



**CARLOS HILADO MEMORIAL STATE UNIVERSITY**

**CITIZEN'S CHARTER**

**2023 (2<sup>nd</sup> Edition)**



**CARLOS HILADO MEMORIAL STATE UNIVERSITY**

**CITIZEN'S CHARTER**

**2023 (2<sup>nd</sup> Edition)**



## Foreword

Section 6 of the Republic Act (RA) 11032, or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, mandates all government agencies to set up their Citizen's Charter to serve as an information billboard and handbook that will provide the transacting public its most current processes and services.

In adherence with His Excellency President Ferdinand R. Marcos, Jr.'s quest for a whole-of-government approach in achieving bureaucratic efficiency, Carlos Hilado Memorial State University (CHMSU) responds to the call of the Anti-Red Tape Authority to comply with the Citizen's Charter requirements and other provisions of the Ease of Doing Business Law.

CHMSU is one with the government in providing transparent, people-centered, and productive Philippine government that fosters a sound regulatory environment and globally competitive services.

  
**NORBERTO P. MANGULABNAN, PhD**  
SUC III President



## I. Mandate

The Carlos Hilado Memorial State University, hereinafter referred to as the University, shall primarily provide advance education, higher technological and professional instruction and training in the fields of education, agricultural technology, agribusiness management, business administration, industrial technology, arts and sciences, health sciences, information technology, engineering, and other relevant fields of study. It shall also undertake research and extension services, and provide progressive leadership in its areas of specialization in Negros Occidental and in Region VI.” (*Section 2, RA No. 11336, 2018*)

## II. Vision

A leading GREEN (*Good Governance, Research-oriented, Extension-driven, Education for Sustainable Development, Nation-building*) institution of higher learning in the global community by 2030.

## III. Mission

We are a GREEN university committed to empower learners through academic excellence, relevant research, active community engagement, and good governance in order to build a just and sustainable world.

## IV. Core Values

# ExCELSIOR

***Excellence, Compassion, Environmentalism, Love of Country,  
Social Responsibility, Integrity, Openness, Resilience***

## V. Quality Policy

We commit to deliver quality tertiary and advanced education through Instruction, Research, and Extension in conformance with established standards, good governance and functional systems adherent to continual improvement for customers’ satisfaction.



## TABLE OF CONTENTS

<b>FOREWORD</b>	<b>1</b>
<b>AGENCY PROFILE</b>	<b>2</b>
<b>I. Mandate</b>	<b>2</b>
<b>II. Vision</b>	<b>2</b>
<b>III. Mission</b>	<b>2</b>
<b>IV. Core Values</b>	<b>2</b>
<b>V. Quality Policy</b>	<b>2</b>
<b>CHMSU SERVICES</b>	<b>6</b>
<b>I. EXTERNAL SERVICES</b>	<b>7</b>
<b>1.1 Business Affairs Office</b>	<b>8</b>
a. Rental of Facilities	8
b. Shop Services	11
c. Printing Services	14
d. Bookstore Services	16
<b>1.2 Dental Services Office</b>	<b>17</b>
a. Consultation and Treatment	17
<b>1.3 Extension Community Services</b>	<b>19</b>
a. Request for Technical Advisory and Extension Program	19
<b>1.4 Financial Management Services Division</b>	<b>21</b>
a. Assessment of Student Fees	21
b. Collection of School and Other Fees	22
c. Signing of Clearance of Enrolled Students	23
<b>1.5 Human Resource Management Office</b>	<b>24</b>
a. Certifications (employment; leave with or without pay; no pending administrative or criminal case)	24
b. Service Record	25
c. Subsequent Issuance of BIR Form 2316 (ITR)	26
<b>1.6 Library Services Office</b>	<b>27</b>
a. Borrowing of Books	27
b. Returning of books	30
<b>1.7 Medical Services Office</b>	<b>33</b>
a. Treats Minor Injuries and Common Ailments	33
b. Sends referral cases to outside agencies for proper management and treatment.	34
c. Assessment of health status of new student applicant, transferees and balik-aral	35
<b>1.8 Office of the Guidance Services</b>	<b>36</b>
a. Online Application for Entrance Test	36
b. Administration of Admission Test	37



c. Release of Entrance Test Results (Online)	38
d. Release of Entrance Test Results	39
<b>1.9 Office of the University Deans</b>	<b>40</b>
a. Admission Procedure for Undergraduate Programs	40
b. Admission Procedure for Graduate Programs	42
c. Signing of Student's Clearance	44
<b>1.10 Physical Plant Development and Management Office</b>	<b>46</b>
a. Approval of Work Accomplished for Progress and Final Billing	46
<b>1.11 Procurement Management Office</b>	<b>48</b>
a. Sale of Bidding Documents	48
<b>1.12 Property and Supply Management Office</b>	<b>51</b>
a. Processing of Payment to 3rd Party Claims	51
<b>1.13 Records Management Office</b>	<b>53</b>
a. Receiving of Documents	53
b. Releasing of Documents	55
c. Authentication	57
d. Standard Freedom of Information (FOI) Request	59
<b>1.14 Registrar's Office</b>	<b>61</b>
a. Request for Official Transcript of Record (School Records)	61
b. Request for Various Certification and Documents	63
c. Certifying/Authenticating Student's Documents	65
d. Request for Reconstruction of Diploma	67
e. Enrollment of New Entrants	69
f. Enrollment of Regular Continuing Students	71
g. Enrollment of Irregular Continuing Students	73
h. Enrollment of Returnee Students	75
<b>1.15 Students Affairs and Services Office</b>	<b>77</b>
a. Accreditation/ Reaccreditation of Student Clubs/ Organizations	77
b. Application for Student Assistantship Program	80
c. Application for University Dormitory	82
d. Handling Student Violations	84
e. Issuance of Good Moral Certificate	85
f. Filing a Complaint	87
<b>II. INTERNAL SERVICES</b>	<b>89</b>
<b>2.1 Business Affairs office</b>	<b>90</b>
a. Use of Facilities	90
b. Printing Services	91
c. Catering Services	93
<b>2.2 Disaster Risk Reduction Management Office</b>	<b>94</b>
a. Training Services	94
<b>2.3 Financial Management Services Division</b>	<b>96</b>
a. Releasing of Checks / Fund Transfer	96
<b>2.4 General Services Office</b>	<b>98</b>
a. Repair and Maintenance Services	98



<b>2.5 Human Resource Development Office</b>	<b>99</b>
a. Request for Trainings and Seminars	99
<b>2.6 Human Resource Management Office</b>	<b>101</b>
a. Certifications (employment; leave with or without pay; no pending administrative or criminal case)	101
b. Service Record	102
c. Subsequent Issuance of BIR Form 2316 (ITR)	103
d. Leave Credits / Service Credit Balance	104
e. Terminal Leave	105
<b>2.7 Information and Communication Technology Office</b>	<b>107</b>
a. Request for ICT Support Services	107
<b>2.8 National Service Training Program (NSTP) Office</b>	<b>108</b>
a. Issuance of Serial Numbers of Graduated NSTP Students	108
<b>2.9 Physical Plant Development and Management Office</b>	<b>109</b>
a. Preparation of Scope of Works	109
<b>2.10 Procurement Management Office</b>	<b>111</b>
a. Processing of Purchase Request	111
b. Completion of procurement and issuance of Purchase Order (PO)/ Notice to Proceed (NTP)	113
<b>2.11 Property and Supply Management Office</b>	<b>117</b>
a. Issuance of Goods, Materials and Equipment	117
<b>2.12 Records Management Office</b>	<b>119</b>
a. Receiving of Documents	119
b. Releasing of Documents	121
c. Retrieval of Documents	123
d. Authentication	125
 <b>FEEDBACK AND COMPLAINTS MECHANISM</b>	 <b>127</b>
 <b>LIST OF OFFICES</b>	 <b>130</b>



## CHMSU SERVICES





## I. CHMSU EXTERNAL SERVICES



## 1.1 BUSINESS AFFAIRS OFFICE (BAO)

### A. Rental of Facilities

This process provides the procedure in the rental of facilities by an external client to host private activities and events. The procedure consists of two phases. One is the rental of facilities and two, the release of security deposit.

<b>Office or Division:</b>	Business Affairs Office			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Client			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Phase 1. Rental of Facilities				
1. Letter Request by the Client			Client	
2. Application for Rental of Facilities			Business Affairs Office	
3. Refundable Cash Security deposit and Government issued ID			Client	
4. Acknowledgement Receipt			Business Affairs Office	
5. Billing Statement			Business Affairs Office	
6. Order of payment			Business Affairs Office	
7. Official Receipt			Cashier's Office	
8. Gate Entry Pass			Business Affairs Office	
Phase 2. Refund of Security Deposit after the event				
1. Acknowledgement Receipt issued by BAO for the refundable deposit			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
<b>Phase 1: Rental of Facilities</b>				
1. Submit approved letter request to rent facilities.	1.1. Receive, verify approval, and confirm availability of the facility.	None	3 minutes	BAO personnel
	1.2. If available, instruct the client to accomplish the Application for Rental of	None	1 minute	BAO personnel



	Facilities Form. If not available, inform the client of the unavailability.			
2. Accomplish the Application for Rental of Facilities Form.	2.1 Check for completeness, read and explain the terms and conditions which can be found at the back of the Application for Rental of Facilities form.	None	5 minutes	BAO personnel
	2.2 Approve the Application for Rental of Facilities.	None	1 minute	BAO Director
3. Pay the required refundable deposit.	3.1 Receive payment and issue Acknowledgement Receipt.	1,000.00	3 minutes	BAO personnel
	3.2 Prepare Billing Statement and Order of Payment for the rental of the facility.	Approved rates	10 Minutes	BAO personnel
4. Pay at the University Cashier the amount stipulated in the Order of Payment and present the Official Receipt at the BAO.	4.1 Receive the official receipt, produce a photocopy of the official receipt, and issue a signed Gate Entry Pass.	None	5 minutes	BAO personnel BAO Director
<b>Sub-total phase 1</b>		<b>None</b>	<b>28 minutes</b>	
<b>Phase 2: Refund of security deposit after the event</b>				



1. Present the Acknowledgement Receipt issued in payment of Security Deposit.	1.1 Receive the Acknowledgement Receipt.	None	1 minute	BAO personnel
	1.2 Check with the facility's in-charge for possible damages. If none, return the refundable deposit. If physical damage is incurred during the use of the facility, retain the refundable deposit and coordinate with the General Services Office for settlement. After settlement, return the security deposit.	None	15 minutes	BAO personnel Facility's in-charge Head, General Services Office
2. Receive the security deposit by affixing the signature in the Acknowledgement Receipt.				
<b>Sub-total phase 2</b>		<b>None</b>	<b>16 minutes</b>	
<b>Total</b>		<b>None</b>	<b>44 minutes</b>	



## B. Shop Services

This process provides the procedure to be followed by the client to avail of shop services offered by the University such as; machine shop, mechanical shop, and fabrication laboratory. This procedure consists of two phases. The first phase is pre-repair and the second phase is post-repair.

<b>Office or Division:</b>	Business Affairs Office			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Client			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Phase 1. Pre-repair</b>				
1. Gate Entry Pass			Security guard on duty	
2. Job Order Form			Business Affairs Office	
3. Order of Payment			Business Affairs Office	
4. Official Receipt			Cashier's Office	
<b>Phase 2. Post-repair</b>				
1. Gate Exit Pass			Business Affairs Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
<b>Phase 1: Pre-repair</b>				
1. Present item for repair/ fabrication to the security guard on duty.	1.1 Issue Gate Entry Pass, record the transaction in the log book, and refer the client to the Business Affairs Office.	None	5 minutes	Security guard on duty
2. Proceed to Business Affairs Office and present the Gate Entry Pass.	2.1 Issue Job Order Form with the customer information from the Gate Entry Pass.	None	5 minutes	BAO personnel
	2.2 Call the shop in-charge	None	5 minutes	BAO personnel



	for appointment with the client. 2.3 Refer the customer to the shop in-charge to discuss fees and lead time to repair/fabricate.	None	2 minutes	BAO personnel
3. Proceed to the shop/fabrication laboratory and present the Job Order Form.	3.1 Discuss fees to be paid by the customer and the exact lead time to finish the job.	Approved rates	30 minutes	Shop/FabLab in-charge
	3.2 Accomplish cost of labor and materials column of the Job Order Form.	None	10 minutes	Shop/FabLab in-charge
4. Proceed to the Business Affairs Office for the issuance of Order of Payment.	4.1 Prepare Order of payment and instruct customer to pay at the University Cashier.	None	5 minutes	BAO personnel Cashier/Collecting Officer
	<b>Sub-total</b>	<b>None</b>	<b>57 minutes</b>	
<b>Phase 2: Post Repair</b>				
1. Present official receipt at the Business Affairs Office.	1.1 Validate official receipt and secure a photocopy of the receipt.	None	3 minutes	BAO personnel
	1.2 Issue signed Gate Exit Pass and instruct client to proceed to the shop/FabLab.	None	10 minutes	BAO personnel BAO Director
2. Proceed to the shop and present the	2.1 Validate Gate Exit Pass and official	None	10 Minutes	Shop/FabLab in-charge



official receipt together with the Gate Exit Pass.	receipt, and release the item to the client.			
3. Present the Gate Exit Pass to the security guard				
	<b>Sub-total</b>	<b>None</b>	<b>33 minutes</b>	
	<b>Total</b>	<b>None</b>	<b>90 minutes</b>	



### C. Printing Services

This process provides the procedure to be followed by the client to avail of printing services in the University printing press.

<b>Office or Division:</b>	Business Affairs Office			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Client			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Job Order form			Business Affairs Office	
Order of Payment			Business Affairs Office	
Official Receipt			Cashier's Office	
Gate Exit Pass			Business Affairs Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Business Affairs Office together with the document to be printed	1.1 Provide and request the client to fill up the Job Order form.	None	5 minutes	BAO personnel
	1.2 Discuss materials, lay-out and printing cost to the client.	None	10 minutes	Printing press personnel
	1.3 Fill-out the printing cost section of the Job Order form, and agree on the lead time to finish the job.	None	5 minutes	Printing press personnel
	1.4 Prepare Order of Payment and instruct customer to pay at the	None	5 minutes	BAO personnel Cashier/Collecting Officer





	University Cashier.			
2. Proceed to the Business Affairs Office and present official receipt upon claiming the printed materials.	2.1 Validate official receipt and issue Gate Exit Pass.	None	5 minutes	BAO personnel Printing press personnel
2. Present Gate Exit Pass to the security guard on duty.				
	<b>Total</b>	<b>None</b>	<b>30 minutes</b>	



#### D. Bookstore Services

This process provides the procedure to be followed by the client in buying merchandise at the Business Affairs Office to include school logo, ID cord, PE uniform, and instructional modules.

<b>Office or Division:</b>	Business Affairs Office			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Client			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Order of Payment			Business Affairs Office	
Official Receipt			Cashier's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Business Affairs Office to secure Order of Payment to purchase the merchandise.	1.1 Issue Order of payment and instruct client to proceed to the cashier's office for payment.	Price of merchandise purchased	5 minutes	BAO personnel Cashier/Collecting Officer
2. Proceed to the Business Affairs Office after payment and present official receipt to claim the merchandise.	2.1 Validate official receipt and release the merchandise purchased by the client.	None	5 minutes	BAO personnel
	<b>Total</b>	<b>None</b>	<b>10 minutes</b>	



## 1.2 DENTAL SERVICES OFFICE

### A. Consultation and Treatment

Dental consultation, extraction and giving of medication.

<b>Office of Division:</b>	Dental Clinic			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	CHMSU Students, Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid School Identification Card			CHMSU	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Report chief complaint.	Ask client's health and condition.	None	2 minutes	Dental Assistant
2. Fill out our treatment and medication logbook.	Assist the client in filling out the logbook (DEN-TAL-F.11).	None	5 minutes	Dental Assistant
3. Fill out patient's chart.	Assist the client in filling out the form (DEN-TAL-F.01).	None	2 minutes	Dental Assistant
4. Submit dental assessment.	Vital sign checking (BP, Temperature)	None	5 minutes	Dental Assistant
5. Check-up, Diagnose, and receive proper dental treatment.	Performs consultation or extraction depending on the need of the client.	None	60 minutes	Dentist
6. Post Treatment Instructions.	Give post-operative instructions and after treatment evaluation form to the client.	None	3 minutes	Dentist



7. Fill out evaluation form.	Assist the client in filling out the CSM form.	None	3 minutes	Dental Assistant
<b>Total</b>		<b>None</b>	<b>50 minutes</b>	



### 1.3 EXTENSION COMMUNITY SERVICES

#### A. Request for Technical Advisory and Extension Program

The Extension Community Services Office is designed to disseminate and implement community development programs/projects utilizing research-based knowledge and technologies to improve the quality of life of people and the environment. The program is administered and facilitated under the supervision of the Extension Community Services Director, in close coordination with the office of the Vice-President for Research, Extension, and Intellectual Property and Management Office.

<b>Office or Division:</b>	Extension Community Services			
<b>Classification:</b>	Complex			
<b>Types of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Agency/Organization/Community			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request for Technical Advisory and Extension Program  1. Skills training sponsored by the requesting party/client/community a.) Letter of request from the requesting agency or community, addressed to the University President. b.) Fully accomplished ECS-TAL F.06 (Request for Training Services)			Requesting party  Extension and Community Services (ECS) Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit Letter of Request to the Records Section addressed to the University President through the VPREIPM	1.1 VPREIPM receive the letter and forwards the same to the ECS Director	None	1 day	Client/partner agency, Records Officer, VPREIPM
	1.2 ECS Director determines the urgency and the availability of trainers/experts who will conduct the requested training services.	None	2 days	ECS Director
	1.3 Recommend for approval of the	None	30 minutes	ECS Director



	president the letter request.			
	1.4 Inform the client/requesting party of the approval/disapproval of the request	None	1 day	
2. Receive the approved letter of request and make necessary pre-training preparations	2.1 Coordinate with the client in the preparation of training program.	None	2 days	ECS Director, ECS Staff
	<b>TOTAL</b>	<b>NONE</b>	<b>6 days and 30 minutes</b>	



## 1.4 FINANCIAL MANAGEMENT SERVICES DIVISION

### A. Assessment of Student Fees

This process provides the procedure in obtaining an official schedule of fees for students enrolled or enrolling in the University before making a payment to the collecting officer.

<b>Office or Division:</b>	Financial Management Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All enrolling and enrolled students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Enrolment form		Registrar's Office		
Subject Loading		Program Dean		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Present Enrollment Form with Subject Loading Form	1.1 Assess fees by printing the assessment form at the back of the enrollment form (for paying students) or generate billing statement for benefactors (for non-paying students)	None	5 minutes	Assessment Clerk, Accountant III
2. Record name in Client Log Book	2.1 Release the duly signed enrollment and assessment form/billing statement with complete documents attached to be presented to the Cashier upon payment.	None	2 minutes	Assessment Clerk
	<b>Total</b>	<b>None</b>	<b>7 minutes</b>	



## B. Collection of School and other fees

This process provides the procedure in making a payment of school and other fees to the collecting officer.

<b>Office or Division:</b>	Financial Management Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Students, Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Student Assessment Form (SAF) / Order of Payment Slip (OPS)		SAF – CHMSC Assessment Office		
		OPS – Issuing office where services is availed		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Present Student Assessment Form or Order of Payment	1.1 Receive SAF and verify account in the Enrollment System (for payment of tuition and other school fees) or receive and verify Order of Payment (for non-school fees related payment)	None	3 minutes	Collecting Officer
2. Pay amount indicated in the verified assessment form or Order of Payment	2.1 Receive payment and issue Official Receipt	None	3 minutes	Collecting Officer
<b>Total</b>		<b>None</b>	<b>6 minutes</b>	





### C. Signing of Clearance of Enrolled Students

This process provides the procedure in obtaining the signature of the accountant certifying that the student is cleared from any financial liability to the University.

<b>Office or Division:</b>	Financial Management Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All enrolled students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Student's school ID		Student		
Student Clearance		Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Present CHMSU ID and clearance form	1.1 Receive and encode ID number in the system to check account balance  1.2 generate assessment for student with outstanding balance or affix signature on the clearance for student with zero balance	None	2 minutes	Assessment Clerk / Accountant III
2. Record name in Client Log Book	2.1 Release ID and clearance with signature of the accountant or assessment form for payment	None	5 minutes	Assessment Clerk
<b>Total</b>		<b>None</b>	<b>7 minutes</b>	



## 1.5 HUMAN RESOURCE MANAGEMENT OFFICE

### A. Certifications (employment; leave with or without pay; no pending administrative or criminal case)

Certifications are issued to affirm the validity of information.

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Separated Employees from the Service			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Slip		Human Resource Management Office		
Official Receipt		Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Fill out request slip	1.1 Record the request in the logbook	None	2 minutes	HRMO Staff
2. Secure order of payment slip	2.1 Issue Order of Payment	None	1 minute	
3. Pay to the Cashier	3.1 Cashier issues OR	10.00/page	20 minutes	Cashier
4. Present OR to the HR staff	4.1 Accept the OR and process the request	None	2 minutes	HRMO Staff
5. Receive the signed document	5.1 Released the signed document	None		
	<b>Total</b>	<b>None</b>	<b>25 minutes</b>	



## B. Service Record

Service Records are issued to validate government services of employees to support the employees claims from concerned agencies.

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Separated Employees from the Service			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Slip		Human Resource Management Office		
Official Receipt		Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Fill out request slip	1.1 Record the request in the logbook	None	2 minutes	HRMO Staff
2. Secure order of payment slip	2.1 Issue Order of Payment	None	1 minute	
3. Pay to the Cashier	3.1 Cashier issues OR	10.00/page	20 minutes	Cashier
4. Present OR to the HR staff	4.1 Accept the OR and process the request	None	8 hours	HRMO Staff
5. Receive the signed document	5.1 Released the signed document	None		
	<b>Total</b>	<b>None</b>	<b>8 hours and 23 minutes</b>	



### C. Subsequent Issuance of BIR Form 2316 (ITR)

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Separated Employees from the Service			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Slip		Human Resource Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client secure a Request Slip in the HRM office and fill-out necessary information as indicated on the form.	1.1 The HRMO staff provide the form to the client.	None	8 hours	HRMO Administrative Officer II
2. Receive the BIR Form 2316	2.1 Released the BIR Form 2316	None		
	<b>Total</b>	<b>None</b>	<b>8 hours</b>	



## 1.6 LIBRARY SERVICES OFFICE

### A. Borrowing of Books

This process provides the procedures in borrowing of books from the University Library.

*All Filipiniana, Circulation, Fiction, and Graduate Studies books for checked-out shall pass through the Circulation Counter for recording and control. This one should be part of the process below.*

<b>Office or Division:</b>	Library and Information Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
School I.D.		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Present the book/s and School ID at the circulation counter.	1.1 Receive the book/s and validates user identification/library accounts.	None	1 minute	Circulation Librarian/ Staff
	1.2 If the user identification/ account is valid, require the borrower to fill out the Borrowing of Book Log sheet (LIB-TAL-F.02) indicating the time the transaction started.		2 minutes	Circulation Librarian/ Staff
2. Filled out the Borrowing of Book Log sheet (LIB-	2.1 Give the Book Card (LIB-TAL-F.04) to the borrower to be filled	None	2 minutes	Circulation Librarian/ Staff



TAL-F.02), and the current date and complete name in the Book Card (LIB-TAL-F.04)	out with the current date and borrower's name.			
3. Return the filled-out Book Card (LIB-TAL-F.04) to the in-charge.	3.1 Receive the book card and check the correctness of the data entry.	None	1 minute	Circulation Librarian/ Staff
	3.2 Facilitate the Check Out of the book/s with the use of the automated library system.		2 minutes	Circulation Librarian/ Staff
	3.3 Print the Library Transaction Receipt and sign the "served by" area.		1 minute	Circulation Librarian/ Staff
	3.4 Write the due date in the Book Card (LIB-TAL-F.04).		2 minutes	Circulation Librarian/ Staff
	3.6 Require the borrower to indicate the time the transaction completed in the Borrowing of Book Log sheet (LIB-TAL-F.02).		1 minute	Circulation Librarian/ Staff
4. Receive the book/s and conforms with	4.1 Give the checked-out book/s and the transaction	None	2 minutes	Circulation Librarian/ Staff



the physical condition of the book and the due date.	receipt. Inform the borrower of the due date and the physical condition of the book.			
5. Write the current time the transaction completed in the Borrowing of Book Log sheet (LIB-TAL-F.02)	5.1 Require the borrower to indicate the time the transaction completed in the Borrowing of Book Log sheet (LIB-TAL-F.02).	None	1 minute	Circulation Librarian/ Staff
6. If books borrowed are <i>Filipiniana, Circulation, Fiction, and Graduate Studies books</i> , pass through the circulation counter for recording.	6.1 Record the books borrowed for control purposes	None	1 minute	Circulation/librarian staff
	<b>Total</b>	<b>None</b>	<b>16 minutes</b>	



## B. Returning of Books

All Filipiniana, Circulation, Fiction, and Graduate Studies books for checked-in shall pass through the Circulation Counter for recording and control.

<b>Office or Division:</b>	Library and Information Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Borrowed/Checked-out Books		Client		
Transaction Receipt		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Return the checked-out book/s at the Circulation Counter.	1.1 Receive the book/s with the issued Library Transaction Receipt.	None, but if the book is overdue, it is subjected to penalty (Library Operations Manual)	1 minute	Librarian / Staff
	1.2 Retrieve the Book Card (LIB-TAL-F.04) and checks the physical condition of the returned book/s.  If found damaged or there are pages lacking, determine the extent whether it only needs repair or must be replaced. If it need replacement, it		3 minutes	Librarian / Staff





	<p>shall refer to the library operations manual for the replacement policy.</p> <p>1.3 Check in the book/s in the automated library system.</p> <p>If it is within the due date, stamp "returned", indicate the date, and affix the signature in the Book Card (LIB-TAL-F.04).</p> <p>If <b>overdue</b>, fine is automatically generated by the system. Stamp "returned", indicate the date, and affix the signature in the Book Card (LIB-TAL-F.04).</p>	None	1 minute	Librarian / Staff
	<p>1.4 Print and give the new Library Transaction Receipt indicating the amount of the overdue</p>	None	5 minutes	Librarian / Staff



	fine/fee to the borrower for payment at the Cashier's Office.			
2. Pay the fine/fees at the Cashier's Office and presents receipt at the library for clearance of account.	2.1 Reflect the OR Number in the library system to clear the borrower's account.	None	2 minutes	Librarian / Staff
3. Filled out the current time in the Returning of Book (LIB-TAL-F.03) log sheet indicating the time the transaction started.	If paid, reflect the OR Number in the library system to clear the borrower's account.	None	2 minutes	Librarian / Staff
	<b>Total</b>	<b>None</b>	<b>16 minutes</b>	



## 1.7 MEDICAL SERVICES OFFICE

### A. Treats Minor Injuries and Common Ailments

<b>Office of Division:</b>	Medical Clinic			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students, Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
School Identification Number (ID)			Carlos Hilado Memorial State University	
Library Card				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Report chief complaints	1.1 Acknowledge and assess the patient;	None	2 minutes	School Physician/ Nurse
2. Submit to routine health assessment	2.1 Take the vital signs/ dispose OTC medicine;	None	6 minutes	School Physician/ Nurse
3. Once diagnosed, receive health advice or proper treatment from the School Physician/ Nurse	3.1 Check/Review for awareness of the treatment;	None	10 minutes	School Physician/ Nurse
4. Fill out log book and customer's satisfaction survey	4.1 Assist the patient in filling out the forms.	None	2 minutes	School Physician/ Nurse / Medical Staff
<b>Total</b>		<b>None</b>	<b>20 minutes</b>	



**B. Sends referral cases to outside agencies for proper management and treatment.**

<b>Office of Division:</b>	Medical Clinic			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students, Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
School Identification Number (ID)			Carlos Hilado Memorial State University	
Library Card				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Report chief complaints	1.1 Acknowledge and assess the patient;	None	2 minutes	School Physician/ Nurse
2. Submit to routine health assessment	2.1 Take the vital signs/ dispose OTC medicine;	None	3 minutes	School Physician/ Nurse
3. Once diagnosed, get a referral form from the Nurse and School Physician	3.1 Escorting the patient to the preferred/nearest health facilities;	None	5 minutes	School Physician/ Nurse
4. Consult to the referred doctor	4.1 Endorsed the patient to the attending doctor (outside health facilities).	None		School Physician/ Nurse / Medical Staff
<b>Total</b>		<b>None</b>	<b>10 minutes</b>	



**C. Assessment of health status of new student applicant, transferees and balik-aral**

<b>Office of Division:</b>	Medical Clinic			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students, Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
School Identification Number (ID)			Carlos Hilado Memorial State University	
Library Card				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit Medical Requirements and get Medical Health Form (MHS-TAL-F04)	1.1 Receives the documents and checks the completeness of the requirements;	None	2 minutes	Nurse / Medical Staff
2. Fill out and submit form	2.1 Check the forms;	None	3 minutes	Nurse / Medical Staff
3. Consult a school physician for a health assessment.	3.1. Taking vital signs and health history of the patient;	None	5 minutes	School Physician
4. Fill out log book and customer's satisfaction survey	4.1 Checks the completeness of the filled-out forms.	None	2 minutes	Nurse / Medical Staff
<b>Total</b>		<b>None</b>	<b>10 minutes</b>	



## 1.8 OFFICE OF THE GUIDANCE SERVICES

### A. Online Application for Entrance Test

<b>Office of Division:</b>	Office of the Guidance Services			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Incoming College Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Internet Connection</li> <li>• Cell Phone/Laptop</li> </ul>			<ul style="list-style-type: none"> <li>• Designated area in CHMSU</li> <li>• Computer café/centers, Piso-wifi</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
<ul style="list-style-type: none"> <li>• Access the Registration link</li> <li>• Provide/Encode required data</li> <li>• Generate Registration Receipt</li> </ul>	<ul style="list-style-type: none"> <li>• Provide and widely circulate the link</li> <li>• Monitoring the bulk of Registrants</li> </ul>	None	15 minutes	<ul style="list-style-type: none"> <li>• MIS Personnel</li> <li>• Guidance Counselors</li> <li>• Office of the Guidance Services staff</li> </ul>
<b>TOTAL</b>		<b>None</b>	<b>15 minutes</b>	



## B. Administration of Admission Test

<b>Office of Division:</b>	Office of the Guidance Services			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Incoming College Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Entrance Test Permit</li> <li>• Valid ID</li> <li>• 2 pcs 2×2 ID picture</li> <li>• 1 Long Brown Envelope</li> <li>• Pencil with Eraser</li> </ul>			<ul style="list-style-type: none"> <li>• Online Registration System</li> <li>• Releasing/Delivering institution</li> <li>• Personal Provision</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
<ul style="list-style-type: none"> <li>• Present requirements</li> <li>• Fill out the UNIFAST Form</li> <li>• Take the entrance test</li> </ul>	<ul style="list-style-type: none"> <li>• Verify requirements</li> <li>• Administer Entrance Test</li> <li>• Checking and scoring.</li> </ul>	None	30 minutes  1 hour & 30 minutes  1 week/per 1,200	Guidance Counselor/s
<b>Total</b>		<b>None</b>	<b>2 hours and 1 week</b>	



### C. Release of Entrance Test Results (Online)

<b>Office of Division:</b>	Office of the Guidance Services			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Incoming College Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Internet Connection</li> </ul>			<ul style="list-style-type: none"> <li>• Designated area in CHMSU</li> <li>• Personal Internet data/ wifi-hotspots.</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
<ul style="list-style-type: none"> <li>• Secure Internet connection</li> <li>• Access List of Passers to CHMSU Social Media Networks</li> </ul>	<ul style="list-style-type: none"> <li>• Post the list of passers online</li> </ul>	None	1 week	<ul style="list-style-type: none"> <li>• Guidance Counselor/s</li> <li>• Office of the Guidance Services staff</li> </ul>
<b>Total</b>		<b>None</b>	<b>1 week</b>	





#### D. Release of Entrance Test Results

(Face-to-face, optional for students who would like to have a soft copy only)

<b>Office of Division:</b>	<b>Office of the Guidance Services</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Types of Transaction:</b>	<b>G2C – Government to Citizen</b>			
<b>Who may avail:</b>	<b>Incoming College Students</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Entrance Test Permit</li> <li>• Valid ID</li> </ul>			<ul style="list-style-type: none"> <li>• Office of the Guidance Services</li> <li>• Accredited institutions</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
<ul style="list-style-type: none"> <li>• Presentation of Requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Verification of presented documents</li> </ul>	None	2 minutes	<ul style="list-style-type: none"> <li>• Guidance Counselor/s</li> </ul>
<ul style="list-style-type: none"> <li>• Receipt of Test Result</li> </ul>	<ul style="list-style-type: none"> <li>• Release of Test Result</li> </ul>		3 minutes	<ul style="list-style-type: none"> <li>• Office of the Guidance Services staff</li> </ul>
<b>Total</b>		<b>None</b>	<b>5 minutes</b>	



## 1.9 OFFICE OF THE UNIVERSITY DEANS

### A. Admission Procedure for Undergraduate Programs

<b>Office or Division:</b>	Office of the College Deans			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Entering 1 <sup>st</sup> Year College Students, Shiftees and Transferees from Private & Public Schools			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Stanine Result			Guidance Office	
Original and Certified Photocopy of Report Card / Transcript of Records			Last School Attended	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Present the copy of the stanine result	1.1. Check the result if meets the minimum requirement of the program. 1.2. Once qualified, log in the name and give the schedule of interview. 1.3. If the student does not qualify, log in the name in the waiting list. 1.4. If the projected number of students are not met, the students in the waiting list shall be subjected to the evaluation/interview.	None	5 minutes	College Dean Staff
2. Proceed to the Dean's office for the scheduled interview and bring the requirement no. 2	2.1 The program chair/assigned faculty receives the applicant with his/her documents for evaluation and interview.	None	15 minutes	Program Chair / Designated Faculty



3. Check the posting of the list of admitted students, and secure the advice slip to present during the scheduled date of enrollment	3.1 Dean's office will consolidate and post the list of admitted students, and give the admission slip to the students for enrollment.	None	10 Minutes	Program Chair / Designated College Dean Staff
<b>Total</b>		<b>None</b>	<b>20 minutes</b>	



## B. Admission Procedure for Graduate Programs

<b>Office or Division:</b>	Office of the College Deans			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students who are pursuing Master's and Doctorate degree programs			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Entrance Examination			Guidance Office	
Application Form			Office of the College Deans	
Recommendation Form (2 copies)			Office of the College Deans	
Original and Certified true Copy (2 copies) of transcript of Records and Diploma			Last School Attended	
Interview Form			Office of the College Deans	
Admission Form			Office of the College Deans	
Degree Plan			Office of the College Deans	
Contract of Agreement			Office of the College Deans	
Student's Admission Slip			Graduate Studies Coordinator/Dean	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Proceed to the Office of the College Deans and ask for application form.	1.1. The staff gives the application form to the applicant. 1.2. Instruct the applicant to pay the specified amount to the cashier.	None	5 minutes	College Dean Staff
2. Present the cashier's receipt to the office.	2.1 Upon presentation of the receipt, the staff provides the schedule of entrance examination, date of interview, and the submission of other	P150.00	10 minutes	College Dean Staff



	required forms for compliance.			
3. Interview	<p>3.1 The Graduate Studies Coordinator or the Dean will conduct the interview with the applicant's result of entrance examination and other pertinent required documents.</p> <p>3.2 Give the admission slip to student for presentation during the enrollment.</p>	None	20 Minutes	Graduate Studies Coordinator or Dean
<b>Total</b>		<b>P150.00</b>	<b>35 minutes</b>	



### C. Signing of Clearance

Students are required to be cleared from all accountabilities in the College before enrolment or transfer to other schools. Also, graduates are required to secure clearance from the Dean to ensure that they have settled their accountabilities before issuance of the Official Transcript of Records (OTR) by the Registrar.

<b>Office or Division:</b>	Office of the University Deans			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Graduating Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance Form (for Enrolment, Transfer, or Employment Purposes)		Registrar		
Request for Clearance for the Issuance of Official Transcript of Records for Licensure Examination (additional for Board Exam Purposes)		Office of the College Deans		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
<b>A. For Enrolment, Transfer, or Employment Purposes</b>  1. Completely fill out the necessary information in the clearance form and affix the signature. The signature must be physically signed with a pen. Electronic signature will not be accepted.	1.1 Checks the completeness of information provided in the clearance form.	None	8 minutes	College Dean Staff
	1.2 Checks that the signature is physically signed with a pen.	None	1 minute	College Dean Staff
	1.3 Checks for any accountability on file.	None	15 minutes	College Dean Staff
	1.4 Signs the form upon settlement of any accountability.	None	1 minute	Dean



	<b>Total</b>	<b>None</b>	<b>25 minutes</b>	
<p><b>B. For Board Exam Purposes</b></p> <p>2. Completely fill out the necessary information in the following:</p> <p>a. Clearance form of the registrar and affix the signature.</p> <p>b. Request for Clearance for the Issuance of Official Transcript of Records for Licensure Examination</p> <p>The signature in both forms must be physically signed with a pen. Electronic signature will not be accepted.</p>	2.1 Checks the completeness of information provided in both forms.	None	8 minutes	Dean Staff
	2.2 Checks that signatures in both forms are physically signed with a pen.	None	1 minute	Dean Staff
	2.3 Checks that the graduate has no accountability and is eligible to take the licensure examination.	None	15 minutes	Dean Staff
	2.4 Signs the clearance if accountability and eligibility issues are settled.	None	1 minute	Dean
	<b>Total</b>	<b>None</b>	<b>25 minutes</b>	



## 1.10 PHYSICAL PLANT DEVELOPMENT AND MANAGEMENT OFFICE

### A. Approval of Work Accomplished for Programs and Final Billing

This service is the primary step in the processing of progress billing of contractors on infrastructure projects.

<b>Office or Division:</b>	Physical Plant Development and Management Office			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	G2C – Government-to-Citizen			
<b>Who may avail:</b>	Contractors			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Contractor's letter request for billing			Contractor	
Notice to Proceed, Notice of Award, Contract of Agreement			Contractor	
Statement of Work Accomplished (SWA)			Contractor	
Statement of time elapsed			PPDM Director	
Contractor's Affidavit			Contractor	
Progress photos and key plans			Contractor	
Results of test analysis (if Applicable)			Contractor	
Photocopy of vouchers of all previous payments			PPDM office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit all the required documents to the PPDM Office for approval through the Records Management Office	1.1 Receive the document and delivers the same to the PPDM Office	None	2 mins	Records Management Office Officer/Staff
	1.2 Schedule inspection by the Inspection Committee	None	15 mins	PPDM Staff PPDM Director Supply Officer/staff





				Inspection Committee
	1.3 Conduct Inspection	None	2 hours	PPDM Engineers Inspection Committee Contractor's Representative
	1.4 Prepare reconciled Statement of Work Accomplished, Progress Photos and Key Plans, Inspection and Acceptance Report	None	30 mins	PPDM staff Supply Office Staff Inspection Committee
	1.5 Approve Statement of Work Accomplished	None	1 day	PPDM Director Vice-President for Administration and Finance University President
	1.6 Forward approved Statement of Work Accomplished with its complete attachment to the Property and Supply Management Office for the preparation of voucher	None	1 day	PPDM director
	<b>Total</b>	<b>None</b>	<b>2 days, 2 hours and 47 mins</b>	



## 1.11 PROCUREMENT MANAGEMENT OFFICE

### A. Sale of Bidding Documents

This service provides Contractors/Suppliers the process on how to acquire Bidding Documents. The BAC shall issue the bidding documents to the prospective bidders upon payment of the corresponding cost thereof to the collecting/disbursing officer of the procuring entity concerned.

<b>Office or Division:</b>	BAC SECRETARIAT OFFICE			
<b>Classification :</b>	Simple			
<b>Types of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	All Prospective Bidders			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Original and copy of Company ID and/or Authorization Letter			Company / Authorized Representative	
Order of Payment (1 copy)			BAC Secretariat	
Official Receipt			Cashier's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit and present the ID and/or Authorization Letter to the BAC Secretariat for proper identification.	1.1 Check the ID and/or Authorization Letter presented.	None	5 minutes	PMO/BAC Secretariat Staff Procurement Management Office (PMO)
	1.2 Issue Order of Payment Form to the authorized representative.		10 minutes	
2. Completely fill-up the Order of Payment Form.		None	10 minutes	Bidder's Authorized Representative



3. Submit the Order of Payment Form to the attending BAC Secretariat personnel.	3.1 Check if the form is completely filled-up and indicate the amount of Bidding Documents in the space provided.	None	5 minutes	PMO/BAC Secretariat Staff Procurement Management Office (PMO)
	3.2 Write the control number in the form and encode in the log-book.		5 minutes	
	3.3 Secure acknowledgment from the Head of the Secretariat		5 minutes	
	3.4 Issue the Order of Payment Form		5 minutes	
4. Present the Order of Payment and pay the applicable fee in the Cashier's Office	4.1 Issue Official Receipt upon receipt of payment for the sale of bidding documents.	See <i>STANDARD RATES in Appendix 8 Section 5.0 of 2016 Revised IRR of RA 9184</i>		Collecting Officer Cashier's Office
5. Present the OR to the BAC Secretariat to secure complete Bidding Documents.	1.1 Photocopy the OR in four (4) copies.	None	15 minutes	PMO/BAC Secretariat Staff Procurement Management Office (PMO)
	1.2 Issue the complete set of Bidding Documents.			
<b>Total</b>		<b>None</b>	<b>60 minutes</b>	

**STANDARD RATES ON THE SALE OF BIDDING DOCUMENTS***Appendix 8, Section 5.0 of 2016 Revised IRR of RA 9184*

<b>APPROVED BUDGET FOR THE CONTRACT (ABC)</b>	<b>MAXIMUM COST OF BIDDING DOCUMENTS (In Philippine Pesos)</b>
500,000 and below	500.00
More than 500,000 up to 1 Million	1,000.00
More than 1 Million up to 5 Million	5,000.00
More than 5 Million up to 10 Million	10,000.00
More than 10 Million up to 50 Million	25,000.00
More than 50 Million up to 500 Million	50,000.00
More than 500 Million	75,000.00



## 1.12 PROPERTY AND SUPPLY MANAGEMENT OFFICE

### A. Processing of Payment to 3<sup>rd</sup> Party Claims

This process provides the procedure in the processing of payments to third party creditors (contractors, suppliers) of goods, services and infrastructure.

<b>Office or Division:</b>	Supply and Property Management Office (PSMO)			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Creditors			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Purchase Requests/Contract			Supplier/Contractor	
Request for billing (for infrastructure projects)			Contractor	
Notice of Award (for Infrastructure projects/manpower services)			Contractor	
Notice to Proceed (for Infrastructure projects/manpower services)			Contractor	
Accomplishment Report (for infrastructure projects)			Contractor	
Sales Invoice/Delivery Receipt (for goods and services)			Supplier	
Inspection Report			Property Inspector	
Property Acknowledgement Receipt (PAR) /Inventory Custodian Slip (ICS)/Requisition Issue Slip (RIS)			PSMO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Request for billing. (From the supplier for goods and services, and through the PPDM for infrastructure projects)	1.1 Verify that goods are completely delivered, inspected and received by the end-user/s. For infrastructure projects, verify the accuracy and completeness of the attached	None	8 hours	PSMO personnel PPDM PPDM Director Supply and Property Officer



	documents (approved request for billing, contract, Notice of Award, Notice to Proceed, Accomplishment Report and Inspection report. 1.2 Prepare Disbursement Voucher and Obligation Request and attach supporting documents. 1.3 Obtain the signature of the end-user/head of unit on the disbursement voucher, and the fund manager on the Obligation Request. 1.4 Forward Disbursement Voucher with complete attachment to the Finance Management Services Division.	None	30 minutes	PSMO Personnel
			10 Minutes	PSMO Personnel
			5 Minutes	PSMO Personnel
	<b>Total</b>	<b>None</b>	<b>8 hours and 45 minutes</b>	



## 1.13 RECORDS MANAGEMENT OFFICE

### A. Receiving of Documents

All incoming communications and documents must pass through the Records Management Office for recording and control.

<b>Office or Division:</b>	Records Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government), G2C - Government to Citizen, G2B - Government to Business			
<b>Who may avail:</b>	All (Internal and External)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Communication/document		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Present the document/s	<p>Receive the document/s and check the completeness of the signatories and attachments and decide to accept/deny the documents</p> <p>If accepted, stamp <b>"RECEIVED"</b>, affix the initial, assign control number and indicate the date and time</p>	None	1 minute	<p>Records Management Officer, Receiving/Releasing Clerk</p> <p>Records Management Officer, Receiving/Releasing Clerk</p>



	received and give the client's copy. If denied, return to the client.			
2. Receive the file copy or the returned denied documents			2 minutes	Records Management Officer, Receiving/Releasing Clerk
	<b>TOTAL</b>	<b>None</b>	<b>3 minutes</b>	





## B. Releasing of Documents

All documents received by the Records Management Office are release to recipients personally, through email or through courier

<b>Office or Division:</b>	Records Management Office			
<b>Classification :</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government), G2C - Government to Citizen, G2B - Government to Business			
<b>Who may avail:</b>	All (Internal and External)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Sign on the Record's Copy of the documents with the date and time received  Or	Disseminate/release the received documents:  Personally release to concerned personnel/offices;	None	Within the day*	Records Management Officer  Receiving/Releasing Clerk or Encoder
	Or Send/release through email by scanning the documents and attachments to concerned internal and external clients or offices		2 minutes	
	Or		2 minutes	
			1 hour	Records Management Officer Encoder



Acknowledge the email	Mail the documents to external clients or offices through couriers			Records Management Officer Receiving/Releasing Clerk
	<b>TOTAL</b>	<b>NON E</b>	<b>Personal: 2 minutes</b> <b>Via email: 2 minutes</b> <b>Via mail: 1 hour</b>	

\*Documents will be released on the next day if:  
to be released personally but received after 4:00PM;  
to be released through email but received after 4:30PM; and  
to be mailed via courier but received after 2:00PM.



### C. Authentication

Photocopies of documents of the University and documents of the applicants can be authenticated upon presentation of the original copy.

<b>Office or Division:</b>	Records Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government), G2C - Government to Citizen, G2B - Government to Business			
<b>Who may avail:</b>	Applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Documents		Clients		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Present the documents	Receive the documents and check the photocopy, scanned, and/or printed copy of the documents against the original copy presented. If the copy is electronically or digitally issued, check the source or the email. If the documents are credible and valid, accept the documents. If not, return.	None	3 minutes	Records Management Officer Receiving/Releasing Clerk
2. Wait for the advised date				



<p>or time of release or receive the returned documents</p> <p>3. Claim and sign on the Authentication Logbook</p>	<p>Process the accepted documents (stamping, recording and signing)</p> <p>Return the authenticated documents to the client</p>		<p>Within 3 days for internal clients and within 1 day for applicants*</p> <p>2 minutes</p>	<p>Records Management Officer, Receiving/Releasing Clerk</p> <p>Records Management Officer Receiving/Releasing Clerk</p> <p>Records Management Officer Receiving/Releasing Clerk</p>
	<p><b>TOTAL</b></p>	<p><b>None</b></p>	<p><b>Invalid documents: 4 minutes</b></p> <p><b>Valid documents for internal clients: within 3 days,</b></p> <p><b>Valid documents for applicants: within the day</b></p>	



#### D. Standard Freedom of Information (FOI) Request

FOI is a government mechanism, which allows Filipino citizens to request any information about government transactions and operations, provided that it shall not put into jeopardy – privacy and matters of national security.

<b>Office or Division:</b>	Records Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All Filipino Citizen (External)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
FOI Request Form (RMO-TAL-F.03)		Records Management Office		
Government-issued ID		Government Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Secure FOI Request Form (RMO-TAL-F.03)	Give FOI Request Form (RMO-TAL-F.03)	None	1 minute	Records Management Officer Receiving/Releasing Clerk
2. Fill-out the form and attach the photocopy of the government-issued ID	Receive the filled-out form and check the completeness of the form and the original ID against the attached photocopy. If complete, advise the client to wait for the		3 minutes	Records Management Officer Receiving/Releasing Clerk



<p>3. Receive the requested document and sign on the FOI request form and on the logbook</p>	<p>communication to claim.</p> <p>Process the request</p> <p>Release the request. Let the client sign on the FOI request form and on the logbook</p>		<p>Within 15 days</p> <p>2 minutes</p>	<p>FOI Receiving Officer</p> <p>FOI Decision Maker</p> <p>FOI Receiving Officer</p> <p>Receiving/Releasing Clerk</p>
	<p><b>TOTAL</b></p>	<p><b>None</b></p>	<p><b>15 days and 6 minutes</b></p>	



## 1.14 REGISTRAR'S OFFICE

### A. Request for Official Transcript of Record (School Records)

This process provides the procedure for requests for Official Transcript of Record for Employment, Board/Licensure Examination, Transfer, Reference, Evaluation and other legal purposes.

<b>Office or Division:</b>	Admission and Registrarship			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All students and alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Clearance		1. Registrar's Office		
2. Certification for First Time Jobseeker		2. Barangay/Local Government Unit (LGU)		
3. Two pieces recent, identical 2x2 picture with white background		3. Photo studio		
4. If through an authorized representative, please present the following: a) Authorization letter; b) Photocopy of ID of the student/alumni/client; c) ID of the authorized representative.		4. Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Fill out and comply Request for School Records Form and accomplish the clearance.	1.1 Retrieve client's files to check for complete documents and grades.	None	1 hour	<i>Registrar's Staff</i> Registrar's Office
2. Submit accomplished Request for School Records Form.	2.1 Verify signatures in the clearance and check completeness of data in the Request Form. 2.2 Indicate fees in the Request Form. 2.3 Return to client for payment.	₱100.00/ page for OTR ₱30.00 for doc stamp	10 minutes	<i>Registrar's Staff</i> Registrar's Office



3. Pay fees.	3.1 Receive payment and issue Official Receipt (OR).	₱ 130.00 for 1 page ₱ 230.00 for 2 pages ₱ 330.00 for 3 pages	15 minutes	Cashier Cashier's Office
4. Submit Request Form with the OR.	4.1 Check OR. 4.2 Fill out claim slip and cut it from the Request Form. 4.3 Issue claim slip to client and give final instruction. 4.4 Request client to sign the logbook. 4.5 Staff process the request.	None	5 minutes  Within 6 working days from receipt of request	Registrar's Staff Registrar's Office
5. Submit claim slip (after 7 working days or when contacted before the end of 7 days).	5.1 Issue OTR after submission of claim slip. 5.2 Request client to review the document.	None	1 minute	Registrar's Staff Registrar's Office
6. Review data and other relevant information.	6.1 Request student to sign the logbook.	None	5 minutes	Registrar's Staff Registrar's Office
<b>Total</b>		₱ 130.00 for 1 page OTR ₱ 230.00 for 2 pages ₱ 330.00 for 3 pages	<b>7 working days</b>	

Maximum of 15 days for records earlier than AY 2013-2014 pursuant to Rule VII Section 3 of RA 11032.





## B. Request for Various Certification and Documents

This process provides procedure for requests for various certifications issued to currently enrolled students and alumni. These certifications include requests for Certificate of Enrollment, Certificate of Grades, Certificate of Units Earned, and Certificate of Graduation among others. This procedure is used for requests for documents such as CAV, Form 137, and Enrolment Form.

<b>Office or Division:</b>	Admission and Registrarship			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All students and alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Clearance for students who are not currently enrolled.		1. Registrar's Office		
2. If through an authorized representative, please present the following: a) Authorization letter; b) Photocopy of ID of the student/alumni/client; c) ID of the authorized representative.		2. Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit filled out request form ( <i>Request for School Records</i> for students who are not currently enrolled ( <i>Request Slip</i> for officially enrolled students).	1.1 Check Request Form. 1.2 Retrieve client's files to check for complete documents and grades. 1.3 Indicate fees on the request form or request slip.	None	1 hour	<i>Registrar's Staff</i> Registrar's Office



	1.4 Return to client for payment.			
2. Pay fees.	2.1 Issue Official Receipt (OR) upon payment.	₱50.00 per certificate	10 minutes	Cashier Cashier's Office
3. Submit Request with the OR.	3.1 Check OR. 3.2 Fill out claim slip and cut it from the Request Form/Slip. 3.3 Issue claim slip and give final instruction. 3.4 Request student to sign the logbook. 3.5 Staff process the request.	None	5 minutes  Within 2 working days from receipt of request	Registrar's Staff Registrar's Office
4. Submit claim slip (after 3 working days or when contacted before the end of 3 days).	4.1 Issue Certificate after submission of claim slip. 4.2 Request client to sign the logbook.	None	1 minute	Registrar's Staff Registrar's Office
	<b>Total</b>	<b>50.0x1=₱50.0</b> <b>50.0x2=₱100.0</b>	<b>3 working days</b>	



### C. Certifying/Authenticating Student's Documents

This process provides procedure for authentication of photocopied documents issued by the Registrar's Office.

<b>Office or Division:</b>		Admission and Registrarship		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All students and alumni		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid ID		1. Issuing Agency		
2. Original copy of documents		2. Registrar's Office		
3. If through an authorized representative, please present the following: a) Authorization letter; b) Photocopy of ID of the student/alumni/client; c) ID of the authorized representative.		3. Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit filled out Request Slip.	1.1 Check Request Slip. 1.2 Evaluate authenticity of original copy of document. 1.3 Check number of copies. 1.4 Indicate fees on the Request Slip. 1.5 Return request to client for payment.	None	7 minutes	<i>Registrar's Staff</i> Registrar's Office
2. Pay fees.	2.1 Issue Official Receipt (OR) upon payment.	₱5.00 per copy	10 minutes	<i>Cashier</i> Cashier's Office



3. Submit request with the OR.	3.1 Check OR. 3.2 Process request.	None	Within 2 working days from receipt of request	<i>Registrar's Staff</i> Registrar's Office
4. Claim documents (within the day or when contacted before the end of 3 days).	4.1 Release authenticated documents. 4.2 Request student to sign the logbook.	None	3 minutes	<i>Registrar's Staff</i> Registrar's Office
<b>Total</b>		<b>₱5.0x5=25.0</b> <b>₱5.0x10=50.0</b>	<b>3 days</b>	



## D. Request for Reconstruction of Diploma

The process provides procedure for request for replacement of damage or lost diploma

<b>Office or Division:</b>		Admission and Registrarship		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All graduates		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Affidavit of Loss or Damaged Diploma		1. Notary/lawyer		
2. Valid ID		2. Issuing Agency		
3. If through an authorized representative, please present the following a) Authorization letter; b) Photocopy of ID of a student/alumni/client; c) ID of an authorized representative;		3. Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit requirements with the filled-out Request Slip.	1.1 Check Request Slip. 1.2 Evaluate authenticity of the document. 1.3 Verify records. 1.4 Indicate fees on the Request Slip. 1.5 Return request to client for payment.	None	30 minutes	<i>Registrar's Staff</i> Registrar's Office
2. Pay fees.	2.1 Issue Official Receipt (OR) upon payment.	₱40.00	10 minutes	<i>Cashier</i> Cashier's Office
3. Submit OR with the request.	3.1 Fill out claim slip and cut it from the Form. 3.2 Issue claim slip to client and give final instruction.	None	3 minutes  Within 6 working days	<i>Registrar's Staff</i> Registrar's Office



	3.3 Request client to sign the logbook. 3.4 Staff process the request.		from receipt of request	
4. Submit claim slip (after 7 working days or when contacted before end of 6 days).	4.1 Issue Diploma after submission of claim slip. 4.2 Request client to sign the logbook.	None	3 minutes	<i>Registrar's Staff</i> Registrar's Office
	<b>Total</b>	<b>₱45.00</b>	<b>7 working days</b>	



## E. Enrollment of New Entrants

The process includes procedure for officially registering qualified student applicants.

<b>Office or Division:</b>	Admission and Registrarship			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Senior High School graduate students and transferees who passed the selection process.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Admission slip>Loading Form, Course Crediting Form		1. Dean/Program Chair		
2. Original Report Card/Official Transcript of Records (OTR) and OTR for reference		2. Previous School		
3. Photocopy of PSA/NSO Birth Certificate		3. PSA Office		
4. Certificate of Good Moral		4. Previous School		
5. Recent two pieces identical 2x2 picture with white background		5. Photo studio		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit all requirements.	1.1 Log student start of transaction time in the Enrollment Flow form (EFf). 1.2 Evaluate the authenticity of submitted documents. 1.3 Check on the completeness of the data in the SIS. 1.4 Encode data from SIS to the system. 1.5 Encode student's subject 1.6 Issue Student Information Sheet (SIS) to student. 1.7 Instruct student to finish enrollment flow	None	40 minutes	<i>Registrar's Staff</i> Registrar's Office
2. Submit complied EFf to	2.1 Log student's transaction time.	None	20 minutes	<i>Registrar's Staff</i>



the Registrar's Office to claim Enrollment Form.	2.2 Check Enrollment Flow. 2.3 Print Enrollment Form (EF) 2.4 Require student to sign the EF. 2.5 Release Enrollment Form 2.6 Sign and log student's "time out" in the EFf.			Registrar's Office
<b>Total</b>		<b>None</b>	<b>1 hour</b>	





## F. Enrollment of Regular Continuing Students

This process provides procedure to officially register regular continuing students.

<b>Office or Division:</b>	Admission and Registrarship			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All regular continuing students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Clearance		1. Registrar's Office		
2. Loading Form		2. Dean/Program Chair		
3. School ID (to be validated)		3. CHMSU issued ID		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit accomplished clearance and loading slip.	1.1 Log student start of transaction time in the Enrollment Flow form (EFf) 1.2 Check the completeness of signatures in the clearance and the authenticity of the loading slip. 1.3 Encode student's subject 1.4 Sign and log student's "time out" in the EFf. 1.5 Instruct student to finish enrollment process	None	15 minutes	<i>Registrar's Staff</i> Registrar's Office
2. Proceed to Accounting's Office for assessment.	2.1 Log student's transaction time 2.2 Provide assessment 2.3 Sign and log student's "time out" in the EFf.	None	15 minutes	<i>Accounting's Staff</i> Accounting's Office
3. Pay fees.	3.1 Log student's transaction time. 3.2 Issue receipt upon payment. 3.3 Sign and log student's "time out" in the EFf.	₱130.00 (Insurance fee is paid during the 1 <sup>st</sup> semester only)	15 minutes	<i>Cashier</i> Cashier's Office



		₱300.00 (Alumni fee is paid by graduating students during the 2 <sup>nd</sup> semester only)		
4. Submit complied EFf to the Registrar's Office to claim Enrollment Form.	4.1 Check Enrollment Flow form and log student's transaction time. 4.2 Validate School ID. 4.3 Require student to sign the EF. 4.4 Release Enrollment Form. 4.5 Sign and log student's "time out" in the EFf.	None	15 minutes	<i>Registrar's Staff</i> Registrar's Office
<b>Total</b>		<b>₱130.00</b> <b>(1<sup>st</sup> sem.)</b> <b>₱300.00</b> <b>(2<sup>nd</sup> sem.)</b>	<b>1 hour</b>	



## G. ENROLLMENT OF IRREGULAR CONTINUING STUDENTS

The process includes procedure for officially registering irregular continuing students.

<b>Office or Division:</b>	Admission and Registrarship			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All irregular continuing students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Clearance		1. Registrar's Office		
2. Loading/Evaluation Form		2. Dean/Program Chair		
3. School ID (to be validated)		3. CHMSU issued ID		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit accomplished clearance and loading slip.	1.1 Log student start of transaction time in the Enrollment Flow form (EFf). 1.2 Check the completeness of signatures in the clearance and the authenticity of the loading slip. 1.3 Encode student's subject. 1.4 Sign and log student's "time out" in the EFf. 1.5 Instruct student to finish enrollment process.	None	15 minutes	<i>Registrar's Staff</i> Registrar's Office
2. Proceed to Accounting's Office for assessment.	2.1 Log student's transaction time. 2.2 Provide assessment. 2.3 Sign and log student's "time out" in the EFf.	None	15 minutes	<i>Accounting's Staff</i> Accounting's Office
3. Pay fees.	3.1 Log student's transaction time. 3.2 Issue receipt upon payment.	₱130.00 (Insurance fee is paid during the 1 <sup>st</sup> )	15 minutes	<i>Cashier</i> Cashier's Office



	3.3 Sign and log student's "time out" in the EFf.	semester only) ₱300.00 (Alumni fee is paid by graduating students during the 2 <sup>nd</sup> semester only)		
4. Submit complied EFf to the Registrar's Office to claim Enrollment Form.	4.1 Check Enrollment Flow form and log student's transaction time. 4.2 Validate School ID. 4.3 Require student to sign the EF and logbook. 4.4 Release Enrollment Form. 4.5 Sign and log student's "time out" in the EFf.	None	15 minutes	<i>Registrar's Staff</i> Registrar's Office
	<b>Total</b>	<b>₱130.00</b> <b>(1<sup>st</sup> sem.)</b> <b>₱300.00</b> <b>(2<sup>nd</sup> sem.)</b>	<b>1 hour</b>	



## H. Enrollment of Returnee Students

The process includes procedure of officially registering students who stopped and plans to continue schooling.

<b>Office or Division:</b>	Admission and Registrarship			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All returnee students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request to Return to School Form		1. Registrar's Office		
2. Clearance		2. Registrar's Office		
3. Loading/Evaluation Form		3. Dean/Program Chair		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit accomplished clearance, approved Request to Return to School Form and loading slip.	1.1 Log student start of transaction time in the Enrollment Flow form (EFf). 1.2 Check the completeness of signatures in the clearance and Request to Return to School and the authenticity of the loading slip. 1.3 Encode student's subject. 1.4 Sign and log student's "time out" in the EFf. 1.5 Instruct student to finish enrollment process.	None	15 minutes	<i>Registrar Personnel Registrar's Office</i>
2. Proceed to Accounting's Office for assessment.	2.1 Log student's transaction time. 2.2 Provide assessment. 2.3 Sign and log student's "time out" in the EFf.	None	15 minutes	<i>Accounting's Staff Accounting's Office</i>
3. Pay fees.	3.1 Log student's transaction time. 3.2 Issue receipt upon payment.	₱130.00 (Insurance fee is paid during the 1 <sup>st</sup> )	15 minutes	<i>Cashier Cashier's Office</i>



	3.3 Sign and log student's "time out" in the EFf.	semester only) ₱300.00 (Alumni fee is paid by graduating students during the 2 <sup>nd</sup> semester only)		
4. Submit complied EFf to the Registrar's Office to claim Enrollment Form.	4.1 Check Enrollment Flow form and log student's transaction time. 4.2 Validate School ID. 4.3 Require student to sign the EF and logbook. 4.4 Release Enrollment Form. 4.5 Sign and log student's "time out" in the EFf.	None	15 minutes	<i>Registrar Personnel</i> Registrar's Office
	<b>Total</b>	<b>₱130.00</b> <b>(1<sup>st</sup> sem.)</b> <b>₱300.00</b> <b>(2<sup>nd</sup> sem.)</b>	<b>1 hour</b>	



## 1.15 STUDENTS AFFAIRS AND SERVICES OFFICE

### A. Accreditation/ Reaccreditation of Student Clubs/ Organizations

The recognition is issued to organizations to supervise, monitor, and evaluate student activities.

<b>Office or Division:</b>	Office for Student Affairs and Services	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	Student Clubs/ Organizations	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. List of officers of the club/organization. A photocopy of the valid university ID or current enrollment form and three (3) specimen signatures of the officers. Officer of the club must not be a C-USG officer, Student Assistant (SA), member of School Publication, nor officer in other club/organization. (1 Original Copy, 1 Photocopy)	Club / Organization applying for accreditation/reaccreditation, Registrar's Office	
2. List of members to qualify for accreditation. The list should include the academic program, year, and section of each student. (1 Original Copy, 1 Photocopy)	Club / Organization applying for accreditation/reaccreditation	
3. Proposed Calendar of Activities of the organization for the Academic Year with corresponding proposed budget. Must include the promotion of Monthly Themes and SDGs that are relevant to the organization. (1 Original Copy, 1 Photocopy)		
4. Constitution and By-Laws of the club/organization with provision for participation in activities in Drug Awareness and Prevention. (1 Original Copy, 1 Photocopy)		
5. Letter of acceptance and profile of the club adviser. (1 Original Copy, 1 Photocopy)	Chosen Faculty Adviser	
6. Accomplishment Report ( <i>Reaccreditation</i> ) (1 Photocopy)	Previous Club / Organization Officer or Club Adviser	



7. Financial Report ( <i>Reaccreditation</i> ) (1 Photocopy)		Previous Club / Organization Officer or Club Adviser		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Secure list of requirements for Accreditation/re-accreditation.	1.1 Provide a list of requirements needed for the accreditation/reaccreditation	None	3 minutes	OSAS Staff
2. Submit requirements on or before the deadline.	2.1 Receive submitted documents. <i>*Incomplete requirements are returned to the organization for completion.</i>	None	15 Minutes	OSAS Staff
	2.2 Screening of application. <i>(For Re-accreditation: Only those clubs/organizations who have cleared their liquidation and accomplishment report for the last Academic Year will be entertained)</i>	None	7 Days	OSAS Staff, Director for Student Affairs and Services / OSAS Coordinator
	2.3 Posting of qualified clubs/organizations.	None	5 Minutes	OSAS Staff
	2.4 Conduct orientation for clubs/organizations president, secretary, and treasurer.	None	4 Hours	Director for Student Affairs and Services / OSAS Coordinator
	2.5 Issuance of Certificate of Accreditation	None	5 Minutes	OSAS Staff





	2.6 Files a copy of the requirements submitted	None	3 minutes	OSAS Staff
	<b>Total</b>	<b>None</b>	<b>25 minutes</b>	



## B. Application for Student Assistantship Program

The Student Assistantship Program is a program that provides opportunities to undergraduate students who are financially incapacitated with the desire and dedication to earn and finish their studies. Qualified students who are placed in the program are required to render service during their vacant hours at assigned offices and are paid P15.00 per hour with a maximum of 100 hours per month.

<b>Office or Division:</b>	Office for Student Affairs and Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application for Student Assistantship Program Form (1 Original Copy)		OSAS Staff		
2. 1x1 ID Picture (1 Piece)		Client		
3. Barangay Clearance (1 Original Copy)		Barangay Hall		
4. Parents ITR/ Certification from the BIR/ Certificate of Indigency (1 Original Copy)		BIR, Barangay Hall		
5. Enrolment Form (1 Photocopy)		Registrar's Office		
6. Schedule of Classes (1 Photocopy)		Dean's Office		
7. Proof of Insurance (First Semester EF/ AF) (1 Photocopy)		Registrar's Office		
8. Grades for the last semester attended (1 Photocopy)		Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit a recommendation letter from the office where the applicant will be working.	1.1 Give the Student Assistant Application Form with the list of requirements	None	5 minutes	Student Applicant, OSAS Staff
2. Submit completed requirements.	2.1 Check the requirements submitted by the applicant and	None	10 Minutes	OSAS Staff



	schedule an interview with the OSAS Director.			
3. Wait for an interview.	3.1 Interview the applicant for approval/disapproval.	None	30 minutes	Director for Student Affairs and Services / OSAS Coordinator
4. Secure Certificate of Student Assistantship.	4.1 Issue a Certificate of Student Assistantship	None	10 minutes	OSAS Staff
	<b>Total</b>	<b>None</b>	<b>55 minutes</b>	



### C. Application for University Dormitory

The University assists in ensuring that the students have access to accommodation that is safe and conducive to learning.

<b>Office or Division:</b>	Office for Student Affairs and Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. University Dormitory Application Form (1 Original Copy)		OSAS Staff		
2. 1x1 ID Picture (1 Piece)		Applicant		
3. Police Clearance (1 Original Copy)		NPCS		
4. Enrolment Form (1 Photocopy)		Registrar's Office		
5. Parent's ITR / Certificate of Indigency (1 Original Copy)		BIR, Barangay Hall		
6. Schedule of Classes (1 Photocopy)		Dean's Office		
7. Medical Certificate (1 Original Copy)		School Clinic, CHO, Private Doctors		
8. Endorsement Slip (If approved – 1 Original Copy)		Director for Student Affairs and Services		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Secure Dormitory Application Form	1.1 Provide Dormitory Application Form with the list of requirements.	None	5 minutes	OSAS Staff
2. Submit completed requirements	2.1 Check the requirements submitted for completeness and schedule an interview with the OSAS Director.	None	15 Minutes	OSAS Staff
3. Wait for an interview.	3.1 Interview the applicant for approval/ disapproval.	None	30 minutes	Director for Student Affairs and Services



4. If approved, get an Endorsement Slip to be submitted to the Business Affairs Office for payment.	4.1 Issue Endorsement Slip.	None	10 minutes	Director for Student Affairs and Services
	<b>Total</b>	<b>None</b>	<b>60 minutes</b>	



## D. Handling Student Violations

This refers to the process of how to claim the confiscated IDs of students with violations.

<b>Office or Division:</b>	Office for Student Affairs and Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Citation Ticket (1 Original Copy)		Security Guard / Discipline Officer		
Letter of Apology (1 Photocopy)		OSAS Staff		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Present the Citation Ticket	1.1 Provide Letter of Apology Form.	None	2 minutes	OSAS Staff
2. Fill out the Letter of Apology Form and have it signed by the Discipline Officer.	2.1 Check student violation/s for appropriate disciplinary measures and sign the letter of apology.	None	30 Minutes	Discipline Officer
3. Return the signed Apology Letter to OSAS	3.1 Check the Letter of Apology Form if signed by the Discipline Officer.	None	1 minute	OSAS Staff
4. Log in to the Confiscated ID's logbook and Claim the ID	4.1 Retrieve and return the confiscated ID.	None	3 minutes	OSAS Staff
	<b>Total</b>	<b>None</b>	<b>36 minutes</b>	



## E. Issuance of Good Moral Certificate

Good Moral Certificate is issued to students indicating that he/she is of good moral character.

<b>Office or Division:</b>	Office for Student Affairs and Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Student, Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Payment Slip		OSAS Staff		
Official Receipt (1 Original Copy)		Cashier's Office		
Any proof of last attendance attended from school (e.g. TOR, School ID, or enrolment form) (1 Photocopy)		Registrar's Office/Client's Copy		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Request payment slip	1.1 Provide payment slip.	None	1 minute	OSAS Staff
2. Pay the required fees at the Cashier's Office	2.1 Issued official receipt.	P50.00	3 Minutes	Cashier
3. Returned filled-out payment slip and official receipt.	3.1 Check the Official Receipt and process the request.	None	5 minutes	OSAS Staff
5. Wait for the release of the Good Moral Certificate.	4.1 Issue the Good Moral Certificate signed by the OSAS Director.	None	5 minutes	Director for Student Affairs and Services / OSAS Coordinator OSAS Staff
6. Log in to the Logbook	6.1 Check if the client has filled out the Logbook	None	3 minutes	OSAS Staff



	<b>Total</b>	<b>P50.00</b>	<b>1 Day, 2 Hours, 25 Minutes</b>	
--	--------------	---------------	---	--





## F. Filing a Complaint

This process is intended for the settlement of issues between student/s and/ or student/s to college personnel.

<b>Office or Division:</b>	Office for Student Affairs and Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Incident Report Form (5 Original Copies)		OSAS Staff		
*Evidence/s if necessary				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Log in to the Logbook	1.1 Give Incident Report Form	None	5 minutes	OSAS Staff
7. Fill out 5 copies of the Incident Report Form	2.1 Refer the Incident Report Form to the Discipline Officer	None	5 Minutes	Discipline Officer, OSAS Staff
8. Wait for the notice of meeting	3.1 Set a schedule and notify concerned parties for a meeting	None	1 day	Discipline Officer
9. Come for a meeting	4.1 Discuss and settle the complaint	None	2 hours	Director for Student Affairs and Services / OSAS Coordinator
10. Sign a Settlement Agreement if the complaint is resolved among parties	5.1 Prepare Settlement Agreement	None	15 minutes	Discipline Officer  Director for Student Affairs and Services / OSAS Coordinator



	<b>Total</b>	<b>None</b>	<b>1 Day, 2 Hours, 25 Minutes</b>	
--	--------------	-------------	---	--



## II. CHMSU INTERNAL SERVICES



## 2.1 BUSINESS AFFAIRS OFFICE

### A. Use of Facilities

This process provides the procedure in the use of facilities by internal users for instructional and other school activities.

<b>Office or Division:</b>	Business Affairs Office			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Employee of the University			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Approved letter request			Faculty or staff	
Request to Use Facilities Form			Business Affairs Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit approved letter request to use facilities.	1.1 Receive, verify approval, and confirm availability of the facility.	None	3 minutes	BAO personnel
	1.2 If available, instruct the faculty/staff to accomplish the Request to Use Facilities form.	None	10 minutes	BAO personnel
	1.3 Confirm booking by furnishing the faculty/staff an approved copy of the Request to Use Facility form.	None	5 minutes	BAO personnel / BAO Director
	1.4 Furnish the facility in-charge a copy of the approved Request to Use facility.	None		
	<b>Total</b>	<b>None</b>	<b>18 minutes</b>	



## B. Printing Services

This process provides the procedure to be followed by the employee in availing the services of the University Printing Press. The process does not include the time spent on lay-out, graphic design and other pre-printing activities. These services are being handled by the Center for Internationalization and External Relations (CIER).

<b>Office or Division:</b>	Business Affairs Office			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Employee of the University			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Job Order form/Purchase Request			BAO / Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Proceed to the Business Affairs Office with the approved Purchase Request and hard copy of the document to be reproduced or soft copy of the document to be printed. Or secure Job Order Form if the printing job is without an approved Purchase Request.	1.1 Receive the Purchase Request or provide the customer with the Job Order form.	None	5 minutes	BAO personnel
	1.2 Discuss materials, lay-out and printing cost to the employee.	None	20 minutes	Printing press personnel
	1.3 Fill-out the printing cost section of the Job Order form in case the printing job is without an approved Purchase Request, and agree on the lead time to finish the job.	None	5 minutes	Printing press personnel
		None	5 minutes	Printing press personnel
2. Claim the printed materials at the University Printing Press on the agreed date.	2.1 Release the printed materials and request employee to acknowledge receipt of the printed materials.	None	10 minutes	BAO personnel Printing press personnel



3. Sign the acknowledgement receipt.				
	<b>Total</b>	<b>None</b>	<b>45 minutes</b>	



### C. Catering Services

This process provides the procedure to be followed by the employee in availing of food accommodation for school events/activities and other official functions.

<b>Office or Division:</b>	Business Affairs Office			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Employee of the University			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Purchase Request			Client	
Attendance Sheet			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Proceed to the Business Affairs Office to submit approved Purchase Request or vale slip.	1.1 Receive Purchase Request or vale slip from the requesting office or employee.	None	5 minutes	BAO personnel
	1.2 Discuss details of the Purchase Request and other special instructions.	None	15 minutes	BAO personnel Canteen personnel
2. After the event, submit an original copy or certified photocopy of the attendance sheet.	2.1 Receive the attendance sheet and attach the same to the Purchase Request or vale slip.	None	2 minutes	BAO personnel
	<b>Total</b>	<b>None</b>	<b>22 minutes</b>	



## 2.2 DISASTER RISK REDUCTION MANAGEMENT OFFICE

### A. Training Services

Request for Training Services:

- a. Disaster Preparedness
- b. Earthquake and Fire Drill
- c. Basic First Aid and Basic Life Support
- d. Other trainings and services related to DRRM

<b>Office or Division:</b>	DRRM Main Campus			
<b>Classification:</b>	Lecture/Training Services			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Faculty and Staff of the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request which should not be less than three (3) days from the proposed conduct of activity		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits letter of request for training/Seminar at the DRRM Office or thru the Records Section thru Email	1.1 Receive letter of Request	None	5 minutes	DRRM Staff
	1.2 Check availability of schedule and endorse for approval to the office of the VPAF	None	5 minutes	DRRM Director
	1.3 The VPAF endorse and forward the letter to the to the University President for approval	None	1 hour	DRRM Staff, VPAF, President
	1.4 Inform the client of	None	10 minutes	DRRM Staff





	the approved/ disapproved letter request			
	<b>Total</b>	<b>None</b>	<b>1 hour and 20 minutes</b>	



## 2.3 FINANCIAL MANAGEMENT SERVICES DIVISION

### A. Releasing of Checks / Fund Transfer for:

- a. Personnel Services
- b. Payroll
- c. Reimbursements

This process provides the procedure in the processing of claims arising from personnel services, payroll, and reimbursement of expenses incurred by an employee of the University.

<b>Office or Division:</b>	Financial Management Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All CHMSC Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Supporting documents prescribed in COA Circular No. 2012-001		Claimant		
Disbursement Voucher		Claimant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit Disbursement Voucher (DV) with complete supporting documents	1.1 Receive & Check documents submitted	None	6 minutes	Receiving Clerk
	1.2 Record document in the Transaction Registry indicating date, time, and reference number	None	2 days	Document Reviewer
	1.3 Check veracity of documents, and review the validity, legality, and propriety of claims.	None	½ day	Budget Officer III



	1.4 Certify claims as to availability of allotment/ budgetary allocation for the purpose	None	½ day	Accountant III
	1.5 Certify as to availability of cash, propriety, validity and legality of claims and the authority to debit (as may be applicable)	None	6 minutes	Releasing Clerk
	1.6 Record, assign DV number and release/forward to the next office responsible			
	<b>Total</b>	<b>None</b>	<b>3 days and 12 minutes</b>	



## 2.4 GENERAL SERVICES OFFICE

### A. Repair and Maintenance Services

These services cater to the university's request for cleaning, repairs, maintenance, enhancement, and rehabilitation of the campus facilities.

<b>Office or Division:</b>	General Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Work Request Form		GSO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1.The client secure a Work Request Form from the General Services Office and fill-out necessary information as indicated on the form.	1.1The GSO clerk provide the form to the client.	None	1 min	GSO Clerk
2.The client submit the filled-out form to the General Service Office and have it received by the GSO clerk.	2.1 The office clerk accepts, and stamp received the submitted request form.	None	5 min	GSO Clerk Campus
	2.2 The Office Clerk turn over the request form to the foreman for action.			GSO Clerk Foreman
	<b>Total</b>	<b>None</b>	<b>6 minutes</b>	



## 2.5 HUMAN RESOURCE DEVELOPMENT OFFICE

### A. Request for Trainings and Seminars

The Human Resource Development Office endorses and recommends the seminar/training requests of CHMSU faculty and staff to the concerned Vice-President/s in accordance with the training need and training plan of the university.

<b>Office or Division:</b>	Human Resource Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Faculty and GASS Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Letter of Intent (external seminar/training) (2 original copies)</li> <li>• Training Proposal and Design (in-house seminar/training) (2 original copies)</li> </ul>		<ul style="list-style-type: none"> <li>• Personal</li> <li>• Proponent</li> </ul>		
<ul style="list-style-type: none"> <li>• Invitation Letter (2 original/ photocopies)</li> </ul>		<ul style="list-style-type: none"> <li>• Training Provider</li> </ul>		
<ul style="list-style-type: none"> <li>• CHED/PASUC/RSUC Endorsement (2 original/photocopies)</li> </ul>		<ul style="list-style-type: none"> <li>• Training Provider</li> </ul>		
<ul style="list-style-type: none"> <li>• Immediate Superior's Endorsement (2 original copies)</li> </ul>		<ul style="list-style-type: none"> <li>• Office of the Immediate Superior</li> </ul>		
<ul style="list-style-type: none"> <li>• Itinerary/ Budgetary Requirements</li> </ul>		<ul style="list-style-type: none"> <li>• Office of the Immediate Superior</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit all requirements to the HRD Office through the Records Section	2.5 Receives the documents and checks the completeness of the requirements;	None	5 minutes	HRD Office staff
	2.6 Checks the relevance and need of the request based on the training need/development plan;	None	15 minutes	HRD Office staff
	2.7 Checks on the availability of funds;	None	15 minutes	HRD Office staff



	2.8 Prepares the endorsement of the request to the concerned VP;	None	10 minutes	HRD Office staff
	2.9 Forwards the endorsement to the concerned VP for recommendation and for the approval of the University President	None	5 minutes	HRD Office staff
	<b>Total</b>	<b>None</b>	<b>50 minutes</b>	



## 2.6 HUMAN RESOURCE MANAGEMENT OFFICE

### A. Certifications (employment; leave with or without pay; no pending administrative or criminal case)

Certifications are issued to affirm the validity of information.

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Permanent Faculty and Staff of the University			
	Job Order Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Slip		Human Resource Management Office		
Official Receipt		Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Fill out request slip	1.1 Record the request in the logbook	None	2 minutes	HRMO Staff
2. Secure order of payment slip	2.1 Issue Order of Payment	None	1 minute	
3. Pay to the Cashier	3.1 Cashier issues OR	10.00/page	20 minutes	Cashier
4. Present OR to the HR staff	4.1 Accept the OR and process the request	None	2 minutes	HRMO Staff
5. Receive the signed document	5.1 Released the signed document	None		
	<b>Total</b>	<b>None</b>	<b>25 minutes</b>	



## B. Service Record

Service Records are issued to validate government services of employees to support the employees claims from concerned agencies.

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Permanent Faculty and Staff of the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Slip		Human Resource Management Office		
Official Receipt		Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out request slip	1.1 Record the request in the logbook	None	2 minutes	HRMO Staff
2. Secure order of payment slip	2.1 Issue Order of Payment	None	1 minute	
3. Pay to the Cashier	3.1 Cashier issues OR	P10.00/page	20 minutes	Cashier
4. Present OR to the HR staff	4.1 Accept the OR and process the request	None	8 hours	HRMO Staff
5. Receive the signed document	5.1 Released the signed document	None		
	<b>Total</b>	<b>P10.00</b>	<b>8 hours and 23 minutes</b>	





### C. Subsequent Issuance of BIR Form 2316 (ITR)

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Permanent Faculty and Staff of the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Slip		Human Resource Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. The client secure a Request Slip in the HRM office and fill-out necessary information as indicated on the form.	1.1 The HRMO staff provide the form to the client.	None	8 hours	HRMO Administrative Officer II
2. Receive the BIR Form 2316	2.1 Released the BIR Form 2316	None		
	<b>Total</b>	<b>None</b>	<b>8 hours</b>	



#### D. Leave Credits / Service Credit Balance

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Permanent Faculty and Staff of the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Slip		Human Resource Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Fill out request slip	1.1 Accept request slip and prepare certification of leave balances	None	25 minutes	HRMO Administrative Officer II
2. Receive the certification of leave / service credit balance	2.1 Released the signed document	None		
	<b>Total</b>	<b>None</b>	<b>25 minutes</b>	



## E. Terminal Leave

This applies for the processing of Terminal Leave Benefits of CHMSU employees.

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Permanent Faculty and Staff of the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Civil Service Form 6 - Application for Leave		Human Resource Management Office		
Special Order for the approval of Retirement/ Approved resignation letter		Human Resource Management Office		
Duly accomplished clearance form		Human Resource Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Files Application for Leave Form (CS Form 6) with the approved resignation, retirement and duly accomplished clearance	1.1 Audit leave cards and Daily Time	None	3 Working Days	HRMO Administrative Officer II
	1.2 Reflects accumulated leave balances of the approved CS Form 6	None	15 minutes	HRMO Administrative Officer II
	1.3 Reviews and computes leave balances and terminal leave pay	None	30 minutes	HRMO Administrative Officer II
	1.4 Initials/approves entries in the CS Form 6 (certifies as to the total leave balances)	None	15 minutes	HRMO Administrative Officer II



	1.5 Prepares endorsement memo to the University President for signature	None	30 minutes	HRMO Administrative Officer II
	1.6 Certifies leave balances and Signs endorsement letter	None	30 minutes	AO V / HRMO III
	1.7 Acts on the recommendation of CS Form 6	None	1 Working Day	University President
	1.8 Claims the approved AFL for terminal leave to be forwarded to the Accounting Division for processing of payment	None		
	<b>Total</b>	<b>None</b>	<b>4 working days and 2 hours</b>	



## 2.7 INFORMATION AND COMMUNICATIONS TECHNOLOGY UNIT

### A. Request for ICT Support Services

The Information and Communication Technology Office provides technical support services to the Institution.

<b>Office or Division:</b>	Information and Communications Technology Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Faculty, GASS personnel, and Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Secure a copy of Request for ICT Support Services ICT-TAL-F.01		ICT Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit the filled with signaturred the Request for ICT Support Services form back to the ICT Office	1.1 Receives the form and checks the completeness of the requirements;	None	5 minutes	ICT Staff
	1.2 Checks the availability or schedule of request.	None	5 minutes	ICT Staff
	1.3 Approval of the request	None	5 minutes	ICT Staff
	<b>Total</b>	<b>None</b>	<b>25 minutes</b>	



## 2.8 NATIONAL SERVICE TRAINING PROGRAM OFFICE

### A. Issuance of Serial Numbers of Graduated NSTP Students

<b>Office or Division:</b>	NSTP MAIN CAMPUS			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students, NSTP Graduates / Other interested requesting parties.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Serial Number Request		Request letter thru email at <a href="mailto:nstp.talisay@chmsc.edu.ph">nstp.talisay@chmsc.edu.ph</a>		
NSTP (LTS/CWTS) 1 and 2 grades		Office of the University Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Client will give the letter of request for serial number	1.1 Accept the client's request for processing	None	5 minutes	NSTP Staff
	1.2 Get the information from the students necessary for the request	None	5 minutes	NSTP Staff
	1.3 Search the students' serial number in the records from CHED with the corresponding serial number assigned to the student.	None	10 minutes	NSTP Staff
2. Received the certification	2.1 Issue a certification to the student containing his/her serial number	None		NSTP Staff
	<b>Total</b>	<b>None</b>	<b>20 minutes</b>	



## 2.9 PHYSICAL PLANT DEVELOPMENT AND MANAGEMENT OFFICE

### A. Preparation of Scope of Works, Plans/Drawings and Technical Specifications and Bill of Quantities (BOQ)

This service assists the various offices of the University in the preparation of Scope of Works, Plans/Drawings and Technical Specifications and Bill of Quantities (BOQ)

<b>Office or Division:</b>	Physical Plant Development and Management Office			
<b>Classification:</b>	Highly Technical			
<b>Types of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Units and Offices of the University			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter request			Unit Head/End-user	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submission of Letter request	1.1 Receive the letter request and assign personnel to conduct ocular visit	None	5 minutes	PPDM Director PPDM staff
	1.2 Conduct ocular visit and site assessment	None	1 hour	PPDM staff
2. Attend pre-construction meeting with the PPDM Director	2.1 Discuss the possible scope of works and budget	None	1 hour	PPDM Director PPDM staff Unit Head/End-user
	2.3 Prepare Scope of Works, Plans/Drawings and Technical Specifications	None	4 days	PPDM staff



	and Bill of Quantities (BOQ)			
3. Review Scope of Works, Plans/Drawings and Technical Specifications and Bill of Quantities (BOQ)	<p>3.1 Revise and finalize Plans/Drawings and Technical Specifications and BOQ</p> <p>3.2 Approve Scope of Works, Plans/Drawings and Technical Specifications and Bill of Quantities (BOQ)</p> <p>3.3 Endorse to the Unit Head/End-user approved Scope of Works, Plans/Drawings and Technical Specifications and BOQ for the preparation of Purchase Request</p>	None	4 days	<p>PPDM Director</p> <p>PPDM staff</p> <p>Unit Head/End-user</p>
<b>Total</b>		<b>None</b>	<b>8 days, 2 hours and 5 minutes</b>	





## 2.10 PROCUREMENT MANAGEMENT OFFICE

### A. Processing of Purchase Request

In accordance with Section 7.2 of the IRR or RA 9184, no procurement shall be undertaken unless it is in accordance with the approved Annual Procurement Plan (APP) and Project Procurement Management Plan (PPMP) of the Procuring Entity. This service provides information for Offices/Units on the processing of Purchase Request.

<b>Office or Division:</b>	Procurement Management Office/BAC Secretariat			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	End-user			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Original Purchase Request (3 copies)			End-user	
2. Original Program of Work/Terms of Reference (3 copies)			End-user	
3. Market Study (at least 3 proposals from eligible suppliers)			End-user	
4. Original/Copy of Project Procurement Management Plan (3 copies)			Duly signed by the Head of the End-User Unit, certified as to availability of Funds by College Accountant and approved by the SUC President or his authorized representative	
5. Copy of Annual Procurement Plan (1 copy)			PMO/BAC Secretariat	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit all the required documents to the BAC Secretariat for assessment.	1.1 Check for completeness of the documents submitted by the end-user.	None	5 minutes	<i>PMO/BAC Secretariat Staff</i> Procurement Management Office (PMO)
	1.2 If all the requirements are complete and in order, the authorized BAC Secretariat personnel will	None	5 minutes	<i>PMO/BAC Secretariat Staff</i> Procurement Management Office (PMO)



	stamp the date and affix signature in the "Action Taken: BAC Sec. (for APP) on the upper right portion of the Purchase Request.			
	1.3 Record the transaction in the logbook and return all the requirements to the Client.	None	5 minutes	<i>PMO/BAC Secretariat Staff</i> Procurement Management Office (PMO)
	1.4 Forward the PR together with the requirements to the Financial Management Services Division.	None	20 minutes	<i>PMO/BAC Secretariat Staff</i> Procurement Management Office (PMO)
	<b>Total</b>	<b>None</b>	<b>40 minutes</b>	



## B. Completion of procurement and issuance of Purchase Order (PO)/Notice to Proceed (NTP)

This service gives details in the finalization of the selection and negotiation with suppliers, leading to the formal issuance of a Purchase Order or Notice to Proceed.

<b>Office or Division:</b>	BAC SECRETARIAT OFFICE			
<b>Classification:</b>	Highly Technical			
<b>Types of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	End-User and Winning Bidder			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Approved Purchase Request (3 copies)			Office of the President	
2. Original Program of Work/Terms of Reference (3 copies)			End-user	
3. Request for Quotation (RFQ)			PMO/BAC Secretariat	
4. Invitation to Bid (ITB)			PMO/BAC Secretariat	
5. Bidding Documents			PMO/BAC Secretariat	
6. Bid Evaluation and Post Qualification Report			PMO/BAC Secretariat	
7. Purchase Order (PO)			PMO/BAC Secretariat	
8. Notice of Award (NOA)			PMO/BAC Secretariat	
9. Notice to Proceed (NTP)			PMO/BAC Secretariat	
10. Contract			PMO/BAC Secretariat	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Obtain/Receive the Approved Contract for Notarization	1.1 Receive and log the Approved Purchase Request and supporting documents	None	5 minutes	<i>PMO/BAC Secretariat Staff</i> Procurement Management Office (PMO)
	1.2 Determine the mode of procurement of the approved Purchase	None	2 minutes	<i>PMO/BAC Secretariat Staff</i>

	<p>Request/Job Order and prepare BAC Resolution.</p> <p>1.3 Prepare Request for Quotation for the Alternative Mode of Procurement/ Bidding Documents for Public Bidding</p> <p>1.4 Post the Request for Quotation/Bidding Documents at the PhilGEPS and Agency website with ABC above 50,000.00 and schedule the conduct of public bidding. (Bidding as Mode of Procurement)</p> <p>1.5 Conduct canvassing for request undertaken through Alternative Mode of Procurement. (Alternative Mode of Procurement)</p> <p>1.6 Conduct public bidding. (Bidding as Mode of Procurement)</p> <p>1.7 Conduct bid evaluation and postqualification. (Bidding as Mode of Procurement)</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>1 - 3 days</p> <p>1 day</p> <p>3 – 7 days</p> <p>7 – 21 days</p> <p>7- 14 days</p>	<p>Procurement Management Office (PMO)</p> <p><i>PMO/BAC Secretariat Staff</i> Procurement Management Office (PMO)</p> <p><i>PMO/BAC Secretariat Staff</i> Procurement Management Office (PMO)</p> <p><i>PMO/BAC Secretariat Staff</i> Procurement Management Office (PMO)</p> <p><i>PMO/BAC Secretariat Staff</i> Procurement Management Office (PMO)</p>
--	--	---	---	--



	<p>1.8 Issue a Purchase Order signed by the University Accountant and President to the winning bidder. (Alternative Mode of Procurement)</p> <p>1.9 Prepare a BAC Resolution, Notice of Award (NOA), Contract/Purchase Order and Notice to Proceed (NTP) signed by the members of BAC and the Head of the Procuring Entity to be issued to the winning bidder.</p>	<p>None</p> <p>None</p>	<p>7- 10 days</p> <p>21 days</p>	<p><i>BAC TWG</i></p> <p><i>PMO/BAC Secretariat Staff</i> Procurement Management Office (PMO)</p> <p><i>PMO/BAC Secretariat Staff</i> Procurement Management Office (PMO)</p>
2. Obtain/Receive the Approved Contract for Notarization	2.1 Provide the Approved Contract to the Contractor/Winning Bidder for Notarization.	None	5 minutes	<i>PMO/BAC Secretariat Staff</i> Procurement Management Office (PMO)
3. Submit the Notarized Contract	3.1 Give one (1) Original Notarized Copy to the Contractor.	None	5 minutes	<i>PMO/BAC Secretariat Staff</i> Procurement Management Office (PMO)
4. Put the date and affix name and signature to acknowledge receipt of the Notice to Proceed.	4.1 Issue the Notice to Proceed (NTP) and have the Authorized Representative acknowledge the receipt.	None	5 minutes	<i>PMO/BAC Secretariat Staff</i> Procurement Management Office (PMO)
<b>TOTAL:</b>		<b>None</b>	<b>(Bidding as Mode of Procurement)</b>	



		<b>70 days (RA 9184) and 22 minutes</b>  <b>(Alternative Mode of Procurement)</b> <b>19 days (RA 9184) and 22 minutes</b>	
--	--	--	--



## 2.11 PROPERTY AND SUPPLY MANAGEMENT OFFICE

### A. Issuance of Goods, Materials and Equipment

This process provides the procedure in the issuance of goods, materials, and equipment to the employee of the University procured through R.A. 9184 by the Property and Supply Management Office.

<b>Office or Division:</b>	Property and Supply Management Office			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	G2G			
<b>Who may avail:</b>	All End-users			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Purchase Order			BAC Office	
2. Distribution list of End-Users if multiple issuance			BAC Office	
3. Delivery Receipt/Sales Invoice			Supplier	
4. Inspection Report			Property Inspector	
5. Property Acknowledgment Receipt (PAR)/Inventory Custodian Slip (ICS)/Requisition and Issue Slip (RIS)			PSMO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Withdraw supplies/ materials/equipment from the PSMO.	1.1 Check if goods are delivered and inspected.	None	5 minutes	PSMO Personnel
	1.2 Prepare the signed RIS/ICS/PAR for the employee's signature.	None	5 Minutes	PSMO Personnel Supply Officer
2. Sign RIS for supplies and materials / ICS for semi-expendable goods / PAR for equipment	2.1 Receive the signed RIS/ICS/PAR.	None	1 Minute	PSMO Personnel
	2.2 Check that all documents are duly signed by the employee.	None	3 Minutes	PSMO personnel
	2.3 Furnish the employee	None	1 Minute	PSMO personnel



	a signed copy of his/her RIS/ICS/PAR. 2.4 Release the goods as to quantity stipulated in the RIS/ICS/PAR with reference to the Purchase Order and distribution list furnished by the BAC Office.	None	20 minutes for items of small quantity (1 to 50 items) 1 hour for large quantity items.	PSMO personnel
3. Receive the copy of the signed RIS/ICS/ARE together with the supplies and materials/semi-expandable goods/equipment listed.				
	<b>Total</b>	<b>None</b>	<b>35 Minutes for small quantity 1 hour and 15 minutes for large quantity items</b>	





## 2.12 RECORDS MANAGEMENT OFFICE

### A. Receiving of Documents

All incoming communications and documents must pass through the Records Management Office for recording and control.

<b>Office or Division:</b>	Records Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government), G2C - Government to Citizen, G2B - Government to Business			
<b>Who may avail:</b>	All (Internal and External)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Communication/document		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Present the document/s	Receive the document/s and check the completeness of the signatories and attachments and decide to accept/deny the documents  If accepted, stamp <b>"RECEIVED"</b> , affix the initial, assign control number and indicate the date and time	None	1 minute	Records Management Officer, Receiving/Releasing Clerk  Records Management Officer, Receiving/Releasing Clerk



	received and give the client's copy. If denied, return to the client.			
2. Receive the file copy or the returned denied documents			2 minutes	Records Management Officer, Receiving/Releasing Clerk
	<b>TOTAL</b>	<b>None</b>	<b>3 minutes</b>	



## B. Releasing of Documents

All documents received by the Records Management Office are release to recipients personally, through email or through courier

<b>Office or Division:</b>	Records Management Office			
<b>Classification :</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government), G2C - Government to Citizen, G2B - Government to Business			
<b>Who may avail:</b>	All (Internal and External)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Sign on the Record's Copy of the documents with the date and time received  Or	Disseminate/release the received documents:  Personally release to concerned personnel/offices;	None	Within the day*	Records Management Officer  Receiving/Releasing Clerk or Encoder
	Or Send/release through email by scanning the documents and attachments to concerned internal and external clients or offices		2 minutes	
	Or		2 minutes	
			1 hour	Records Management Officer Encoder



Acknowledge the email	Mail the documents to external clients or offices through couriers			Records Management Officer Receiving/Releasing Clerk
	<b>TOTAL</b>	<b>NON E</b>	<b>Personal: 2 minutes</b> <b>Via email: 2 minutes</b> <b>Via mail: 1 hour</b>	

\*Documents will be released on the next day if:  
to be released personally but received after 4:00PM;  
to be released through email but received after 4:30PM; and  
to be mailed via courier but received after 2:00PM.



### C. Authentication

Photocopies of documents of the University and documents of the applicants can be authenticated upon presentation of the original copy.

<b>Office or Division:</b>	Records Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government), G2C - Government to Citizen, G2B - Government to Business			
<b>Who may avail:</b>	Faculty, Staff and Job Order Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Documents		Clients		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Present the documents	Receive the documents and check the photocopy, scanned, and/or printed copy of the documents against the original copy presented. If the copy is electronically or digitally issued, check the source or the email. If the documents are credible and valid, accept the documents. If not, return.	None	3 minutes	Records Management Officer Receiving/Releasing Clerk
2. Wait for the advised date				



<p>or time of release or receive the returned documents</p> <p>3. Claim and sign on the Authentication Logbook</p>	<p>Process the accepted documents (stamping, recording and signing)</p> <p>Return the authenticated documents to the client</p>		<p>Within 3 days for internal clients and within 1 day for applicants*</p> <p>2 minutes</p>	<p>Records Management Officer, Receiving/Releasing Clerk</p> <p>Records Management Officer Receiving/Releasing Clerk</p> <p>Records Management Officer Receiving/Releasing Clerk</p>
	<p><b>TOTAL</b></p>	<p><b>None</b></p>	<p><b>Invalid documents: 4 minutes</b></p> <p><b>Valid documents for internal clients: within 3 days,</b></p> <p><b>Valid documents for applicants: within the day</b></p>	



## D. Standard Freedom of Information (FOI) Request

FOI is a government mechanism, which allows Filipino citizens to request any information about government transactions and operations, provided that it shall not put into jeopardy – privacy and matters of national security.

<b>Office or Division:</b>	Records Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Faculty, Staff and Job Order Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
FOI Request Form (RMO-TAL-F.03)		Records Management Office		
Government-issued ID		Government Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Secure FOI Request Form (RMO-TAL-F.03)	Give FOI Request Form (RMO-TAL-F.03)	None	1 minute	Records Management Officer Receiving/Releasing Clerk
2. Fill-out the form and attach the photocopy of the government-issued ID	Receive the filled-out form and check the completeness of the form and the original ID against the attached photocopy. If complete, advise the client to wait for the		3 minutes	Records Management Officer Receiving/Releasing Clerk



<p>3. Receive the requested document and sign on the FOI request form and on the logbook</p>	<p>communication to claim.</p> <p>Process the request</p> <p>Release the request. Let the client sign on the FOI request form and on the logbook</p>		<p>Within 15 days</p> <p>2 minutes</p>	<p>FOI Receiving Officer</p> <p>FOI Decision Maker</p> <p>FOI Receiving Officer</p> <p>Receiving/Releasing Clerk</p>
	<p><b>TOTAL</b></p>	<p><b>None</b></p>	<p><b>15 days and 6 minutes</b></p>	





## **FEEDBACK AND COMPLAINTS MECHANISM**



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	<p><b>For walk-ins:</b> Clients may answer the feedback form (Customer/Client Satisfaction Survey) in the Public Assistance and Complaints Desk (PACD) and drop it in the feedback and complaints drop box.</p> <p><b>For online:</b> Survey Form can be access through <a href="https://chmsu.edu.ph/Customer%20feedback/">https://chmsu.edu.ph/Customer%20feedback/</a> or you may email at <a href="mailto:pme.office@chmsu.edu.ph">pme.office@chmsu.edu.ph</a> Other concerns may be coursed through the Office of the Vice President for Administration and Finance. Email address: <a href="mailto:vpaf@chmsu.edu.ph">vpaf@chmsu.edu.ph</a> Contact Number: 034-4540584 loc 105</p>
How is feedback processed?	<p><b>For walk-ins:</b> The Office of the Planning, Monitoring, and Evaluation compiles and records all feedback submitted. Feedback requiring clarifications are forwarded to the personnel/office concerned who will be required to answer within three (3) days or 72 hours from the receipt of the feedback/complaint.</p> <p><b>For emails/calls:</b> The Receiving Officer verifies the nature of the feedback/complaint and endorsed it to the personnel concerned via email, copy furnished the CHMSU Committee on Anti-Red Tape (CART). Upon receipt of the reply from the personnel/office concerned, the Receiving Officer informs the client via email or through phone call.</p>
How to file complaint?	<p>To file a complaint against the Agency, the complainant shall provide the following details via email:</p> <ul style="list-style-type: none"> <li>- Full name and contact information of the complainant</li> <li>- Gender</li> <li>- Narrative/Details of the complaint</li> <li>- Evidence</li> <li>- Name of the person/office being complained</li> </ul> <p>You may send all complaints against CHMSU to <a href="mailto:vpaf@chmsu.edu.ph">vpaf@chmsu.edu.ph</a> or call us at 034-4540584 loc 105</p> <p>Or you may course them through:</p> <p><b>Presidential Complaint Center (PCC)</b> <a href="mailto:pcc@malacañang.gov.ph">pcc@malacañang.gov.ph</a> Hotline 8888 or 82498310 loc. 8175 or 8182</p>



	<p><b>Contact Center ng Bayan (CCB)</b> <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> 0908-881-6565</p>
How are complaints being processed?	<p>All complaints received against the Agency shall be evaluated by the CHMSU Committee on Anti-Red Tape (CART). Upon review and evaluation of the complaints received, the CHMSU CART shall investigate and coordinate with the person/office concerned. The person/office concerned will be required to answer the complaint within 3 business days or 72 hours upon receipt from the complainant or upon receipt of the referral from hotline 8888 or CCB. The CHMSU CART will submit the documents to the Office of the University President for appropriate action. The CHMSU CART shall give feedback to the client via email. For follow up or queries, the contact information is: 034-4540584 loc 105</p>



## LIST OF OFFICES



## I. OFFICE OF THE UNIVERSITY PRESIDENT

OFFICE	ADDRESS	CONTACT INFORMATION
Audit Management Office	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 162 Email: <a href="mailto:audit.management@chmsu.edu.ph">audit.management@chmsu.edu.ph</a>
Information and Communications Technology (ICT) Unit	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 110 Email: <a href="mailto:ict.office@chmsu.edu.ph">ict.office@chmsu.edu.ph</a>
Legal Unit	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 162 Email:
Office of the University Board Secretary	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 123 Email: <a href="mailto:board.secretary@chmsu.edu.ph">board.secretary@chmsu.edu.ph</a>
Office of the University President	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 122 Email: <a href="mailto:president.office@chmsu.edu.ph">president.office@chmsu.edu.ph</a>
Physical Plant Development and Management (PPDM) Office	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 115 Email: <a href="mailto:ppdm@chmsu.edu.ph">ppdm@chmsu.edu.ph</a>
Planning, Monitoring, and Evaluation (PME) Office	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 127 Email: <a href="mailto:pme.office@chmsu.edu.ph">pme.office@chmsu.edu.ph</a>
Quality Management Office	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 107 Email: <a href="mailto:gm@chmsu.edu.ph">gm@chmsu.edu.ph</a>



## II. OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION AND FINANCE

OFFICE	ADDRESS	CONTACT INFORMATION
Accounting Section	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 112 Email: <a href="mailto:financeoffice@chmsu.edu.ph">financeoffice@chmsu.edu.ph</a>
Business Affairs Office	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 144 Email: <a href="mailto:businessaffairs@chmsu.edu.ph">businessaffairs@chmsu.edu.ph</a>
Budget Section	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 112 Email: <a href="mailto:financeoffice@chmsu.edu.ph">financeoffice@chmsu.edu.ph</a>
Cashier Management Section	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 129 Email: <a href="mailto:cashier.talisay@chmsc.edu.ph">cashier.talisay@chmsc.edu.ph</a>
Disaster Risk Reduction and Management Office	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 152 Email: <a href="mailto:disater.management@chmsc.edu.ph">disater.management@chmsc.edu.ph</a>
General Services Office	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 129 Email: <a href="mailto:generalservices.office@chmsu.edu.ph">generalservices.office@chmsu.edu.ph</a>
Human Resource Management Office	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 129 Email: <a href="mailto:hrmo@chmsu.edu.ph">hrmo@chmsu.edu.ph</a>
Office of the CAO / VPAF	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 105 Email: <a href="mailto:vpaf@chmsu.edu.ph">vpaf@chmsu.edu.ph</a>
Procurement Management Office	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 142 Email: <a href="mailto:bac.sec@chmsu.edu.ph">bac.sec@chmsu.edu.ph</a>
Records Management Office	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 114 Email: <a href="mailto:records.office@chmsu.edu.ph">records.office@chmsu.edu.ph</a>
Supply and Property Management Office	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 146 Email: <a href="mailto:psmo@chmsu.edu.ph">psmo@chmsu.edu.ph</a>



### III. OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS

OFFICE	ADDRESS	CONTACT INFORMATION
Alumni Affairs Office	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 124 Email: <a href="mailto:alumni.relations@chmsu.edu.ph">alumni.relations@chmsu.edu.ph</a>
Center for Internationalization and External Relations (CIER) Office	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 125 Email: <a href="mailto:cier@chmsu.edu.ph">cier@chmsu.edu.ph</a>
Office of the Dean of College of Arts and Sciences	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 136 Email: <a href="mailto:cas.talisay@chmsu.edu.ph">cas.talisay@chmsu.edu.ph</a>
Office of the Dean of College of Business Management and Accountancy	Brgy. Estefania, Bacolod City, Negros Occidental, 6100	Phone Number: (034)-433-4611 Email: <a href="mailto:executivedirector.fortunetowne@chmsu.edu.ph">executivedirector.fortunetowne@chmsu.edu.ph</a>
Office of the Dean of College of Computer Studies	Brgy. Alijis, Bacolod City, Negros Occidental, 6100	Phone Number: (034)-438-8148 Email:
Office of the Dean of College of Criminal Justice	Brgy. Enclaro, Binalbagan, Negros Occidental, 6109	Phone Number: (034)-434-7067 Email: <a href="mailto:cj.criminology@chmsu.edu.ph">cj.criminology@chmsu.edu.ph</a>
Office of the Dean of College of Education	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 135 Email: <a href="mailto:college.education@chmsc.edu.ph">college.education@chmsc.edu.ph</a>
Office of the Dean of College of Engineering	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 130 Email: <a href="mailto:college.engineering@chmsu.edu.ph">college.engineering@chmsu.edu.ph</a>
Office of the Dean of College of Fisheries	Brgy. Enclaro, Binalbagan, Negros Occidental, 6109	Phone Number: (034)-434-7067 Email: <a href="mailto:cj.criminology@chmsu.edu.ph">cj.criminology@chmsu.edu.ph</a>
Office of the Dean of College of Industrial Technology	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 120 Email: <a href="mailto:college.cit@chmsu.edu.ph">college.cit@chmsu.edu.ph</a>
Office of the Advanced Education Program	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 165 Email: <a href="mailto:advancededucationprograms@chmsu.edu.ph">advancededucationprograms@chmsu.edu.ph</a>
Office of the Admission and Registrarship	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 111 Email: <a href="mailto:registrar.office@chmsu.edu.ph">registrar.office@chmsu.edu.ph</a>



Office of the Curriculum and Instructional Materials Development	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 116 Email: <a href="mailto:cimd@chmsu.edu.ph">cimd@chmsu.edu.ph</a>
Office of the Guidance Services	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 136 Email: <a href="mailto:guidance.talisay@chmsu.edu.ph">guidance.talisay@chmsu.edu.ph</a>
Office of the Library and Information Services	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 119 Email: <a href="mailto:library.talisay@chmsu.edu.ph">library.talisay@chmsu.edu.ph</a>
Office of the National Service Training Program	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 156 Email: <a href="mailto:nstp.talisay@chmsc.edu.ph">nstp.talisay@chmsc.edu.ph</a>
Office of the Students Affairs and Services	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 132 Email: <a href="mailto:osas.talisay@chmsu.edu.ph">osas.talisay@chmsu.edu.ph</a>
Office of the VPAA	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 103 Email: <a href="mailto:vpaa@chmsu.edu.ph">vpaa@chmsu.edu.ph</a>
Dental Clinic	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 148 Email: <a href="mailto:dental.clinic@chmsu.edu.ph">dental.clinic@chmsu.edu.ph</a>
Medical Clinic	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 168 Email: <a href="mailto:medical.clinic@chmsu.edu.ph">medical.clinic@chmsu.edu.ph</a>





#### IV. OFFICE OF THE VICE PRESIDENT FOR RESEARCH AND EXTENSION

OFFICE	ADDRESS	CONTACT INFORMATION
Office of the Extension and Community Services	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 154 Email: <a href="mailto:extension.community@chmsc.edu.ph">extension.community@chmsc.edu.ph</a>
Office of the Intellectual Property Management	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 180 Email: <a href="mailto:intellectual.property@chmsu.edu.ph">intellectual.property@chmsu.edu.ph</a>
Office of the Research and Development Services	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 154 Email: <a href="mailto:extension.community@chmsc.edu.ph">extension.community@chmsc.edu.ph</a>
Office of the VPRE	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 454 0529 / (034) 454 0584 Local no. 104 Email: <a href="mailto:vpre@chmsu.edu.ph">vpre@chmsu.edu.ph</a>

