



*Benguet State University*  
**COLLEGE OF PUBLIC ADMINISTRATION AND GOVERNANCE**  
La Trinidad, Benguet

## **LIST OF SERVICES**

### **A. Internal services**

1. Provision of assistance to academic requirements to students;
2. Provision of assistance to faculty members;
3. Issuance of forms;
4. Accommodation of approved requests.

### **B. External Services**

1. Provision of assistance to client on inquiries to offered programs;
2. Accommodation of requests.

**1. ENROLMENT** (for New Student, Transferees, Continuing, Shifters and Re-admitted Students)

This service is provided to any student who are evaluated and qualified to be admitted or accepted in the College.

<b>Office or Division:</b>	College of Public Administration and Governance	
<b>Classification:</b>	Simple (may be accomplished in 3 days)	
<b>Type of Transaction:</b>	Government to Public Client	
<b>Who may avail:</b>	Student who are qualified to Enroll in the College	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. For New Students:</b>		
1. Notice of Admission issued by the OUR	Office of the University Registrar	
2. Pre-registration form for <b>NEW STUDENT</b>	Secure pre-registration form in the College, released by the enrollment personnel.	
3. Form 138	Last School Attended	
4. Certificate of good moral character		
5. University Medical Slip	University Health Services Clinic (UHS)	
6. PSA birth certificate	Philippine Statistics Authority (PSA)	
7. PSA marriage certificate if married		
8. Three 2X2" ID picture with name tag and signature (2 for OUR and 1 for the college/Institute)	Last School Attended	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>FACE -TO-FACE MODE</b>				
1. Present Notice of Acceptance issued by the OUR and submit the enrollment requirements enclosed in a long brown envelope: a. Form 138; b. Certificate of good moral character; c. University Medical Slip; d. PSA birth certificate; e. PSA marriage certificate if married;	1.1 Verify the validity of NOA;  1.2 Check the completeness and validity of documents presented;  1.3 If complete and valid, issue acknowledgement Receipt and college pre-registration form;	None	3 minutes	Chairperson/ Enrollment Personnel/ Staff

i. Three 2X2" ID picture with name tag and signature (2 for OUR and 1 for the college;				
2. Fill-out legibly the pre-registration form;	2.1. Verify enrolled courses and sign; 2.2. Return completely filled-out pre-registration form;	None	2 minutes	Chairperson/ Academic Adviser
3. Proceed to Enrollment/ encoding Personnel for encoding of course codes in the Enrollment System;	Encode Class codes in the SIAS;	None	1 minute	Enrollment Staff /Personnel
4. Proceed to the registrar for creation of ID;		None	5 minutes	OUR Personnel
5. Proceed to the college for ID validation;	Put validation sticker to ID card.	None	1 minute	Enrollment Staff /Personnel
		<b>Total</b>	<b>12 minutes</b>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>ONLINE MODE</b>				
1. Accomplish google form with correct inputs and attach all enrollment requirements:  a. Form 138; b. Certificate of good moral character; c. PSA birth certificate; d. PSA marriage certificate if married	1. 1. Acknowledge Google Response; 1.2. Mail merge responses to University enrollment form; 1.3. Print enrollment forms;	None	1440 minutes (24 hours)	Enrollment Personnel/ Staff
	1.4 Check the completeness and validity of documents attached; 1.5 Verify enrolled courses and sign;	None	3 minutes	Chairperson/ Academic Adviser
	1.6 Create Student account of student in the enrollment system and encode course codes; 1.7 Send Enrolment Registration Form to student;	None	2 minutes	Enrollment Personnel/ Staff
2. Acknowledge Enrolment Registration Form;		None	1 minute	Student

3. Submit original documents at the university registrar within the scheduled period;		None	1440 minutes (24 hours)	OUR Personnel
4. Proceed to the registrar for creation of ID;		None	5 minutes	OUR Personnel
5. Proceed to the college for ID validation.	Put validation sticker to ID card.	None	1 minute	Enrollment Staff /Personnel
		<b>Total</b>	<b>2892 minutes (48.2 hrs.)</b>	

<b>Office or Division:</b>	College of Public Administration and Governance
<b>Classification:</b>	Simple (may be accomplished in 3 days)
<b>Type of Transaction:</b>	Government to Public Client
<b>Who may avail:</b>	Student who are qualified to Enroll in the College

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>B. For Transferees:</b>	
1. Notice of Acceptance and validation form	Office of the University Registrar
2. Pre-registration form for <b>TRANSFEE</b>	Secure pre-registration form in the College, released by the enrollment personnel.
3. Transcript of Records	Last School Attended
4. Certificate of Transfer of Credentials	
5. Certificate of good moral character	
6. University Medical Slip	University Health Services Clinic (UHS)
7. PSA birth certificate	Philippine Statistics Authority (PSA)
8. PSA marriage certificate if married	Office of the University Registrar
9. Three 2X2" ID picture with name tag and signature (2 for OUR and 1 for the college/Institute)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>FACE -TO-FACE MODE</b>				
1. Present Notice of Acceptance issued by the OUR and submit the enrollment requirements enclosed in a long brown envelope: a. Notice of Acceptance and Validation Form b. validation form c. Transcript of Records d. Certificate of Transfer of Credentials e. Certificate of good moral character f. University Medical Slip g. PSA birth certificate h. PSA marriage certificate if married i. Three 2X2" ID picture with name tag and signature (2 for OUR and 1 for the college;	1.1. Verify the validity of NOA and check the completeness and validity of documents presented; 1.2 If complete and valid, issue acknowledgement receipt; 1.3. Evaluate the courses taken and write the courses for credits;	None	3 minutes	Chairperson/ Enrollment Personnel/ Staff
2. Seek Approval on the validation of taken course/s from the offering college;		None	10 minutes	Offering college
3. Seek approval at university registrar on the validation of taken course/s;		None	10 minutes	University registrar Director
4. Present the approved validation of course/s at the college;	4.1 Provide academic advising on the course/s to be enrolled based the approved courses to be credited; 4.2. Issue pre-registration form;	None	3 minutes	Chairperson/ Academic Adviser
5. Fill-out legibly the pre-registration form;	5.1. Verify enrolled courses and sign; 5.2. Return completely filled-out pre-registration form;	None	2 minutes	Chairperson/ Academic Adviser

6. Proceed to Enrollment/ encoding Personnel for encoding of course codes in the Enrollment System;	Encode Class codes in the SIAS;	None	1 minute	Enrollment Staff Personnel
7. Proceed to the registrar for creation of ID;		None	5 minutes	OUR Personnel
8. Proceed to the college for ID validation.	Put validation sticker to ID card.	None	1 minute	College Enrollment Staff Personnel
		<b>Total</b>	<b>35 minutes</b>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ONLINE MODE				
1. Accomplish google form with correct inputs and attach all enrollment requirements: a. OTR; b. Certificate of good moral character; c. Certificate of Transfer of Credentials (CTC); d. PSA birth certificate; e. PSA marriage certificate if married	1.1. Acknowledge Google Response; 1.2. Mail merge responses to University enrollment form; 1.3. Print enrollment forms and attachments;	None	480 minutes (8 hrs.)	OUR Enrollment Personnel/ Staff
	1.4. Evaluate academic records to determine course/s to be credited;	None	3 minutes	Chairperson/ Academic Advise
	1.5. Forward the course/s validation from at college offering the course/s to be validated. 1.6. Upon approval, forward the form at the university registrar for approval of the course/s to be validated;	None	480 minutes (8 hrs.)	Offering College University Registrar Director
	1.7. Evaluate and verify course/s enrolled based on the approved course/s to be credited;	None	2 minutes	Chairperson/ Academic Adviser

	1.8. Sign the pre-registration form and endorse to staff for encoding in the system;	None	1 minute	Chairperson/ Academic Adviser
	1.9. Evaluate academic records to determine course/s to be credited;	None	3 minutes	Chairperson/ Academic Adviser
	1.10. Create Student account of student in the enrollment system and encode course codes; 1.11. Send Enrolment Registration Form to student;	None	2 minutes	Enrollment Personnel/ Staff
2. Acknowledge Enrolment Registration Form;		None	1 minute	Student
3. Submit original documents at the university registrar within the scheduled period;		None	5 minutes	OUR Personnel
4. Proceed to the registrar for creation of ID to scheduled period;		None	1440 minutes (24 hrs.)	OUR Personnel
5. Proceed to the college for ID validation.	Put validation sticker to ID card.	None	1 minute	Enrollment Personnel/ Staff
		<b>Total</b>	<b>2418 minutes (40.3 hrs.)</b>	

<b>Office or Division:</b>	College of Public Administration and Governance
<b>Classification:</b>	Simple (may be accomplished in 3 days)
<b>Type of Transaction:</b>	Government to Public Client
<b>Who may avail:</b>	Student who are qualified to Enroll in the College

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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<b>C. For Shifters:</b>	
1. Present shifting form	Office of the University Registrar
2. Pre-registration form for <b>SHIFTERS</b>	Secure pre-registration form in the College, released by the enrollment personnel.



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FACE -TO-FACE MODE				
1. Present Approved Shifting Form;	1.1. Verify the validity of shifting form; 1.2. Evaluate the course/s taken by the student to be credited and provide academic advising; 1.3. Issue enrollment Form;	None	3 minutes	Chairperson/ Academic Adviser
2. Fill-out pre-registration form legibly;	Verify course/s to enroll and sign;	None	3 minutes	Chairperson/ Academic Adviser
3. Proceed to Enrollment/ encoding Personnel for encoding of course codes in the Enrollment System;	Encode Class codes in the SIAS;	None	1 minute	Enrollment Staff/ Personnel
4. Proceed to the registrar for creation of ID;		None	5 minutes	OUR Personnel
5. Proceed to the college for ID validation.	Put validation sticker to ID card.	None	1 minute	Enrollment Staff/ Personnel
		<b>Total</b>	<b>13 minutes</b>	

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ONLINE MODE				
1. Accomplish enrolment google form attached the approved shifting form;	1.1 Acknowledge google responses; 1.2 Mail merge responses to University enrollment form; Print enrollment forms;	None	(1440 minutes) 24 hours	Enrollment Personnel/ Staff
	1.3. Verify and sign;	None	3 minutes	Academic adviser
	1.4 Encode course code to SIAS Send to student the enrolment registration form thru email;	None	3 minutes	Enrollment Personnel/ Staff

2	Acknowledge enrollment registration form;		None	1 minute	Student
3	Report to the college for ID Validation.	Put validation sticker to ID card.	None	1 minute	Enrollment Personnel/ Staff
			<b>Total</b>	<b>1448 minutes (24.1 hrs.)</b>	

<b>Office or Division:</b>	College of Public Administration and Governance				
<b>Classification:</b>	Simple (may be accomplished in 3 days)				
<b>Type of Transaction:</b>	Government to Public Client				
<b>Who may avail:</b>	Student who are qualified to Enroll in the College				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
<b>D. For Readmitted Students:</b>					
1. Readmission Form			Office of the University Registrar		
2. Pre-registration Form for Returning Students			Secure pre-registration form in the College, released by the enrollment personnel.		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FACE -TO-FACE MODE				
1. Present approved readmission form;	1.1 Verify the validity of readmission form; 1.2 Evaluate academic record of the student; 1.3 Provide academic advising; 1.4. Issue pre-registration form for returning student and college pre-registration;	None	3 minutes	Chairperson/ Academic Adviser
2. Fill-out pre-registration form legibly;	Verify course/s to enroll and sign;	None	3 minutes	Chairperson/ Academic Adviser

3. Proceed to Enrollment/ encoding Personnel for encoding of course codes in the Enrollment System;	Encode Class codes in the SIAS;	None	1 minute	Enrollment Staff/ Personnel
4. Present ID card for ID validation.	Put validation sticker to ID card.	None	1 minute	Enrollment Staff/ Personnel
		<b>Total</b>	<b>8 minutes</b>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ONLINE MODE				
1. Accomplish enrolment google form attached the approved readmission form;	1.1. Acknowledge google responses; 1.2. Mail merge responses to University enrollment form; 1.3. Print enrollment forms;	None	(1440 minutes) 24 hours	Enrollment Personnel/ Staff
	1.4. Verify enrolled courses and sign;	None	3 minutes	Chairperson/ Academic adviser
	1.5. Encode course code to SIAS Send to student the enrolment registration form thru email;	None	3 minutes	Enrollment Personnel/ Staff
2. Acknowledge enrollment registration form;		None	1 minute	Student
3. Report to the college for ID Validation.	Put validation sticker to ID card.	None	1 minute	Enrollment Personnel/ Staff
		<b>Total</b>	<b>1448 minutes (24.1 hrs.)</b>	

<b>Office or Division:</b>	College of Public Administration and Governance	
<b>Classification:</b>	Simple (may be accomplished in 3 days)	
<b>Type of Transaction:</b>	Government to Public Client	
<b>Who may avail:</b>	Student who are qualified to Enroll in the College	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>F. For Returning Students:</b>		
1. Grade from the previous semester	College	
2. Pre-registration Form for Returning Students		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FACE -TO-FACE MODE				
1. Present grades from the previous semester;	1.1. Record grades of students in the student curriculum checklist;	None	1 minutes	Enrolment Personnel/ Staff
	1.2. Advise student on subjects to be taken; 1.3. Issue pre-registration form and college pre-registration form;	None	3 minutes	Chairperson/Academic Adviser
2. Fill-out pre-registration form legibly;	2.1. Verify courses enrolled and sign; 2.3. Return Pre-registration form to student;	None	3 minutes	Chairperson/Academic Adviser
3. Proceed to Enrollment/ encoding Personnel for encoding of course codes in the Enrollment System;	Encode Class codes in the SIAS;	None	1 minute	Enrollment Staff/ Personnel
4. Present ID card for ID validation.	Put validation sticker to ID card.	None	1 minute	Enrollment Staff/ Personnel
		<b>Total</b>	<b>9 minutes</b>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ONLINE MODE				
1. Accomplish enrolment google form attached the approved readmission form;	1.1. Acknowledge google responses; 1.2. Mail merge responses to University enrollment form; 1.3. Print enrollment forms;	None	(1440 minutes) 24 hours	Enrollment Personnel/ Staff
	1.4. Verify enrolled courses and sign	None	3 minutes	Chairperson/ Academic adviser
	1.4. Encode course code to SIAS; 1.5. Send to student the enrolment registration form thru email;	None	3 minutes	Enrollment Personnel/ Staff
2. Acknowledge enrollment registration form;		None	1 minute	Student
3. Report to the college for ID Validation.	Put validation sticker to ID card	None	1 minute	Enrollment Personnel/ Staff
		<b>Total</b>	<b>1448 minutes (24.1 hrs.)</b>	

## 2. CONSULTATION (for students and other clients)

This service is provided to students and other clients seeking for technical and non-technical assistance.

<b>Office or Division:</b>	College of Public Administration and Governance	
<b>Classification:</b>	Simple (may be accomplished in 3 days)	
<b>Type of Transaction:</b>	Government to Public Client	
<b>Who may avail:</b>	Students and other clients needing any assistance from the College	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Fill out log books		College of Public Administration and Governance

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach front liner;	1.1 Ask client for the concern;	None	1 minute	College Staff
2. Fill-out prescribed logbook;	2.1. Let visitors sign in to visitor's logbook and students seeking for clearance sign in to clearance logbook; 2.2. Refer the client to concerned expert or faculty member;	None		
3. Proceed to expert referred;	3.1 Provide expert services;	None	5-10 minutes	Concerned Expert/ Faculty
	3.2. Issue client and Satisfactory Feedback form;	None		College Staff
4. Fill-out Client Satisfaction Feedback Form.	Direct the client to drop the form in the drop box.	None	1 minute	College Staff
		<b>Total</b>	<b>12 minutes</b>	

<b>Office or Division:</b>	College of Public Administration and Governance	
<b>Classification:</b>	Simple (may be accomplished in 3 days)	
<b>Type of Transaction:</b>	Government to Public Client	
<b>Who may avail:</b>	Students and other clients needing any assistance from the College	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. ID number for Students	Client	

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send email to ipa@bsu.edu.ph;	1.1 Receive email of client and answer client's concern; 1.2 Refer the clients' concern to concerned faculty member / expert if not a general college concern;	None	5 minutes	College Staff
2. Fill-out Client Satisfaction Feedback Google Form.	Receive the Feedback of client.	None	1 minute	HRDO Staff
		<b>Total</b>	<b>6 minutes</b>	

### 3. ISSUANCE and EXTERNAL OF EQUIPMENT/SUPPLIES

This service is provided to internal clients who wish to borrow equipment/office supplies of the College.

<b>Office or Division:</b>	College of Public Administration and Governance	
<b>Classification:</b>	Simple (may be accomplished in 3 days)	
<b>Type of Transaction:</b>	Government to Government Employee/ Government to Students	
<b>Who may avail:</b>	Students and employees needing any assistance from the College	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Fill out borrower's log book		College of Public Administration and Governance
2. Present Valid ID		Student

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>ISSUANCE</b>				
1. Approach the college staff for the equipment/ supply to get/ borrow, if student present Student ID;	1.1. Check the availability of equipment/ supply to be borrowed/ get; 1.2. Ask supervisor for permission;	None	2 minutes	College Staff
2. Fill-out prescribed borrower's logbook;	2.1. Let the client sign in to borrower's logbook or to faculty members receiving logbook;	None	1 minute	College Staff
3. Receive Equipment/ Supply.	Issue the equipment/ Supply.	None	1 minute	College Staff
4. Fill-out Client Satisfaction Feedback Form.	Direct the client to drop the form in the drop box.	None		College Staff
		<b>Total</b>	<b>4 minutes</b>	



<b>RETRIEVAL</b>				
1. Approach the college staff for the RETURN of equipment/ supply to get/ borrow, if student present Student ID;	1.1. Check the equipment/ supply borrowed if in good condition;	None	2 minutes	College Staff
2. Fill-out prescribed borrower's logbook;	2.1. Let the client sign out to borrower's logbook;	None	1 minute	College Staff
3. Return Equipment/ Supply.	Issue client and Satisfactory Feedback form;	None	1 minute	College Staff
4. Fill-out Client Satisfaction Feedback Form.	Direct the client to drop the form in the drop box.	None		College Staff
		<b>Total</b>	<b>4 minutes</b>	

## 5. REQUEST USE OF FACILITY

This service is provided to internal and external clients who wish to use the facility of the College.

<b>Office or Division:</b>	College of Public Administration and Governance			
<b>Classification:</b>	Simple (may be accomplished in 3 days)			
<b>Type of Transaction:</b>	Government to Students; Government to Government Employee			
<b>Who may avail:</b>	Student, stakeholders, government employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>INTERNAL CLIENTS</b>				
1. Fill out reservation log books	College of Public Administration and Governance			
2. ID	Client			

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the college staff for the availability of facility to be requested;	1.1 Check the availability of facility;	None	2 minutes	College Staff
2. Fill-out prescribed borrower's logbook	Let them log in to facility reservation logbook if available;	None	1 minute	Client
3. Fill-out Client Satisfaction Feedback Form.	Direct to drop the form in the drop box;	None	1 minute	Client
		<b>Total</b>	<b>4 minutes</b>	

<b>Office or Division:</b>	College of Public Administration and Governance	
<b>Classification:</b>	Simple (may be accomplished in 3 days)	
<b>Type of Transaction:</b>	Government to Public Client	
<b>Who may avail:</b>	Student, stakeholders, government employees	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>EXTERNAL CLIENTS</b>		
1. Fill out log book	College of Public Administration and Governance	
2. Fill out Form	University VP Finance Office	

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to visitor's logbook;		None	1 minute	Client
2. Approach the college staff for the availability of facility to be requested;	Check the availability of facility, if available refer the client to the University VP Administration and Finance Office to get a form of request;	None	1 minute	College Staff

3. Get and accomplish facility request form at the university VP Administration and Finance Office;		None	3 minutes	VP Admin and Finance Office Staff
4. Seek approval from the facility in-charge;	Let the dean approve the facility request form;	None	1 minute	College Staff
5. Seek approval from the VP for Administration and Finance;	Let the VP for Administration and Finance approve the facility request form;	None	3 minutes	VP Admin and Finance Office Staff
6. Pay the assessed fees at the cashiering office;	Give a temporary contract for the use of facility;	None	5 minutes	VP Admin and Finance Office Staff
7. Give the college a copy of the temporary contract for the use of facility;	Calendar the reservation of the facility;	None	1 minute	College Staff
8. Fill-out Client Satisfaction Feedback Form.	Direct to drop the form in the drop box.	None		Client
		<b>Total</b>	<b>15 minutes</b>	

## 6. REQUEST FOR A COPY OF GRADE

This service is provided to students who wish have another copy of grade for reference only.

<b>Office or Division:</b>	College of Public Administration and Governance		
<b>Classification:</b>	Simple (may be accomplished in 3 days)		
<b>Type of Transaction:</b>	Government to Public Client		
<b>Who may avail:</b>	Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Student ID;		Client	
2. Authorization letter with valid ID of person to transact if student concern cannot request personally.			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Approach the college staff and present student ID/ authorization letter;</p> <p>For online request, send a request with student ID Number indicated;</p>	<p>1.1. Verify ID/ authorization letter; 1.2. Print a copy of grade from the system; 1.3. Issue client satisfaction feedback form;</p> <p>For online, request staff downloads the e-copy of grades and sends back to the student.</p>	None	3 minutes	College Staff
<p>2. Fill-out Client Satisfaction Feedback Form.</p> <p>For online request, accomplish the Client Satisfaction Feedback Google Form attached in the message.</p>	Direct to drop the form in the drop box.	None	1 minute	Client
		<b>Total</b>	<b>4 minutes</b>	

## FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<ol style="list-style-type: none"> <li>1. Accomplish the Client Satisfaction Form and put in the Drop Box at the Public Assistance and Complaint Desk (PACD).</li> <li>2. Send feedback through email at: <a href="mailto:ipa@bsu.edu.ph">ipa@bsu.edu.ph</a></li> </ol>
How feedbacks are processed	The Human Resource Development Office (HRDO) opens the drop boxes every month to evaluate feedback. A summary of ratings and comments are forwarded to the office for appropriate action. The Office of the President also monitors feedback through email and relays these to appropriate offices.
How to file a complaint	<ol style="list-style-type: none"> <li>1. Accomplish the Client Satisfaction and Feedback Form and put in the drop box at the Public Assistance and Complaint Desk (PACD).</li> <li>2. Send complains through email at <a href="mailto:president@bsu.edu.ph">president@bsu.edu.ph</a></li> <li>3. File a complaint through the University Public Affairs Office (UPAO)</li> </ol>
How complaints are processed	The Human Resource Development Office (HRDO) opens the drop boxes every month to evaluate feedback. A summary of ratings and comments are forwarded to the office for appropriate action. The Office of the President also monitors complaints through email and relays these to appropriate offices. Moreover, the University Public Affairs Office (UPAO) receives complaints and refers these to appropriate offices.

<b>Contact Information of:</b>	
Contact Center ng Bayan (CCB)	Text 0908 881- 6565 or call 1-6565 <a href="http://www.contactcenterngbayan.gov.ph">www.contactcenterngbayan.gov.ph</a> ; <a href="https://www.facebook.com/contactcenterngbayan">www.facebook.com/contactcenterngbayan</a>
Presidential Complaint Center (PCC)	8888 8736-8645 or 8736-8603 9736-8608 or 8736-8629 or telefax: 8-736-8621
Anti-Red tape Authority (ARTA)	8475-5091 or 8478-5093 or 8478-5099 <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>
Office of the University President	(074) 422-2281
College of Public Administration and Governance	Email: <a href="mailto:ipa@bsu.edu.ph">ipa@bsu.edu.ph</a> Page: BSU CPAG