Campus Administrator (OCA) for action	None	15 Minutes	Records Officer RAO
	3.2 Endorse or refer it to the appropriate unit/office for action	None	5 Minutes	Campus Administrator/ Administrative Officer V
	3.3 Act promptly on the referral considering the 3 days for simple transactions, 7 days for complex, and 20 days for highly technical	None	1 Day	Unit Head Concerned Office



	<p>3.4 Prepare a completed staff work based on the evaluation, make recommendations, and/or refer the action to the higher authorities if needed</p> <p>3.5 Submit the action taken to the OCA if requiring final action or approval, or submit it to the RAO if sufficiently answered</p>			
	3.6 Act or decide on the findings and recommendations	None	10 Minutes	<i>Campus Administrator/ Administrative Officer V</i>
	3.7 Cascade the decision/action to the concerned office/unit, and to the RAO for dissemination or information of the recipient	None	15 Minutes	<i>Administrative Aide OCA</i>
4. Receive and acknowledge the response	<p>4.1 Examine with care and in detail the communication/ record/ documents acted upon by the OCA if pages and attachments are complete and signed.</p> <p>4.2 Scan the documents, save them electronically, and record the response on the database</p> <p>4.3 Send the action taken by the University to the recipient, either through personal delivery, courier, or online</p> <p>4.4 For official orders like advisories, memoranda, notices, and the like, reproduce said document and furnish copies for concerned officials and employees, and/or post in the social media authorized venues.</p>	None	15 Minutes	<i>Records Officer RAO</i>
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	<i>Administrative Aide VI RAO</i>
TOTAL:		None	1 Days, 1 Hour, 31 Minutes	



2. Request for Authentication of Records/ Documents from Internal Clients

This process will ensure the authenticity and validity of all original copy/ies of records/ documents presented for authentication/ certified photocopy.

Office or Division	:	Records and Archives Office (RAO)
Classification	:	Simple
Type of Transaction	:	G2G - Government to Government
Who may avail	:	KSU Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID (1 copy, original)	From the requester's possession
2. Authentic and valid records/ documents and reproduced copies (plus 1 set for Records Office file)	

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID and the documents needing authentication, and fill out a Client Request Form	<p>1.1 Receive and check the records/ documents requested for authentication/ certified photocopy, and compare them with records on file if necessary</p> <p>1.2 Stamp Certified Photocopy the records/ documents for authentication indicating the name of the certifying officer, signature, and date</p> <p>1.3 Register in the Authentication Log book the authenticated records/ documents and retain the copy/ies for the Records Office file</p> <p>1.4 Issue the request form and indicate fees for payment</p>	None	25 Minutes	<i>Records Officer</i> RAO



2. Proceed to the Collecting Unit-Cashiering Unit, 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	Collecting Officer Cashiering Office
3. Return to the RAO and present OR	Check, record, and return OR	None	5 Minutes	Records Officer RAO
4. Claim the authenticated/ certified photocopied records/ documents together with the original copy/ies	Release the authenticated/ certified photocopied records/ documents together with the original copy/ies.	None	15 Minutes	
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Administrative Aide VI RAO
TOTAL:		₱ 90 for 3 documents	1 Hour, 1 Minute	



j. Cashiering Office

External and Internal Services



1. Collection of Other Fees

KSU implemented the Free Tuition Fee Act in its undergraduate programs starting in SY 2017-2018. However, certain services, like OTR requests, certifications, true copies of grades, and authentication fees, are not covered by this law. KSU is authorized to collect tuition fees.

Office or Division	:	Cashiering Office
Classification	:	Simple
Type of Transaction	:	G2G – Government to Government; and G2C - Government to Citizen
Who may avail	:	All Graduates and Visitors, KSU Employees and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Identification, 1 original copy	From the requester's possession
2. Document Request Slip, 1 original copy	Registrar's Office/Records Section, KSU Main Campus

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the originating office/unit of the document, present a valid ID, and secure a document request slip	1.1 Check the validity of the ID 1.2 Determine the applicable amount 1.3 Issue a request slip	None	1 Minute	Assigned Clerk Concerned Unit
2. Go to the Collecting Window, Finance Office, Administration Building, present a valid ID and the accomplished request slip	2.1 Receive ID, slip, and payment 2.2 Issue Official Receipt (OR) 2.3 Return the ID and slip	Official Transcript of Records ₱150 Documentary Stamp ₱40 Certification fees ₱25 Authentication (min. of 3 copies plus ₱10 per succeeding copy) ₱30 CAV ₱210	5 Minutes	Collecting Officer Cashiering Unit
3. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Administrative Aide VI Cashiering Unit
TOTAL:		₱455.00	7 Minutes	

Sample Computation:

Cost	Documents			Certification Authentication Verification (CAV)
	OTR	Certification	Authentication Fee	
cost/page	75	25	30	210
x no. of pages/set	2	1	1	1
Sub-Total	150	25	30	210
plus: Documentary Stamp	40			
TOTAL	190	25	30	210



2. Collection of School Fees in the Undergraduate Programs

KSU is authorized to collect tuition fees and other necessary school charges following R.A. No. 8292; provided that starting the first semester of SY 2017-2018, no tuition fee shall be collected from undergraduate students. However, some fees in the undergraduate programs are not accommodated by this Free Tuition Fee Act.

Office or Division	:	Cashiering Office
Classification	:	Simple
Type of Transaction	:	1. G2C - Government to Citizen; 2. G2G – Government to Government
Who may avail	:	1. Parents 2. Alumni 3. Students (all levels) 4. Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID, 1 original copy, and/or	From the client's possession
2. Assessment Form, 1 original copy	Registrar's Office/Records Section, Concerned Campus

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Go to the Collecting Window, Cashiering Office, and present the student's assessed fees and ID	1.1 Check the validity of the ID presented 1.2 Receive tender of payment 1.3 Issue Official Receipt and return the ID and assessment form	TUITION FEE	5 Minutes	Collecting Officer Cashiering Office	
		Tuition Fee (<i>all Programs except</i>)			₱ 100
		BSTM			150
		BSHM			150
		BSCrim			150
		BSAcc			200
		LABORATORY FEEH>H			
		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 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		
2. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	2.1 Issue client survey form 2.2 Receive the filled-out survey form for analysis	None	1 Minute	Administrative Aide VI Cashiering Unit
TOTAL:		Tuition Fee @ 23 units for all programs except: ₱3,970 BSTM @ 23 units ₱5,145 BSHM @ 23 units ₱5,945 BSCrim @ 23 units ₱5,445 BSAcc @ 23 units ₱6,295	6 Minutes	



3. Collection of School Fees from Advanced Studies and Law Students through Onsite and/or Online Payment

This refers to the collection of tuition, miscellaneous, and other fees as stated in the student's assessment form, Comprehensive Examination Fee, Proposal/Final Defense fee, and Graduation Fee applicable for College of Advanced Studies and College of Law students only. Those clients whose residences are near or adjacent in Campus may pay at the concerned Campus Cashiering Office.

Office or Division	:	Collecting Unit/ Cashiering Office
Classification	:	Simple
Type of Transaction	:	G2C - Government to Citizen
Who may avail	:	Students and their Parents from the College of Advanced Studies, and College of Law

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID, 1 original copy	From the Client
2. Assessment Form, 1 original copy	Registrar's Office/Records Section, Concerned Campus

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>FOR ONSITE PAYMENT:</u> 1. Go to Collecting Unit, Cashiering Office and present Assessment form and a valid ID	1.1 Verify the veracity of the ID and form presented	TUITION FEE	5 Minutes	Collecting Officer Cashiering Office
	1.2 Receive tender of payment	Law 500 Doctorate 500 Masters 400		
<u>FOR ONLINE PAYMENT:</u> 2. Go to Landbank Link.BizPortal website at https://www.lbpeservices.com/egps/portal/index.jsp 3. Click "Pay Now" 4. Type Kalinga State University or click the corresponding first letter of	1.3 Issue Official Receipt and return the ID and form	LABORATORY FEE 400 MISCELLANEOUS FEE	3 Minutes	LBP system
	Note: This is a system-managed transaction	Athletic Fee 250 Cultural Fee 60 Law 150 Dental Fee 150 Equipment Modernization Fee 1000 Examination Fee (Law) 200 Guidance Fee 50 Law 200 Library Fee 300 Library Id 150 Medical Fee 100 Law (Medical/Dental) 250		



<p>the Merchant's List (Merchant Name – KALINGA STATE UNIVERSITY)</p> <p>5. Select the Transaction Type you wish to pay, i.e. Tuition & Misc. Fees</p> <p>6. Fill out the Transaction Form (Please use the Order of Payment as your reference when filling out the form).</p> <p>7. Choose payment option/mode.</p> <p>8. Input the CAPTCHA challenge code.</p> <p>9. Review Transaction Details and tick box for Terms and Conditions</p> <p>10. Authorize Transaction</p> <p>11. Save payment confirmation receipt</p>		<p>Registration Fee</p> <p>Masters 100</p> <p>Doctorate 200</p> <p>Law 200</p> <p>School Publication 200</p> <p>SCUAA Fee 50</p> <p>Law 200</p> <p>Student Dev't Fund 50</p> <p>Law 500</p> <p>Testing Fee 100</p> <p>Law 200</p> <p>Student Handbook 100</p> <p>Law 250</p> <p>Mutual Aid Assistance 200</p> <p>Law 150</p> <p>School ID 250</p> <p>Comprehensive Examination Fee</p> <p>Doctorate 7850</p> <p>Masters 5100</p> <p>Proposal Defense Fee</p> <p>Doctorate 17500</p> <p>Masters 12000</p> <p>Final Oral Defense Fee</p> <p>Doctorate 24000</p> <p>Masters 17500</p> <p>Graduation Fee</p> <p>Law 1400</p> <p>Law 2500</p>		
<p>12. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form</p>	<p>Issue and retrieve a client survey form for analysis</p>	<p>None</p>	<p>1 Minute</p>	<p>Administrative Aide VI Cashiering Office</p>
<p>TOTAL:</p>		<p>Tuition & Misc. Fee</p> <p>Masters ₱42,910</p> <p>Doctorate ₱58,560</p> <p>Law ₱17,450</p>	<p>6 Minutes for Onsite transactions; 4 Minutes for Online Transaction</p>	



4. Releasing of Checks (Special Case)

Pursuant to Executive Order No. 170, or the Adoption of Digital Payments for Government Disbursements and Collections, KSU shall utilize safe and efficient digital disbursement in the payment of goods, services, and other disbursements, including in the distribution of financial assistance., as well as in the payment of salaries, wages, allowances, and other compensation to employees. However, some justifiable reasons and instances require the release of checks to contractors and service providers, hence this special case.

Office or Division	:	Collecting Office
Classification	:	Simple
Type of Transaction	:	1. G2C - Government to Citizen; 2. G2G – Government to Government
Who may avail	:	1. Contractors and Service Providers 2. External Financial Grantees 3. Students 4. Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID (1 original copy)	From the requester's possession
2. Special Power of Attorney (SPA) (1 original copy)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For external clients, present a valid ID to the Guard-on-Duty at the Entrance Gate, and state your purpose of visit	1.1 Check and record the ID presented and the purpose stated 1.2 Issue a Visitor's Pass for identification	None	5 Minutes	Guard-on-Duty KSU Gate
2. Present any valid ID and/or SPA at the Cashier's Office	2.1 Receive and verify ID and/or SPA presented 2.2 Release the check and let the client sign the voucher	None	5 Minutes	Disbursing Officer Cashiering Office
3. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Administrative Aide/Assistant Cashiering Office
TOTAL:		None	11 Minutes	



5. Disbursement of Payment (Online Payment)

Pursuant to the IRR of Executive Order No. 170, or the Adoption of Digital Payments for Government Disbursements and Collections, KSU shall utilize safe and efficient digital disbursement in the payment of goods, services, and other disbursements, including in the distribution of financial assistance, as well as in the payment of salaries, wages, allowances, and other compensation to employees. This service, a significant step toward enhancing efficiency, transparency, and convenience in public services, refers to the disbursement of payments to vouchers through the adoption of digital payments to the agency's depository bank.

Office or Division	:	Cashiering Office
Classification	:	Simple
Type of Transaction	:	<ol style="list-style-type: none"> 1. G2B - Government to Business (for external service providers and other creditors); 2. G2G – Government to Government (for government creditors) 3. G2C - Government to Government (for KSU employees)
Who may avail	:	<ol style="list-style-type: none"> 1. External Service Providers (Contractors, Consultants, and Suppliers) 2. Different creditors (Land Bank of the Philippines, Development Bank of the Philippines, Philhealth, GSIS, HDMF, etc.) 3. KSU Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Identification Card (1 copy, original)	From the client's possession
2. Vouchers with complete supporting documents (3 copies, original)	Office concerned

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For external clients, present a valid ID to the Guard-on-Duty at the Gate, and state your purpose of visit	<ol style="list-style-type: none"> 1.1 Check and record the ID presented and the purpose stated 1.2 Issue a Visitor's Pass for identification 	None	5 Minutes	Guard-on-Duty KSU Gate
2. Proceed to the Cashiering Office, present the valid ID, and state your purpose	2.1 Check the validity of the ID	None	30 Seconds	Disbursing Officer Cashiering Office
	2.2 Prepare LDDAP-ADA and print	None	3 Minutes	
	2.3 Go to https://www.lbpemds.com and Input User ID and Password	None	30 Seconds	
	2.4 Click Create LDDAP-ADA	None	30 Seconds	
	2.5 Fill up the details needed, then click Proceed	None	5 Seconds	
	2.6 Click Confirm for the LDDAP request, and print	None	5 Seconds	



	2.7 Approval requires authorization	None	1 Minute	
	2.8 Prepare the Payroll Register through the Financial Data Entry System (FINDES)	None	2 Minutes	
	2.9 Go to https://www.lbpweaccess.com , Input User ID and Password	None	1 Minute	
	2.10 Click New ATM Payroll Instruction	None	30 Seconds	
	2.11 Locate the file and attach	None	9 Seconds	
	2.12 Chose an Account to Debit	None	10 Seconds	
	2.13 Submit for Authorization	None	10 Seconds	
	2.14 Approval requires authorization	None	1 Minute	<i>Agency Authorize Officer</i>
	2.15 Print Report of Successful Transaction	None	1 Minute	
3. Issue Official Receipt or Sales Invoice	3.1 Let the client affix his/her signature on the voucher and 2307 and 2306 3.2 Furnish copy of the voucher and certificate of tax withheld	None	2 Minutes	<i>Disbursing Officer Cashiering Office</i>
4. Filling out of Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	<i>Administrative Aide VI Cashiering Unit</i>
5. Upon exit of the gate, surrender the Visitor's Pass to the Guard-on-Duty	Receive and check out the client in the logbook	None	1 Minute	<i>Guard-on-Duty KSU Gate</i>
TOTAL:		None	20 Minutes, 40 Seconds	



k. Procurement Management Office

External Services



1. Issuance of Procurement Opportunities (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 Kalinga State University is allowed to resort to the alternative methods of procurement, i.e., Request for Quotation, Request for Expression of Interest, Notice of Negotiated Procurement, and Request for Proposal, to promote economy and efficiency, subject to the specific conditions per modality, i.e., Shopping, Small Value Procurement, Emergency Cases. Pursuant to Board Resolution No. 04, Series of 2024 as enforced by KSU-ETB Memo No. 25, s. 2024, procurement-related transactions of ₱ 20,000 and below under Maintenance and Other Operating Expenses shall be processed in Dagupan and Rizal Campuses.

Office or Division	: Procurement Management Office (PMO)
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. Valid Identification Card (1 original copy)	From the Client's Possession
2. Client Request Form (1 original Copy)	PMO of Concerned Campus

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon entry at the Gate, present a valid ID to the Guard-on-Duty and state the purpose of your visit	1.1 Check and verify the ID presented and the purpose stated 1.2 Issue visitor's pass and instruct the client to proceed to the PMO	None	5 Minutes	Guard-on-Duty KSU Gate
2. Go to the PMO, register in the Visitors' Logbook, and fill out and submit a Client Request Form	2.1 Issue a request form to the client 2.2 Endorse the request to the BAC Secretariat or Procurement Officer	None	5 Minutes	Administrative Assistant PMO
	2.3 Verify details of the request 2.4 Prepare the documents including attachments, if any	None	15 Minutes	BAC Secretariat/ Procurement Officer PMO
3. Receive the document or request for soft copies by providing an email address where the documents will be sent	3.1 Issue copy(ies) of Canvass Proposal, RFQ, REI, NNP, or RFP to the client, or send them through email if requested 3.2 Remind the client of the deadline for submission	None	5 Minutes	
4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Administrative Assistant, PMO
5. Upon exit of the gate, surrender the Visitor's Pass to the Guard-on-Duty	Receive and check out the client in the logbook	None	1 Minute	Guard-on-Duty KSU Gate
TOTAL:		None	32 Minutes	



2. Request for Payment Claims of Goods, Consulting, and General Services

The bidder must submit complete documents for final billing after delivering goods or services, ensuring claims against government funds are supported and substantiated. KSU may impose additional requirements for funding, legality, regularity, necessity, or economy of expenditures or transactions.

Office or Division	:	Procurement Management Office (PMO) – Contract Management Section
Classification	:	Highly Technical
Type of Transaction	:	G2B - Government to Business
Who may avail	:	Contracted Service Providers (Suppliers and Consultants)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<i>For all types of procurement:</i>	
1. Valid Identification Card of the service provider or an authorized representative (1 Original Copy)	From the Contractor
2. Letter request for payment from the service provider (3 Original Copies)	
3. 3 Certified copies of the page of the approved Annual Procurement Plan (APP) or Supplemental APP where the Goods, Consulting Services and/or Infrastructure Projects subject to payment are indicated	KSU PMO
4. 3 Certified copies of the submitted Contract or Purchase Order stamped "Received" by COA of the documentary requirements required by COA Circular No. 2009-001 dated February 12, 2009, and COA Memorandum No. 2005-027 dated February 28, 2005 (Annex A-T) and any future amendments thereof	
<i>Consulting Services (Additional Documentary Requirements):</i>	
5. Copy of the curriculum vitae of the consultant (3 Original Copies)	KSU PMO
6. Copy of the Terms of Reference or Contract (for the first payment) (3 Original Copies)	
7. Approved Consultancy Progress/Final Reports, and/or output required under the contract (3 Original Copies)	From the Consultant
8. Progress/Final Billing (3 Original Copies)	
9. Contract of Infrastructure Projects subject of Project Management Consulting Services (3 Original Copies)	KSU PMO
<i>Goods (Additional Documentary Requirements)</i>	
<i>Supplies, Materials, Equipment, and Motor Vehicles:</i>	
10. Purchase Requisition (PR) (3 Original Copies)	KSU PMO



11. Original copy of Dealers/Suppliers' Invoices showing the quantity, description of the articles, unit, and total value, duly signed by the dealer or his authorized representative (3 Original and/or Certified Copies)	From the Supplier/Service Provider
12. Results of Test Analysis, if applicable (3 Original and/or Certified Copies)	KSU PMO
13. Tax receipts from the Bureau of Customs or the BIR indicating the exact specifications and/or serial number of the equipment procured by the government as proof of payment of all taxes and duties due on the same equipment, supplied or sold to the government (3 Original and/or Certified Copies)	From the Supplier/Service Provider
14. Delivery receipt duly received (3 Original and/or Certified Copies)	
15. Inspection and Acceptance Report prepared by the KSU property inspectorate team and signed by the University President or his/her authorized representative (3 Original Copies)	KSU PMO
16. Property Acknowledgement Receipt (PAR), for equipment (3 Original Copies)	
17. Warranty Security for a minimum period of three months, in the case of expendable supplies, or a minimum period of one year in the case of semi-/non-expendable supplies, after acceptance by the procuring entity of the delivered supplies (3 Original and/or Certified Copies)	From the Supplier/Service Provider
18. Authority to purchase, in case of motor vehicles (3 Original and/or Certified Copies)	KSU PMO
19. For Procurement of drugs and medicines (3 Original and/or Certified Copies of each document) <ul style="list-style-type: none"> ○ Certificate of product registration from the Food and Drug Administration (FDA) ○ Certificate of Good Manufacturing Practices from the FDA ○ Batch release certificate from FDA ○ If the supplier is not the manufacturer, certification from the manufacturer that the supplier is an authorized distributor/dealer of the product/items ○ License to Operate from FDA with a List of Sources (whether it is a manufacturer, importer, seller, or distributor) ○ Certification by the Medical Officer that medicines and drugs requisitioned are included in the PNDP Current Edition ○ Delivery Receipt/Invoice bearing Lot Nos. and Expiry Dates of the drugs and medicines 	From the Supplier
General Support Services (Janitorial, Security Maintenance, Garbage Collection and Disposal, and similar services):	
20. Performance Appraisal Report (3 Original Copies)	KSU General Services Office
21. Statement of Account or Contractor's Bill (3 Original Copies)	From the Service Provider
22. Record of Attendance/Service (3 Original and/or Certified Copies)	KSU PMO



23. Proof of remittance to concerned government agencies [BIR/Social Security System (SSS)/ECC/ Pag-IBIG/PhilHealth] (3 Original and/or Certified Copies)	From the Service Provider
Rental Contracts for Property:	
24. List of prevailing comparable properties within the vicinity (for the first claim) (3 Original Copies)	KSU PMO
25. Vicinity map (for the first claim) (3 Original and/or Certified Copies)	From the Service Provider
26. Bills/Invoices (3 Original Copies)	
27. Certificate of Occupancy (space/building) (for the first claim) (3 Original Copies)	
Repair and Maintenance of Watercraft, Equipment, and Motor Vehicles:	
28. Bills/Invoices (3 Original Copies)	From the Service Provider
29. Pre-Repair Inspection Report (3 Original Copies)	KSU PMO
30. Post-Repair Inspection Report (3 Original Copies)	
31. Repair History of the Property (3 Original Copies)	
32. Waste Materials Report (3 Original Copies)	
33. Warranty Certificate (3 Original and/or Certified Copies)	From the Service Provider
34. Certificate of Acceptance (3 Original Copies)	KSU PMO
Advertising Expenses:	
35. Job Order or Contract (3 Original and/or Certified Copies)	KSU PMO
36. Bill/Statement of Account (3 Original Copies)	From the Service Provider
37. Copy of newspaper clippings evidencing publication and/or CD/DVD in the case of TV/Radio commercial (3 Original and/or Certified Copies)	KSU PMO
38. Copy of Approved Agency Media Plan, if any (3 Original and/or Certified Copies)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon entry at the Gate, present a valid ID to the Guard-on-Duty and state the purpose of your visit	1.1 Check and verify the ID presented and the purpose stated 1.2 Issue visitor's pass and instruct the client to proceed to the Records and Archives Office (RAO)	None	5 Minutes	Guard-on-Duty KSU Gate
2. Go to the RAO, sign in the Visitors' Logbook, and submit a written request and attachments	2.1 Attend to the client and issue the logbook 2.2 Receive the documents and return a copy to the client 2.3 Instruct the client to make a follow-up if they do not receive the payment on the request 2.4 Submit the request to the Office of the Campus Administrator (OCA)	None	5 Minutes	Records Officer RAO



3. Upon exit of the gate, surrender the Visitor's Pass to the guard on duty	3.1 Receive and check out the client in the logbook	None	1 Minute	Guard-on-Duty
	3.2 Approve the letter requesting payment claims	None	30 Minutes	Campus Administrator OCA
	3.3 Endorse to PMO for appropriate action (for goods and services)			
	3.4 Evaluate and submit a recommendation with completed staff work to the OCA	None	1 Day	Procurement Officer PMO
	3.5 Approve the recommendation with the attached supporting documents	None	30 Minutes	Campus Administrator OCA
	3.6 Forward to the PMO for recording and appropriate action			
	3.7 Prepare the Disbursement Voucher (DV), and compute and deduct applicable taxes	None	10 Minutes	Administrative Assistant PMO
	3.8 Endorse to Finance Management Office (FMO) for processing of payment			
	3.9 Submit the Original Copies of Obligation Request Status (ORS) to the Accounting Unit with complete, valid, proper, and legal supporting documents for evaluation	None	20 Minutes	Budget Officer FMO
	3.10 Review documents as to completeness of supporting documents, legality, validity, and correctness of claims	None	3 Days	Accountant II FMO
	3.11 Assigned DV number, and ensure the following: a. Check the computed and deducted taxes. b. Prepare Accounting Entries in Box B of DV. c. Check for the Cash Availability of the transaction. d. Record particulars of DV in individual Index Card and affix initials in Box C of DV			
	3.12 Route the DV with complete supporting documents for signature in Box A of the DV of authorized officials	None	3 Hours	Administrative Assistant FMO Accounting Unit
	3.13 Forward DVs and prepare LDDAP-ADA with complete supporting documents for the final review and signature of the accountant	None	20 Minutes	
	3.14 Review and sign DVs and LDDAP-ADA with complete supporting documents	None	20 Minutes	Accountant II FMO Accounting Unit



	3.15 Route the DVs with complete supporting documents for signature in Box D and the LDDAP-ADA of authorized officials 3.16 Endorse such documents to the Cashiering Office	None	3 Hours	Accounting Clerk FMO
	3.17 Prepare Advice of Checks Issued and Cancelled (ACIC) and forward to respective signatories	None	3 Hours	Admin Officer/ Assistant, Cashiering Office
	3.18 Forward the approved ACIC and LDDAP-ADA to the Landbank of the Philippines (LBP) for processing	None	3 Hours	Administrative Officer Cashiering Office
4. Receive the proceeds of payment claims	Process the crediting of payment to the bank account of client-claimant	None	3 Days	Account Officer LBP-Tabuk Branch
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	5.1 Inform the client of the successful crediting of proceeds of their transaction 5.2 Issue and retrieve, online or physical, a client survey form for analysis	None	15 Minutes	Administrative Assistant II Cashiering Office
TOTAL:		None	8 Days, 6 Hours, 36 Minutes	

Note: Services are covered under R.A. No. 9184 or the Government Procurement Reform Act and its Revised IRR, COA Circular 2023-004, and PD 2017-0318- Payment of Government Transactions and Contracts is within 15 days.



Internal Services



1. Preparation and Submission of Annual Procurement Plan (APP)

The Annual Procurement Plan consolidates various PPMPs submitted by various units within the University, promoting meticulous and judicious procurement planning as guided by GPPB Circular No. 08-2015.

Further, it is a basic principle that “no government procurement shall be undertaken unless it is per the approved APP of the University. That is, the APP shall be approved by the Board of Regents University and must be consistent with its duly approved yearly budget.”

Office or Division	: Procurement Management Office
Classification	: Government Services covered by Special Law (RA No. 9184)
Type of Transaction	: G2G - Government to Government
Who may avail	: KSU End-users (Services, Offices, Colleges, Campuses)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Project Procurement Management Plan (PPMP), 3 Original Copies		End-Users		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit PPMP as prescribed in the order	1.1 Recommend to the University President for the issuance of an order for submission of PPMPs	None	60 Days	Procurement Officer
	1.2 Issue a memo on the timely submission of PPMPs	None		Campus Administrator
	1.3 Issue budgetary allocations of each unit/college as a reference	None	2 Days	Budget Officer
	1.4 Receive and log the approved PPMP of each office or unit of the university	None	6 Days	Procurement Officer and BAC Members
2. Submit approved PPMPs to PMO	2.1 Evaluate PPMPs as to technical specifications and alignment with mandates	None	6 Days	Procurement Officer and BAC Members
	2.2 Consolidate the evaluated PPMPs to APP-CSE and APP non-CSE			
	2.3 Determine and recommend modes of procurement			
	2.4 Forward the APPs to the Finance Office for the allocation of funds			
	2.5 Forward the funded APP-CSE and non-CSE for approval by the HOPE			
2.6 Approve recommendation on the mode of procurement and approve PR	None	1 Day	University President	
2.7 Submit or upload the approved APPs to PS-DBM, GPPB, and COA	None	3 Days	BAC Secretariat PMO	
2.8 Post the approved APPs to the KSU Transparency Seal website				
2.9 Recommend for the conduct of early procurement of items under APP non-CSE				
TOTAL:		None	3 Months, 6 Days (72 Days)	



2. Request for Procurement of Goods, Services, and Civil Works under Alternative Mode of Procurement

The Procuring Entity must ensure sufficient time for public bidding, but alternative procurement methods can be used in exceptional cases, provided they have prior approval from the HoPE and meet the required conditions. These methods can be used for administrative convenience or when circumstances change, such as when the BAC has declared a failure of bidding. The end-user unit must ensure the chosen method promotes economy and efficiency, and the most advantageous price for the government is obtained. Pursuant to Board Resolution No. 04, Series of 2024 as enforced by KSU-ETB Memo No. 25, s. 2024, procurement-related transactions of ₱ 20,000 and below under Maintenance and Other Operating Expenses shall be processed in Dagupan and Rizal Campuses.

Office or Division	:	Procurement Management Office
Classification	:	Highly Technical
Type of Transaction	:	G2G - Government to Government
Who may avail	:	KSU End-users (Services, Offices, Colleges, Campuses)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Project Procurement Management Plan (PPMP) and Annual Procurement Plan (APP), 3 original copies, 1 photocopy	End-Users
2. Justification Form on the Use of Alternative Method of Procurement, 1 original copy, 2 photocopies	Procurement Management Office
3. Technical Specifications, Terms of Reference, or Scope of Works, 3 original copies	End-Users
4. Agency Procurement Request, for common office supplies, 3 copies	PS-DBM/ Procurement Management Office
5. Certificate of Non-Availability of Stocks, for common office supplies, 3 copies	PS-DBM
6. Purchase Request, 3 Original Copies	Procurement Management Office
7. BAC Resolution recommending Mode of Procurement, 3 Original Copies	BAC

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Technical Specifications, TOR, or Scope of Works including justification	1.1 Endorse to TWG for review and recommendation 1.2 Return the corrected documents for revision and PPMP preparation	None	1 Day	BAC Members & TWG Bids and Awards Committee
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	Budget Officer Finance Office



3. Submit Approved PPMP to PMO for processing of purchase	3.1 Determine if items are common or non-common-use supplies.	None	30 Minutes	<i>Administrative Assistant Procurement Management Office</i>	
	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				
	3.4 Recommend mode of procurement	None	1 Day		<i>BAC Members</i>
	3.5 Approve recommendation on the mode of procurement and approve PR	None	1 Minute		<i>University President Office of the President</i>
	3.6 Advertise procurement an opportunity at PhilGEPS, KSU website, and post a conspicuous place at the University Campuses for 3 days	None	3 days		<i>BAC Secretariat PMO</i>
	3.7 Prepare Abstract of Quotation or Arithmetic Bid Evaluation	None	30 Minutes		<i>PMO & TWG</i>
	3.8 Evaluate and sign the Abstract or ABE by the BAC	None	30 Minutes		<i>BAC Members & TWG Bids and Awards Committee</i>
	3.9 Recommend award of contract				
	3.10 Approve BAC Resolution and issue Notice of Award (Winning bidder should post Performance Security if applicable)	None	2 Days		<i>Campus Administrator/ University President</i>
3.11 Accomplish Budget Utilization Report and Status	None	30 Minutes	<i>Budget Officer</i>		
3.12 Prepare and approve the Contract and issue a Notice to Proceed or Purchase Order	None	1 Day	<i>Accountant, HOPE & Witness</i>		
3.13 Receive and inspect items	None	1 Day	<i>Inspectorate Team</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</i>	
	4.2 Process payment of bidder	None	7 Days	<i>Section Heads Finance Office</i>	
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	<i>Administrative Assistant Procurement Management Office</i>	
TOTAL:		None	16 Days, 2 Hours, 37 Minutes		



I. Supply and Property Management Office

External Service



1. Receiving of Goods and/or Services from External Service Providers

The Supply and Property Management Office will accept delivered items or services from External Service Providers such as Suppliers, Contractors, and Consultants following the terms of the contracts. This concerned office shall prepare an Acceptance and Inspection Report, and invite the Inspectorate team including a COA representative, to check the delivered correct products and/or services. For example, properly inspecting and comparing received goods to the PO minimizes discrepancies. Fewer errors mean fewer returns and customer complaints.

Office or Division	:	Supply and Property Management Office (SPMO)
Classification	:	Highly Technical
Type of Transaction	:	G2B - Government to Business
Who may avail	:	External Service Providers such as Suppliers, Contractors, and Consultants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Contract Documents, 1 original copy	Procurement Management Office, Concerned Campus
2. Delivery Receipt for the Partial Delivery of Goods, 1 original copy	Supplier/Dealer
3. Charge/ Sales Invoice for the Complete Delivery of Goods, 1 original copy	Supplier/Dealer
4. Inspection and Acceptance Report (AIR), 1 original copy	Supply and Property Management Office, Concerned Campus

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID to the Guard-on- Duty at the Gate, and state the purpose of the visit	1.1 Check and record the ID presented and the purpose stated 1.2 Issue a Visitor's Pass for identification	None	5 Minutes	Guard-on-Duty KSU Gate
2. Proceed to the SPMO and state your purpose by presenting the contract documents	2.1 Receive the goods based on the contract's terms and agreements 2.2 Prepare an invitation to the composite Inspectorate Committee for inspection and/or testing of the delivered goods or services	None	3 Hours	Supply Officer and Staff, Procurement Officer (PMO or PMU)



3. Upon exit of the gate, surrender the Visitor's Pass to the Guard-on-Duty	3.1 Receive and check out the client in the logbook	None	1 Minute	Guard-on-Duty KSU Gate
	3.2 Send an invitation to the Inspectorate Committee including the COA representative to inspect the delivered goods/services as specified in the contract	None	3 Days	Supply Officer and Staff, Procurement Officer (PMO or PMU), Inspectorate Committee
	3.3 Inspect properly the goods or services and accomplish the inspection report			
4. Replace defective products or services, or do corrective action for infrastructure projects	4.1 Inform and/or return non-conforming products or services to the suppliers, consultants, or contractors	None	7 Days	
	4.2 Conduct another inspection for the replaced products, services, or infrastructure projects			
5. Acknowledge receipt of the External Provider's Evaluation Form	5.1 Detach of copy of contract documents, i.e., Purchase Request, Inspection and Acceptance Report, and Purchase Order, for office file	None	1 Day	Supply Officer and Staff Supply and Property Management Office
	5.2 Forward other contract documents to the Procurement Management Office for processing of payment			
	5.3 Rate the delivery of products and/or services			
Total:		None	11 Days, 3 Hours, 6 Minutes	



Internal Services



1. Delivery of Goods/ Supply/ Materials and Equipment to End-Users

When the Inspectorate Committee has finished inspecting the products or services, the SPMO must hand them over to the end-users for their consumption.

Office or Division	:	Supply and Property Management Office (SPMO)
Classification	:	Simple
Type of Transaction	:	G2G - Government to Government
Who may avail	:	End Users/ Requesting Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Requisition and Issue Slip (RIS), 1 original copy 2. Inventory Custodian Slip (ICS), 1 original copy 3. Property Acknowledgement Receipt (PAR), original copy	Supply and Property Management Office, Concerned Campus
4. Approved Project Procurement Management Plan, 1 original copy	File Copy/E-copy of End User/ Requesting Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive notice of deliveries	Schedule for delivery of products and services to ensure receipt by end-users	None	3 Days	Supply Officer and Staffs Supply and Property Management Office
2. Assume the accountability and receipt of supplies, materials, or equipment	2.1 Deliver and/or issue RIS for Supplies and Materials, 2.2 Deliver and/or Issue ICS and/or PAR for Equipment	None	3 Hours	
3. Rate the delivery of service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
Total:		None	3 Days, 3 Hours, 1 Minute	



2. Request and Issuance of Inventory Items

This process covers Section 16, Chapter 8 of the Government Accounting Manual which covers the receipt of Requisition and Issue Slip through the releasing of requested inventory items. For more detailed guidelines, you can refer to the Commission on Audit Circular No. 2022-004 which provides insights into the implementation of Section 23 of the General Provisions of the FY 2022 General Appropriations Act (GAA) regarding semi-expendable property. Additionally, explore other resources like inventory form templates and process manuals for practical guidance.

Office or Division	: Supply and Property Management Office (SPMO)
Classification	: Complex
Type of Transaction	: G2G - Government to Government
Who may avail	: Employees or End-Users from Various Offices of the Campus

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly signed Requisition and Issue Slip (RIS), 1 Original Copy, 2 Photocopies	Supply Officer, Supply and Property Management Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Requisition and Issue Slip (RIS) in three (3) copies, originally signed and approved by concerned officials	1.1 Accountable officer or employee review if the submitted RIS is properly accomplished and approved	None	30 Minutes	<i>End-User/ Requesting Unit/ Supply Officers and Staff</i>
	1.2 Sign the "Received" portion below the RIS form and indicate the date and time it was received	None	15 Minutes	<i>Supply Officer SPMO</i>
	1.3 For improperly accomplished and with incomplete information, accomplish the form	None	20 Minutes	<i>End-User Concerned Requesting Unit</i>
	1.4 Check the availability of the items being requested on the stock card/ property inventory	None	15 Minutes	<i>Supply Officer SPMO</i>
	1.5 If available/in stock, prepare the requested items (and proceed to Step 1.10)	None	30 Minutes	
	1.6 If not available/ out of stock, mark the item/s as stock not available in the RIS form	None	30 Minutes	
	1.7 Prints the certificate of non-availability of stocks (CNAS) from the Procurement Service website	None	30 Minutes	
	1.8 Inform the PMO and requesting unit to undergo the procurement process			



	1.9 Prepare and seek approval of the Purchase Request by attaching the CNAS	None	3 Days	Procurement Officer PMO
	1.10 Identify the requested items if Semi-Expendable, Capital Outlay, Items of ₱50,000.00 and above, or Supplies	None	15 Minutes	Supply Officer SPMO
	1.11 Prepares the PAR for capital outlay items and Inventory Custodian Slip (ICS) for semi-expandable items in three (3) copies. If applicable, prepare the property sticker/s for tagging of equipment.	None	30 Minutes	Supply Officer SPMO
	1.12 Record the items for release including their quantity, date of issuance, and the requesting office in the Property Inventory/ Stock Card	None	40 Minutes	
	1.13 Release the requested items/ equipment and sign the "Issued by" portion of the RIS by the Supply Officer and "Received by" portion by the Requesting unit and indicate the date and time	None	40 Minutes	Supply Officer SPMO and End-User Requesting Unit
	1.14 File Copy 1 of the RIS and provide Copy 2 to the End-User or Requisitioning Unit	None	30 Minutes	Supply Officer SPMO
2. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
Total:		None	a) 2 Hours, 50 Minutes (if requested items are unavailable); b) 3 Days, 4 Hours, 6 Minutes (if items are available)	



m. General Services Office

Internal Services



1. Incident Response

The civil security personnel aim to keep the premises free from all kinds of danger, develop and implement preventive measures against accidents and thefts, assess security and safety, and recommend and implement measures to avoid or mitigate risks.

Office or Division	:	General Services Office (GSO), Civil Security Section
Classification	:	Complex
Type of Transaction	:	G2G - Government to Government; and G2C - Government to Citizen
Who may avail	:	All KSU Employees and students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID, 1 original copy	From the Client
2. Narrative or Written Report of the Incident, 3 Original Copies	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID and fill out a visitor's logbook	<p>1.1 Check the ID and verify the purpose of the visit</p> <p>1.2 Check also if the client provided complete information in the log book</p>	None	5 Minutes	GSO Campus Chairperson
2. Submit the written report or narrate the incident (<i>in cases when the client is not ready with the written report</i>)	2.1 Read and check the narrative report for completeness and record the incident in the logbook	None	2 Hours	Civil Security Campus Head GSO
	2.2 Verify the report/complaint through onsite inspection and/or investigate the guard on duty about the incident	None	1 Day	
	2.3 Search for a reliable witness (<i>if there is one</i>) and have a conference with him/her	None	1 Day	
	2.4 Prepare an incident report based on the facts gathered	None	1 Day	



3. Attend the clarificatory conference if requested to do so	3.1 Conduct a joint conference with the AOs to re-evaluate the incident report and recommend a necessary sanction/penalty	None	1 Day	Civil Security Campus Head/ GSO Campus Chairperson
	3.2 Submit a copy of the incident report and recommendation of the AOs to the concerned higher officials for action	None	2 Hours	Civil Security Campus Head GSO
	3.3 Submit a copy of the incident report to the PNP (if necessary)			
	3.4 Furnish copies to the HRMO/SAO/CAO and the complainant	None	30 Minutes	
4. Receive the action of the GSO personnel	Contact the complainant and inform him/her of the result of the case	None	30 Minutes	
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	GSO Campus Chairperson
TOTAL:		None	4 Days, 5 Hours, 6 Minutes	



2. Request for Repair of Facility

The maintenance personnel enforce established policies and regulations governing the proper care, maintenance, and use of the university facilities. This includes the supervision of the general maintenance of facilities for housing, light and water, and machinery services.

Office or Division	: General Services Office, Maintenance Section
Classification	: Complex
Type of Transaction	: G2G - Government to Government; and G2C - Government to Citizen
Who may avail	: All KSU Employees and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID, 1 original copy	From the Client
2. GSO Request Form, 3 Original Copies	General Services Office, Concerned Campus
3. GSO Form 2 (Request for Pre-Repair Inspection/ Repair/ Installation), 3 Original Copies	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID and fill out a visitor's logbook	1.1 Check the ID and verify the purpose of the visit 1.2 Check the complete information in the logbook	None	5 Minutes	GSO Campus Chairperson
2. Submit the GSO Request Form or a request letter with an attachment if necessary	2.1 Receive the request form or letter and record it in the logbook	None	10 Minutes	Maintenance Section Head
	2.2 Perform a pre-repair/installation inspection and fill up the GSO Form 2		1 Day	Skilled Personnel/ Maintenance Campus Head
	2.3 Write the findings in the Pre-Inspection Report (Form 3)	None	30 Minutes	
	2.4 Make an assessment based on the findings, such as: <ul style="list-style-type: none"> ○ If the problem can be easily handled, deploy skilled personnel (<i>if available</i>) to accomplish the job. ○ If the problem is complicated and cannot be easily solved, prepare, and seek approval of PPMP, endorse to the Procurement Office, and attach Form 3 for the purchase of needed supplies and materials 	None	2 Days	
3. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	GSO Campus Chairperson
TOTAL		None	3 Days, 46 Minutes	



3. Request for Vehicle Use

The Motorpool Section aims to ensure the maintenance and efficient operation of all equipment, motor vehicles, machines, generators, and other small equipment, hence the need for this service request.

Office or Division	:	General Services Office, Motorpool Section
Classification	:	Simple
Type of Transaction	:	G2G - Government to Government; and G2C - Government to Citizen
Who may avail	:	All KSU Employees and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID, 1 original copy	From the Client
2. GSO Request Form - <i>for internal requests not requiring a travel order</i> (3 Original Copies)	General Services Office, Motorpool
3. Approved Travel Order and List of Passengers - <i>for external requests or beyond a 50 km radius from workstation</i> (3 Original Copies)	Campus Administrator's Office

LIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID and fill out a visitor's logbook	1.1 Check the ID and verify the purpose of the visit 1.2 Check also if the client provided complete information in the log book	None	5 Minutes	GSO Campus Chairperson
2. Submit a GSO Request Form or a request letter with supporting documents like: a) Official Order by the University President as a result of PTDC/FTDC endorsement	2.1 Receive the request form or letter and check for completeness of information (date of travel, destination, number and name of passengers, purpose of travel), and do the following: <ul style="list-style-type: none"> ○ Return the request with incomplete details ○ Accept, mark, and sign the complete request 	None	30 Minutes	Motorpool Campus Head GSO



b) Invitation Letter from the host agency acted by the University President, VPAF for Bulanao Campus, or Campus Administrators for Dagupan and Rizal Campuses	2.2 Assess the availability of the vehicle, driver, and the type and urgency of the travel, and perform the following: <ul style="list-style-type: none"> ○ Denial of request due to unavailability of drivers and vehicle; not in conformity with the policy of the University, etc. ○ Approval of request due to availability of driver and vehicle; conformity with the policy of the University, etc. 	None	4 Hours	Motorpool Campus Head GSO
	2.3 Endorse the valid travel request to the GSO Director for action	None	4 Hours	
	2.4 Assess and recommend for approval by the VPAF (for Main Campus) or Campus Administrator (for Dagupan and Rizal Campuses) the Trip Ticket, Gas Slip, and other local travel documents	None	4 Hours	Motorpool Campus Head GSO
3. Receive the approval of the request and process applicable travel documents	3.1 Process Trip Ticket, Travel Order attachments, and Gas slip of the driver(s)	None	1 Day	Clerk, Section Heads
	3.2 Schedule the travel and inform the assigned driver(s)	None	10 Minutes	GSO Campus Chairperson
	3.3 Inform the requester about the approved travel	None	1 Minute	
4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL		None	2 Days, 4 Hours, 46 Minutes	



4. Request for Repair and Maintenance of University Motor Vehicles or Equipment

The Motorpool Section aims to ensure the maintenance and efficient operation of all equipment, motor vehicles, machines, generators, and other small equipment.

Office or Division	: General Services Office, Motorpool
Classification	: Highly Technical
Type of Transaction	: G2G - Government to Government
Who may avail	: KSU Officials and Employees including the Drivers or those with Memorandum Receipts (MR) accountabilities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID, 1 original copy	From the Client
2. GSO Request Form (3 Original Copies)	General Services Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID and fill out a visitor's logbook	Check the ID and verify the purpose of the visit in the logbook	None	5 Minutes	GSO Campus Chairperson
2. Submit a GSO Request Form or a request letter with supporting documents if needed	2.1 Receive the request form or letter and check for completeness of information (quantity and description of item, location, etc.)	None	5 Minutes	
	2.2 Inspect the vehicle or equipment needing repair or maintenance and accomplish Form 3 (Pre-Inspection Report)	None	1 Day	Motorpool Section Head, TWG for Vehicle or Equipment GSO
	2.3 Take photos of the vehicle parts subject to repair/maintenance			
	2.4 Endorse the Pre-Inspection Report together with the photos to the GSO Campus Chairperson for action			
	2.5 Act on the report and seek approval by higher authorities of Form 2 or request for repair/service or installation	None	4 Hours	GSO Campus Chairperson
	2.6 Prepare and submit approved PPMP with photos to the PMO	None	1 Day	
	2.7 Process the purchase of needed supplies or materials, or canvass the best service providers to do the job	None	7 Days	Procurement Officer PMO
	2.8 Bring the motor vehicle or equipment needing repair or maintenance to the service provider	None	3 Days	Motorpool Campus Head GSO
3. Receive the action undertaken	Inform the requesting client to claim the repaired vehicle or item	None	10 Minutes	GSO Campus Chairperson
4. Rate the availed service and submit the CSS Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL			12 Days, 4 Hours, 21 Minutes	



5. Request for Janitorial Service During Special Occasions

The Janitorial Services aim to keep and maintain the cleanliness and functionality of facilities, meeting halls, conference areas, or gymnasium. A janitor's duties and responsibilities include general cleaning of a building and keeping it maintained and in good condition. This can include vacuuming, mopping, sanitizing restrooms, taking out trash, recycling, and washing and cleaning windows and mirrors, especially during university affairs and occasions.

Office or Division	:	General Services Office, Janitorial Section
Classification	:	Simple
Type of Transaction	:	G2C - Government to Citizen; G2G – Government to Government
Who may avail	:	All Student Leaders, Officials, and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID, 1 original copy	From the Client
2. Request Form, 3 Original Copies	General Services Office
3. Form 1 (Deployment Form), 3 Original Copies	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID and fill out a visitor's logbook	Check the ID and verify the purpose of the visit in the logbook	None	5 Minutes	<i>Maintenance Campus Head GSO</i>
2. Submit a GSO Request Form or a request letter with supporting documents if needed	2.1 Receive the request form or letter and check for completeness of information (quantity and description of item, location, etc.)	None	5 Minutes	
	2.2 Assess as to the validity and urgency of the request and accomplish Form 3 (Pre-Inspection Report)	None	25 Minutes	
	2.3 Deploy sufficient personnel to perform the tasks by issuing the Form 1 (Deployment Form)	None	3 Hours	
2.4 Monitor and inspect the accomplishment and give feedback to the GSO director	None	10 Minutes		
3. Acknowledge the action undertaken	Inform the requesting client of the accomplished task	None	1 Minute	
4. Rate the availed service and submit the CSS Form	Issue and retrieve a client survey form for analysis	None		
TOTAL			3 Hours, 46 Minutes	



n. Budget Unit

Internal Service



1. Allocation of Fund

The service assesses and certifies the request for funds from various operating units of the campus.

Office or Division	: Budget Unit, Finance Management Office
Classification	: Simple
Type of Transaction	: G2C - Government to Citizen; G2G - Government to Government
Who may avail	: KSU Employees and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID, 1 original copy	From the Client
2. Request for Sub-Allotment Advice and Funding, 3 Original Copies	Budget Office of the Operating Units
3. Supporting documents, if applicable, 3 Original Copies	From the Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Budget Unit, Finance Management Office, present a valid ID, and state the purpose of the visit	Check the ID and verify the purpose of the visit	None	2 Minutes	<i>Administrative Aide</i> Budget Unit
2. Submit the request form with its corresponding supporting documents	2.1 Receive and verify the form and supporting documents	None	3 Minutes	
	2.2 Endorse such documents to the concerned budget officer	None	10 Minutes	<i>Budget Officer</i> Budget Unit
	2.3 Validate the documents, record, and affix the control number on the reference form			
	2.4 Evaluate, certify, and sign documents			
2.5 Forward and route the signing of documents to concerned officials	None	3 Hours	<i>Administrative Aide</i> Budget Unit	
3. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None		1 Minute
TOTAL:		None	2 Days, 3 Hours, 16 Minutes	



o. Accounting Unit

External and Internal Service



1. Pre-Audit of Payroll and/or Disbursement Voucher

This service aims to examine documents supporting a transaction or series of transactions before these are paid for and recorded. Pre-audit is done to determine the validity of claims, legality of the expenditure, and compliance with existing laws, rules, or regulations, and to assure that there are sufficient funds available for the payment.

Office or Division	: Accounting Unit
Classification	: Complex
Type of Transaction	: G2C - Government to Citizen; G2G - Government to Government; G2B – Government to Business
Who may avail	: KSU Offices, Employees, and Students; and External Service Providers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID, 1 original copy	From the Client
2. Payroll/ Disbursement Voucher (Purchases, Infrastructure, Reimbursements, DTE, etc.) with supporting documents, 3 Original Copies	Concerned Offices, Employees and/or Officials

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Accounting Unit, Finance Management Office, present a valid ID, and state the purpose of the visit	Check the ID and verify the purpose of the visit	None	2 Minutes	<i>Administrative Aide</i> Accounting Unit
2. Submit Payroll/ Disbursement Voucher and supporting documents	2.1 Receive the payroll and/or disbursement voucher and the supporting documents	None	3 Minutes	
	2.2 Endorse such documents to the concerned accountant	None	1 Day	<i>Accountant II</i> Accounting Unit
	2.3 Process the payroll and/or disbursement voucher, i.e., assign control number, record transaction, post to their respective indices, etc.			
	2.4 Pre-audit the payroll and/or disbursement voucher		5 Days	
	2.5 Forward and route the signing of documents to concerned officials	None	3 Hours	<i>Administrative Aide</i> Accounting Unit
3. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL:		None	6 Days, 3 Hours, 6 Minutes	



Internal Service



1. Pre-Audit of Liquidation Reports

This service reviews transaction documents after cash advances are given and recorded, ensuring efficient control over the granting, utilization, and liquidation of cash advances.

Office or Division	:	Accounting Unit
Classification	:	Complex
Type of Transaction	:	G2G - Government to Government
Who may avail	:	KSU Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID, 1 original copy	From the Client
2. Liquidation Reports with supporting documents, 3 Original Copies	Concerned Offices, Employees and/or Officials

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Accounting Unit, Finance Management Office, present a valid ID, and state the purpose of the visit	Check the ID and verify the purpose of the visit	None	2 Minutes	<i>Administrative Aide</i> Accounting Unit
2. Submit the Liquidation Reports with supporting documents	2.1 Receive the reports and supporting documents	None	3 Minutes	
	2.2 Endorse such documents to the concerned accountant	None	1 Day	<i>Accountant II</i> Accounting Unit
	2.3 Process the Liquidation Reports, i.e., assign control number, record transaction, etc.	None	5 Days	
	2.4 Check or pre-audit the reports and supporting documents	None	3 Hours	
3. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	2.5 Forward and route the signing of documents to concerned officials	None	1 Minute	<i>Administrative Aide</i> Accounting Unit
	Issue and retrieve a client survey form for analysis	None	1 Minute	
TOTAL:		None	6 Days, 3 Hours, 6 Minutes	



V. OFFICES AND SERVICES UNDER THE UNIVERSITY PRESIDENT



a. Office of the University President

External and Internal Services



1. Acting on Request/Incoming Communications

The service pertains to the actions of the university president for all requests and communications within the university, correctly identified and delivered to concerned authorities and 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)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Records and Archives Office (RAO) and submit the request letter and supporting documents, if needed	1.1 Receive and check appropriate details such as the name and purpose of the requester	None	10 Minutes	<i>Records Officer</i> RAO
	1.2 Record in the logbook and assign reference number			
	1.3 Endorse the request to the OUP			
	1.4 Receive the request letter and record in the logbook	None	5 Minutes	<i>Administrative Assistant, OUP</i>
	1.5 Act or decide on the request, or	None	15 Minutes	<i>University President, OUP</i>
	1.6 Refer it to the appropriate unit, if needed			
	1.7 Receive and act promptly on the referred request	None	3 Hours	<i>Unit Head/ Concerned Office</i>
	1.8 Submit action taken or report to the OUP			
	1.9 Prepare completed staff work of the request for guidance of the university president	None	3 Hours	<i>Board Secretary</i> Office of the Board Secretary
	1.10 Decide on the response or give direction	None	10 Minutes	<i>University President, OUP</i>
2. Receive and acknowledge the response to the request	1.11 Encode the response to a request	None	10 Minutes	<i>Administrative Assistant</i> OUP
	1.12 Forward the actions taken to the RAO			
3. Rate the availed service by filling out and submitting the CS Survey Form	Deliver the response and have it received in the logbook	None	1 Hour	<i>Records Officer</i> RAO
	Issue and retrieve a client survey form for analysis	None	1 Minute	<i>Administrative Aide</i> OUP
TOTAL:		None	7 Hours, 51 Minutes	



2. Approval of Requests 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 University President (OUP)
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. Valid Identification Card (1 copy, original)	From the requester's possession
2. Request Letter (1 copy, original)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For external clients, present a valid ID to the Guard-on-Duty at the Entrance Gate, and state the purpose of the visit <i>Note: For internal clients, skip this step</i>	1.1 Check and record the ID presented and the purpose stated 1.2 Issue a Visitor's Pass for identification	None	5 Minutes	Guard-on-Duty KSU Gate
2. Proceed to the Records and Archives Office (RAO) and submit the request letter	2.1 Receive and check appropriate details such as the name and purpose of the requester	None	15 Minutes	Records Officer RAO
	2.2 Record in the logbook and assign reference number			
	2.3 Endorse the request to the OUP	None	2 Minutes	Administrative Assistant, OUP
	2.4 Receive and record the request			
	2.5 Evaluate and act on the request under the internal policies			
2.6 Direct the GSO to check the availability of the requested type of facility	None	1 Hour	University President OUP	
2.7 Affirmed the availability of the facility and assigned personnel in charge for the duration of the activity				
2.8 Inform the OUP of the action taken	None	1 Hour	Administrative Officer General Service Office	



3. Receive the notice of approval for the use of the facility and sign the contract concurrence on the use of the facility	<p>3.1 Prepare, seek signature, and issue notice for approving the request</p> <p>3.2 Prepare and issue Terms and Conditions/Contract for the use of the Campus facility</p> <p>3.3 Forward copies of the action taken to the RAO</p>	None	5 Minutes	<i>Executive Assistant</i> OUP
4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	<i>Administrative Aide</i> OUP
5. For external clients, surrender the Visitor's Pass to the Guard-on-Duty	Receive and check out the client in the logbook	None	1 Minute	<i>Guard-on-Duty</i> KSU Gate of the Concerned Campus
TOTAL:		None	2 Hours, 29 Minutes	



b. Office of the University Board Secretary

Internal Service



1. Request for Issuance of Board Policies/Board Actions/Documents

The university recognizes the optimum authority of the Board of Regents (BOR) to approve all requests before implementing programs or policies in the concerned department or office. Copies of these policies, actions, or any other related documents can be requested for legitimate purposes. Before processing, this office will consider the requester's goal, analyze the request, and may be subjected to the University's Freedom of Information process.

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
a) Valid KSU ID (1 copy, original); and	From the Client
b) Properly filled-out Client Request Form (1 copy, original); or	Office of the University Board Secretary, KSU Main Campus
c) Request Letter (2 Original Copies, or 1 Original and 1 Photocopy); or	From the Client
d) FOI Request Form, 1 Original Copy	FOI Receiving Officer (FRO) at the Records and Archives Office (RAO), Administration Building, KSU-Main Campus

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Records and Archives Office (RAO), present a valid ID, submit the request letter, if any, or fill out a Client Request or FOI Request Form Note: <i>The FRO shall receive all requests for information on behalf of KSU and its Campuses</i>	1.1 Check and record the ID presented and the purpose stated 1.2 Receive and check appropriate details such as the name and purpose of the requester 1.3 Record in the logbook and assign reference number 1.4 Endorse the request to the FRO and proceed to Step 1.5, or Endorse it to the OUBS and proceed to Step 2.3	None	5 Minutes	Records Officer RAO
	1.5 Make an initial evaluation and/or clarification about the request 1.6 Instruct the client on the actions to be taken 1.7 Plan work and transmit the request to the FOI Decision Maker (FDM)	None	30 Minutes	FOI Receiving Officer (FRO) Records and Archives Office



<p>2. Wait for the FOI Committee's action on the request, or make a follow-up on its status if necessary</p> <p>Note: The FDM shall evaluate the request for information and has the authority to grant the request, or deny it based on any of the following grounds:</p> <p>i. KSU does not have the information requested;</p> <p>ii. The information requested contains sensitive personal information protected by the Data Privacy Act of 2012;</p> <p>iii. The information requested falls under the list of exceptions to FOI; or</p> <p>iv. The request is an unreasonable subsequent identical or substantially similar request from the same requesting party whose request has already been previously granted or denied by the University.</p>	<p>2.1 Instruct the OUBS to facilitate the requested records for access and evaluation</p> <p>2.2 Instruct the FRO to inform the requesting party if an extension of time is required</p>	None	1 Hour	FDM Office for Administrative Services	
	<p>2.3 Receive and record the request</p> <p>2.4 Seek approval for retrieval or preparation of the documents</p>	None	20 Minutes	Administrative Aide OUBS	
	<p>2.5 Give expressed consent and approval on the request</p> <p>2.6 Review and certify to correctness of the documents</p> <p>2.7 Give copy(ies) of the requested information or documents if needing action of the FDM, or to RAO for its release</p>	None	20 Minutes	Board Secretary OUBS	
	<p>2.8 Receive and review the content of documents (response) and apply for relevant exemptions</p> <p>2.9 Decide either to approve or deny the request and inform the FRO of the action</p> <p>2.10 Seek clearance from the University President, if necessary</p>	None	3 Hours	FDM Office for Administrative Services	
	<p>2.11 Receive the DM's action and prepare an appropriate written response:</p> <ul style="list-style-type: none"> • Prepare information for release • Scan or photocopy documents <p>Note: If the applicant asked for information in a certain format, comply with their practical preference</p>	None	1 Hour	FOI Receiving Officer (FRO) Records and Archives Office	
	<p>3. Receive the requested copy of the policy, action, or document</p>	<p>3.1 Update the FOI tracker and save the response</p> <p>3.2 Release the document</p>	None	1 Hour	FRO, Records and Archives Office
	<p>4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form</p>	<p>Issue and retrieve a client survey form for analysis</p>	None	1 Minute	Administrative Aide OUBS
	TOTAL:		None	FOI Request: 1 Hour, 46 Minutes; Non-FOI Request: 7 Hours, 16 Minutes	



c. Planning and Strategy Office

Internal Services



1. Formulation of Strategic Plans

Strategy formulation is a crucial step in strategic management, involving making informed decisions to set an organization or unit's future direction and determine success pathways. It involves understanding the organization's strategy level, conducting internal and external research, building the plan backward, reviewing progress regularly, and implementing the strategy. This procedure starts with Information Dissemination, continues through the submission of inputs from all Colleges and Units, and ends with a finalized Strategic Plan.

Office or Division	:	Planning and Strategy Office (PSO)
Classification	:	Complex
Type of Transaction	:	G2G - Government to Government; G2C- Government to Citizen
Who may avail	:	KSU Colleges and Units including student organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Baseline data (OPCRs), 1 Photocopy	From the Client
2. Performance Review of the previous term, 1 Photocopy	
3. Internal and external environmental scanning, 1 Photocopy	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare the necessary documents before planning the session	1.1 Recommend and seek approval for submission by offices/ units of their strategic plans through the Office Performance Commitment and Review (OPCR) targets	None	4 Hours	Performance Management Team (PMT)
	1.2 Issue office order for the conduct of planning sessions and/or submission of plans/targets	None	1 Day	University President Office of the President
	1.3 Disseminate information	None	1 Day	Records Officer Records and Archive Office
2. Attend sessions and/or provide relevant data, including Performance Assessment and Review (PAR) and OPCR, to the PSO	2.1 Receive the documents including PAR and OPCR targets 2.2 Conduct university performance planning and review conferences periodically to discuss the office assessment for the preceding rating period and plan for the succeeding period	None	3 Days	Administrative Aide VI and Planning Officers PSO



3. Receive feedback and conduct internal and external environmental scanning using SWOT, PESTLES, STEEP, etc.	3.1 Provide each office with the final office assessment 3.2 Facilitate the conduct of environmental scanning and assist as needed			Planning Officers PSO
4. Conduct a review of VMGO including Quality Policy, if there is a need, and submit output	4.1 Revisit VMGO including Quality Policy based on submitted reviews			All University Officials KSU
	4.2 Disseminate revisions to colleges/ offices			Administrative Aide VI and Planning Officers PSO
5. Revise and submit inputs on respective KRAs	Setting up of KRAs and strategic priorities			All University Officials KSU
6. Submit committed targets on indicators relevant to the thrusts of respective colleges/ offices	6.1 Assist in identifying KPIs and setting targets			
	6.2 Presentation of University Strategic Plans			
7. Present the committed targets and KPIs before a panel	Review and comment on the presented KPIs			
8. Finalize targets and strategies with integration of the panel's comments and suggestions	Facilitate the integration of inputs			
9. Submit finalized targets and strategies	Packaging and collation of strategic plans	None	2 Days	Administrative Aide VI and Planning Officers PSO
10. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Administrative Aide VI PSO
TOTAL:		None	7 Days, 4 Hours, 1 Minute	



2. Monitoring and Evaluation on the Implementation of Plans, Programs, and Activities including Catch-Up Plans

Monitoring and Evaluation (M&E) is a systematic process used by organizations to track progress, and performance, and learn from initiatives. It involves regular data collection, evaluations, and adaptation, ensuring development plans stay on track and contributing to positive change. It is an essential tool for accountability and continuous improvement.

Office or Division	: Planning and Strategy Office (PSO)
Classification	: Complex
Type of Transaction	: G2G - Government to Government; G2C- Government to Citizen
Who may avail	: KSU Colleges and Units including student organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplishment Report for the Quarter, 1 Photocopy	From the Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive advisory for the submission of accomplishment reports for the applicable quarter of the year	1.1 Recommend and seek approval for submission by delivering offices/ units of their respective and mandated quarterly reports	None	4 Hours	Performance Management Team (PMT)
	1.2 Issue office order for the submission of reports	None	1 Day	University President Office of the President
	1.3 Dessiminate information	None	1 Day	Records Officer Records and Archive Office
2. Submit relevant data on Physical and Financial Accomplishment to the PSO	2.1 Data Collection on Physical and Financial Accomplishments 2.2 Consolidate, validate, and evaluate initial performance accomplishments of the colleges/offices against the success indicators and the allotted budget against the actual expenses	None	7 Days	Planning Officers and Staff PSO
3. Integrate corrections including presentation of catch-up plans, if necessary,	3.1 Collation of submitted reports according to various templates	None	2 Days	



	<p>3.2 Conduct performance review conferences to discuss the initial office assessment for the current rating period</p> <p>3.3 Facilitate the discussion of catch-up plans and delegation of taskings</p>			
4. Receive Collated Quarterly Reports and/or finalize catch-up plans	Actual and Online submission of reports	None	4 Hours	
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	<i>Administrative Aide VI</i> PSO
TOTAL:		None	11 Days, 8 Hours, 1 Minute	



d. Project Management Unit

External Services



1. Contract Management

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	:	Project Management Unit (formerly Infrastructure Office)		
Classification	:	Highly Technical		
Type of Transaction	:	G2B - Government to Business		
Who may avail	:	All Contractors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notice to Proceed (NTP), 1 original copy		Procurement Management Office- Contract Management Section		
2. Plans, 1 original copy		Project Management Unit (Infrastructure), 1 st Floor of Engineering Building, KSU Main Campus		
3. Variation Order(s), 3 original copies		From the Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. After contract signing, expect for the release of NTP	1.1 Approve NTP after contract perfection 1.2 Send the NTP copies to the Records and Archives Office (RAO) for release	None	10 Minutes	University President Office of the President
2. Present a valid ID to the Guard-on-Duty at the Entrance Gate, and state the purpose of the visit	2.1 Check and record the ID presented and the purpose stated 2.2 Issue a Visitor's Pass for identification	None	5 Minutes	Guard-on-Duty KSU Gate
3. Proceed to the RAO and acknowledge the receipt of the NTP	3.1 Issue the NTP and record the release in the logbook 3.2 Copy and furnish the Project Management Unit (PMU) and Procurement Management Office (PMO)	None	15 Minutes	Records Officer RAO
4. Secure plans from the PMU	4.1 Assign a project engineer or project-in-charge 4.2 Discuss and clarify the plans with the contractor for common interpretations, predicaments, and other problems that may arise for a possible solution 4.3 Stress out compliance with R.A. 9184, standard plans, and specifications	None	30 Minutes	Contract Management Chairperson PMU



5. Construct or implement the project according to the program of work, plans, and standards	Monitor and supervise the project execution, and progress of work to fit in with the contract time and S-curve	None	Depending on the Project	Project Engineer PMU
6. Request for Variation Order(s), if applicable, to the PMU	6.1 Evaluate and revise the staked plan, the requested variation order, and estimates for approval 6.2 Recommend for approval of the request(s)	None	2 Days	Project Engineer/Contract Mngt Chair/ Concerned Officials
7. Prepare an as-built plan	7.1 Check and approve the prepared-as-built plan 7.2 Ensures that plans and specifications are complied with. Any deviation therefrom is to be corrected	None	40 Minutes	
8. Request for inspection of the project	Inspect and accept the completion of the project	None	1 Day	Inspectorate Team/ End-User Unit
9. Post warranty security to KSU in a prescribed period	Receive and check warranty security	None	1 Hour	Accounting Unit Finance Office
Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Administrative Aide PMU
TOTAL:		None	3 Days, 2 Hours, and 41 Minutes (except construction period)	



2. Request for Payment Claims of Infrastructure-Related Projects

Contractors can request a lump sum advance payment of 15% of the total contract price to finance materials, manpower, and equipment. Once completed, bidders must submit complete documents for final billing, ensuring claims against government funds are supported with integrity. KSU may impose additional documentary requirements to ensure funding, legality, regularity, necessity, or economy.

Office or Division	:	Project Management Unit (PMU) – Contract Management Section
Classification	:	Highly Technical
Type of Transaction	:	G2B - Government to Business
Who may avail	:	Contracted Service Provider (Contractor)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Identification Card of the service provider or an authorized representative (1 Original Copy)	From the Contractor
2. Letter request for payment from the service provider (3 Original Copies)	
3. 3 Certified copies of the page of the approved Annual Procurement Plan (APP) or Supplemental APP where the Goods, Consulting Services and/or Infrastructure Projects subject to payment are indicated	KSU PMO- Contract Management Section
4. 3 Certified copies of the submitted Contract stamped "Received" by COA of the documentary requirements required by COA Circular No. 2009-001 dated February 12, 2009, and COA Memorandum No. 2005-027 dated February 28, 2005 (Annex A-T) and any future amendments thereof	
<i>Additional Documentary Requirements</i>	
<u>Advance Payment for Mobilization Cost:</u>	
5. Irrevocable Standby Letter of Credit, Surety Bond, or Bank Guarantee (1 Original, 2 Certified Copies)	From the Contractor
6. Notice of Award (3 Certified Copies)	KSU PMO- Contract Management Section
7. Notice to Proceed (3 Certified Copies)	
<u>Progress Payments:</u>	
8. Irrevocable Standby Letter of Credit, Surety Bond, or Bank Guarantee (1 Original, 2 Certified Copies)	From the Contractor
9. Statement of Work Accomplished (SWA) (3 Original Copies)	
10. Progress Billing Statement (3 Original Copies)	
11. Inspection Report by the Agency's Authorized Engineer (3 Original Copies)	KSU Project Management Unit
12. Results of Test Analysis, if applicable (3 Original Copies)	
13. Contractor's Affidavit on payment of laborers and material (1 Original Copy, 2 Certified Copies)	From the Contractor
14. Pictures/Geotagged Photos, before, during, and after construction of items of work especially the embedded items (3 Original Copies)	



15. Certificate of Percentage of completion	
Final Payment:	
16. As-Built Plans (3 Original Copies)	KSU Project Management Unit
17. Final SWA (3 Original Copies)	
18. Warranty Security (1 Original, 2 Certified Copies)	From the Contractor
19. Certificate of Completion (3 Original Copies)	KSU Project Management Unit
20. Copy of turn-over documents/transfer of project and facilities such as motor vehicles, laptops, and other equipment and furniture included in the contract to the concerned government agency (3 Original Copies)	
21. Certificate of Initial Acceptance by the Agency (3 Original Copies)	
22. Final Inspection Report of the Agency's authorized Engineers and/or Inspectorate Team (3 Original Copies)	
23. Statement of Time Elapsed (3 Original Copies)	From the Contractor
24. Pictures/Geotagged Photos before, during, and after construction of items of work especially the embedded items (3 Original Copies)	
Release of Retention Money:	
25. Warranty security in the form of cash, bank guarantee, irrevocable standby letter of credit from a commercial bank, GSIS, or surety bond callable on demand (1 Original Copy, 2 Certified Copies)	From the Contractor
26. Certification from the end-user that the project is completed, inspected, and accepted (3 Original Copies)	KSU Project Management Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon entry at the Gate, present a valid ID to the Guard-on-Duty and state the purpose of your visit	1.1 Check and verify the ID presented and the purpose stated 1.2 Issue visitor's pass and instruct the client to proceed to the Records and Archives Office (RAO)	None	5 Minutes	Guard-on-Duty KSU Gate
2. Go to the RAO, sign in the Visitors' Logbook, and submit a written request and attachments	2.1 Attend to the client and issue the logbook 2.2 Receive the documents and return a copy to the client 2.3 Instruct the client to make a follow-up if they do not receive the payment on the request 2.4 Submit the request to the Office of the President	None	5 Minutes	Records Officer RAO
3. Upon exit of the gate, surrender the Visitor's Pass to the guard on duty	3.1 Receive and check out the client in the logbook	None	1 Minute	Guard-on-Duty
	3.2 Review the letter requesting payment claims	None	30 Minutes	University President Office of the President
	3.3 Endorse to PMU for appropriate action			



	3.4 Assign project engineer in charge to address the contractor's request for billing	None	10 Minutes	Head, Project Management Unit
	3.5 Evaluate works accomplishment of contractor	None	30 Minutes	Project Development Officer (PDO)
	3.6 Set schedule for inspection with the Inspectorate Team	None	5 Minutes	
	3.7 Inspect the site and validate deployment of materials, manpower and equipment	None	1 Hour	PDO, PMU Head, Inspectorate Team
4. Prepare additional billing documents and attachments	Prepare the billing documents and attachments	None	30 Minutes	
5. Sign and approve pertinent contractor's documents	5.1 Sign and approve pertinent KSU's documents	None	4 Hours	Contract Management Chairperson or PDO
	5.2 Evaluate and submit a recommendation with completed staff work to the Office of the University President	None	1 Day	
	5.3 Approve the recommendation with the attached supporting documents	None	30 Minutes	
	5.4 Forward to the Finance Office for appropriate action			University President Office of the President
	5.5 Prepare the Disbursement Voucher (DV), compute and deduct applicable taxes	None	10 Minutes	Accountant I FMO
	5.6 Submit the Original Copies of Obligation Request Status (ORS) to the Accounting Unit with complete, valid, proper, and legal supporting documents for evaluation	None	20 Minutes	Budget Officer FMO
	5.7 Review documents as to completeness of supporting documents, legality, validity, and correctness of claims	None	3 Days	Accountant I FMO
	5.8 Assigned DV number, and ensure the following: a. Check the computed and deducted taxes. b. Prepare Accounting Entries in Box B of DV. c. Check for the Cash Availability of the transaction. d. Record particulars of DV in individual Index Card and affix initials in Box C of DV			
	5.9 Route the DV with complete supporting documents for signature in Box A of the DV of authorized officials	None	3 Hours	Accounting Clerk FMO



	5.10 Forward DVs and prepare LDDAP–ADA with complete supporting documents for the final review and signature of the Chief Accountant	None	20 Minutes	<i>Accountant II</i> FMO
	5.11 Review and sign DVs and LDDAP–ADA with complete supporting documents	None	20 Minutes	<i>Accountant III</i> FMO
	5.12 Route the DVs with complete supporting documents for signature in Box D and the LDDAP-ADA of authorized officials	None	3 Hours	<i>Accounting Clerk</i> FMO
	5.13 Endorse such documents to the Cashiering Office			
	5.14 Prepare Advice of Checks Issued and Cancelled (ACIC) and forward to respective signatories	None	3 Hours	<i>Admin Officer/ Assistant,</i> Cashiering Office
	5.15 Forward the approved ACIC and LDDAP–ADA to the Landbank of the Philippines (LBP) for processing	None	3 Hours	<i>Administrative Officer</i> Cashiering Office
6. Receive the proceeds of payment claims	Process the crediting of payment to the bank account of client-claimant	None	3 Days	<i>Account Officer</i> LBP-Tabuk Branch
7. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	7.1 Inform the client of the successful crediting of proceeds of their transaction 7.2 Issue and retrieve, online or physical, a client survey form for analysis	None	15 Minutes	<i>Administrative Assistant II</i> Cashiering Office
TOTAL:		None	9 Days, 4 Hours, 51 Minutes	

Note: Services are covered under R.A. No. 9184 or the Government Procurement Reform Act and its Revised IRR, COA Circular 2023-004, and PD 2017-0318- Payment of Government Transactions and Contracts is within 15 days.



3. Processing of Variation Orders

A Variation Order is a change or deletion of work within a project's scope, resulting from changes in plans, design, or alignment. It can be in the form of a Change Order or an Extra Work Order. Change orders cover changes in original work quantities, while Extra Work Orders introduce new work necessary for project completion or protection. The addition or deletion of work must be within the project's scope and not affect the structure's integrity or usefulness.

Office or Division	: Project Management Unit (PMU) – Contract Management Section
Classification	: Complex
Type of Transaction	: G2B - Government to Business
Who may avail	: Contracted Service Provider (Contractor)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Identification Card of the service provider or an authorized representative (1 Original Copy)	From the Contractor
2. Request Letter from the Contractor (3 Original Copies)	
3. Variation Order supported by Notice of Findings, Adjustment Plans, contractor's computations as to the quantities of the additional works involved per item, detailed estimate of the unit cost of such items of work, and justifications (3 Original Copies)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon entry at the Gate, present a valid ID to the Guard-on-Duty and state the purpose of your visit	1.1 Check and verify the ID presented and the purpose stated 1.2 Issue visitor's pass and instruct the client to proceed to the Records and Archives Office (RAO)	None	5 Minutes	Guard-on-Duty KSU Gate
2. Go to the RAO, sign in the Visitors' Logbook, and submit a written request for a Change Order or Extra Work Order, including contractor notices, adjustments plans, computations, unit cost estimates, and justifications.	2.1 Attend to the client and issue the logbook 2.2 Receive the documents and return a copy to the client 2.3 Submit the request to the Office of the President	None	5 Minutes	Records Officer RAO
3. Upon exit of the gate, surrender the Visitor's Pass to the guard on duty	3.1 Receive and check out the client in the logbook	None	1 Minute	Guard-on-Duty
	3.2 Review the request for a variation order 3.3 Endorse to PMU for appropriate action	None	30 Minutes	University President Office of the President
	3.4 Assign the project engineer in charge to address the contractor's concerns per IRR of RA 9184	None	10 Minutes	Head, Project Management Unit



	<p>3.5 Conduct an on-the-spot investigation to verify the need for the work order</p> <p>3.6 Conduct a meeting with the contractor's engineer for further discussions regarding their concerns</p>	None	1 Day	<i>Project Development Officer (PDO)/ Assigned KSU Project Engineer</i>
4. Concur with the reviewed/ revised variation order	<p>4.1 If the request is justified and necessary, review the contractor's estimated quantities and prices, or</p> <p>4.2 Prepare revised plans to address the concerns of the contractor</p>	None	30 Minutes	<i>Chairperson for Planning</i>
	<p>4.3 Evaluate and recommend for approval of the order</p> <p>4.4 Determine if the order is covered by fund availability, or</p>	None	10 Minutes	<i>Head, Project Management Unit</i>
	<p>4.5 Approve the request and forward it to the RAO for action</p>	None	30 Minutes	<i>University President Office of the President</i>
5. Receive the copies of the approved order and proceed with the work following the amended contract	<p>5.1 Issue approved variation order to the contractor and PMU</p> <p>5.2 Furnish copy of the order to the PMO for posting at the PhilGEPS and KSU Website</p>	None	4 Hours	<i>Records Officer RAO</i>
6. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	<p>6.1 Inform the client of the successful crediting of proceeds of their transaction</p> <p>6.2 Issue and retrieve, online or physical, a client survey form for analysis</p>	None	15 Minutes	<i>Administrative Aide PMU</i>
TOTAL:		None	1 Day, 6 Hours, 16 Minutes	

Notes:

- 1) *Within seven (7) calendar days after the contractor discovers that there is a need for a variation order, the said contractor must communicate the same to the Procuring Entity by giving it notice of the findings. Afterward, the contractor has twenty-eight (28) days to submit full documentation of the variation order. Failure to provide either of such notices in the time stipulated shall constitute a waiver by the contractor for any claim.*
- 2) *The timeframe for the processing of Variation Orders from the preparation up to the approval by the University President should not exceed thirty (30) calendar days.*
- 3) *Services are covered under R.A. No. 9184 or the Government Procurement Reform Act and its Revised IRR.*



4. Request for Time Extension

Within the contract period, a contractor's request for a Contract time extension could be granted under certain circumstances, including major calamities, non-delivery of materials, non-acquisition of permits, shortage of construction materials, labor strikes, and serious peace and order problems. These circumstances are certified by the DTI Secretary, DOLE Secretary, and DILG or AFP Provincial Commander.

Office or Division	:	Project Management Unit (PMU) – Contract Management Section
Classification	:	Complex
Type of Transaction	:	G2B - Government to Business
Who may avail	:	Contracted Service Provider (Contractor)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Identification Card of the service provider or an authorized representative (1 Original Copy)	From the Contractor
2. Request Letter from the Contractor (3 Original Copies)	
3. Attachments, if necessary (3 Original Copies)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon entry at the Gate, present a valid ID to the Guard-on-Duty and state the purpose of your visit	1.1 Check and verify the ID presented and the purpose stated 1.2 Issue visitor's pass and instruct the client to proceed to the Records and Archives Office (RAO)	None	5 Minutes	<i>Guard-on-Duty</i> KSU Gate
2. Go to the RAO, sign in the Visitors' Logbook, and submit a written request and attachment if necessary	2.1 Attend to the client and issue the logbook 2.2 Receive the documents and return a copy to the client 2.3 Submit the request to the Office of the President	None	5 Minutes	<i>Records Officer</i> RAO
3. Upon exit of the gate, surrender the Visitor's Pass to the guard on duty	3.1 Receive and check out the client in the logbook	None	1 Minute	<i>Guard-on-Duty</i>
	3.2 Review the request and attachments 3.3 Endorse to PMU for appropriate action	None	30 Minutes	<i>University President</i> Office of the President
	3.4 Assign the project engineer in charge to address the contractor's request for contract extension per IRR of RA 9184	None	10 Minutes	<i>Head, Project</i> Management Unit
	3.5 Evaluate if the request was already considered in determining the original contract time during detailed engineering and document preparation.	None	1 Day	<i>Project Development</i> <i>Officer (PDO)/ Assigned</i> <i>KSU Project Engineer</i>



4. Concur with the revision and/or recommendations	4.1 If the request is justified and necessary, prepare revisions and/or recommendations for approval	None		
	4.2 Evaluate and recommend for approval of the request	None	10 Minutes	Head, Project Management Unit
	4.3 Approve the request and forward it to the RAO for action	None	30 Minutes	University President Office of the President
5. Receive copies of the approved request and amended contract	5.1 Issue approved the request and amended contract to the contractor and PMU	None	4 Hours	Records Officer RAO
	5.2 Furnish a copy of the order to the PMO for reportorial purposes			
6. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	6.1 Inform the client of the successful crediting of proceeds of their transaction	None	15 Minutes	Administrative Aide PMU
	6.2 Issue and retrieve, online or physical, a client survey form for analysis			
TOTAL:		None	1 Day, 5 Hours, 46 Minutes	

Note: Services are covered under R.A. No. 9184 or the Government Procurement Reform Act and its Revised IRR.



5. Request for Suspension of Work

The University can suspend work due to various reasons, including force majeure, contractor failure to correct unsafe conditions, invalid orders, or plan adjustments. The contract should specify a seven-day period for the order to take effect. On the other hand, the contractors can suspend work on critical projects due to right-of-way problems, non-issuance of required construction plans, dangerous conditions, failure to deliver government-provided materials, or payment of progress billing claims beyond 45 days. Contractors can suspend work 15 calendar days after receiving written notice from the University President (for infrastructure projects with ABC of 5 million and below) or from the district engineer (for projects with above 5 million ABC). The contract should specify a period for the order to take effect.

Office or Division	: Project Management Unit (PMU) – Contract Management Section
Classification	: Complex
Type of Transaction	: G2B - Government to Business
Who may avail	: Contracted Service Provider (Contractor)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Identification Card of the service provider or an authorized representative (1 Original Copy)	From the Contractor
2. Request Letter from the Contractor (3 Original Copies)	
3. Attachments, if necessary (3 Original Copies)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon entry at the Gate, present a valid ID to the Guard-on-Duty and state the purpose of your visit	1.1 Check and verify the ID presented and the purpose stated 1.2 Issue visitor's pass and instruct the client to proceed to the Records and Archives Office (RAO)	None	5 Minutes	Guard-on-Duty KSU Gate
2. Go to the RAO, sign in the Visitors' Logbook, and submit a written request and attachment if necessary	2.1 Attend to the client and issue the logbook 2.2 Receive the documents and return a copy to the client 2.3 Submit the request to the Office of the President	None	5 Minutes	Records Officer RAO
3. Upon exit of the gate, surrender the Visitor's Pass to the guard on duty	3.1 Receive and check out the client in the logbook	None	1 Minute	Guard-on-Duty
	3.2 Review the request and attachments 3.3 Endorse to PMU for appropriate action	None	30 Minutes	University President Office of the President
	3.4 Assign the project engineer in charge to address the contractor's request for suspension per IRR of RA 9184	None	10 Minutes	Head, Project Management Unit



	3.5 Determine if the request for work suspension falls within the grounds enumerated above and prepare a suspension order stating such reasons	None	1 Hour	<i>Project Development Officer (PDO)/ Assigned KSU Project Engineer</i>
	3.6 Evaluate and recommend for approval of the request	None	10 Minutes	<i>Head, Project Management Unit</i>
	3.7 Approve the request and forward it to the RAO for action	None	30 Minutes	<i>University President Office of the President</i>
4. Receive copies of the approved request and amendments to the contract	4.1 Issue approved the request and amendment of contract to the contractor and PMU 4.2 Furnish a copy of the order to the PMO for reportorial purposes	None	1 Hour	<i>Records Officer RAO</i>
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	5.1 Inform the client of the successful crediting of proceeds of their transaction 5.2 Issue and retrieve, online or physical, a client survey form for analysis	None	15 Minutes	<i>Administrative Aide PMU</i>
TOTAL:		None	3 Hours, 46 Minutes	

Notes:

- 1) Services are covered under R.A. No. 9184 or the Government Procurement Reform Act and its Revised IRR.
- 2) Prior to the expiration of the suspension order, the PMO or end-user unit shall determine whether the grounds for suspension still exist.
 - a. If such grounds continue to exist, or if it is no longer practicable to continue with the work, it shall terminate the work subject of the order or cancel the delivery of the items subject to such suspension.
 - b. If, however, the grounds for suspension no longer exist, and continuation of the work is practicable, the PMU, with the approval of the University President, shall lift the suspension order and notify the contractor to proceed with the work/delivery of items under the amended contract.



6. Contract Termination for Convenience, Default, Unlawful Acts, or Insolvency

The University can terminate contracts for default, unlawful acts, insolvency, and specific conditions. Contractors must rescind contracts due to negative slippage, non-compliance, lack of equipment, non-execution, neglect, or subletting without approval. If bankrupt or insolvent, KSU can terminate without compensation. Contractors can terminate contracts if works stop for 60 days or are not resumed within 30 days. Likewise, the University can terminate a contract for convenience, with reasons for termination specifying reasons, contractor performance, and termination date, and grounds for termination include changes in conditions, impractical project implementation, and withheld funding.

Office or Division	: Project Management Unit (PMU) – Contract Management Section
Classification	: Complex
Type of Transaction	: G2B - Government to Business
Who may avail	: Contracted Service Provider (Contractor)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Identification Card of the service provider or an authorized representative (1 Original Copy)	From the Contractor
2. Project Engineer's Report (3 Original Copies)	Project Engineer in Charge, PMU
3. Verified Report (3 Original Copies)	Head, PMU
4. Notice of Termination (3 Original Copies)	University President
5. Show Cause and Catch-Up Plan (3 Original Copies)	Contractor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a written report of acts or causes which may constitute ground(s) for termination	1.1 Verify the existence of ground(s) and execute a Verified Report	None	5 Minutes	Project Development Officer (PDO)
	1.2 Prepare Project Engineer's Report			
	1.3 Review the report and submit recommendation to the Office of the President	None	45 Minutes	Head PMU
	1.4 Approve the written Notice to Terminate and the Verified Report stating the following: a) Contract is being terminated for any of the ground(s) and statement of the acts that constitute the ground(s) constituting the same; b) Extent of termination, whether in whole or in part; c) Instruction to the Contractor to show cause as to why the contract should not be terminated; and d) KSU's special instructions.	None	3 Hours	University President Office of the President



2. Receive copies of the approved notice, verified report, and show cause within 7 calendar days stating why the contract should not be terminated. Submit also a catch-up plan, if needed; or	2.1 Issue the approved notice and verified report to the contractor and PMU	None	1 Hour	Records Officer RAO
	2.2 Furnish a copy of the order to the PMO for reportorial purposes			
	2.3 Anytime before the Contractor's receipt of the verified position paper, KSU may withdraw the Notice to Terminate if it is determined that certain items or works subject to the notice had been completed, delivered, or performed before the Contractor's receipt of the notice.	None	25 Minutes	University President Office of the President
TOTAL:		None	4 Hours, 15 Minutes	
When contractors failed to show cause after the lapse of 7 cd either by inaction or default:				
3. Receive the copies of the Termination Order stating therein the decision(s) of the University	3.1 Within a non-extendible period of ten (10) calendar days from receipt by the contractor of the verified position paper, the University President may create a Contract Termination Review Committee (CTRC) to assist him/her in the discharge of his/her function to terminate contracts	None	1 Day	University President Office of the President
	3.2 Conduct investigations and recommend for issuance of Termination Order to the Office of the President	None	3 Days	CTRC KSU
	3.3 Act on the recommendation and serve a written notice of its decision (Unless otherwise provided, the contract is deemed terminated from receipt of the notice of HOPE's decision).	None	25 Minutes	University President Office of the President
	3.4 Issue and release the Termination Order stating therein KSU's decision based on the grounds stated in the Notice to Terminate earlier issued.	None	5 Minutes	Records Officer RAO
TOTAL:		None	4 Days, 5 Hours, 20 Minutes	

Notes:

- 1) Services are covered under R.A. No. 9184 or the Government Procurement Reform Act and its Revised IRR.
- 2) Legal Reference: Guidelines on Termination of Contracts, approved by the GPPB through Resolution 018-2004, dated December 22, 2004.



Internal Service



1. Facilitating Requests for Acquisition of Permits and Clearances (Building Permit, ECC, MGB Geo-hazard Assessment, and Certificate of Occupancy)

A building permit is a crucial document for construction projects, ensuring compliance with local codes, safety regulations, and zoning laws. It requires submitting architectural plans, engineering drawings, and other documents. The Environmental Compliance Certificate (ECC) is issued by the Department of Environment and Natural Resources (DENR) in the Philippines, covering aspects like air quality, water quality, noise pollution, and waste management. The Mines and Geosciences Bureau (MGB) conducts geohazard assessments to evaluate risks and identify mitigation measures. A Certificate of Occupancy (CO) certifies the building's compliance with regulations and safety for occupancy. The Project Management Unit shall facilitate all requests about the acquisition of these documents.

Office or Division	: Project Management Unit (formerly Infrastructure Office)
Classification	: Complex
Type of Transaction	: G2G - Government to Government; G2C- Government to Citizen
Who may avail	: KSU Colleges, Offices including Student Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid KSU ID (1 Original Copy)	From the Client
2. Properly filled out Client Request Form (1 copy, original);	Project Management Unit, KSU Main Campus
3. Plan Specifications and Drawings (3 Certified Copies)	
4. Land Title (3 Certified Copies)	Records and Archive Office
5. Detailed Estimates (3 Certified Copies)	Project Management Unit, KSU Main Campus
6. Other technical documents (Structural Analysis, Technical Specifications, Project Schedule, etc.) (3 Certified Copies)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Records and Archives Office (RAO), present a valid ID, submit the request letter, if any, or fill out a Client Request Form	1.1 Check and record the ID presented and the purpose stated 1.2 Receive and check appropriate details such as the name and purpose of the requester 1.3 Record in the logbook and assign reference number 1.4 Endorse the request to the Office of the President	None	5 Minutes	Records Officer RAO
	1.5 Receive the request and forward it to PMU for appropriate actions	None	30 Minutes	University President Office of the President



2. Compile and submit the required documents with duplicates	2.1 Receive the request and supporting documents 2.2 Work out for the completion of other supporting documents	None	2 Day	<i>Administrative Aides and Project Development Officers (PDO)</i>
3. Sign documents	3.1 Coordinate with concerned LGUs or relevant government agencies for the required documents and acquire application forms 3.2 Seek signatures of requesting or end-user units 3.3 Review, evaluate, and validate the compiled application documents	None	1 Day	
4. Evaluate the compliance of documents required by concerned external government agencies	Compliance with corrections/ recommendations if there are any	None	12 Days	
5. Provide payment	Processing of Billing/ Payment	None	2 Days	<i>Finance Office Concerned Campus</i>
6. Safe-keep acquired permits/ clearances	6.1 Facilitate the processing for the acquisition of permits/ clearances 6.2 Furnish copy of documents to the RAO and Property Management Office	None	1 Day	
7. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	<i>Administrative Aide PMU</i>
TOTAL:		None	18 Days, 36 Minutes	



e. Office for Legal Services

Internal Service



1. Request for Legal Opinion and/or Review of Legal Documents

The process allows KSU offices and employees to request legal opinions or reviews on legal documents related to law interpretation, rules, regulations, and other university operations.

Office or Division	: Office for Legal Service (OLS)
Classification	: Complex
Type of Transaction	: G2G - Government to Government
Who may avail	: All KSU Offices and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid KSU ID, 1 Original Copy	From the Client
2. Request Letter or Client Request Form, 1 Original Copy	From the Client/ Legal Office
3. Legal Documents (Contract Agreement, Understanding or Undertaking), 1 Photocopy	From the Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Records and Archives Office (RAO), present a valid ID, submit the request letter, if any, or fill out a Client Request Form	1.1 Check and record the ID presented and the purpose stated	None	5 Minutes	Records Officer RAO
	1.2 Receive and check appropriate details such as the name and purpose of the requester			
	1.3 Record in the logbook and assign reference number			
	1.4 Endorse the request to the OLS			
2. Wait for the OLS's action on the request, or make a follow-up on its status if necessary	2.1 Receive and record the request	None	20 Minutes	Administrative Aide OLS
	2.2 Acknowledge the receipt of the request, and inform the client of the actions to be taken including the extension of time if needed			
	2.3 Make an initial evaluation and/or clarification about the request and supporting documents	None	3 Days	Legal Assistant OLS



	<p>2.4 Check if the request is not a duplicate of an already existing request</p> <p>2.5 Prepare a draft copy of opinion, comments, or reviews and submit it to the Legal Officer</p>			
	<p>2.6 Review and revise the drafted opinion, comments, or reviews</p> <p>2.7 Submit the reviewed and revised opinion, comments, or reviews to the University President for approval</p>		1 Day	<i>Legal Officer/ Attorney IV OLS</i>
	<p>2.8 Approve the submitted reviewed and revised opinions, comments, or reviews and return them to the OLS</p>		1 Hour	<i>University President</i>
	<p>2.9 Scanned signed copy of the approved legal opinion, comments, or reviewed legal documents</p> <p>2.10 Prepare and seek approval of the transmittal letter and forward it to the RAO for release</p>	None	1 Hour	<i>Legal Assistant OLS</i>
3. Receive the requested legal opinion or review of legal documents	<p>3.1 Release a copy of the approved legal opinion, comment, or reviews</p> <p>3.2 Record action taken on the request and tag as completed in the database</p>	None	1 Hour	<i>Records Officer RAO</i>
4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	<i>Administrative Aide OLS</i>
TOTAL:		None	4 Days, 3 Hours, 26 Minutes	



f. Information and Communications Technology Office

External and Internal Services



1. Request for ICT Services (Network Assistance, Information System, Multimedia, and Technical Services)

The Information and Communications Technology Office (ICTO) provides technical assistance to its campuses, resolving client requests through resolutions and recommendations documented in ICT Request Forms.

Office or Division	:	Information and Communications Technology Office (ICTO)
Classification	:	Simple
Type of Transaction	:	G2G - Government to Government; G2C - Government to Citizen
Who may avail	:	Faculty, Staff, Students, and Guests

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID, 1 Original Copy	From the Client
2. Any of the following ICT Request Forms: Network Request Assistance Form (ICTO-F4-2023), Information System Request Form (ICTO-F2-2023), Multimedia Request Form (ICTO-F3-2023), Equipment Repair Form (ICTO-F1-2023), 1 Original Copy	Information and Communications Technology Office, 3 rd Floor of Engineering and Technology Building, KSU-Main Campus

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For walk-in clients, proceed to the ICT Office, present a valid ID, and fill out the appropriate request form; or Request technical assistance using the ICT chat, email, online system	Check and record the ID presented and the purpose stated; or check the online system, emails, or chats for any request submitted	None	10 Minutes	<i>Administrative Aide VI</i> ICT Office
2. Submit an accomplished request form	2.1 Receive and record the request	None	20 Minutes	<i>Information Technology Officer I</i> ICT Office
	2.2 Check if the request is not a duplicate of an already existing request			
	2.3 Endorse the request to the ICTO head			
	2.4 Approve or deny the request	None	5 Minutes	
	2.5 If approved, assign ICT personnel to take charge of the request; if disapproved, return to the client through the Admin Aide stating the ground(s) for such denial	None	10 Minutes	



	<p>2.6 Make an initial evaluation and/or clarification about the request</p> <p>2.7 Provide resolution or recommendations (short or long term) on the request (concerns or issues)</p>	None	3 Days	<i>Information Systems Analysts/ Information Technology Officer</i>
3. Receive the assistance rendered	<p>3.1 Inform the client of the satisfactory and quality resolution of their request(s)</p> <p>3.2 If necessary, conduct testing in the presence of the client</p>	None	20 Minutes	
4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	<i>Administrative Aide VI ICT Office</i>
TOTAL:		None	1 Hour, 51 Minutes	



Internal Services



1. Request for Preventive Maintenance of ICT Equipment

Preventive maintenance is a process that prevents equipment breakdowns and failures, primarily addressing issues caused by dust and external particles. It helps preserve equipment reliability, ensure smooth operation, and minimize unexpected downtime. The process begins with a request.

Office or Division	:	Information and Communications Technology Office (ICTO)
Classification	:	Simple
Type of Transaction	:	G2G - Government to Government
Who may avail	:	KSU Employees (Faculty and Staff)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID, 1 Original Copy	From the Client
2. Preventive Maintenance Form (ICTO-F6-2023), 1 Original Copy	Information and Communications Technology Office, 3 rd Floor of Engineering and Technology Building, KSU- Main Campus

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the ICT Office, present a valid ID, and fill out the request form	Check and record the ID presented and the purpose stated	None	10 Minutes	<i>Administrative Aide VI</i> ICT Office
2. Submit an accomplished request form	2.1 Receive and record the request	None	20 Minutes	
	2.2 Endorse the request to the ICTO head	None	15 Minutes	<i>Information Technology Officer I</i> ICT Office
	2.3 Act on the request: If approved, assign ICT personnel to take charge; if disapproved, state the ground(s) for such denial			
3. Conform to the assistance rendered, sign the PMS form, and accept the equipment	2.4 Assess the equipment and identify necessary actions	None	3 Days	<i>Maintenance Team</i> ICT Office
	2.5 Conduct preventive maintenance based on the scheduled PMS period			
4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	3.1 Inform the client of the satisfactory and quality resolution of their request(s)	None	20 Minutes	<i>Administrative Aide VI</i> ICT Office
	3.2 Return or turn over the equipment to the client	None	1 Minute	
TOTAL:		None	3 Days, 1 Hour, 6 Minutes	



2. Borrowing of ICT Equipment

Borrowing ICT equipment may be necessary for temporary use, training, or specific projects. The process begins with a request.

Office or Division	:	Information and Communications Technology Office (ICTO)
Classification	:	Simple
Type of Transaction	:	G2G - Government to Government
Who may avail	:	KSU Regular Employees (Faculty and Staff)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID, 1 Original Copy	From the Client
2. Equipment Borrower's Form (ICTO-F9-2023), 1 Original Copy	Information and Communications Technology Office, 3 rd Floor of Engineering and Technology Building, KSU- Main Campus

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the ICT Office, present a valid ID, and fill out the request form	Check and record the ID presented and the purpose stated	None	10 Minutes	<i>Administrative Aide VI ICT Office</i>
2. Submit an accomplished request form stating specific equipment to borrow	2.1 Receive and record the request	None	20 Minutes	
	2.2 Endorse the request to the ICTO head	None	15 Minutes	<i>Information Technology Officer I</i>
3. Witness the functionality testing of equipment, and receive it by conforming to the terms and conditions of the borrower's contract	2.3 Act on the request based on the availability of the equipment and the purpose of the request	None	20 Minutes	<i>Information Systems Analyst(s)</i>
	3.1 Assess the functionality of equipment with the client 3.2 Briefly explain the terms and conditions of the contract including the loan period	None	20 Minutes	
4. Return the equipment after the loan period expires	Re-assess the functionality of the loaned equipment before receiving it Note: Any damage to the equipment including its parts or accessories must be settled following the borrower's contract.	None	1 Day (or depending on the request)	
5. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	<i>Administrative Aide VI ICT Office</i>
TOTAL:		None	1 Day, 1 Hour, 6 Minutes (or depending on the request)	



3. Incident Management

Incidental management involves administrative tasks related to ICT equipment and services, such as handling incidents, managing inventory, coordinating repairs, and ensuring policy compliance.

Office or Division	:	Information and Communications Technology Office (ICTO)
Classification	:	Simple
Type of Transaction	:	G2G - Government to Government; G2C - Government to Citizen
Who may avail	:	KSU Employees (Faculty and Staff) and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID, 1 Original Copy	From the Client
2. Incident Report Form (ICTO-F7-2023), 1 Original Copy	Information and Communications Technology Office, 3 rd Floor of Engineering and Technology Building, KSU- Main Campus

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the ICT Office, present a valid ID, and report the ICT-related incident	Check and record the ID presented and the incident reported	None	10 Minutes	<i>Administrative Aide VI</i> ICT Office
2. Fill out and submit an Incident Report Form	2.1 Issue, retrieve, and verify the content of filled-out forms	None	20 Minutes	
	2.2 Endorse the request to the ICTO head	None	15 Minutes	<i>Information Technology Officer I</i> ICT Office
	2.3 Act on the request but not limited to the following: a) Log the incident in the system b) Categorize the incident as to hardware, software, or network c) Prioritize the request based on the impact and urgency			
	2.4 Assign the request to the most qualified technician(s)	None	1 Day	<i>Information Systems Analysts/ Information Technology Officer</i> ICT Office
	2.5 Diagnose the issue and work on resolving it considering the agreed service level agreements (SLAs), if applicable			
3. Validate the findings and conform with the recommendations	3.1 Submit findings and recommendations to the client	None	2 Days	
	3.2 Apply the recommendations to resolve the incident			
4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	<i>Administrative Aide VI</i> ICT Office
TOTAL:		None	3 Days, 46 Minutes	



g. Office of the Quality Assurance

External and Internal Service



1. Request for Verification and Approval of AACCUP Invitation for Accreditation

The purpose of this procedure is for the University President to confirm and grant permission for the Accrediting Agency of Chartered Colleges and Universities in the Philippines (AACCUP) Inc. to invite KSU accreditors for accreditation.

Office or Division	:	Office of the Quality Assurance (OQA)			
Classification	:	Simple			
Type of Transaction	:	G2G - Government to Government			
Who may avail	:	Invited KSU Accreditors; AACCUP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Valid KSU ID, 1 Original Copy		From the Client (KSU Accreditors)			
2. AACCUP Invitation Letter, 1 Original or Scanned Copy		From the Client (AACCUP)			
3. Letter of Verification and Approval, 1 Original or Scanned Copy					
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For external clients, send invitation letter directly to KSU accreditors' email addresses or at ksumail@ksu.edu.ph ; for internal clients, proceed to the Records and Archive Office (RAO), present a valid ID, and submit the invitation including any attachment if any	1.1	Check emails and print the invitation and any attachments, or check and record the ID presented and the invitation and attachment submitted	None	20 Minutes	Records Officer RAO
	1.2	Forward the documents to the Office of the President			
	1.3	Evaluate the request and forward it to OQA for appropriate actions	None	30 Minutes	University President Office of the President
	1.4	Make an initial evaluation and/or clarification about the request, if needed	None	30 Minutes	Administrative Officer II OQA
	1.5	Prepare a Letter of Verification and Approval			
	1.6	Endorse the request to the QA director for action			
	1.7	Conduct verification on the request	None	15 Minutes	Director OQA
	1.8	Recommend for approval of the request by the University President			



	1.9 Forward the recommendation and letter to the Office of the President	None	30 Minutes	Administrative Aide OQA
	1.10 Act on the recommendation and letter	None	15 Minutes	University President OP
2. AACCUP receive approval of the invitation for accreditation	2.1 Send an email to AACCUP confirming the attendance of KSU accreditors 2.2 Forward the acted documents to the Records Officer	None	15 Minutes	Administrative/ Executive Assistant OP
3. KSU accreditors receive the approved request and attend the scheduled accreditation activity	3.1 Receive and record the request as acted in the registry 3.2 Send notification to KSU accreditors on the approval and confirmation	None	10 Minutes	Records Officer RAO
4. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Administrative Aide OQA
TOTAL:		None	2 Hours, 46 Minutes	



Internal Services



1. Request for Internal Accreditation of a Course Program

Accreditation is a crucial process for KSU to maintain its high standards of quality and continuous improvement. It focuses on self-regulation, evaluation, and improvement of educational quality. This process is intended for the internal accreditation of any course program scheduled for external accreditation.

Office or Division	: Office of the Quality Assurance (OQA)
Classification	: Simple
Type of Transaction	: G2C - Government to Government
Who may avail	: Program Chairpersons whose Course Programs are Scheduled for External Accreditations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid KSU ID, 1 Original Copy	From the Client
2. Properly filled out Client Request Form (1 copy, original); or Request Letter (2 Original Copies, or 1 Original and 1 Photocopy); or	Office of the Quality Assurance, KSU Main Campus
3. Accreditation Plan of Activities, 1 Original Copy	From the Client
4. Approved Accreditation Task Force, 1 Original Copy	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the OQA, present a valid ID, and state the purpose of the visit by accomplishing the request form	1.1 Check and record the ID presented and the filled-out request form 1.2 Endorse the request to the QA director for action	None	10 Minutes	Administrative Aide OQA
2. Attend the meeting, receive, and concur with the prepared Plan of Activities, and/or recommend suggestions	2.1 Set a meeting with the concerned college with program(s) for accreditation	None	4 Hours	Director OQA
	2.2 Present the AACCUP recommendations	None	5 Minutes	Administrative Officer OQA
	2.3 Issue a copy of the Plan of Activities to the concerned college for concurrence and revisions			
3. Present a recommended list of internal accreditors	3.1 Evaluate the recommendation	None	30 Minutes	Director OQA
	3.2 Endorse it to the OP for issuance of designation	None	2 Hours	University President
	3.3 Issue an official order designating the task force			
	3.4 Seek clarification from the program chairperson of the planned activities if needed	None	2 Hours (per program)	Designated Task Force (Internal Accreditors)
	3.5 Conduct internal accreditation			



4. Conduct monitoring of the planned activities	4.1 Submit initial internal accreditation results to the OQA			
	4.2 Evaluate the results of internal accreditation and endorse it to the QA director for action	None	1 Hour	Administrative Officer OQA
	4.3 Analyze and finalize the initial results submitted	None	1 Hour	Director OQA
5. Attend the set meetings and work out to address the lacking documents based on the initial internal accreditation	5.1 Set meetings with internal accreditors and program chairpersons (focal persons) to discuss the results of initial internal accreditation	None	4 Hours	OQA Director, Internal Accreditors
	5.2 Set a catch-up plan, if needed			
6. Implement the recommendations of the internal accreditors and OQA based on timelines	6.1 Conduct monitoring of compliance of the concerned focal persons to the recommended plan of action	None	1 Hour	Director OQA
	6.2 Monitor the internal accreditors as to the compliance of actions taken on the results of the initial monitoring. Note: <i>When no actions are taken for initial internal accreditation, repeat applicable steps.</i>			
7. Uploading of documents for online accreditation – 2 weeks before accreditation	7.1 Assess the compliance of the requesting unit	None	30 Minutes	
	7.2 Give go signal for uploading documents			
	7.3 Require the requesting college to make a database system of documents for future perusal			
8. Rate the availed service by filling out and submitting the Client Satisfaction Survey Form	Issue and retrieve a client survey form for analysis	None	1 Minute	Administrative Aide OQA
TOTAL:		None	2 Days, 16 Minutes	



2. Conduct of Internal Quality Audit

Internal quality audits are essential for maintaining and improving university processes. They involve planning, assembling an audit team, developing an audit plan, collecting evidence, interviewing personnel, and observing activities. The process, which leads to continuous improvement and achieving quality objectives, refers to the conduct of an internal quality audit of the different offices/units and colleges. They are auditors and process owners who are involved in the quality audits of their respective quality management systems.

Office or Division	:	Office of the Quality Assurance (OQA)
Classification	:	Simple
Type of Transaction	:	G2G - Government to Government
Who may avail	:	Internal Quality Auditors/ Process Owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid KSU ID, 1 Original Copy	From the Clients
2. Audit Checklist, 1 Original Copy	Internal Quality Auditors
3. Operation's Manual/Plan, 1 Original Copy	Process Owners
4. Statutory/Regulatory Requirements, 1 Photocopy	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the OQA, present a valid ID, and submit a request for the conduct of an internal quality audit	1.1 Check and record the ID presented and the request submitted 1.2 Endorse the request to the QA director for action	None	10 Minutes	<i>Administrative Aide</i> OQA
2. Attend the opening meeting	2.1 Set a meeting with the concerned internal auditors, process owners, and audit team 2.2 Discuss the Audit Checklist	None	4 Hours	<i>Director</i> OQA
	2.3 Prepare the Audit plan and seek approval from the QA director	None	10 Minutes	<i>Audit Team</i> (Chairperson of the ISO 9001:2015)



3. Participate actively in the interview process and present required documents, i.e., manual, statutory, and regulatory requirements, when requested	3.1 Conduct document review and interview the process owner	None	2 Hours	<i>Audit Team</i>
	3.2 During the review and interview, document the compliance of the process owner to ISO 9001 standards, statutory requirements, and operation manual			
	3.3 Assign control numbers and recording in the Request for Action (RFA) Registry			
	3.4 Monitor the conduct of the activities			<i>OQA Personnel</i>
4. Receive the result of audit findings, accomplish, and submit RFA forms	4.1 Discuss the RFA with the process owner	None	1 Hour	<i>Audit Team</i>
	4.2 Inform the auditee regarding the audit findings and their classifications			
5. Conduct root-cause analysis and submit it to assigned auditors	Facilitate the conduct of root-cause analysis			
6. Attend the closing meeting and implement corrective actions	Convene the audit team and process owners for audit closure meeting and present the findings including corrective actions	None	5 Days	<i>Director OQA, Audit Team</i>
7. Rate the availed service by filling out and submitting the Client Satisfaction Rating Survey Form	Receive the filled-out rating form	None	1 Minute	<i>Administrative Aide OQA</i>
TOTAL:			5 Days, 7 Hours, 21 Minutes	



h. University Information Office

External and Internal Service



1. Issuance of University Information Policies/Actions

KSU's information policies ensure governance, consistency, and compliance, protecting confidentiality and integrity. The service processes requests and communications, adhering to Official Communications Policies and Procedures, and considering requester goals and FOI processes.

Office or Division	: University Information Office (UIO)
Classification	: Simple
Type of Transaction	: G2C - Government to Citizen; G2G - Government to Government
Who may avail	: All KSU offices or employees, Other Government Entities, and the General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid KSU ID (1 copy, original); and	From the Client
2. Properly filled out Client Request Form (1 copy, original); or	University Information Office, KSU Main Campus
3. Request Letter (2 Original Copies, or 1 Original and 1 Photocopy); or	From the Client
4. FOI Request Form, 1 Original Copy	FOI Receiving Officer (FRO) at the Records and Archives Office (RAO), Administration Building, KSU-Main Campus

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For external clients, present a valid ID to the Guard-on-Duty and state the purpose of your visit; for internal clients, skip this step	1.1 Check and verify the ID presented and the purpose stated 1.2 Issue visitor's pass and instruct the client to proceed to RAO	None	5 Minutes	Guard-on-Duty KSU Gate
2. Go to RAO, sign in the Visitors' Logbook, and submit a written request or fill out a Client Request or FOI Request Form <i>Note: The FRO shall receive all requests for information on behalf of KSU and its Campuses</i>	2.1 Receive and check appropriate details such as the name and purpose of the requester 2.2 <u>For FOI requests</u> , endorse it to FRO following Step 2.6 ; if not, proceed to the next step below 2.3 Record in the logbook, assign a reference number and return a copy to the client 2.4 Submit the request to the Office of the President (OP)	None	5 Minutes	Records Officer RAO
	2.5 <u>For non-FOI requests</u> : Evaluate said request and forward it to the UIO for action (<i>proceed to Step 3.3</i>)	None	20 Minutes	University President OP
	2.6 Make an initial evaluation and/or clarification about the request 2.7 Instruct the client on the expected actions to be taken 2.8 Plan work and transmit the request to FOI Decision Maker (FDM)	None	30 Minutes	FRO RAO



<p>3. Wait for the FOI Committee's action on the request, or make a follow-up on its status if necessary</p> <p>Note: The FDM shall evaluate the request for information and has the authority to grant the request, or deny it based on any of the following grounds:</p> <p><i>i.</i> KSU does not have the information requested;</p> <p><i>ii.</i> The information requested contains sensitive personal information protected by the Data Privacy Act of 2012;</p> <p><i>iii.</i> The information requested falls under the list of exceptions to FOI; or</p> <p><i>iv.</i> The request is an unreasonable subsequent identical or substantially similar request from the same requesting party whose request has already been previously granted or denied by the University.</p>	<p>3.1 Instruct the UIO to facilitate the requested information policies or actions for access and evaluation of the FOI Team</p> <p>3.2 Instruct the FRO to inform the requesting party if an extension of time is required</p>	None	1 Hour	FDM Office for Administrative Services	
	<p>3.3 Receive, record, and endorse the request to the immediate supervisor</p>	None	5 Minutes	Administrative Aide UIO	
	<p>3.4 Evaluate the nature of the request and determine the appropriate response or action required</p> <p>Note: Prioritize requests based on urgency, relevance, and impact.</p>	None	10 Minutes	Information Officer I UIO	
	<p>3.5 Craft a comprehensive and precise response that addresses all pertinent aspects of the inquiry</p>	None	45 Minutes	Information Officer II UIO	
	<p>3.6 Review and certify to correctness of the prepared response</p>	None	15 Minutes	Information Officer III	
	<p>3.7 Give copy(ies) of the requested information or documents if needing action of the FDM, or to RAO for its release</p>	None	5 Minutes	Administrative Aide UIO	
	<p>3.8 Receive and review the content of documents (response) and apply for relevant exemptions</p> <p>3.9 Decide either to approve or deny the request and inform the FRO of the action</p> <p>3.10 Seek clearance from the University President, if necessary</p>	None	3 Hours	FDM Office for Administrative Services	
	<p>3.11 Receive the DM's action and prepare an appropriate written response based on FOI Forms.</p> <ul style="list-style-type: none"> • Prepare information for release • Scan or photocopy documents <p>Note: If the applicant asked for information in a certain format, comply with their practical preference</p>	None	1 Hour	FOI Receiving Officer (FRO) Records and Archives Office	
	<p>4. Receive the requested copy of the policy, action, or document</p>	<p>4.1 Update the FOI tracker and save the response</p> <p>4.2 Communicate the response to the requester using preferred channels like email, phone call, or in person.</p> <p>4.3 Release the document and tag the request as closed</p>	None	10 Minutes	FRO, Records and Archives Office
	<p>5. Rate the availed service by filling out and submitting the Client Survey Form</p>	<p>Issue and retrieve a client survey form for analysis</p>	None	1 Minute	Administrative Aide UIO
	TOTAL:		None		FOI Request: 7 Hours, 11 Minutes; Non-FOI Request: 2 Hours, 1 Minute



FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback

For walk-ins: Client may answer the feedback form in the office lobby and put it in the designated feedback and complaints drop box, or set an appointment with the Vice President for Administration and Finance.

For online: Survey form link can be accessed through https://docs.google.com/forms/d/e/1FAIpQLSfBK_Mw7L4azR-VoMsQU0G8ogqY-YJQTfW-VcB5TXHG3X5OhA/viewform, or you may **scan the QR code below**, or you may email at hrmomail@ksu.edu.ph



Other concerns may be coursed through the Office for Administrative Services (OAS), Email: hrmomail@ksu.edu.ph, and *Contact Number:* 0917-622-8463

How feedbacks are processed

For walk-ins: Every Monday, the HR Officer opens the drop box, compiles, and records all feedback submitted. Feedback requiring answers is forwarded to the concerned personnel/office and they are required to answer within three (3) days from the receipt of the feedback/complaint. The personnel or office's answer is then relayed to the requesting client/citizen.

For emails/calls: The Receiving Officer verifies the nature of the feedback/complaint and shall endorse to the concerned personnel/office and/or the ARTA Committee on Anti-Red Tape (ARTA CART) via email. Upon receiving the reply from the concerned personnel/office, the client shall be informed via email or phone call.

For inquiries and follow-ups, clients may contact the Office of the Records and Archive through CP No. 0917-622-8463 during office hours or email at hrmomail@ksu.edu.ph



<p>How to file a complaint</p>	<p><i>For walk-ins:</i> Client may fill out the complaint form in the office lobby and put it in the designated feedback and complaints drop box, or set an appointment with the Vice President for Administration and Finance.</p> <p><i>For online:</i> Email your complaint to the Office for Administrative Services (OAS) at hrmomail@ksu.edu.ph, and 0917-622-8463</p> <p>For both walk-ins and online clients, kindly provide the following details:</p> <ul style="list-style-type: none"> - Full name and Contact Information of the Complainant - Sex (Male or Female) - Narrative/Details of the Complaint - Evidence - Name of the person/office being complained
<p>How complaints are processed</p>	<p>All complaints received against the University will be evaluated by the KSU Committee on Anti-Red Tape (KSU-CART).</p> <p>The KSU-CART reviews and evaluates the complaints received on a weekly basis. The KSU-CART shall coordinate with the concerned office(s) to address the complaint and shall investigate, if necessary. After the concern has been addressed or after the conduct of the investigation, the KSU- CART shall submit an incident report to the University President, for appropriate action.</p> <p>The KSU-CART, through the Records Officer, shall give feedback to the clients via email.</p> <p>For inquiries and follow-ups, clients may contact the Office of the Records and Archive through CP No. 0917-622-8463 during office hours or email at hrmomail@ksu.edu.ph</p>
<p>Contact Information of KSU-CART</p> <p>Contact Information of ARTA, PCC, CCB</p>	<p>Office: <i>Office of the Vice President for Administration and Finance</i> Email: hrmomail@ksu.edu.ph CP No. 0917-622-8463</p> <p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



LIST OF OFFICES

Office	Address	Contact Information
Office of the Laboratory High School Principal	Laboratory High School Building, KSU-Main Campus, National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga	sdbuen@ksu.edu.ph or ksulhs1@yahoo.com
College of Education Dean's Office	Francisco M. Basuel Building, KSU-Main Campus, National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga	bblumines@ksu.edu.ph
College of Liberal Arts and Social Sciences Dean's Office	William F. Claver Hall, KSU-Dagupan Campus, Dagupan Weste, Tabuk City 3800, Kalinga	class-dagupan@ksu.edu.ph
College of Business Administration and Accountancy Dean's Office	Augusto S. Alejandrino Hall, KSU-Dagupan Campus, Dagupan Weste, Tabuk City 3800, Kalinga	cbaa@ksu.edu.ph
College of Entrepreneurship, Tourism and Hospitality Management	New Academic Building, KSU-Main Campus, National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga	gacaldingon@ksu.edu.ph
College of Agriculture Dean's Office	Agriculture Building, KSU-Main Campus, National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga	rlangngag@ksu.edu.ph
College of Engineering and Information Technology Dean's Office	KSU Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	sclpuyoc@ksu.edu.ph
College of Criminal Justice Education Dean's Office	KSU-Main Campus National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga	mmignacio@ksu.edu.ph
College of Public Administration and Indigenous Governance Dean's Office	New Academic Building, KSU-Main Campus, National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga	mdalngag@ksu.edu.ph
College of Health and Natural Sciences Dean's Office	KSU-Main Campus, National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga	engridaammakiw12@gmail.com
College of Forestry Dean's Office	KSU-Main Campus, National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga	kascvhic@gmail.com
College of Law Dean's Office	Bodong Hall (Law Building), KSU-Main Campus, National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga	mkwacas@ksu.edu.ph
College of Advanced Studies Dean's Office	Bodong Hall (Law Building), KSU-Main Campus, National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga	ppreyes@ksu.edu.ph
Gender and Development Office	KSU-Main Campus, National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga	imdaguasi@ksu.edu.ph



Office	Address	Contact Information
Office of the University Registrar	Administration Building, KSU-Main Campus, National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga	dfiso@ksu.edu.ph or registrar@ksu.edu.ph
Office of the Director for Student Development Services and Placement Services	KSU-Main Campus, National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga	mdwangiwang@ksu.edu.ph
Office of the Counselling, Testing, and Placement Services Office	Old Tech-Voc Building, KSU Main Campus, National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga	liringan@ksu.edu.ph
Students Scholarship Services Office	KSU-Main Campus, National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga	mdwangiwang@ksu.edu.ph
Medical and Dental Services	Medical Services Building, KSU-Main Campus, National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga	miggavino@ksu.edu.ph
Office of the Director for Library Services	Sen. Raul S. Roco Hall, KSU-Main Campus, National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga	edcabello@ksu.edu.ph
Office of the Director for Science Laboratories	Central Science Laboratory Building, KSU-Main Campus, National Highway, Purok 6, Tabuk City 3800, Kalinga	icagbisit@ksu.edu.ph
Office of the Distance Education, Transnational Education and International Linkages	Bodong Hall (Law Building), KSU-Main Campus, National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga	pdlangay@ksu.edu.ph
Office of the Vice President for Administration and Finance	Administration Building, KSU-Main Campus, National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga	jpdoctor@ksu.edu.ph
Office of the Director for Administrative Services	Administration Building, KSU-Main Campus, National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga	rwacas@ksu.edu.ph
Human Resource Management Unit	Administration Building, KSU-Main Campus, National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga	0917-622-8463 hrmomail@ksu.edu.ph
Records and Archive Office	Administration Building, KSU-Main Campus, National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga	hrmomail@ksu.edu.ph
Cashiering Office	Administration Building, KSU-Main Campus, National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga	ksumail@ksu.edu.ph
Procurement Management Office	Administration Building, KSU-Main Campus, National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga	procurementservice_bac@ksu.edu.ph
Supply and Property Management Office	Administration Building, KSU-Main Campus, National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga	ksumail@ksu.edu.ph



Office	Address	Contact Information
Business Affairs Office	Business Affairs Office, KSU-Main Campus, National Highway, Purok 6, Tabuk City 3800, Kalinga	kmduyan@ksu.edu.ph
General Services Office	Motorpool Building, KSU-Main Campus, National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga	ksumail@ksu.edu.ph
Accounting Unit, Finance Management Office	Administration Building, KSU-Main Campus, National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga	ksumail@ksu.edu.ph
Budget Unit, Finance Management Office	Administration Building, KSU-Main Campus, National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga	epandres@ksu.edu.ph
Research and Extension Services	Research and Development Building, KSU-Main Campus, National Highway, Purok 6, Tabuk City 3800, Kalinga	1) VPRDET: vprdet@ksu.edu.ph 2) Director for Research: flganotice@ksu.edu.ph 3) Director for Extension: extension@ksu.edu.ph
Office of the Dagupan Campus Administrator	KSU-Dagupan Campus, Dagupan Weste, Tabuk City 3800, Kalinga	ca_dagupan@ksu.edu.ph
Office of the Rizal Campus Administrator	KSU-Rizal Campus, Bagbag, Rizal 3808, Kalinga	ca_rizal@ksu.edu.ph
Office of the University President	2 nd Floor of the Administration Building, KSU-Main Campus, National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	0917-822-6145 ksumail@ksu.edu.ph
Office of the Board Secretary	2 nd Floor of the Administration Building, KSU-Main Campus, National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga, Philippines	0917-822-6145 ksumail@ksu.edu.ph , or prbuen@ksu.edu.ph
Planning and Strategy Office	1 st Floor of CEIT Building, KSU-Main Campus, National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga	ksumail@ksu.edu.ph
Project Management Unit	1 st Floor of CEIT Building, KSU-Main Campus, National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga	jabad@ksu.edu.ph
Office for Legal Services	2 nd Floor of Bodong Hall (Law Building), KSU-Main Campus, National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga	ksumail@ksu.edu.ph
Information and Communications Technology Office	3 rd Floor of CEIT Building, KSU-Main Campus, National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga	icto@ksu.edu.ph
Office of the Quality Assurance	2 nd Floor of Bodong Hall (Law Building), KSU-Main Campus, National Highway, Purok 6, Bulanao, Tabuk City 3800, Kalinga	UJO@ksu.edu.ph



FORMS

1) Sample of Client Request Form

KSU-QF-HRMO-18

Republic of the Philippines
KALINGA STATE UNIVERSITY
OFFICE FOR ADMINISTRATIVE SERVICES
 Purok 6, Bulanao, Tabuk City, Kalinga

CLIENT'S REQUEST FORM

A. CLIENT'S INFORMATION

Date and Time : _____

Complete Name : _____

Present Address : _____

Contact No. : _____

Status of Employment

Permanent Student Assistant

Part-time JD/ COS

Name of Agency (for External Client) : _____

B. NATURE OF REQUEST: *(Please check the appropriate box for your request)*

Issuance of Certificate of No Pending Case

Issuance of Certificate of Appearance

Signing of Locator Slip

Processing of Employee's Clearance

Submission of Incoming Communication

Submission of Application Letter

Processing of Appointment

Issuance of Certificate of Employment

Processing of Employee's Clearance

Issuance of Service Record

Issuance of ID Number

Processing of itinerary and voucher for travel

Processing of individual claims: *salary, wage, honoraria, bonus, differentials, maternity leave, and other benefits or incentives*

Issuance of Certificate of Remittance

Issuance of Certificate of Net Take Home Pay

Pay Slip for the Month of _____

Copy of DTR for the Month of _____

Certification of Leave Credits

Issuance of Certificate of COC Earned

Other services: _____

**For client requesting for copy(ies) of Document(s) pertaining to 201 Files, e.i., PDS, SALN, please accomplish FOI Request Form*

Details of Request: _____

Amount Paid: ₱ _____
(Please attached Official Receipt)

C. USER CONFIDENTIALITY AGREEMENT

By signing this form, I am confirming my understanding of KSU's Privacy Policy pursuant to the requirements of R.A. No. 10173, otherwise known as the Data Privacy Act, and consent to the manners of collection, use, access, disclosure, and processing of the personal and sensitive data by the KSU (details of the KSU Data Privacy Policy may be found at <https://ksu.edu.ph/article/privacy-policy>). The purpose of my request is legitimate and not contrary to law, morals, or public policy.

Signature of Client

D. ATTENDING OFFICER/STAFF

Validating Officer : _____

Control Number : _____

E. CLAIM SLIP

Name of Client : _____

Document Requested : _____

Date Requested : _____

Due Date : _____

KSU-QF-HRMO-18



2) Freedom of Information (FOI) Request Form



Republic of the Philippines

KALINGA STATE UNIVERSITY

National Highway, Purok 6, Bulanao, Tabuk City, Kalinga

KSU-QF-HRMO-18a / Annex "G"

PORMULARYO NG KAHILINGAN

FOI Request Form

TITULO NG DOKUMENTO
(Title of the Document) : _____

MGA TAON/ PANAHONG SAKLAW
(Year) : _____

LAYUNIN
(Purpose) : _____

PANGALAN
(Name) : _____

TIRAHAN
(Address) : _____

CONTACT NUMBER/S : _____

USER CONFIDENTIALITY AGREEMENT

By signing this form, I am confirming my understanding of Kalinga State University's Privacy Policy pursuant to the requirements of the Republic Act (R.A.) No. 10173, otherwise known as the Data Privacy Act (DPA), and consent to the manners of collection, use, access, disclosure, and processing of the personal and sensitive data by the KSU (details of the KSU Data Privacy Policy may be found at <https://ksu.edu.ph/article/privacy-policy>). The purpose of my request is legitimate and not contrary to law, morals, or public policy.

LAGDA
(Signature) : _____

POSISYON O PAGKAHIRANG
(Position or Designation) : _____

PETSA
(Date) : _____

PARAAN NG PAGTANGGAP NG IMPORMASYON
(How would you like to receive the information?)

Email : _____

Fax : _____

Portal Address : _____

Pick-up (Office hours) : _____

KATIBAYAN NG PAGKAKALILANLAN
(Proof of Identity)

Passport Nos. : _____

Driver's License : _____

Other : _____

CONSENT OF "DATA SUBJECT," PUBLIC EMPLOYEE, OR OFFICER

I hereby declare that I was informed of the nature of the request and give my free consent and will for fair and lawful disclosure of personal information or document by the Freedom of Information (FOI) processors.

NAME OF PUBLIC EMPLOYEE/ OFFICER : _____
Lumagda sa ibaba ng pangalang nakalimbag (Signature over printed name)

PETSA/ ORAS NG PAGKUMPIRMA
(Date/ Time of Confirmation) : _____

OBLIGATIONS OF THE UNIVERSITY

As custodian(s) of records and/or personal information controllers (PICs), we have complied with the provisions of the Kalinga State University's Data Privacy, the Data Privacy Act, its IRR, and issuances of the National Privacy Commission (NPC), specifically adherence to the principles of transparency, legitimate purpose, proportionality, and uphold the rights of concerned employee(s) as data subject(s).

GAWAING ITINALAGA KAY
(Submitted to) : _____
Lumagda sa ibaba ng pangalang nakalimbag (Signature over printed name)

PETSA/ ORAS NG PAGKATALAGA
(Date/ Time of Submission) : _____

TAONG NAGPAPATUNAY NG GAWAING NATAPOS
(Certified by) : _____
Lumagda sa ibaba ng pangalang nakalimbag (Signature over printed name)

URI NG ISINAGAWANG AKSIYON
(Type of action conducted) : _____


TINANGGAP NI
(Received by) : _____
FOI Receiving Officer

Remarks : _____

FOI Request Number : _____



3) Sample of Authorization to Transact a Request



Republic of the Philippines

KALINGA STATE UNIVERSITY

National Highway, Purok 6, Bulanao, Tabuk City, Kalinga

KSU-QF-HRMO-18c

AUTHORIZATION TO TRANSACT A REQUEST

This is to authorize, *Mr./Ms.* _____, to transact, pay, and claim for and on my behalf, this request for _____
(nature of request)

from Kalinga State University Office for Administrative Services, KSU-Main Campus, National Highway, Purok 6, Bulanao, Tabuk City, Kalinga.

The reason for this authorization is _____.

Attached are duly signed scanned copies of my Identification (ID) card and also my representative's ID.

Done this ____ day of _____ at _____, Kalinga, Philippines.

CLIENT CONFIDENTIALITY AGREEMENT

By signing this form, I am confirming my understanding of KSU's Privacy Policy pursuant to the requirements of R.A. No. 10173, otherwise known as the Data Privacy Act, and consent to the manners of collection, use, access, disclosure, and processing of the personal and sensitive data by the KSU (details of the KSU Data Privacy Policy may be found at <https://ksu.edu.ph/article/privacy-policy>).

Signature of Requesting Party : _____

Name of Requesting Party : _____

Mobile No. of Requesting Party : _____

Signature of Representative : _____

Name of Representative : _____

Mobile No. of Representative : _____


<https://ksu.edu.ph>

<https://www.facebook.com/KalingaStateUniversity>

hrm@mail@ksu.edu.ph


(074) 627 5321

0917-632-8463





4) Client Satisfaction Survey Form

	Kalinga State University (NAME OF COLLEGE OR UNIT) CLIENT SATISFACTION SURVEY FORM	Doc. Ref No.:	(your code)-CSS
		Effectivity Date:	08/21/2023
		Revision No.:	0
		Page No.:	1

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

I. Client Information

Name (Optional): _____
 Office/College Visited: _____
 Service/s received: _____

Client type: Citizen Business Government (Employee or another agency)

Date: _____ Sex: Male Female Age: _____

INSTRUCTIONS: Checkmark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see 4. Not visible at all
- 2. Somewhat easy to see 5. N/A
- 3. Difficult to see

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much 3. Did not help
- 2. Somewhat helped 4. N/A

INSTRUCTIONS:

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid a reasonable amount of fees for my transaction. (If service was free, mark the 'N/A' column)						
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):


THANK YOU!



www.ksu.edu.ph | ksucmail@ksu.edu.ph | 09178226145

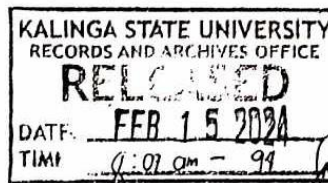


DESIGNATION OF THE COMMITTEE ON ANTI-TED TAPE (CART) ACT

	Kalinga State University OFFICE OF THE PRESIDENT	Doc. Ref No.:	PRES AO 17-24
		Effectivity Date:	11/01/24
		Revision No.:	1
		Page No.:	2

11 January 2024

ADMINISTRATIVE ORDER NO. 17, s. 2024



FROM : **DR. EDUARDO T. BAGTANG**
President

TO: **ALL CONCERNED**

SUBJECT: **DESIGNATION OF THE COMMITTEE ON ANTI-RED TAPE ACT**

By virtue of the power vested in me by the Board of Regents of Kalinga State University; and pursuant to the pertinent provisions of Republic Act No. 11032, Otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," and its Implementing Rules and Regulations (IRR) the following personnel are designated as Chairman and Members of the Committee on Anti-Red Tape Act:

- | | |
|-------------------------|--|
| CART Membership | Designation/ Position |
| Chairperson | : Vice President for Administration and Finance |
| Vice Chairperson | : Director for Administrative Services |
| Members | : Attorney IV
: Director for Planning and Strategy
: Supervising Administrative Officer (Administrative Services)
: Supervising Administrative Officer (Finance Services) |
| Secretariat | : Administrative Officer IV Human Resource Management Officer II)
: Administrative Officer III (Records Officer II) |
| Focal Persons | : Administrative Officer V of Dagupan Campus
: Administrative Officer V of Rizal Campus |
| Committee on | : Executive Assistant III |

The only controlled copy of this document is the original signed copy maintained in the Office of the Board/University Secretary. The reader must ensure that this or any other copy of a controlled document is current and complete prior to use. The duplicate certified copy of this document is with the Records Office. The user should secure the latest revision of this document from the Office of the University/Board Secretary. This document is UNCONTROLLED when scanned, photocopied and used by an unintended recipient.



Kalinga State University
OFFICE OF THE PRESIDENT

Doc. Ref No.:	PRES AO 17-24
Effectivity Date:	11/01/24
Revision No.:	1
Page No.:	2

Information : Information Officer III
Dissemination : Information Technology Officer I

FUNCTIONS, DUTIES, AND RESPONSIBILITIES:

The CART shall ensure that Kalinga State University receives, respond, and comply with the requirements of RA 11032, its IRR, and subsequent issuances by ARTA, as may be applicable, and in coordination with the appropriate offices and units.

The detailed functions, duties, and responsibilities of the KSU's CART are outlined in Section 3.3 of ARTA MC 2023-08, Series of 2023.

This designation shall be held concurrently with your regular appointments effective January 11, 2024 until October 5, 2024; or unless sooner terminated by this Office or by higher authority subject to pertinent rules, regulations and policies of the University.

The Committee shall submit a quarterly report to the Office of the President on the last Friday of each quarter. The report shall consist of the accomplishments made by the committee for this specific designation.

Please be guided accordingly.

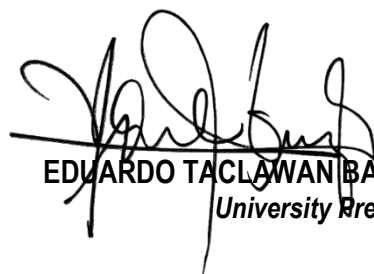
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APPROVAL OF THE AGENCY HEAD ON THE KSU CITIZEN'S CHARTER

By the power vested in me by the Kalinga State University (KSU) Board of Regents, I hereby approve the KSU Citizen's Charter, 1st Edition, Series of 2024, 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 Resident



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5
Strongly Agree

4
Agree

3
Neither Agree or Disagree

2
Disagree

1
Strongly Disagree

KALINGA STATE UNIVERSITY

