



BENGUET STATE UNIVERSITY

CITIZEN'S CHARTER

ANTI **RED-TAPE** ACT (ARTA): RA 9485

FRONTLINE SERVICES

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VISION

A PREMIER UNIVERSITY delivering world-class education that promotes sustainable development amidst climate change.



MISSION

To provide quality education to enhance food security, sustainable communities, industry innovation, climate resilience, gender equality, institutional development and partnerships.



CORE VALUES

(SLIDES)

- Student-centered
- Leadership
- Integrity
- Diversity
- Efficiency
- Service



GOALS

- Goal I.** To develop proactive programs to ensure relevant quality education
- Goal II.** To develop proactive programs for quality service
- Goal III.** To enhance responsive systems and procedures for transparent institutional development
- Goal IV.** To develop relevant and gender sensitive research and extension programs for institutional development, sustainable communities, climate resilience, industry innovation, and partnerships
- Goal V.** To strengthen and expand public-private partnership

I. Office of the University Registrar

A. Application for:

1. OTR Official Transcript of Records
2. TCG True Copy of Grades
3. CTC Certificate of Transfer Credentials
4. CAV Certification, Authentication & Verification
5. CD Course Description
6. D Diploma
7. ID New and Replacement of Identification Card

B. Application for Certification of:

1. Enrollment
2. No Special Order Required
3. General Weighted Average
4. As Honor Graduate
5. Graduation
6. Earned Credits
7. Medium of Instruction

II. Office of Student Services

A. Application for:

1. CQE College Qualification and Result
2. CGMC Certificate of Good/Moral Character, and
3. Issuance
4. Dorm Dormitory (Ladies/Men)

B. Request:

1. Student Employment Services Certification

C. Processing of Scholarships and Grants

D. Outside Invitations for Students' Participation

E. Guidance and Counseling Office Life Coaching

III. University Health Services

A. Pre-enrollment Physical Examination

B. Medical Consultation & Treatment

C. Dental Consultant & Treatment

IV. University Library and Information Services

A. Borrowing of Books

B. ID Validation

C. Use of Library Services/Facilities

V. Cashier's Office

A. Collection of Fees

B. Cash/Check Disbursement

VI. Accounting Office

A. Issuance of:

1. Statement of Accounts
2. Examination Permit
3. Application for Refund of Fees

VII. Research and Extension

A. Arrangement of Extension Services

VIII. Human Resource Management

A. Application and Issuance of Employment Service Record

VIII. University Public Affairs Office

A. Information Services

B. Media Services

C. Visitor Services

Office of the University Registrar

Service: **APPLICATION FOR CERTIFICATION OF ENROLLMENT/FINAL GRADES/UNITS EARNED/GENERAL WEIGHTED AVERAGE/MEDIUM OF INSTRUCTION/ CERTIFICATE OF GRADUATION, CERTIFICATION AS HONOR GRADUATE/NO SPECIAL ORDER REQUIRED**

Service Provider: **Student Records and Appraisal Section**

Schedule of Availability of Service: **8:00AM-5:00PM, Monday-Friday "NO NOON-BREAK"**

Clients/Customers: **Students/Parents/Guardians/Scholarship or Grantee Sponsors/ Verifying Agencies/Duly Authorized Representative**

Requirements: **One (1) Valid ID, Present Authorization Letter if Representative**

Processing time: **10 minutes for graduates/non-scholars/grantees; 33 minutes for scholars/grantees and clients that needs to accomplish clearance**

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
1	Present school/ valid ID Card, Authorization letter (in the case of a representative) and fills up the Request Form. For scholar/ grantee: proceed to Office of Student Services (OSS) to have the form be signed.	Assist in filling up of the request form. Assess the fee/s. Issues University Clearance, if applicable.	3 minutes	50.00/1 copy (Undergraduate program) 100.00/1 copy (Graduate program)	Victoria S. Dona	Medical record
2	Submit accomplished Request Form & Clearance, and Official Receipt	Receive and Check completeness of Request Form and University Clearance. Receive Official Receipt and schedule the date of release (within 5 working days). Issue claim stub.	7 minutes 30 minutes for scholars/grantees 25 minutes for clients that needs to accomplish clearance:	None		None
Total Duration			10 or 33 minutes			
Under normal condition means (1) Enrollment requirements are complete (Medical Slip, Form 138, Form 137 and PSA (NSO) Birth Certificate and Marriage Certificate, if applicable); (2) no long queue at the Cashier and (3) all signatories in the Clearance are present in their respective offices.						
--- END OF TRANSACTION ---						

Service: **APPLICATION FOR DIPLOMA (1ST APPLICATION-AFTER GRADUATION AND REPLACEMENT)**

Service Provider: **Student Records and Appraisal Section**

Schedule of Availability of Service: **8:00AM-5:00PM, Monday-Friday "NO NOON-BREAK"**

Clients/Customers: **Students/Parents/Guardians/Duly Authorized Representatives**

Requirements: **Two (2) Valid IDs, Student's Clearance, Present Authorization Letter if Representative**

Processing time: **8 minutes**

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
1	Present school/ valid ID Card, Authorization letter (in the case of a representative) and fills up the Request Form.	Issue Request Form and University Clearance, if applicable Assess fees	3 minutes	None	Victoria S. Dona	BSU-SOP 04-F05; BSU-SOP 04-F03
2	Submits accomplished Request Form & Clearance, and Official Receipt and Affidavit if Replacement of Diploma)	Check completeness of request form Check completeness of credentials Receive official receipt, Affidavit and schedules the date of release (within 10 working days) Issue claim stub	5 minutes	200.00		BSU-SOP 04-F05; BSU-SOP 04-F03
Total Duration			8 minutes			
Under normal condition means (1) Enrollment requirements are complete (Medical Slip, Form 138, Form 137 and PSA (NSO) Birth Certificate and Marriage Certificate, if applicable); (2) no long queue at the Cashier and (3) all signatories in the Clearance are present in their respective offices.						
--- END OF TRANSACTION ---						

Office of the University Registrar

Service: **APPLICATION FOR OFFICIAL TRANSCRIPT OF RECORDS (OTR), TRUE COPY OF GRADES (TCG), AND CERTIFICATE OF TRANSFER CREDENTIALS (CTC) (ACTIVE, INACTIVE, GRADUATES -1ST APPLICATION AFTER GRADUATION and GRADUATES- SUCCEEDING APPLICATION**

Service Provider: **Student Records and Appraisal Section**

Schedule of Availability of Service: **8:00AM-5:00PM, Monday-Friday "NO NOON-BREAK"**

Clients/Customers: **Students/Parents/Guardians/Duly Authorized Representatives**

Requirements: **Two (2) Valid IDs, Present Authorization Letter if Representative**

Processing time: **13 minutes for Active and Graduates with succeeding application for OTR and 33 minutes for Inactive and new graduates**

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
1	Present school/ valid ID Card, Authorization letter (in the case of a representative) and fills up the Request Form.	Issue Request Form and University Clearance if applicable. Assess fees.	3 minutes Clearance will be accomplished by Inactive and new Graduates who will request for OTR after their graduation.	none	Victoria S. Dona	BSU-SOP 04-F05; BSU-SOP 04-F03
2	Submit accomplished Request Form & Clearance, and Official Receipt.	Check completeness of request form and University Clearance, if applicable. Locate the student's file. Check completeness of credentials, if not, informs the student of lacking credentials. Receive Official Receipt and schedules the date of release (within 10 working days). Issue claim stub.	10 minutes 30 minutes for inactive and new graduates and other clients who needs to accomplish University Clearance	50.00/page		BSU-SOP 04-F05; BSU-SOP 04-F03
Total Duration			13 or 33 minutes			
Under normal condition means (1) Enrollment requirements are complete (Medical Slip, Form 138, Form 137 and PSA (NSO) Birth Certificate and Marriage Certificate, if applicable); (2) no long queue at the Cashier and (3) all signatories in the Clearance are present in their respective offices.						
--- END OF TRANSACTION ---						

Service: **APPLICATION FOR CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV)**

Service Provider: **Student Records and Appraisal Section**

Schedule of Availability of Service: **8:00AM-5:00PM, Monday-Friday "NO NOON-BREAK"**

Clients/Customers: **Students/Parents/Guardians/Duly Authorized Representative**

Requirements: **Original copies of Diploma and Official Transcript of Records, in case of graduates of Bachelor of Science in Nursing (BSN)-original copy of Clinical Practice (CLE), Authorization Letter if a Representative**

Processing time: **10 minutes**

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
1	Present school/valid ID Card, Authorization letter (in the case of a representative) and original and photocopies of document/s.	Assist in filling up of the request form. Verifies/confirm the authenticity of the original document/ record/s. Assesses the fees.	3 minutes	50.00/CAV 50.00/set; 20.00/additional set (set is 1 of each of two kinds of document student record, ex. 1 photocopy of Diploma and 1 photocopy of OTR or two copies of same document)	Victoria S. Dona	OUR FORM 03-01
2	Submit accomplished Request Form and Official Receipt.	Receive and Checks completeness of Request Form. Receive Official Receipt and schedules date of release (within 5 working days). Issue claim stub.	7 minutes	None		None
Total Duration			10 minutes			
Under normal condition means (1) Enrollment requirements are complete (Medical Slip, Form 138, Form 137 and PSA (NSO) Birth Certificate and Marriage Certificate, if applicable); (2) no long queue at the Cashier and (3) all signatories in the Clearance are present in their respective offices.						
--- END OF TRANSACTION ---						

Office of the University Registrar

Service: AUTHENTICATION /CERTIFIED TRUE COPY OF STUDENT DOCUMENT

Service Provider: Student Records and Appraisal Section

Schedule of Availability of Service: 8:00AM-5:00PM, Monday-Friday "NO NOON-BREAK"

Clients/Customers: Students/Parents/Guardians/Scholarship or Grantee Sponsors/ Verifying Agencies/Duly Authorized Representative

Requirements: One (1) Valid ID, Original and photocopy/ies of document/s or student, Authorization Letter if a Representative

Processing time: 10 minutes

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
1	Present school/ valid ID Card, Authorization letter (in the case of a representative). Presents the original and photocopied student document/ record.	Assist in filling up the request form. Verify/confirm the authenticity of the original document/student record/s. Assess the fee/s.	3 minutes	50.00/set (set is 1 of each of two kinds of document/student record, ex. 1 photocopy of Diploma and 1 photocopy of OTR or two copies of one document)	Victoria S. Dona	OUR FORM 03-01
2	Submit accomplished Form and Official Receipt.	Receive accomplished form, original and photocopies of document and official receipt. Request client to wait for the authenticated document/s.	5 minutes	None		None
3	Receive the authenticated document. Sign in the log book.	Issue the authenticated document/s.	2 minutes	None		Claim stub
Total Duration			10 minutes			
Under normal condition means (1) Enrollment requirements are complete (Medical Slip, Form 138, Form 137 and PSA (NSO) Birth Certificate and Marriage Certificate, if applicable); (2) no long queue at the Cashier and (3) all signatories in the Clearance are present in their respective offices.						
--- END OF TRANSACTION ---						

Service: IDENTIFICATION CARD (NEW ID AND REPLACEMENT OF ID)

Service Provider: Technical and Archiving Section

Schedule of Availability of Service: 8:00AM-5:00PM, Monday-Friday "NO NOON-BREAK"

Clients/Customers: Students

Requirements: One (1) Valid ID, Enrollment Form, Official Receipt, Affidavit of Loss/Explanation (if replacement of ID)

Processing time: 28 minutes

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
1	Present school/valid ID.	Issue request form Assesses fees	3 minutes	None	Jeric Amor D. Mabale Germaine C. Lutong Elsie S. Maammo	OUR Form 02-01
2	Submit accomplished Request Form and Official Receipt and Affidavit (In case of Replacement)	Check enrollment form if stamped with "Registered", completeness of Request Form (For new student). Receive Official Receipt. Receive Affidavit. Encode all entries. Take picture of student.	10 minutes	186.00		OUR Form 02-01
3	Check correctness of all entries in the ID Card. Sign on the signature pad. Sign in the Log book.	Print and issue identification Card, Lace and Case.	15 minutes	None		
Total Duration			28 minutes			
--- END OF TRANSACTION ---						

Office of the University Registrar

Service: OFFICIAL TRANSCRIPT OF RECORDS (OTR)

TRUE COPY OF GRADES (TCG)

CERTIFICATE OF TRANSFER CREDENTIALS (CTC)

CERTIFICATE OF GRADUATION

CERTIFICATION AS HONOR GRADUATE/NO SPECIAL ORDER REQUIRED

CERTIFICATION OF ENROLLMENT/FINAL GRADES/UNITS EARNED/GENERAL WEIGHTED AVERAGE/

MEDIUM OF INSTRUCTION

OTHER RELATED REQUESTS FOR CERTIFICATION

DIPLOMA

CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV)

COURSE DESCRIPTION

Service Provider: Student Records and Appraisal Section

Schedule of Availability of Service: 8:00AM-5:00PM, Monday-Friday "NO NOON-BREAK"

Clients/Customers: Students

Requirements: Two (2) Valid IDs, Present Authorization Letter if Representative

Processing time: 5 minutes

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
1	Present claim stub.	Receive claim stub.	1 minute	None	Victoria S. Dona	Claim stub
2	Sign in log book.	Retrieve from the file of requests and Release the requested document	4 minutes			
Total Duration			5 minutes			
--- END OF TRANSACTION ---						

Office of Student Services

Service: **ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER (CGMC)**
 Service Provider: **STUDENT DEVELOPMENT SERVICES – STUDENT DISCIPLINE UNIT (SDS-SDU)**

Schedule of Availability of Service: **Monday to Friday; 8:00 AM to 12:00 NN; 1:00 PM to 5:00 PM**

Clients/Customers: **BSU Alumni and Students, Parents and Guardians**
 Requirements: **Official Receipt (OR) of Payment with endorsement of OSS-SDS-SSGU**
 Processing time: **40 minutes**

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
1	Present the Official Receipt of Payment	Check record of requesting client on the Master list of Dispensed Cases	10 minutes	None	Editha A. Grande	Official Receipt (OR) of Payment of Certification
2	Write the pertinent information at the back of the Official Receipt: a. Course of requesting student b. School year and semester the student was last enrolled in the University c. The specific purpose for the certificate being requested d. The office where the certificate will be submitted	Prepare the certification Stamp the University dry on the CGMC	20 minutes	None		
3	Log in the date, your name, course and year, purpose and nature of transaction, time-in and time-out and signature on the OSS-SDS-SDU Transaction Log Sheets	Issue the certificate	10 minutes	None		
Total Duration			40 minutes			
--- END OF TRANSACTION ---						

Office of Student Services

Service: **CASE DISPENSATION**
 Service Provider: **Student Discipline Unit (SDU)**
 Schedule of Availability of Service: **Monday- Friday; 8:00 - 12:00 AM; 1:00 - 5:00 PM**
 Clients/Customers: **Referred Students with their Parents and/or Guardians and Referring Parties**
 Requirements: **Accomplished SDU Appointment Slip/s and/or Incident Report/s**
 Processing time: **Two (2) Calendar Months Hearing Duration**

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
1	File written complaint to the OSS Director through the SDU Head	Acknowledge receipt of lodged complaint and conduct initial intake interview	15 minutes	None	Referring Party and Editha A. Grande SDU Head	SDU Appointment Slip or Incident Report
2		Determine if report is sufficient to warrant formal investigation using the University Student Code of Conduct and Discipline (USCCD) as the legal basis	5 minutes		Editha A. Grande SDU Head	USCCD
3		Draw up written formal charge or Notice of Charge	1-2 days from receipt of written complaint		Editha A. Grande SDU Head	Notice of Charge/s
4	Receive Notice of Formal Charge/s with the copy of written complaint attached	Serve the Notice of Formal Charge/s with the copy of written complaint attached	5 minutes		Respondent/s and Editha A. Grande	Notice of Formal Charge/s and a copy of the SDU Appointment Slip or Incident Report
5	Answer in writing case/s lodged	Await for and closely monitor the submission of the respondent/s written answer	3 days from receipt of charge/s (subject to extension if any)		Respondent/s and Editha A. Grande	
6	Submit signed written answers	Receive signed written answer	5 minutes		Respondent/s and Editha A. Grande	Signed Written Answers
7		Prepare Notices of Hearing to all concerned	1 hour		Editha A. Grande	
8	Receive respective Notice of Hearing	Serve respective Notice of Hearing	1-3 days	None	Respondent/s, Parent/Guardian, Complainant/s or Referring Party and SDU Head	Notices of Hearing
9	Appear during scheduled hearing/s	Facilitate the conduct of the scheduled case hearing/s	1-4 hours		Do above, SDS Chief and OSS Director	Attendance Sheet/s and the Complete Record/s of the Case/s
10		Prepare Case Hearing Reports and call for meeting for perusal and signature by all members of the OSS Investigative Committee	1-3 day/s after the termination of the hearing/s		SDU Head, SDS Div. Chief and OSS Director	Minutes of Hearing/s
11		Forward a complete record of the case/s with its reports and recommendations to the Office of the University President through the University Legal Office and endorsed by the VPAA, for appropriate action/s involving "minor" offenses	within 1 week after the termination of the hearing/s		Editha A. Grande	Transmittal Letter (accompanying the case records)
12		Prepare Notices of Hearing to convene the Student Arbitration Board (SAB) for grave offenses with decisions entailing expulsion, exclusion or suspension for more than thirty (30) calendar days	1-2 days		Editha A. Grande SDU Head	Notices of Hearing

Office of Student Services

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
13	Receive respective Notice of Hearing	Serve respective Notice of Hearing	5 minutes		Respondent/s, Parent/Guardian, Complainant/s or Referring Party/ies, OSS Director, Legal Officer, VPAA, Concerned Dean or Director, SDS Chief, SDU Head & SSG President	Notices of Hearing
14	Appear during scheduled hearing/s	Facilitate the conduct of the scheduled case hearing/s	1-4 hours		Do above	Attendance Sheet/s and the Complete Record/s of the Case/s
15		Prepare Case Hearing Reports and call a meeting for perusal and signature by all members of the SAB	1-3 day/s after termination of hearing/s		SDU Head and SAB Members	Minutes of Hearing/s
16		Transmit report to the Office of the University for appropriate action/s and a copy forwarded to the OSS	within 5 days from receipt of the report		Editha A. Grande SDU Head	Transmittal Letter (accompanying the case records)
17	May file an appeal with the University President		within 5 days exclusive of Sundays and official holidays after receipt of decision		Respondent/s and the University President	Letter of Appeal
18		Prepare the Order to exact disciplinary action/s to be meted out	within 10 days exclusive of Sundays and official holidays after receipt of appeal		University Legal Officer and University President	Complete Record/s of the Case/s
19		Transmit the signed Order to the OSS	15-30 minutes		Office of the University President	
20		Receive signed Order	5 minutes		Editha A. Grande SDU Head	
21	Receive signed Order	Serve signed Order	5 minutes		Student respondent, his/her parents and SDU Head	
22		May review an appeal decision of the University President when the penalty is expulsion, suspension for more than one (1) academic year, or any other penalty of equivalent severity			Board of Regent (BOR)	
23	Serve the sanction/s meted out	Furnish copies of the Order to Dean or Director concerned, Office of the Vice President for Academic Affairs (OVPA), Office of Student Services (OSS) and the Office of the University Registrar (OUR)	Varying		Student - Respondent and Editha A. Grande SDU Head	Signed Order

--- END OF TRANSACTION ---

Service: **REQUEST FOR EMPLOYMENT CERTIFICATION**
 Service Provider: **VOCATIONAL AND PLACEMENT UNIT**
 Schedule of Availability of Service: **2:00 pm – 6:00 pm Monday to Friday; 8:00 am - 5:00 pm Saturdays**
 Clients/Customers: **BSU ALUMNI AND STUDENTS, COMPANY REPRESENTATIVES, PARENTS AND GUARDIANS**
 Requirements: **School ID or any valid Identification Card**
 Processing time: **32 minutes**

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
*Employment Certification is only issued to current and former student assistants who sourced their employment application to the VPU.						
1	Fill-out logbook of employment certification. Presents valid Identification Card	Verifies employment information in Master List of Student Assistants file.	10 minutes	None	Angeli T. Austria	VPU Logbook
2		Prepares Certificate of Employment Presents Certificate of Employment to the Chief- Student Wellness Services and OSS-Director for signature. Imprints the University Seal to the signed Certificate of Employment Issues signed and imprinted Certificate of Employment	20 minutes			
3	Receive the requested Certificate of Employment and affix signature in the logbook of employment certification		2 minutes			
Total Duration			32 minutes			

--- END OF TRANSACTION ---

Service: **GUIDANCE AND/OR COUNSELING OR LIFE COACHING OF STUDENTS REFERRED DUE TO ABSENCES AND TARDINESS**
 Service Provider: **Office of the Student Services-Student Wellness Services- Guidance and Counseling Unit (OSS-SWS-GCU)**
 Schedule of Availability of Service: **Mondays to Fridays; 8:00AM to 5:00PM (NO NOON BREAK)**
 Clients/Customers: **Students**
 Requirements: **The student obtains and fills-out Referral Slip from the instructor; prepares explanation letter and supporting documents.**
 Processing time: **40 minutes except counseling session**

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
1	Submit duly accomplished Referral Slip	Check records of absences or tardiness of student in the anecdotal forms	10 minutes	None	Maricris P. Ladey <i>Guidance Coordinator</i> Irene T. Alcantara <i>Guidance Counselor</i> Julie S. Annaway <i>Guidance Counselor</i> Angeli T. Austria <i>Guidance Counselor</i> Fay Ann P. Farangan <i>Guidance Counselor</i>	Referral Slip
2	Submit an explanation letter prepared or noted by parent/guardian and bring valid I.D. of the signatory or any valid document/s supporting the cause of absence/s or tardiness (examples: death certificate, medical certificate, certificate of appearance/ attendance/ participation/ recognition, invitation letters/programs with the name of the student indicated, marriage certificate, baptismal certificate, etc.)	Interview the student based on the explanation letter and verify supporting documents	20 minutes			
3	Submit self for counseling (as needed)	Counsel (as needed)	(1 hour)			
4	Registers on the Office's Logbook	Issues Class Admission Slip	10 minutes			
Total Duration			40 minutes			Class Admission Slip

--- END OF TRANSACTION ---

University Health Services

Service: **PRE-ENROLLMENT PHYSICAL EXAMINATION**
 Service Provider: **Medical and Dental Clinics**
 Schedule of Availability of Service: **8:00 AM to 5:00 PM**
 Clients/Customers: **Incoming College and Graduate Freshmen and Transferees**
 Requirements: **Notice of Admission, Chest X-ray reading, Long Folder and (1) 2 x 2 ID picture**
 Processing time: **50 minutes**

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
1	Submit Notice of Admission, Chest X-ray reading, Long Folder and (1) 2x2 ID picture	Instruct students with complete documents to fill out Medical and Dental Record Forms	15 minutes	None	Jane S. Baliag Melody P. Marchewka	Medical and Dental records
2	Submit yourself for procedures	Take the height, weight, blood pressure and pulse rate	5 minutes	None	Jane S. Baliag Melody P. Marchewka	None
3	Proceed to the Dental Clinic for examination	Conduct dental examination	10 minutes	None	Dr. Freddie L. Sayucop Pedro T. Dayao	Dental clearance slip
4	Proceed to the Medical Clinic for examination	Trace medical history, and conduct physical examination	20 minutes	None	Dr. Florence V. Poltic Dr. Maria Alice P. Torres Jane S. Baliag Melody P. Marchewka	Medical certificate
Total Duration			50 minutes			
--- END OF TRANSACTION ---						

Service: **MEDICAL CONSULTATION**
 Service Provider: **Medical Clinic**
 Schedule of Availability of Service: **8:00 AM to 5:00 PM**
 Clients/Customers: **Students, Employees, Dependents**
 Requirements: **Validated Student ID, Employee's ID**
 Processing time: **35 minutes**

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
1	Present your validated ID Tell your chief complaints	Retrieve patient's record Take vital signs and trace history of illness	15 minutes	None	Jane S. Baliag Melody P. Marchewka	Medical record
2	Have yourself examined	Examine the patient Prescribe medicine as needed	15 minutes	None	Dr. Florence V. Poltic Dr. Maria Alice P. Torres	Prescription / referral form / letter to parent or guardian
3	Receive your medicine Affix signature on the Treatment Logbook	Issue medicine Record issued medicine on the medicine logbook	5 minutes	None	Jane S. Baliag Melody P. Marchewka	None
Total Duration			35 minutes			
--- END OF TRANSACTION ---						

University Library and Information Services

Service: **VALIDATION OF IDs**
 Service Provider: **Librarians/Secretary / Library director**
 Schedule of Availability of Service: **8:00 AM to 5:00 PM**
 Clients/Customers: **Students**
 Requirements: **Enrolment Form; ID Card; Photocopy of ID card**
 Processing time: **9 minutes**

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
1	Present enrolment form marked registered from the registrar, together with photocopy of ID and the ID card	Receive the enrolment form, photocopy of ID Card and the ID card.	4 minutes	None	Perlita B. Manodon Marjorie C. Ricardo Library Staff on duty	Enrolment Form ID Card Photocopy of ID Card
2		Check the ID card if it is still in good condition		None		
3		Check enrolment for if marked registered from the OUR		None		
4	Return to the Registrar if the Form was not registered			None	OUR	
5	Return to Registrar for ID replacement if ID card is not in good condition	Give ID replacement form to be presented to the registrar		None		Request for ID replacement form
6		Attach validation sticker in the ID	5 minutes	None	Library Staff	Validated ID Card
Total Duration			9 minutes			
--- END OF TRANSACTION ---						

Service: **ISSUING OF REFERRAL LETTERS**
 Service Provider: **Secretary / Library director**
 Schedule of Availability of Service: **8:00 am – 6:00 pm Monday to Friday; 8:00 am - 5:00 pm Saturdays**
 Clients/Customers: **BSU Students, Faculty and Staff**
 Requirements: **Valid BSU ID**
 Processing time: **10 minutes**

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
1	Fill out the Form for Referral Letter.	Receive the Form for Referral Letter. Prepare the Referral Letter and have it signed by authorized personnel then give to client.	10 minutes	None	Perlita B. Manodon Marjorie C. Ricardo Library Staff on duty	Enrolment Form ID Card Photocopy of ID Card
2	Log in name and affix signature on the record book to acknowledge receipt	Check the ID card if it is still in good condition			Client	
Total Duration			10 minutes			
--- END OF TRANSACTION ---						

University Library and Information Services

Service: **LOANING OUT OF LIBRARY MATERIALS (FILIPINIANA SECTION)**

Service Provider: **Filipiniana Section, Control Desk**

Schedule of Availability of Service: **2:00 pm – 6:00 pm Monday to Friday; 8:00 am - 5:00 pm Saturdays**

Clients/Customers: **BSU Students, Faculty and Staff**

Requirements: **Valid BSU ID**

Processing time: **10 minutes**

S T E P S	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
1	Search the OPAC for the book or material needed.			None	Librarian/SA	Valid BSU ID
2	Write the call number, title and author of the book or material on the Call Slip.				Client	
3	Present Call Slip and Valid BSU ID to the in-charge at the counter.	Receive the Call Slip and retrieve the book or material needed from the shelves. Allow the client to check the book or material.	5 minutes		Florida D. Calias	Call Slip
4		Check Valid ID then let the client sign the Book Card.	1 minute			Valid BSU ID Book Card
5	Sign the Book Card.	Process the book or material in the Destiny library manager for circulation. Indicate the due date of the book or material then hand it to the client. Return client's ID.	3 minutes			
6	Receive properly recorded book or material.				Client	
7	When leaving the BSU Library premises, present the properly loaned out book or material to the in-charge at the Control Desk.	Check if the book or material has been properly recorded, if not, advise client to loan out book at the Filipiniana Section Counter.	1 minute		Cristita B. Aquino	
Total Duration			10 minutes			
--- END OF TRANSACTION ---						

Service: **RECEIVING OF LOANED OUT MATERIALS WITH OVERDUE FINES**

Service Provider: **Filipiniana Section, Control Desk**

Schedule of Availability of Service: **7:30 am – 6:00 pm Monday to Friday; 8:00 am - 5:00 pm Saturdays**

Clients/Customers: **BSU Students, Faculty and Staff**

Requirements: **Valid ID, Borrowed Book or Material**

Processing time: **7 minutes**

S T E P S	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
1	Return the borrowed book or material at the Control Desk.	Check-in the book or material in the Destiny Library Manager	3 minutes	none	Cristita B. Aquino	Book Borrowed Overdue Payment Form
2		Check if the book or material is returned within its due date.				
3		If the book or material is not returned within due date, inform the client of the overdue fine. Then give Overdue Payment Form.				
4	If book or material is overdue, fill out and sign the Overdue Payment Form then pay corresponding fees to the designated staff.	Receive the overdue fee then record the payment in the system	3 minutes	Php. 15/book/day	Perlita B. Manodon	Receipt
5	Sign the fines logbook.		1 minute	none		
Total Duration			7 minutes			
--- END OF TRANSACTION ---						

University Library and Information Services

Service: **LOANING OUT OF LIBRARY MATERIALS (GENERAL CIRCULATION SECTION)**

Service Provider: **Filipiniana Section, Control Desk**

Schedule of Availability of Service: **2:00 pm – 6:00 pm Monday to Friday; 8:00 am - 5:00 pm Saturdays**

Clients/Customers: **BSU Students, Faculty and Staff**

Requirements: **Valid BSU ID**

Processing time: **8 minutes**

S T E P S	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
1	Search the OPAC for the book or material needed.			None	Librarian/SA	Valid BSU ID
2	Write the call number, title and author of the book or material on the Call Slip.				Client	
3	Locate the book or material from the shelves. Request for assistance if necessary.				Florida D. Calias	Call Slip
4	After locating the book or material, present it together with Valid BSU ID at the General Circulation Charging Desk.	Check Valid ID then let the client sign the Book Card.	2 minutes			Valid BSU ID Book Card
5	Sign the Book Card.	Process the book or material in the Destiny library manager for circulation. Indicate the due date of the book or material then hand it to the client. Return client's ID.	5 minutes			
6	Receive properly recorded book or material.				Client	
7	When leaving the BSU Library premises, present the properly loaned out book or material to the in-charge at the Control Desk.	Check if the book or material has been properly recorded, if not, advise client to loan out book at the Filipiniana Section Counter.	1 minute		Cristita B. Aquino	
Total Duration			8 minutes			
--- END OF TRANSACTION ---						

Cashier's Office

Service: **CASH DISBURSEMENT**

Service Provider: **Cashier's Office**

Schedule of Availability of Service: **8:15 AM to 12:00 PM 1:15 – 5:00 PM; Monday to Friday except holidays. The service may not be available when disbursing officer in charge of cash is on leave or with official transaction with the bank.**

Clients/Customers: **Employees, Students, Parents/Guardians, Graduates, General Public**

Requirements: **Valid ID (Any government issued ID, ex: PRC ID, Postal ID; Company/ employer ID; School ID; Major Credit Card with picture)**

Authorization (If claiming cash in behalf of a company or another person)
Official Receipt (Required to suppliers and other creditors)

Processing time: **10 minutes**

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
1	Inform the disbursing officer on nature of claim and present Valid ID/Authorization/Official Receipt.	Verify if the cash being claimed is available. If it is available, let the client sign on the "received" portion of the Payroll. If it is not yet available, inform the client.	4 minutes	None	Disbursing officer	Valid ID
2	Sign the "received" portion of the Payroll presented by the disbursing officer.	Verify the signature of the client on the Payroll against the client's Valid ID.	4 minutes	None	Disbursing officer	Payroll Valid ID
3	Receive the cash and count to check accuracy before leaving the table of the disbursing officer.	File the payroll.	2 minutes	None	Disbursing officer	None
Total Duration			10 minutes			
--- END OF TRANSACTION ---						

Service: **CHECK DISBURSEMENT**

Service Provider: **Cashier's Office**

Schedule of Availability of Service: **8:00 AM to 5:00 PM No Noon Break; Monday to Friday except holidays**

Clients/Customers: **Creditors, Suppliers, Employees, Students, Parents/Guardians, Graduates, General Public**

Requirements: **Valid ID (Any government issued ID, ex: PRC ID, Postal ID; Company/employer ID; School ID; Major Credit Card with picture); Authorization** (If claiming cash in behalf of a company or another person); **Official Receipt** (Required to suppliers and other creditors)

Processing time: **10 minutes**

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
1	Inform the disbursing officer on nature of claim and present Valid ID and Authorization if claiming in behalf of a company or another person.	Verify if the check being claimed is available. If it is available, let the client sign on the "received" portion of the Disbursement Voucher. If it is not yet available, inform the client.	4 minutes	None	Disbursing officer	Valid ID Authorization
2	Sign the "received" portion of the Payroll presented by the disbursing officer. Issue Official Receipt (for suppliers and other creditors).	Verify the signature of the client on the Disbursement Voucher against the client's Valid ID. Require Official Receipt if client is a supplier/creditor. Release check.	4 minutes	None	Disbursing officer	Disbursement Voucher/ Official Receipt of client
3	Receive the check.	File Disbursement Voucher.	2 minutes	None	Disbursing officer	Disbursement Voucher
Total Duration			10 minutes			
--- END OF TRANSACTION ---						

Cashier's Office

Service: **COLLECTION OF FEES**

Service Provider: **Cashier's Office**

Schedule of Availability of Service: **8:00 AM to 5:00 PM No Noon Break; Monday to Friday except holidays**

Clients/Customers: **Students, Parents/Guardians, Leasees, Graduates, Admission Applicants, General Public**

Requirements: **Valid ID (Any government issued ID, ex: PRC ID, Postal ID; Company/employer ID; School ID; Major Credit Card with picture)**

Statement of Account and Assessment Form

Processing time: **10 minutes**

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
1	Present Valid ID and Assessment Form or Statement of Account to the collecting officer.	Compare the amount indicated on the client's Assessment Form or Statement of Account to the amount indicated in the SIAS. If the amount matches, proceed to step 2, if the amount does not match, advise client to update account at the Accounting Office.	1 minute	None	Collecting officer	Assessment Form/Statement of Account
2	Pay amount indicated in the Statement of Account/ Assessment Form	Receive and record payment at the collection system.	7 minutes	None	Collecting officer	
3	Receive the Official Receipt and change if any. Count change for accuracy before leaving the counter.	Hand client's copy of the Official Receipt. Segregate the duplicate and triplicate.	2 minutes	None	Collecting officer	Official Receipt
Total Duration			10 minutes			
--- END OF TRANSACTION ---						

Accounting Office

Service: **ISSUANCE OF STATEMENT OF ACCOUNTS**

Service Provider: **Accounting Office**

Schedule of Availability of Service: **8:00 am-5:00 pm; Monday to Friday (No noon break)**

Clients/Customers: **Students, parents/guardian, scholarship sponsors**

Requirements: **Valid BSU ID, Official Receipt, proof of identification**

(for representative only)

Processing time: **12 minutes**

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
1	Fill out request form.	Instruct client to pay certification fee at the Cashier's office.	4 minutes	Php 50.00/ copy of Statement of Account (Succeeding Copy)	Carolyn Gano- Window 1 Shannon Vina Alipda- Window 2	Request form
2	Present request form, valid BSU ID and Official Receipt.	Print and re-lease statement of account.	4 minutes	None		Valid BSU ID, Official receipt
3	Receive statement of account.	Instruct client to sign in the logbook.	2 minutes	None		Statement of account
4	Sign in the logbook.		2 minutes	None		
Total Duration			12 minutes			
--- END OF TRANSACTION ---						

Service: **ISSUANCE OF BSU EXAMINATION PERMIT**

Service Provider: **Accounting Office**

Schedule of Availability of Service: **8:00 am-5:00 pm; Monday to Friday (No noon break)**

Clients/Customers: **Students**

Requirements: **For Midterms - BSU ID**

For Finals - BSU ID and College Clearance

(Statement of account and official receipt in case of brown out)

Processing time: **8 minutes**

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
1	Present: BSU ID (for midterm only); BSU ID and college clearance (for finals).	Check client's account at SIAS (Student Information and Accounting System) and release examination permit.	4 minutes	None	Carolyn Gano- Window 1 Shannon Vina Alipda- Window 2	BSU ID, College clearance
2	Receive examination permit	Instruct client to sign in the logbook.	2 minutes	None		Examination permit
3	Sign in the logbook.		2 minutes	None		
Total Duration			8 minutes			
--- END OF TRANSACTION ---						

Accounting Office

Service: **APPLICATION FOR REFUND OF SCHOOL FEES**

Service Provider: **Accounting Office**

Schedule of Availability of Service: **8:00 am-5:00 pm; Monday to Friday (No noon break)**

Clients/Customers: **Students, Parents/Guardians**

Requirements: **a. For Total Withdrawal of Enrolment- Validated enrolment/registration form, Official Receipt, and withdrawal form (1 set original and 1 set photocopy)**

b. For Overpayment (due to dropping of subjects made by the students/dissolved

subjects /re-assessment), Institutional Scholars with overpayment-

photocopy of validated enrolment/registration form, Official Receipt,

dropping form (for dropping students only), and statement of account (2 sets)

Processing time: **12 minutes**

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
1	Fill out request form for refund and present required documents*.	Receive request form and check completeness of documents submitted. IF INCOMPLETE: Advise client to submit any lacking document. IF COMPLETE: - Accept request form and issue acknowledgement slip - Advise client to follow up after 7 working days (for total withdrawal of enrolment) and 1 month (for overpayment of school fees).	8 minutes	None	Carolyn Gano- Window 1 Shannon Vina Alipda- Window 2	Request form for refund, required documents*
2	Receive acknowledgement slip.	Instruct client to sign in the logbook.	2 minutes	None		Acknowledgement slip
3	Sign in the logbook.		2 minutes	None		
Total Duration			8 minutes			
--- END OF TRANSACTION ---						

Research and Extension

Service: **Arrangement of Extension Services (training request; visit to Research Stations and demo farms)**

Service Provider: **Office of Extension Services (OES)**

Schedule of Availability of Service: **8:00 AM to 5:00 PM**

Clients/Customers: **Students, Farmers, technicians, Researchers, Entrepreneurs, Extension workers**

Requirements:

Processing time: **4 minutes**

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
1	Submit accomplished request form: a. Training requests b. Request on visit to research stations and demo farms	Indicate date of follow up and other appropriate action on the request	2 minutes	None	Gerry Anne W. Calabis/ Melody Wacay Gerry Anne W. Calabis/ Casmir Ligat	Request Form for Extension Services
2	Receive copy or request form acted upon: a. Training requests b. Request on visit to research stations	Log in action indicated in the accomplished form	2 minutes	None	Gerry Anne W. Calabis/ Melody Wacay Gerry Anne W. Calabis/ Casmir Ligat	Log book
Total Duration			4 minutes			
--- END OF TRANSACTION ---						

Human Resource Management Office

Service: **Issuance of Certification (Employment, Service Record, Leave Credits)**

Service Provider: **HRMO**

Schedule of Availability of Service: **8:00 AM to 5:00 PM No Noon Break; Monday to Friday except holidays**

Clients/Customers: **BSU Personnel, Employees who were separated from service, Job Order/Contract of Service Personnel**

Requirements: **Accomplished Request Form**

If the request is filed through a representative, an Authorization Letter and/or Special Power of Attorney (SPA) and one (1) valid ID of the representative.

Processing time: **24 minutes**

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
1	Accomplish and submit Request Form					
2	Accomplish and submit requisition slip	Receives request form and determine if the purpose is official or personal. Check records of concerned employee. For personal purposes: Issue order of payment and advise client to pay fees For official purposes: Proceed to Step 4	5 minutes 2 minutes	None	HRMO staff	Request form for issuance of personnel record and other documents
3	Pay to the Cashier's Office		3 minutes	75.00 for 2 copies (certification); 100.00 for 2 copies (Service Record)	Charlie HRMO Staff	
4		While client pays at the Cashier's Office, certificate/ service record is being prepared Process signing of certificate/ service record	10 minutes 2 minutes		Charlie** Franz** HRMO Staff	
5	Present Official Receipt (OR)	Verifies OR	1 minute		HRMO Staff	
6	Sign in the logbook and receives certificate	Logs and issue certificate/service record	1 minute		HRMO Staff	
Total Duration			24 minutes			
--- END OF TRANSACTION ---						

** - May be authorized to sign in the absence of the Supervising Administrative Officer

Human Resource Management Office

Service: **Issuance of Certification (Employment, Service Record, Leave Credits)**

Service Provider: **HRMO**

Schedule of Availability of Service: **8:00 AM to 5:00 PM No Noon Break; Monday to Friday except holidays**

Clients/Customers: **BSU Personnel, Employees who were separated from service, Job Order/Contract of Service Personnel**

Requirements: **Accomplished Request Form**

If the request is filed through a representative, an Authorization Letter and/or Special Power of Attorney (SPA) and one (1) valid ID of the representative.

Processing time: **24 minutes**

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
1	Accomplish and submit Request Form					
2	Accomplish and submit requisition slip	Receives request form and determine if the purpose is official or personal. Check records of concerned employee. For personal purposes: Issue order of payment and advise client to pay fees For official purposes: Proceed to Step 4	5 minutes 2 minutes	None	HRMO staff	Request form for issuance of personnel record and other documents
3	Pay to the Cashier's Office		3 minutes	75.00 for 2 copies (certification); 100.00 for 2 copies (Service Record)	Charlie HRMO Staff	
4		While client pays at the Cashier's Office, certificate/ service record is being prepared Process signing of certificate/ service record	10 minutes 2 minutes		Charlie** Franz** HRMO Staff	
5	Present Official Receipt (OR)	Verifies OR	1 minute		HRMO Staff	
6	Sign in the logbook and receives certificate	Logs and issue certificate/service record	1 minute		HRMO Staff	
Total Duration			24 minutes			
--- END OF TRANSACTION ---						

** - May be authorized to sign in the absence of the Supervising Administrative Officer

University Public Affairs Office

Service: **Information Services (Request & Issuance of News Release, Archival Records)**

Service Provider: **UPAO**

Schedule of Availability of Service: **8:00 AM to 5:00 PM No Noon Break; Monday to Friday except holidays**

Clients/Customers: **Public, BSU Employees, Students**

Requirements: **UPAO Form 1**

Processing time: **8 minutes and 30 seconds**

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
1	Accomplishes and submits UPAO form 1	Receives UPAO Form 1 Checks requested information	1 minute	None	UPAO Staff Kara S. Panolong Jennyline S. Tabangcura Elsie S. Maammo Mark Samuel D. De Guzman Dalos S. Emok Mikeen Penchog	UPAO Form 1
2	Provides flash drive or CD if asking for e-copy of information	Prepares the document requested *Client needs to wait for the requested document	7 minutes *Dependent on the volume and date of requested date (pictures, news release)	None		None
3	Receives the requested document Signs in the logbook	Releases requested document	30 seconds	None		None
Total Duration			8 minutes and 30 seconds			
--- END OF TRANSACTION ---						

Service: **RECEIPT OF COMPLAINT**

Service Provider: **UPAO**

Schedule of Availability of Service: **8:00 AM to 5:00 PM No Noon Break; Monday to Friday except holidays**

Clients/Customers: **Public, BSU Employees, Students**

Requirements: **Formal Letter of Complaint**

Processing time: **1 minute**

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
1	Submits complaint	Receives complaint Informs client on possible feedback Records in the logbook	1 minute	None	UPAO Staff Kara S. Panolong Jennyline S. Tabangcura Elsie S. Maammo Mark Samuel D. De Guzman Dalos S. Emok Mikeen Penchog	None
2	Signs in the logbook					
Total Duration			1 minute			
--- END OF TRANSACTION ---						

--- END OF TRANSACTION ---

University Public Affairs Office

Service: **REQUEST FOR LAY-OUT OF MATERIALS**

Service Provider: **UPAO**

Schedule of Availability of Service: **8:00 AM to 5:00 PM No Noon Break; Monday to Friday except holidays**

Clients/Customers: **BSU Employees, Students**

Requirements: **UPAO Form 2**

Processing time: **1 minute and 30 seconds**

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
1	Accomplishes UPAO Form 2 Submits data or information to be included in the lay-out Submits e-copy of the file	Receives and checks UPAO Form 2	1 minute	None	UPAO Staff	UPAO Form 1
2		Informs client of possible date and time of pick-up of material requested	30 seconds	None		None
Total Duration			1 minute and 30 seconds			
--- END OF TRANSACTION ---						

Service: **REQUEST FOR VISIT: SCHEDULED VISITORS**

Service Provider: **UPAO**

Schedule of Availability of Service: **8:00 AM to 5:00 PM No Noon Break; Monday to Friday except holidays**

Clients/Customers: **Public**

Requirements: **UPAO Form 3a, UPAO Form 3b**

Processing time: **7 hours and 1 minute**

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
1	Submits formal letter of request to University President			None	UPAO Kara S. Panolong Elsie S. Maammo Coleman Tiw-an	None
2	Waits for the approval	Confirms to client upon receipt of approved request of visit from the University president Coordinates to offices concerned	3 hours *Dependent on the number of offices concerned	None		UPAO Form 3
3	Proceeds to orientation and field tour	Orients and serves as tour guide	4 hours *Dependent on the areas to be visited	None		None
4	Fills out feedback UPAO Form 3b	Receives UPAO Form 3b	1 minute	None		UPAO Form 3b
Total Duration			7 hours and 1 minute			
--- END OF TRANSACTION ---						

University Public Affairs Office

Service: **REQUEST FOR VISIT: WALK-IN VISITORS**

Service Provider: **UPAO**

Schedule of Availability of Service: **8:00 AM to 5:00 PM No Noon Break; Monday to Friday except holidays**

Clients/Customers: **Public**

Requirements: **UPAO Form 3b, UPAO Form 4**

Processing time: **4 hours and 16 minutes**

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
1	Accomplishes UPAO Form 4 Waits for confirmation from UPAO Personnel	Coordinates to offices concerned	15 minutes	None	UPAO Kara S. Panolong Elsie S. Maammo Coleman Tiw-an	None
2	Proceeds to orientation and field tour	Orients and serves as tour guide	4 hours *Dependent on the areas to be visited	None		UPAO Form 3
3	Fills out UPAO Form 3b	Receives accomplished UPAO Form 3b	1 minute	None		None
Total Duration			4 hours and 16 minutes			
--- END OF TRANSACTION ---						

Service: **REQUEST FOR INFORMATION MATERIAL POSTING**

Service Provider: **UPAO**

Schedule of Availability of Service: **8:00 AM to 5:00 PM No Noon Break; Monday to Friday except holidays**

Clients/Customers: **Public**

Requirements: **UPAO Form 5**

Processing time: **2 minutes**

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
1	Accomplishes and submits UPAO Form 5	Receives and checks request form Checks the Material/s to be given an approval for posting	1 minute	None	Elsie S. Maammo Coleman Tiw-an	UPAO Form 5
2	Receives the material/s approved for posting	Approves and releases the material to be posted	1 minute	None		None
Total Duration			2 minutes			
--- END OF TRANSACTION ---						

FEEDBACK AND REDRESS MECHANISM

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

1. Accomplish our CUSTOMER SATISFACTION SURVEY FEEDBACK FORM available in the offices;
2. Put this in the DROP BOX at the PUBLIC ASSISTANCE DESK (located beside the Main Door of the Admin Bldg.)

Send your feedback through e-mail at **president@bsu.edu.ph**
or text us at: **0916-415-1383**

If you are not satisfied with our service, your written and verbal complaints shall immediately be attended to by the OFFICER OF THE DAY at the Public Assistance Desk

Thank you for helping us continuously improve our services

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(74) 422-2127/2402



(74) 422-2288



Public Assistance Desk