Carlos Hilado Memorial State University

CITIZEN'S CHARTER

2025
(1st Edition)

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Foreword

Section 6 of the Repulic 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

***Ex**cellence, **C**ompassion, **E**nvironmentalism, **L**ove of Country, **S**ocial Responsibility, **I**ntegrity, **O**penness, **R**esilience*

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.

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CHMSU SERVICES

I. CHMSU EXTERNAL SERVICES

1.1 ALUMNI RELATIONS OFFICE

A. Request for Release of Yearbook & Graduation Pictures

The Alumni Relations Office is committed to ensuring a smooth and organized distribution of yearbooks and graduation pictures to graduates. These guidelines outline the process, requirements, and important reminders for claiming the yearbook.

Office or Division:	Alumni Relations Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Alumni Graduates			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Claim Slip/Yearbook Receipt		Personal		
2. Valid ID		Personal		
3. Authorization letter with valid ID of the student (if another person will claim the yearbook on the graduate's behalf).		Personal		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1. Presentation of requirements	1.1 Verification of presented requirements	NONE	5 minutes	Alumni Relations Staff
2. Fill out the Alumni Tracer form, log sheet, and customer satisfaction survey	2.2 Check the completeness of the filled-out forms.	NONE	3 minutes	Alumni Relations Staff
	Total	**None**	**8 minutes**	

1.2 BUSINESS AFFAIRS OFFICE (BAO)

A. Request for 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.

Office or Division:	Business Affairs Office
Classification:	Simple
Types of Transaction:	G2C – Government to Citizen
Who may avail:	Client

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
Phase 1: Rental of Facilities				
1. Submit approved letter request to rent facilities.	1.1. Receive, verify approval, and confirm availability of the facility. 1.2. If available, instruct the client to accomplish the Application for Rental of Facilities Form. If not available, inform the client of the unavailability.	None None	3 minutes 1 minute	BAO personnel BAO personnel

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. 2.2 Approve the Application for Rental of Facilities.	None None	5 minutes 1 minute	BAO personnel BAO Director
3. Pay the required refundable deposit.	3.1 Receive payment and issue Acknowledgement Receipt. 3.2 Prepare Billing Statement and Order of Payment for the rental of the facility.	1,000.00 Approved rates	3 minutes 10 Minutes	BAO personnel 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
	Sub-total phase 1	**None**	**28 minutes**	
Phase 2: Refund of security deposit after the event				
1. Present the Acknowledgement Receipt issued in payment of Security Deposit.	1.1 Receive the Acknowledgement Receipt. 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	None None	1 minute 15 minutes	BAO personnel BAO personnel Facility's in-charge Head, General Services Office

	and coordinate with the General Services Office for settlement. After settlement, return the security deposit.			
2. Receive the security deposit by affixing the signature in the Acknowledgement Receipt.				
	Sub-total phase 2	**None**	**16 minutes**	
	Total	**None**	**44 minutes**	

B. Request for 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.

Office or Division:	Business Affairs Office
Classification:	Simple
Types of Transaction:	G2C – Government to Citizen
Who may avail:	Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Phase 1. Pre-repair	
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
Phase 2. Post-repair	
1. Gate Exit Pass	Business Affairs Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
Phase 1: Pre-repair				
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 for appointment with the client.	None	5 minutes	BAO personnel
	2.3 Refer the customer to the shop in-charge to	None	2 minutes	BAO personnel

	discuss fees and lead time to repair/fabricate.			
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. 3.2 Accomplish cost of labor and materials column of the Job Order Form.	Approved rates None	30 minutes 10 minutes	Shop/FabLab in-charge 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
	Sub-total	**None**	**57 minutes**	
Phase 2: Post Repair				
1. Present official receipt at the Business Affairs Office.	1.1 Validate official receipt and secure a photocopy of the receipt. 1.2 Issue signed Gate Exit Pass and instruct client to proceed to the shop/FabLab.	None None	3 minutes 10 minutes	BAO personnel BAO personnel BAO Director
2. Proceed to the shop and present the official receipt together with the Gate Exit Pass.	2.1 Validate Gate Exit Pass and official receipt, and release the item to the client.	None	10 Minutes	Shop/FabLab in-charge
3. Present the Gate Exit Pass to the security guard				
	Sub-total	**None**	**33 minutes**	
	Total	**None**	**90 minutes**	

C. Request for Printing Services

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

Office or Division:	Business Affairs Office			
Classification:	Simple			
Types of Transaction:	G2C – Government to Citizen			
Who may avail:	Client			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Job Order form			Business Affairs Office	
2. Order of Payment			Business Affairs Office	
3. Official Receipt			Cashier's Office	
4. Gate Exit Pass			Business Affairs Office	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
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 University Cashier.	None	5 minutes	BAO personnel Cashier/Collecting Officer
2. Proceed to the Business Affairs Office and present	2.1 Validate official receipt	None	5 minutes	BAO personnel Printing press personnel

official receipt upon claiming the printed materials.	and issue Gate Exit Pass.			
2.Present Gate Exit Pass to the security guard on duty.				
	Total	**None**	**30 minutes**	

D. Request for 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.

Office or Division:	Business Affairs Office			
Classification:	Simple			
Types of Transaction:	G2C – Government to Citizen			
Who may avail:	Client			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Order of Payment			Business Affairs Office	
2. Official Receipt			Cashier's Office	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
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
	Total	**None**	**10 minutes**	

1.3 CHIEF ADMINISTRATIVE OFFICER – ADMINISTRATIVE DIVISION OFFICE

A. Application for Booking of Facilities (Dining and Function Hall)

This process provides the procedure in the booking of facilities by an external and internal clients to host private and/or university sanctioned activities and events.

Office or Division:	Chief Administrative Office			
Classification:	Simple			
Types of Transaction:	G2G – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Phase 1. Booking of Facilities by Internal Clients				
1.Availability of desired facility			CAO - Administration	
2.Facility Reservation Form			CAO - Administration	
3.Duly approved letter/proposal			Client	
4.For student-initiated activities: a. Faculty in-charge/adviser's approved letter of request			Client	
5.Acknowledgement Stub			CAO- Administration	
6.Confirmation Slip			CAO- Administration	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
Phase 1. Booking of Facilities by Internal Clients				
1. Inquire availability of desired facility for temporary reservation	1.1. Receive booking inquiries and check availability of the facility for the desired date of request	N/A	1 minute	Facility Coordinator

2. If available, fill out the Facility Reservation Form (FRF) with the relevant information, signed by unit head/supervisor	2.1. Pencil book the request pending completion of documentary requirements & recommendation from direct supervisor. In case of student-initiated activities approval of the faculty in charge or adviser	N/A	2 minutes	Facility Coordinator
3. Submit duly approved letter/proposal, FRF, other necessary documents to CAO - Administration	3.1. Release the Acknowledgement Stub to client	N/A	1 minute	Facility Coordinator
	3.2. Submit the FRF to authorized signatory for approval	N/A	30 seconds	Facility Coordinator
	3.3. Review the FRF for approval. Approved or Deny FRF.	N/A	2 minutes	CAO/Executive Director (external campuses)
	3.4. Inform the client if FRF is denied. Once approved, release the Confirmation Slip to the client and file the FRF.	N/A	3 minutes	Facility Coordinator

	3.5. Remind the client to adhere to the Rules and Regulations on the usage of the facilities as indicated in the FRF, Proceed to GSO for reservation of needed furniture and fixtures	N/A	2 minutes	Facility Coordinator
	Sub-total Phase 1	**None**	**11.30 minutes**	**None**
Phase 2. Booking of Facilities by External Clients				
1.Availability of desired facility			CAO - Administration	
2.Facility Reservation Form			CAO - Administration	
3. Acknowledgement Stub			Client	
4. Proof of payment / confirmation of payment			BAO	
5.Confirmation Slip			CAO- Administration	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
Phase 2. Booking of Facilities by External Clients				
1. Inquire availability of desired facility for temporary reservation	1.1 Receive booking inquiries and check availability of the facility for the desired date of request	N/A	1 minute	Facility Coordinator
2. If available, fill out the Facility Reservation Form (FRF) with the relevant information.	2.1 Pencil book the request pending completion of documentary requirements & settlement of payment	N/A	1 minutes	Facility Coordinator Client

	2.2 Release the Acknowledgement Stub to client	N/A	1 minute	Facility Coordinator
	2.3 Submit the FRF to authorized signatory for approval	N/A	30 seconds	Facility Coordinator
	2.4 Review the FRF for approval. Approved or Deny FRF.	N/A	2 minutes	CAO/Executive Director (external campuses)
	2.5 Inform the client if FRF is denied. Once approved, the FRF will be forwarded to BAO for confirmation of payment	N/A	5 minutes	Facility Coordinator
3. Settle applicable fees thru BAO	3.1 Receive approved FRF from CAO and compute appropriate charges for external clients	list of fees	3 minutes	BAO
	3.2 After payment confirmation, note the OR number in the FRFand return to CAO for release of Confirmation Slip to client	N/A	5 minutes	BAO
	3.3 Release booking Confirmation Slip to client after payment is complete	N/A	1 minute	Facility Coordinator

	3.4 Remind the client to adhere to the Rules and Regulations on the usage of the facilities as indicated in the FRF, Proceed to GSO for reservation of needed furniture and fixtures	N/A	2 minutes	Facility Coordinator
	Sub-total Phase 1		21.30 minutes	

1.4 DENTAL SERVICES OFFICE

A. Request for Consultation and Treatment

Dental consultation, extraction and giving of medication.

Office of Division:	Dental Clinic			
Classification:	Simple			
Types of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Valid School Identification Card			CHMSU	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1. Report chief complaint.	1.1. Ask client's health and condition.	None	2 minutes	Dental Assistant
2. Fill out our treatment and medication logbook.	2.1. Assist the client in filling out the logbook (F.05-DEN-TAL).	None	5 minutes	Dental Assistant
3. Fill out patient's chart.	3.1. Assist the client in filling out the form (F.01-DEN-CHMSU).	None	2 minutes	Dental Assistant
4. Submit dental assessment.	4.1. Vital sign checking (BP, Temperature)	None	5 minutes	Dental Assistant
5. Check-up, Diagnose, and receive proper dental treatment.	5.1. Performs consultation or extraction depending on the need of the client.	None	60 minutes	Dentist
6. Post Treatment Instructions.	6.1. Give post-operative instructions and after treatment evaluation form to the client.	None	3 minutes	Dentist
7. Fill out evaluation form.	7.1. Assist the client in filling out the CSM form.	None	3 minutes	Dental Assistant
	Total	**None**	**1 hour and 20 minutes**	

1.5 EXTENSION COMMUNITY SERVICES

A. Request for Technical Advisory and Extension Program

The Extension and 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 and Community Services Director, in close coordination with the office of the Vice-President for Research, Extension, and Intellectual Property and Management Office.

Office or Division:	Extension and Community Services
Classification:	Complex
Types of Transaction:	G2C - Government to Citizen
Who may avail:	Agency/Organization/Community

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request for Technical Advisory and Extension Program	Requesting party
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 available form	Extension and Community Services (ECS) Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
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 president the letter request.	None	30 minutes	ECS Director
	1.4 Inform the client/requesting party	None	1 day	

	of the approval/disapproval of the request			
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
	TOTAL	**NONE**	**6 days and 30 minutes**	

1.6 FINANCIAL MANAGEMENT SERVICES DIVISION

A. Request for 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.

Office or Division:	Financial Management Services Division			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All enrolling and enrolled students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Enrollment form		Registrar's Office		
2. Subject Loading		Program Dean		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
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
	Total	**None**	**7 minutes**	

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.

Office or Division:	Financial Management Services Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students, Clients			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
		SAF – CHMSC Assessment Office		
Student Assessment Form (SAF) / Order of Payment Slip (OPS)		OPS – Issuing office where services is availed		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
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
	Total	**None**	**6 minutes**	

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.

Office or Division:	Financial Management Services Division			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All enrolled students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Student's school ID		Student		
2. Student Clearance		Registrar's Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
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
	Total	**None**	**7 minutes**	

1.7 HUMAN RESOURCE MANAGEMENT OFFICE

A. Request for Certification (employment; leave with or without pay; no pending administrative or criminal case)

Certifications are issued to affirm the validity of information.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Separated Employees from the Service			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Request Slip		Human Resource Management Office		
2. Official Receipt		Cashier's Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1. Fill out request slip	1.1 Record the request in the logbook	None	2 minutes	HRMO Staff
	1.2 Issue Order of payment and proceed to Cashier's Office for OR Issuance	10.00/page	1 minute	
2. Present OR to the HR staff	2.1 Accept the OR	None	2 minutes	HRMO Staff
	2.2 Process the request	None	60 minutes	
3. Receive the signed document	3.1 Released the signed document	None	2 minutes	HRMO Staff
	Total	**None**	**1 hour and 7 minutes**	

B. Request for Service Record

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

Office or Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Separated Employees from the Service

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Slip	Human Resource Management Office
2. Official Receipt	Cashier's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Fill out request slip	1.1 Record the request in the logbook	None	2 minutes	HRMO Staff
	1.2 Issue Order of payment and proceed to Cashier's Office for OR Issuance	10.00/page	1 minute	
4. Present OR to the HR staff	4.1 Accept the OR	None	2 minutes	HRMO Staff
	4.2 Process the request	None	8 hours	HRMO Staff
5. Receive the signed document	5.1 Released the signed document	None	2 minutes	HRMO Staff
	Total	**None**	**8 hours and 5 minutes**	

C. Request for Subsequent Issuance of BIR Form 2316 (ITR)

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

1.8 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.

Office or Division:	Library and Information Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
School ID		Client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1. Present the book/s and School ID at the circulation counter.	1.1 Receive the book/s and validates user identification/accounts. If not valid, create a user account in the library system. 1.2 Require the borrower to fill out the Borrowing of Books Log Sheet by writing the transaction start time.	None	2 minutes 2 minutes	Librarian/ Library Staff Librarian/ Library Staff
2. Fill out the Borrowing of Book Log Sheet with the transaction start time.	2.1 Give the library book card/s to the borrower to be filled out with date and borrower's name.	None	1 minute	Librarian/ Library Staff

3. Fill out library book card/s and return to the librarian/library staff.	3.1 Receive the library book card and checks the correctness of the data entry. 3.2 Check out the borrowed book/s using the automated library system, print the Library Transaction Receipt and sign the “Checked out in GOOD CONDITION by” area and write the due date in the library book card/s. 3.3 Give the checked-out book/s with the Library Transaction Receipt and inform the borrower of the due date and the book’s physical condition	None	1 minute 3 minutes 1 minute	Librarian/ Library Staff Librarian/ Library Staff Librarian/ Library Staff
4. Receive the checked-out book/s and write the transaction start time in the Borrowing of Books Log Sheet.	4.1 File the library book card of the borrowed books in the borrowing box.	None	1 minute	Librarian/ Library Staff
	Total	**None**	**11 minutes**	

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.

Office or Division:	Library and Information Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Borrowed/Checked-out Books		Client		
2. Library Transaction Receipt		Client		
3. Official Receipt		Cashier's Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1. Return the borrowed books to the librarian/library staff at the Circulation Counter.	1.1. Receive the returned book/s along with the issued Library Transaction Receipt.	None, but if the book is overdue, it is subjected to penalty (Library Operations Manual)	1 minute	Librarian/ Library Staff
	1.2. Require the borrower to fill out the Returning of Books Log Sheet by writing the transaction start time.		2 minutes	Librarian/ Library Staff
2. Fill out the Returning of Book Log Sheet with the transaction start time.	2.1. Retrieve the library books card/s in the borrowing box and check whether the returned book/s are in good physical condition.	None	2 minutes	Librarian/ Library Staff

	2.2. Assess the returned book/s, in case of damage, identify the extent of damage and determine whether repair or replacement is needed by referring to the Library Operations Manual's replacement policy. 2.3. Check in the returned book/s in the library system, print a new Transaction Receipt, and give it to the borrower, indicating any overdue fine/fee for payment at the Cashier's Office.		2 minutes 2 minutes	Librarian/ Library Staff Librarian/ Library Staff
3. Present the Official Receipt (OR) of payment to the librarian/library staff. The OR number shall be recorded in the library system to officiall clear the borrower's account.	3.1 Stamp "returned", indicates the date, and affix the signature in the Library Book Card.	None	1 minute	Librarian/ Library Staff

4. Fill out the Returning Book Log Sheet with the time the returning transaction is completed	4.1. Return the library book card to the book card pocket.	None	1 minute	Librarian/ Library Staff
	Total	**None**	**11 minutes**	

1.9 MEDICAL SERVICES OFFICE

A. Treatment of Minor Injuries and Common Ailments

Office of Division:	Medical Clinic			
Classification:	Simple			
Types of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Student ID			Carlos Hilado Memorial State University	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
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 medication if necessary;	None	6 minutes	School Physician/ Nurse
3. Receive medical advice/ 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 Ensure that forms are properly filled-out	None	2 minutes	School Physician/ Nurse / Medical Staff
	Total	**None**	**20 minutes**	

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

Office of Division:	Medical Clinic			
Classification:	Simple			
Types of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Student ID			Carlos Hilado Memorial State University	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1. Report chief complaints	1.1 Acknowledge and assess the patient;	None	5 minutes	School Physician/ Nurse
2. Submit to routine health assessment	2.1 Take the vital signs/ dispose OTC medications if necessary;	None	5 minutes	School Physician/ Nurse
3. As soon as examined, secure referral form from the Nurse and School Physician	3.1 Endorsing the patient to the preferred/nearest health facilities	None	10 minutes	School Physician/ Nurse
	Total	**None**	**20 minutes**	

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

Office of Division:	Medical Clinic			
Classification:	Simple			
Types of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Recent Medical Certificate 2. Recent Chest X-Ray Result (taken within the last 6 months) 3. Filled Out Medical Health Form 4. Recent 1x1 inch photo 5. 1 Long Brown Envelope labelled with your name (Last Name, First Name, Middle Name) and Academic Program.			Carlos Hilado Memorial State University	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1. Submit Medical Requirements	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
	Total	**None**	**12 minutes**	

1.10 NATIONAL SERVICE TRAINING PROGRAM (NSTP) OFFICE

A. Request for Issuance of NSTP Serial Numbers Face-to-Face

Office or Division:	NSTP Main Campus
Classification:	SIMPLE
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students, NSTP Graduates / Other interested requesting parties.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request letter for serial number. 2. NSTP (LTS/CWTS) 1 and 2 grades	Request letter or thru our email (nstp.talisay@chmsc.edu.ph) Office of the University Registrar

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1	Client will give letter of request for serial number.	None	5 minutes	NSTP Staff
2	Get the information from the requester.	None	5 minutes	NSTP Staff
3	Finding the data in the records using the requester's serial number.	None	5 minutes	NSTP Staff
4	Issue a copy of the certificate containing the requester's NSTP serial number.	None	5 minutes	NSTP Staff, NSTP Coordinator, NSTP Director
	Total	**None**	**20 minutes**	

B. Request for Issuance of NSTP Serial Numbers via E-Mail

Office or Division:	NSTP Main Campus			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, NSTP Graduates / Other interested requesting parties.			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Request letter for serial number. 2. NSTP (LTS/CWTS) 1 and 2 grades		Request letter or thru our email (nstp.talisay@chmsc.edu.ph) Office of the University Registrar		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1	Client will give letter of request for serial number through email.	None	5 minutes	NSTP Staff
2	A google form will be sent to the requestor for them to fill up and get the information from the requester.	None	5 minutes	NSTP Staff
3	Finding the data in the records using the requester's serial number.	None	5 minutes	NSTP Staff
4	Issue a soft copy of the certificate containing the requester's NSTP serial number, which will be sent to their email. Additionally, provide an option to pick up the hard copy at the NSTP office.	None	5 minutes	NSTP Staff, NSTP Coordinator, NSTP Director
	Total	**None**	**20 minutes**	

C. Request for Issuance of NSTP Serial Numbers Requestor not on Record

Office or Division:	NSTP Main Campus				
Classification:	SIMPLE				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	Students, NSTP Graduates / Other interested requesting parties.				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**			
1. Request letter for serial number. 2. NSTP (LTS/CWTS) 1 and 2 grades		Request letter or thru our email (nstp.talisay@chmsc.edu.ph) Office of the University Registrar			
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**	
1	Client will give letter of request for serial number through email.	None	5 minutes	NSTP Staff	
2	A Google Form will be sent to the requester to complete, ensuring the necessary information is collected. Students who graduated from NSTP before A.Y. 2007-2008 or those not found in the records must request their certification from CHED.	None	10 minutes	NSTP Staff	
3	The collected information will be sent to CHED for the Request for Issuance of NSTP Serial Numbers. It will be emailed to CHED, and once the serial number is issued, it will be sent back.	None	7 to 30 days	NSTP Director, Coordinator	
4	Issue a soft copy of the certificate containing the requester's NSTP serial number, which will be sent to their email. Additionally, provide an option to pick up the hard copy at the NSTP office.	None	5 minutes	NSTP Staff, NSTP Coordinator, NSTP Director	
	Total	**None**	**7 to 30 days**		

1.11 OFFICE OF THE GUIDANCE SERVICES

A. Request for Counseling

Office of Division:	Office of the Guidance Services			
Classification:	Simple			
Types of Transaction:	G2C – Government to Citizen			
Who may avail:	Current Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
• None			• N/A	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1. Reports to the Guidance Office for Counseling	1.1. Accommodates student/s and perform preliminaries.	None	5 minutes	Guidance Counselor
2. Fill-out Informed Consent Form (F.03-OGS-CHMSU).	2.1. Assist student in filling-out the form and counsel the student/s.		1 hour	
3. Engage in the counselling session	3.1. Terminates the counseling session and schedules follow-up session, if necessary.		5 minutes	
	TOTAL	**None**	**1 Hour and 10 minutes**	

B. Administration of Admission Test

Office of Division:	Office of the Guidance Services			
Classification:	Simple			
Types of Transaction:	G2C – Government to Citizen			
Who may avail:	Incoming College Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Entrance Test Permit 2. Valid ID 3. 2 pcs 2×2 ID picture 4. 1 Long Brown Envelope 5. Pencil with Eraser			Online Registration System Releasing/Delivering institution Personal Provision	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1. Present requirements	1.1 Verify requirements	None	5 minutes	Guidance Counselor/s
2. Fill out the CHMSUETAF (F-09-OGS-CHMSU) Form	2.1 Checks completeness of accomplished Form		15 minutes	
3. Take the Admission test	3.1 Administer Admission Test.		1 hour and 30 minutes	
	Total	**None**	**1 hour & 50 minutes**	

C. Request for Student Individual Inventory (SII)

Office of Division:	Office of the Guidance Services			
Classification:	Simple			
Types of Transaction:	G2C – Government to Citizen			
Who may avail:	Incoming College Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. SII Form 2. 1 pc. Recent 2x2 ID Picture 3. Ballpen 4. Glue			Guidance Office Personal Provision	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1. Secure SII Form (F.11-OGS-CHMSU)	1.1 Release a copy of SII Form and instruct students.	None	15 minutes	Guidance Counselor/s, office staff
2. Fill-out the form and Paste 2x2 ID Picture	2.1 Assist students, entertain queries and answer questions		30 minutes	
3. Submit accomplished form	3.1 Verify completeness of data and accept submitted form.		5 minutes	
	Total	**None**	**50 minutes**	

1.12 OFFICE OF THE STUDENT'S AFFAIRS AND SERVICES

A. Request for Accreditation/ Reaccreditation of Student Clubs

This is designed to enable the student clubs to function officially both within and outside the university's premises.

Office or Division:	Office for Student Affairs and Services			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Citizen			
Who may avail:	Student Clubs			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Application Form for Club Accreditation and Reaccreditation (*F.01.OSAS-CHMSU)* (1 Original Copy and 1 Photocopy)		OSAS		
2. List of officers of the applying club (1 Original Copy and 1 Photocopy)		Client		
3. List of members to qualify for accreditation (1 Original Copy and 1 Photocopy)		Client		
4. Proposed Calendar of Activities (1 Original Copy and 1 Photocopy)		Client		
5. Constitution and By-Laws (1 Original Copy and 1 Photocopy)		Client		
6. Letter of Acceptance and Profile of the Club adviser (1 Original Copy and 1 Photocopy)		Chosen adviser of the Client		
7. Accomplishment report/compendium (1 Original Copy and 1 Photocopy)		Client		
8. Financial report (reaccreditation) (1 Original Copy and 1 Photocopy)		Client		
9. Evaluation Form (*F.03-OSAS-CHMSU)* (1 Original Copy and 1 Photocopy)		OSAS		
All documents must be properly fastened upon submission				
10. University Club Compliance and Orientation Agreement (*F.02-OSAS-CHMSU)* (1 Original Copy)		OSAS		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSIN G TIME**	**PERSON/S RESPONSIBLE**
1. Secure list of requirements for	1.1 Provide a list of requirements needed	None	3 minutes	OSAS Staff

Accreditation/re-accreditation.	for the accreditation/ reaccreditation			
2. Submit requirements on or before the set deadline.	2.1 Receive and review submitted documents. (*Incomplete requirements will be returned to the client for completion. For Reaccreditation: Application will be accepted once they are cleared with their requirements in the previous academic year)*	None	15 Minutes	OSAS Staff
	2.2 Screen and evaluate the submitted documents.	None	**7 Days**	OSAS Staff, Director/ Coordinator of Student Affairs and Services (SAS)
	2.3 Post the list of accredited and reaccredited clubs	None	5 Minutes	OSAS Staff
	2.4 Conduct orientation to the officers (president, secretary, and treasurer) of the qualified clubs. (*This is a pre-requisite to the issuance of Certificate of Accreditation)*	None	4 Hours	Director/Coordinator of SAS
	2.5 Issue Certificate of Accreditation to accredited/reaccredited clubs	None	5 Minutes	OSAS Staff
	Total	**None**	**7 days 4 hours 47 minutes**	

B. Application for Student Assistantship Program

This is designed to provide qualified students with an opportunity to earn income during their free time.

Office or Division:	Office for Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students (2nd year to 4th year with no OJT/Internship)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Application for Student Assistantship Program Form (*F.07-OSAS-CHMSU)* (1 Original Copy)		OSAS		
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)		OSAS		
8. Grades for the last semester attended (1 Photocopy)		Registrar's Office		
9. Filled Out Official Time (1 original copy)		OSAS		
10. Recommendation Letter (1 original copy)		From the office where you intend to work		
11. Evaluation Rubric for Student Assistants (*F.10-OSAS-CHMSU)* (1 original copy) *This is for applicant due for renewal*		OSAS		
12. Student Assistantship Program Agreement (*F.13-OSAS-CHMSU)*		OSAS		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1. Submit a recommendation letter from the office where the	1.1 Give the Student Assistant Application Form with the list of requirements	None	3 minutes	OSAS Staff

applicant will be working.				
2. Submit complete requirements.	2.2 Check the completeness of submitted requirements (*if complete schedule for interview, otherwise give feedback on the remaining requirements to comply)* 2.3 Schedule an interview with the OSAS Director.	None	10 Minutes	OSAS Staff
3. Come on the scheduled interview.	3.1 Interview the applicant for approval/ disapproval. *Once approved the client will proceed to orientation schedule.*	None	15 minutes	Director/Coordinator of SAS
4. Attend the orientation	4.1 Conduct orientation to all hired SAs	None	1 hour	Director/Coordinator of SAS
5. Secure, sign, and submit student assistantship agreement form	5.1 Issue student assistant endorsement to SA	None	5 minutes	OSAS Staff
	Total	**None**	**1 hour 55 minutes**	

C. Request for Issuance of Good Moral Certificate

This is designed to establish a standardized process for issuing Certificate of Good Moral Character to students and alumni.

Office or Division:	Office for Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Student, Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Issuance of Certificate of Good Moral Character (*F.26-OSAS-CHMSU)* (1 Original Copy)	OSAS
2. Official Receipt of payment (1 Original Copy)	Cashier's Office
3. Any proof of last attendance attended in the university school (e.g. TOR, School ID, or enrolment form) (1 Photocopy)	Registrar's Office/Client's Copy
4. Authorization Letter, if the one who will process is a representative (1 original)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Show proof as bonafide student of CHMSU/proof as alumni/ authorization letter	1.1 Verify the presented roof	None	3 minute	OSAS Staff
2. Secure request form	2.1 Provide the request form 2.2 Verify student's disciplinary records if there are committed violations, if none proceed. Otherwise, talk to the Director/Coordinator for reminders. 2.3 Instruct the student/alumnus/ representative to complete the payment	None Php50	5 Minutes	OSAS Staff Cashier's Office Staff

	process at the Cashier's office			
3. Present the official receipt of payment	3.1 Verify the presented receipt 3.2 Process the request	None	3 minutes Within 2 working days from receipt of the request	OSAS Staff
4. Present claim slip	4.1 Issue the requested certificate 4.2 Request the client to write in the logbook	None	5 minutes	OSAS Staff
	Total	**P50.00**	**2 Days & 16 Minutes**	

1.13 OFFICE OF THE UNIVERSITY DEANS

A. Signing of Clearance

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

Office or Division:	Office of the University Deans			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Students who will transfer to other schools 2. Graduates			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Clearance Form for Transfer, Licensure Examination, or Employment Purposes		Registrar		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
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 Check the completeness of information provided in the clearance form.	None	3 minutes	College Dean Staff
	1.2 Check that the signature is physically signed with a pen.	None	1 minute	College Dean Staff
	1.3 Check for any accountability on file.	None	15 minutes	College Dean Staff
	1.4 Sign the form upon settlement of any accountability.	None	1 minute (if Dean is present in the Office)	Dean
	Total	**None**	**20 minutes**	

1.14 PHYSICAL PLANT DEVELOPMENT AND MANAGEMENT OFFICE

A. Request for Billing

This service is the primary step in processing billing requests for contractors on infrastructure projects.

Office or Division:	Physical Plant Development and Management Office
Classification:	Complex
Types of Transaction:	G2C – Government-to-Citizen
Who may avail:	Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Contractor's letter request for billing	Contractor
2. Notice to Proceed, Notice of Award, Contract of Agreement	Contractor
3. Statement of Work Accomplished (SWA)	Contractor
4. Accomplishment Report	PPDM Office
5. Statement of time elapsed	PPDM Office
6. Computation of Liquidated Damages *(If applicable)*	PPDM Office
7. Contractor's Affidavit	Contractor
8. Progress photos and key plans	Contractor
9. Results of test analysis (if Applicable)	Contractor
10. Photocopy of vouchers of all previous payments *(if applicable)*	PPDM office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit all the required documents to the PPDM Office for approval through the Records Management Office	1.1 Receive the documents and deliver them to the PPDM Office 1.2 Schedule the inspection with the Inspection Committee	None None	2 mins 15 mins	Records Management Office Officer/Staff PPDM Staff PPDM Director Supply Officer/staff

				Inspection Committee
	1.3 Conduct Inspection	None	3 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	1 day	PPDM staff Supply Office Staff Inspection Committee End User
	1.5 Approve Accomplishment Report and Statement of Work Accomplished	None	2 days	PPDM Staff Inspector 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
	Total	**None**	**4 days, 3 hours and 17 mins**	

1.15 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.

Office or Division:	BAC SECRETARIAT OFFICE
Classification:	Simple
Types of Transaction:	G2B – Government to Business Entity
Who may avail:	All Prospective Bidders

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Original and copy of Company ID and/or Authorization Letter	Company / Authorized Representative
2. Order of Payment (1 copy)	BAC Secretariat
3. Official Receipt	Cashier's Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
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. 1.2 Issue Order of Payment Form to the authorized representative.	None	5 minutes 10 minutes	*PMO/BAC Secretariat Staff* Procurement Management Office (PMO)
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 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. 3.3 Secure acknowledgement from the Head of the Secretariat 3.4 Issue the Order of Payment Form		5 minutes 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 STANDARD RATES in Appendix 8 Section 5.0 of 2016 Revised IRR of RA 9184*		*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. 1.2 Issue the complete set of Bidding Documents.	None	15 minutes	*PMO/BAC Secretariat Staff* Procurement Management Office (PMO)
	Total	**None**	**60 minutes**	

STANDARD RATES ON THE SALE OF BIDDING DOCUMENTS *Appendix 8, Section 5.0 of 2016 Revised IRR of RA 9184*	
APPROVED BUDGET FOR THE CONTRACT (ABC)	**MAXIMUM COST OF BIDDING DOCUMENTS (In Philippine Pesos)**
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

1.16 PROPERTY AND SUPPLY MANAGEMENT OFFICE

A. Receiving of Deliveries

This process provides the procedure in the receiving of deliveries from the suppliers by the Property and Supply Management Office.

Office or Division:	Supply and Property Management Office (PSMO)			
Classification:	Simple			
Types of Transaction:	G2B – Government to Business Entity			
Who may avail:	Business Entity			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Purchase Order			PMO	
2. Delivery Receipts and Charge Invoice			Supplier	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1. Delivers goods, supplies and equipment to PSMO	1.1 Receives goods, supplies and equipment, validates the quantity and specifications based on Purchase Order.	None	30 minutes for small quantity deliveries (less than 100 items) and 1 hour for large quantity deliveries	Administrative Aide III
2. Issues delivery receipt and charge invoice	2.1 Signs on the delivery receipt and charge invoice	None	1 minute	Administrative Aide III
	Total	**None**	**8 hours and 45 minutes**	

1.17 RECORDS MANAGEMENT OFFICE

A. Request of Receiving of Documents

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

Office or Division:	Records Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government), G2C - Government to Citizen, G2B - Government to Business			
Who may avail:	All (Internal and External)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Communication/document		Client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
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 "**RECEIVED**", affix the initial, assign control number and indicate the date and time received and give the client's copy. If denied, return to the client.	None	2 minutes	RMO Staff
2. Receive the file copy or the returned denied documents			3 minutes	RMO Staff
	TOTAL	**None**	**2 minutes**	

B. Request of Releasing of Documents

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

Office or Division:	Records Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government), G2C - Government to Citizen, G2B - Government to Business			
Who may avail:	All (Internal and External)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1. Sign on the Record's Copy of the documents with the date and time received	1.1 Disseminate/release the received documents: Personally release to concerned personnel/offices;	None	Within the day* 3 minutes	RMO Staff
or Acknowledge the email	Or Send/release through email by scanning the documents and attachments to concerned internal and external clients or offices		4 minutes	RMO Staff

	or Mail the documents to external clients or offices through couriers		1 hour	RMO Staff
	TOTAL	**NONE**	**Personal:** **3 minutes** **Via email:** **4 minutes** **Via mail:** **1 hour**	

*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 3:00PM.

C. 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.

Office or Division:	Records Management Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Filipino Citizen (External)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. FOI Request Form (RMO-TAL-F.03)		Records Management Office		
2. Government-issued ID		Government Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1. Secure FOI Request Form (F.05-RMO-CHMSU)	1.1Give FOI Request Form (F.05-RMO-CHMSU)	None	1 minute	Records Management Officer Receiving/RMO Person
2. Fill-out the form and attach the photocopy of the government-issued ID	2.1Receive 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 communication to claim.		3 minutes	Records Management Officer
3. Waiting for the communication to claim	3.1 Process the request		14 days	FOI Receiving Officer FOI Decision Maker
	3.2 Inform the client to claim through means the client preferred		2 minutes	FOI Receiving Officer

4. Receive the requested document and sign on the FOI request form and on the logbook	4.1 Release the request. Let the client sign on the FOI request form and on the logbook or Email the requested documents to clients		2 minutes 3 minutes	FOI Receiving Officer Receiving/RMO staff FOI Receiving Officer Receiving/RMO staff
	TOTAL		**15 days** **(EO2, s. 2016)**	

1.18 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.

Office or Division:	Office of the Registrar
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All students and alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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 applicable, NSO/PSA Birth Certificate	4. NSO/PSA
5. 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.	5. Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
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	*Registrar's Staff* 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 Request client to pay fees at the Cashier.	₱100.00 / page for OTR ₱30.00 for doc stamp	10 minutes	*Registrar's Staff* Registrar's Office

3. Submit Request Form with the Official Receipt (OR).	3.1 Check OR. 3.2 Fill out claim slip and cut it from the Request Form. 3.3 Issue claim slip to client and give final instruction. 3.4 Request client to sign the logbook. 3.5 Staff process the request.	None	5 minutes Within 5 working days from receipt of request	*Registrar's Staff* Registrar's Office
4. Submit claim slip (after 5 working days or when contacted before the end of 6 days).	4.1 Issue OTR after submission of claim slip. 4.2 Request client to review the document.	None	1 minute	*Registrar's Staff* Registrar's Office
5. Review data and other relevant information.	5.1 Request student to sign the logbook.	None	5 minutes	*Registrar's Staff* Registrar's Office
	Total	**₱130 for 1 page**	**6 working days**	

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. This procedure is used for requests for Certificate of Enrollment, Certificate of Grades, Certificate of Units Earned, and Certificate of Graduation among others.

Office or Division:	Office of the Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All students and alumni

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1. Submit filled out request form (*Request for School Records* for students who are not currently enrolled (*Request Slip* 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. 1.4 Return to client for payment.	None ₱50.00 / page	1 hour	*Registrar's Staff* Registrar's Office
2. Submit Request with the Official Receipt (OR).	2.1 Check OR. 2.2 Fill out claim slip and cut it from the	None	5 minutes	*Registrar's Staff* Registrar's Office

	Request Form/Slip. 2.3 Issue claim slip and give final instruction. 2.4 Request student to sign the logbook. 2.5 Staff process the request.		Within 2 working days from receipt of request	
3. Submit claim slip (after 1 working day or when contacted before the end of 2 days).	3.1 Issue Certificate after submission of claim slip. 3.2 Request client to sign the logbook.	None	1 minute	*Registrar's Staff* Registrar's Office
Total		**50.0x1 = ₱50.0** **50.0x2 = ₱100.0**	**2 working days**	

C. Certifying/Authenticating Student's Documents

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

Office or Division:	Office of the Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All students and alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID	1. Issuing Agency
2. Original copy of documents	2. Registrar's Office
3. Photocopies of documents	3. Photocopying Outlet
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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit filled out Request Slip, original and photocopies of documents.	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 ₱5.00/ page	7 minutes	*Registrar's Staff* Registrar's Office
2. Submit request with the OR.	2.1 Check OR. 2.2 Process request.	None	Within 2 hours	*Registrar's Staff* Registrar's Office
3. Claim documents	3.1 Release authenticated documents. 3.2 Request student to	None	3 minutes	*Registrar's Staff* Registrar's Office

	sign the logbook.			
	Total	**₱5.0x5 = 25.0**	**2 hours and 10 min**	

D. Request for Certification, Authentication and Verification (CAV)

The process includes procedure for processing requests for Certification, Authentication and Verification (CAV).

Office or Division:	Office of the Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All irregular continuing students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Original copy of Diploma and Official Transcript of Records		1. Registrar's Office		
2. Photocopies of Diploma and Official Transcript of Records		2. Photocopying outlet		
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		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1. Submit filled out request form (*Request for CAV Form*), original and photocopies of the documents.	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 for CAV Form. 1.5 Return request to client for payment.	None ₱50.00 for certification ₱30.00 for Doc stamp ₱15.00/for Authentication (1diploma, 2pages transcript) (=₱95)	15 minutes	*Registrar's Staff* Registrar's Office
2. Submit request with the Official Receipt (OR).	2.1 Check OR 2.2 Fill out claim slip and return to client 2.3 Process request.	None	Within 2 working days	*Registrar's Staff* Registrar's Office
3. Claim documents (after 1 working day or when contacted before the end of 2 days).	3.1 Check claim slip. 3.2 Request client to sign the logbook. 3.3 Issue the requested CAV to client	None	3 minutes	*Registrar's Staff* Registrar's Office

Total	**₱95.00**	**2 working days**	

E. Request for Reconstruction of Diploma

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

Office or Division:	Office of the Registrar
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All graduates

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit requirements with the filled-out Request for School Records form.	1.1 Check Request for School Records form. 1.2 Evaluate authenticity of the document. 1.3 Verify records. 1.4 Indicate fees on the Request for School Records form. 1.5 Return request to client for payment.	None ₱40.00	30 minutes	*Registrar's Staff* Registrar's Office
2. Submit request with the Official Receipt (OR).	2.1 Fill out claim slip and cut it from the Form. 2.2 Issue claim slip to client and give final instruction. 2.3 Request client to sign the logbook. 2.4 Staff process the request.	None	3 minutes Within 15 working days from receipt of request	*Registrar's Staff* Registrar's Office
3. Submit claim slip (after 14 working days or when	3.1 Issue Diploma after	None	3 minutes	*Registrar's Staff* Registrar's Office

contacted before end of 15 days).	submission of claim slip. 3.2 Request client to sign the logbook.			
	Total	**₱40.00**	**15 working days**	

F. Enrollment of New Entrants

The process includes procedure for officially registering qualified student applicants.

Office or Division:	Office of the Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Senior High School graduate students and transferees who passed the selection process.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Admission slip/Loading Slip, 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
6. Student Information Sheet (SIS)	6. Registrar's Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1. Submit all requirements.	1.1 Log student's 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 program and subjects. 1.6 Log student's end of transaction time.	Insurance fee for first semester or returnee during the second semester (₱130.00) Alumni fee for graduating students (₱300.00)	40 minutes	*Registrar's Staff* Registrar's Office

	1.7 Instruct student to pay fees and finish enrollment flow.			
2. Submit complied EFf to the Registrar's Office to claim Enrollment Form.	2.1 Log student's transaction time. 2.2 Check completeness of the 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.	None	20 minutes	*Registrar's Staff* Registrar's Office
Total			**1 hour**	

G. Enrollment of (Regular and Irregular) Continuing Students

This process provides procedure to officially register regular continuing students.

Office or Division:	Office of the Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All regular and irregular continuing students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Clearance	1. Registrar's Office
2. Loading Slip (If Irregular)	2. Dean/Program Chair
3. Issued School ID (for validation)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit accomplished clearance and loading slip.	1.1 Log student's 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 pay fees and finish enrollment process.	Insurance fee for first semester or returnee during the second semester (₱130.00) Alumni fee for graduating students (₱300.00)	15 minutes	*Registrar's Staff* Registrar's Office

2. Submit complied EFf to the Registrar's Office to claim Enrollment Form.	2.1 Log student's transaction time. 2.2 Check Enrollment Flow form 2.3 Validate School ID. 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.	None	15 minutes	*Registrar's Staff* Registrar's Office
	Total		**30 inut es**	

H. Enrollment of Returnee and Shiftee Students

The process includes procedure of officially registering students who stopped and plans to continue schooling and students who opt to change program or major/specialization.

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

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request to Return to School Form (for Returnee) Request to Shift Course/Major (for Shiftee)	1. Registrar's Office
2. Clearance	2. Registrar's Office
3. Loading Slip	3. Dean/Program Chair
4. Issued Student ID (for Validation)	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1. Submit accomplished clearance, approved Request to Return to School Form/Request to Shift Course Form and loading slip.	1.1 Log student's 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 Form /Request to Shift Course Form 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 pay fees and finish enrollment process.	Insurance fee for first semester or returnee during the second semester (₱130.00) Alumni fee for graduating students (₱300.00)	15 minutes	*Registrar Personnel* Registrar's Office
2. Submit complied EFf to the Registrar's Office to claim	2.1 Log student's transaction time. 2.2 Check official receipt and Enrollment Flow form and.	None	15 minutes	*Registrar Personnel* Registrar's Office

Enrollment Form.	2.3 Validate School ID. 2.4 Require student to sign the EF and logbook. 2.5 Release Enrollment Form. 2.6 Sign and log student's "time out" in the EFf.			
	Total		**30 Minutes**	

II. CHMSU INTERNAL SERVICES

2.1 BUSINESS AFFAIRS OFFICE

A. Application for Use of Facilities

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

Office or Division:	Business Affairs Office			
Classification:	Simple			
Types of Transaction:	G2G – Government to Government			
Who may avail:	Employee of the University			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Approved letter request			Faculty or staff	
2. Request to Use Facilities Form			Business Affairs Office	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
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. 1.4 Furnish the facility in-charge a copy of the approved Request to Use facility.	None	5 minutes	BAO personnel / BAO Director

		None		
	Total	**None**		

B. Request for 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).

Office or Division:	Business Affairs Office
Classification:	Simple
Types of Transaction:	G2G – Government to Government
Who may avail:	Employee of the University

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Job Order form/Purchase Request	BAO / Client

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
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. 1.2 Discuss materials, lay-out and printing cost to the employee. 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 None None None	5 minutes 20 minutes 5 minutes 5 minutes	BAO personnel Printing press personnel Printing press personnel 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.				
	Total	**None**	**45 minutes**	

C. Request for 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.

Office or Division:	Business Affairs Office			
Classification:	Simple			
Types of Transaction:	G2G – Government to Government			
Who may avail:	Employee of the University			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1 Purchase Request			Client	
2 Attendance Sheet			Client	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
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
	Total	**None**	**22 minutes**	

2.2 CHIEF ADMINISTRATIVE OFFICER – ADMINISTRATIVE DIVISION OFFICE

A. Application for Booking of Facilities (Dining and Function Hall)

This process provides the procedure in the booking of facilities by an external and internal clients to host private and/or university sanctioned activities and events.

Office or Division:	Chief Administrative Office			
Classification:	Simple			
Types of Transaction:	G2G – Government to Government			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Phase 1. Booking of Facilities by Internal Clients				
2.Availability of desired facility			CAO - Administration	
3.Facility Reservation Form			CAO - Administration	
4.Duly approved letter/proposal			Client	
5.For student-initiated activities: a. Faculty in-charge/adviser's approved letter of request			Client	
6.Acknowledgement Stub			CAO- Administration	
7.Confirmation Slip			CAO- Administration	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
Phase 1. Booking of Facilities by Internal Clients				
1. Inquire availability of desired facility for temporary reservation	2.1 Receive booking inquiries and check availability of the facility for the desired date of request	N/A	1 minute	Facility Coordinator

2. If available, fill out the Facility Reservation Form (FRF) with the relevant information, signed by unit head/supervisor	2.2 Pencil book the request pending completion of documentary requirements & recommendation from direct supervisor. In case of student-initiated activities approval of the faculty in charge or adviser	N/A	2 minutes	Facility Coordinator
3. Submit duly approved letter/proposal, FRF, other necessary documents to CAO - Administration	3.3 Release the Acknowledgement Stub to client	N/A	1 minute	Facility Coordinator
	4. Submit the FRF to authorized signatory for approval	N/A	30 seconds	Facility Coordinator
	5. Review the FRF for approval. Approved or Deny FRF.	N/A	2 minutes	CAO/Executive Director (external campuses)
	6. Inform the client if FRF is denied. Once approved, release the Confirmation Slip to the client and file the FRF.	N/A	3 minutes	Facility Coordinator

	7. Remind the client to adhere to the Rules and Regulations on the usage of the facilities as indicated in the FRF, Proceed to GSO for reservation of needed furniture and fixtures	N/A	2 minutes	Facility Coordinator
	Sub-total Phase 1	**None**	**11.30 minutes**	**None**
Phase 2. Booking of Facilities by External Clients				
2.Availability of desired facility			CAO - Administration	
3.Facility Reservation Form			CAO - Administration	
4. Acknowledgement Stub			Client	
4. Proof of payment / confirmation of payment			BAO	
6.Confirmation Slip			CAO- Administration	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
Phase 2. Booking of Facilities by External Clients				
1. Inquire availability of desired facility for temporary reservation	2.1 Receive booking inquiries and check availability of the facility for the desired date of request	N/A	1 minute	Facility Coordinator
2. If available, fill out the Facility Reservation Form (FRF) with the relevant information.	2.1 Pencil book the request pending completion of documentary requirements & settlement of payment	N/A	1 minutes	Facility Coordinator Client

	2.2 Release the Acknowledgement Stub to client	N/A	1 minute	Facility Coordinator
	2.3 Submit the FRF to authorized signatory for approval	N/A	30 seconds	Facility Coordinator
	2.4 Review the FRF for approval. Approved or Deny FRF.	N/A	2 minutes	CAO/Executive Director (external campuses)
	2.5 Inform the client if FRF is denied. Once approved, the FRF will be forwarded to BAO for confirmation of payment	N/A	5 minutes	Facility Coordinator
3. Settle applicable fees thru BAO	3.1 Receive approved FRF from CAO and compute appropriate charges for external clients	list of fees	3 minutes	BAO
	3.2 After payment confirmation, note the OR number in the FRFand return to CAO for release of Confirmation Slip to client	N/A	5 minutes	BAO
	3.3 Release booking Confirmation Slip to client after payment is complete	N/A	1 minute	Facility Coordinator

	3.4 Remind the client to adhere to the Rules and Regulations on the usage of the facilities as indicated in the FRF, Proceed to GSO for reservation of needed furnitures and fixtures	N/A	2 minutes	Facility Coordinator
	Sub-total Phase 1		21.30 minutes	

2.3 DENTAL SERVICES OFFICE

A. Request for Consultation and Treatment

Dental consultation, extraction and giving of medication.

Office of Division:	Dental Clinic			
Classification:	Simple			
Types of Transaction:	G2C – Government to Citizen			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Valid School Identification Card			CHMSU	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
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 (F.05-DEN-TAL).	None	5 minutes	Dental Assistant
3. Fill out patient's chart.	Assist the client in filling out the form (F.01-DEN-CHMSU).	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
	Total	**None**	**1 hour and 20 minutes**	

2.4 DISASTER RISK REDUCTION MANAGEMENT OFFICE

A. Request for 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

Office or Division:	DRRM Main Campus			
Classification:	Lecture/Training Services			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Faculty and Staff of the University			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter Request which should not be less than three (3) days from the proposed conduct of activity		Client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
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			
	Total	**None**	**1 hour and 20 minutes**	

2.5 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.

Office or Division:	Financial Management Services Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All CHMSC Personnel			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Supporting documents prescribed in COA Circular No. 2012-001		Claimant		
2. Disbursement Voucher		Claimant		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
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	None	½ day	Accountant III

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

2.6 GENERAL SERVICES OFFICE

A. Request for Repair and Maintenance Services

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

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Work Request Form		GSO		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
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	2 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 GSO Clerk accepts, and stamp received the submitted request form. 2.2 The GSO Clerk shall forward the request to the GSO Unit Head for approval and further instruction. 2.3 The GSO Unit Head shall give approval of work request and shall give recommendations and instructions to the GSO	None	5 mins	GSO Clerk GSO Clerk GSO Unit Head/ GSO Officers/ University Foreman

	Officers/University Foreman for uncommon and emergency work request. 2.4 The GSO Officers/University Foreman shall accept the approved work request and inform the assigned maintenance personnel. For request pertaining ACU trouble, mechanical repairs and parts replacement, he shall assign the specific personnel for the request. 2.7 Shall give the requester the client's satisfaction form (F.02) for service evaluation.			GSO Officers/ Foreman/ Maintenance Personnel GSO Clerk
3. The client Shall confirm and evaluate the work done by the maintenance personnel and then forward it to the clerk.	3.1 Accepts the conformed work request form along with the service evaluation for encoding.	None	1 min	GSO Clerk
	Total	**None**	**8 minutes**	

B. Request for Manpower Assistance

Covers the process, approval, and action on the request for manpower assistance, e.g., hauling assistance and other related tasks.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Work Request Form		GSO		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1.The client secure a Manpower Assistance 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	2 min	GSO Clerk
2.The client submit the filled-out and signed form to the General Service Office and have it received by the GSO clerk.	2.1 The GSO Clerk accepts, and stamp received the submitted request form.	None	5 min	GSO Clerk
	2.2 The GSO Clerk shall forward the request to the GSO Unit Head for approval and further instruction.			GSO Clerk/ GSO Unit Head
	2.3 The GSO Unit Head shall give approval of work request and shall give recommendations and further			GSO Unit Head/ Janitorial Supervisor

	instructions to the Janitorial Supervisor. 2.4 The Janitorial Supervisor shall check the availability of personnel and schedule the work.			Janitorial Supervisor
	Total	**None**	**7 minutes**	

C. Request for Motor Vehicle

Applies to all university personnel across all campuses, who require the use of university vehicles for official purposes. It also outlines the responsibilities of administrators, coordinators, and drivers in the request and trip ticketing process.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Work Request Form		GSO		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1.The client secure Vehicle Request Form and Trip Ticket with the relevant information signed by their unit head/ supervisor.	1.1The GSO clerk provide the form to the client.	None	2 min	GSO Clerk
2.The client submit the filled-out form and trip ticket to the General Service Office and have it received by the GSO clerk.	2.1 The GSO Clerk receives the filled-out Vehicle Request Form and Trip Ticket.	None	7 min	GSO Clerk
	2.2 The Office Clerk shall forward the request to the Motorpool Supervisor.			GSO Clerk/ Motorpool Supervisor
	2.3 The Motorpool Supervisor shall check the availability of the vehicle and driver for the desired date of the request and submit to the GSO Unit head for approval.			GSO Unit Head/ Motorpool Supervisor
	2.4 The GSO Unit Head shall review the Vehicle Request			GSO Unit Head

	Form and Trip Ticket for initial approval. 2.4 The Office Clerk shall submit the department approved Vehicle Request Form and Trip Ticket to Chief Administrative Officer for final approval.			GSO Clerk
	Total	**None**	**9 minutes**	

2.7 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.

Office of Division:	Human Resource Development Office
Classification:	Simple
Types of Transaction:	G2G – Government to Government employees
Who may avail:	CHMSU Faculty and GASS Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent (external seminar/training) (2 original copies) 2. Recommendation Letter (external seminar/training) (2 original copies) 3. Training Proposal and Design (in-house seminar/training) (2 original copies)	Proponent Requesting Unit/Office
4. Invitation Letter (2 original/photocopies)	Training Provider
5. CHED/PASUC/RASUC Endorsement (2 original/photocopies)	Training Provider
6. Itinerary/Budgetary Requirements/Fund Ledger/Approved PPMP	Proponent Requesting Unit/Office
7. Immediate Superior's Endorsement (2 original copies)	Office of the Immediate Superior

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements to the HRD Office through the Records Section	1.1 Receives the documents and checks the completeness of the requirements and signatories;	NONE	5 minutes	HRD Office staff
	1.2 Checks the relevance and need of	NONE	20 minutes	HRDO Director

	the request based on the training need/ development plan;			
	1.3 Checks on the availability of funds;	NONE	15 minutes	HRD Office staff
	1.4 Prepares the endorsement of request to the concerned VP;	NONE	15 minutes	HRD Office staff
	1.5 Forwards the endorsement to the concerned VP for recommendation	NONE	5 minutes	HRD Office staff
	1.6 Forwards the signed endorsement request to the Finance Office for fund source;	NONE	30 minutes	Budget Office
	1.7 Forwards the endorsement request to the President's Office for recommending action and approval	NONE	2 days	President's Office
	1.8 Release approved copies of documents in the Office.	NONE	5 minutes	HRD Office staff
	TOTAL:		**2 days, 1 hour and 35 minutes**	

2.8 HUMAN RESOURCE MANAGEMENT OFFICE

A. Request for Certification (employment; leave with or without pay; no pending administrative or criminal case)

Certifications are issued to affirm the validity of information.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Permanent Faculty and Staff of the University			
	Job Order Personnel			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Request Slip		Human Resource Management Office		
2. Official Receipt		Cashier's Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1. Fill out request slip	1.1 Record the request in the logbook	None	2 minutes	HRMO Staff
	1.2 Issue Order of payment and proceed to Cashier's Office for OR Issuance	10.00/page	1 minute	
2. Present OR to the HR staff	2.1 Accept the OR	None	2 minutes	HRMO Staff
	2.1 Process the request	None	60 minutes	
3. Receive the signed document	2.2 Released the signed document	None	2 minutes	HRMO Staff
	Total	**None**	**1 hour and 7 minutes**	

B. Request for Service Record

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

Office or Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Permanent Faculty and Staff of the University

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Request Slip	Human Resource Management Office
2 Official Receipt	Cashier's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request slip	1.1 Record the request in the logbook	None	2 minutes	HRMO Staff
	1.2 Issue Order of payment and proceed to Cashier's Office for OR Issuance	10.00/page	1 minute	
2. Present OR to the HR staff	2.1 Accept the OR	None	2 minutes	HRMO Staff
	2.2 Process the request	None	8 hours	
3. Receive the signed document	3.1 Released the signed document	None	2 minutes	HRMO Staff
	Total	**None**	**8 hours and 5 minutes**	

C. Request for Subsequent Issuance of BIR Form 2316 (ITR)

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Permanent Faculty and Staff of the University			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Slip		Human Resource Management Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1. The client secure a Request Slip in the HRM office and fill-out necessary information as indicated on the form.	1.1The HRMO staff provide the form to the client.	None	8 hours	HRMO Staff
2. Receive the BIR Form 2316	2.2 Released the BIR Form 2316	None	2 minutes	HRMO Staff
	Total	**None**	**8 hours and 2 minutes**	

D. Request for Leave Credit / Service Credit Balances

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Permanent Faculty and Staff of the University			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Slip		Human Resource Management Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
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	2 minutes	HRMO Staff
	Total	**None**	**27 minutes**	

E. Application for Terminal Leave

Refers to the employees who will avail their accumulated vacation, sick or service credit leave balances before separation from the service.

Office or Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Permanent Faculty and Staff of the University

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Civil Service Form 6 - Application for Leave (2copies)	Human Resource Management Office
2 Special Order for the approval of Retirement/Approved resignation letter	Human Resource Management Office
3 Certification of Leave Balances	Human Resource Management Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Files Application for Leave (CS Form 6) with the approved letter for resignation or retirement and certification of leave balances.	1.1 Checks leave cards	None	2 Working Days	HRMO Administrative Officer II
	1.2 Reviews and reflects accumulated leave balances	None	60 minutes	HRMO Administrative Officer II
	1.3. Initials/approves entries in the CS Form 6 (certifies as to the total leave balances)	None	5 minutes	HRMO Administrative Officer II
	1.4 Certifies leave balances and submit to the Office of the President for recommendation and action to be taken	None	30 minutes	AO V / HRMO III or AO IV / HRMO II
	1.6 Claims the approved CS Form 6 for terminal leave	None	2 minutes	HRMO Staff
	Total		**2 working days, 1 hour and 37minutes**	

2.9 INFORMATION AND COMMUNICATIONS TECHNOLOGY UNIT

A. Request for ICT Support Services

The Information and Communication Technology Office provides technical support services to the Institution. The service provides information on how clients request technical support services and maintenance from the ICT Office.

A.1 For Talisay Campus

Office or Division:	Information and Communications Technology Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Faculty, GASS personnel, and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for ICT Support Services Form (F.01-ICT-CHMSU)	ICT Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
3. Secures and accomplish the Request for ICT Support Services form	2. Issue a copy of the Request for ICT Support Services Form;	None	5 minutes	ICT Staff
3. Submits the accomplished Request for ICT Support Services Form, duly by the client and Head of Office	4. Receives the form and checks the completeness of the requirements;	None	5 minutes	ICT Staff
	5. Reviews, verify, and approves the technical support services requested by client	None	10 minutes	ICT Director
	6. Issues the approved Request for ICT Support Services Form to client	None	5 minutes	ICT Staff
7. Receives the approved Request for ICT Support Services Form and submits to ITS Office to avail requested technical support	8. Receives and assigns requested technical support to ITS staff upon receiving the approved form.	None	5 minutes	ITS Head
	Total	**None**	**30 minutes**	

A.2 For External Campuses

<table>
<tr><td>Office or Division:</td><td colspan="4">Information and Communications Technology Unit</td></tr>
<tr><td>Classification:</td><td colspan="4">Simple</td></tr>
<tr><td>Type of Transaction:</td><td colspan="4">G2G – Government to Government</td></tr>
<tr><td>Who may avail:</td><td colspan="4">Faculty, GASS personnel, and Students</td></tr>
<tr><td colspan="2">CHECKLIST OF REQUIREMENTS</td><td colspan="3">WHERE TO SECURE</td></tr>
<tr><td colspan="2">Request for ICT Support Services Form (F.01-ICT-CHMSU)</td><td colspan="3">ICT Office</td></tr>
<tr><td>CLIENT STEPS</td><td>AGENCY ACTIONS</td><td>FEES TO BE PAID</td><td>PROCESSING TIME</td><td>PERSON/S RESPONSIBLE</td></tr>
<tr><td>1. Secure and accomplish the Request for ICT Support Services form</td><td>2. Issue a copy of the Request for ICT Support Services Form;</td><td>None</td><td>5 minutes</td><td>ICT Staff</td></tr>
<tr><td rowspan="3">3. Submit the accomplished Request for ICT Support Services Form, duly by the client and Head of Office to avail requested support services</td><td>4. Receives the form and checks the completeness of the requirements;</td><td>None</td><td>5 minutes</td><td>ICT Staff</td></tr>
<tr><td>5. Reviews, verify, and approves the technical support services requested by client</td><td>None</td><td>10 minutes</td><td>ICT Coordinator</td></tr>
<tr><td>6. Assigns the requested technical support services to ICT staff.</td><td>None</td><td>5 minutes</td><td>ICT Coordinator</td></tr>
<tr><td></td><td>Total</td><td>None</td><td>25 minutes</td><td></td></tr>
</table>

2.10 LIBRARY AND INFORMATION 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.

Office or Division:	Library and Information Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Government			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
School ID		Client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1. Present the book/s and School ID at the circulation counter.	1.1 Receive the book/s and validates user identification/accounts. If not valid, create a user account in the library system. 1.2 Require the borrower to fill out the Borrowing of Books Log Sheet by writing the transaction start time.	None	2 minutes 2 minutes	Librarian/ Library Staff Librarian/ Library Staff
2. Fill out the Borrowing of Book Log Sheet with the transaction start time.	2.1 Give the library book card/s to the borrower to be filled out with date and borrower's name.	None	1 minute	Librarian/ Library Staff

3. Fill out library book card/s and return to the librarian/library staff.	3.1 Receive the library book card and checks the correctness of the data entry. 3.2 Check out the borrowed book/s using the automated library system, print the Library Transaction Receipt and sign the “Checked out in GOOD CONDITION by” area and write the due date in the library book card/s. 3.3 Give the checked-out book/s with the Library Transaction Receipt and inform the borrower of the due date and the book’s physical condition	None	1 minute 3 minutes 1 minute	Librarian/ Library Staff Librarian/ Library Staff Librarian/ Library Staff
4. Receive the checked-out book/s and write the transaction start time in the Borrowing of Books Log Sheet.	4.1 File the library book card of the borrowed books in the borrowing box.	None	1 minute	Librarian/ Library Staff
	Total	**None**	**11 minutes**	

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.

Office or Division:	Library and Information Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Government			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1 Borrowed/Checked-out Books		Client		
2 Library Transaction Receipt		Client		
3 Official Receipt		Cashier's Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1. Return the borrowed books to the librarian/library staff at the Circulation Counter.	1.1 Receive the returned book/s along with the issued Library Transaction Receipt.	None, but if the book is overdue, it is subjected to penalty (Library Operations Manual)	1 minute	Librarian/ Library Staff
	1.2 Require the borrower to fill out the Returning of Books Log Sheet by writing the transaction start time.		2 minutes	Librarian/ Library Staff
2. Fill out the Returning of Book Log Sheet with the transaction start time.	2.1 Retrieve the library books card/s in the borrowing box and check whether the returned book/s are in good physical condition.	None	2 minutes	Librarian/ Library Staff

	2.2. Assess the returned book/s, in case of damage, identify the extent of damage and determine whether repair or replacement is needed by referring to the Library Operations Manual's replacement policy. 2.3 Check in the returned book/s in the library system, print a new Transaction Receipt, and give it to the borrower, indicating any overdue fine/fee for payment at the Cashier's Office.		2 minutes 2 minutes	Librarian/ Library Staff Librarian/ Library Staff
3. Present the Official Receipt (OR) of payment to the librarian/library staff. The OR number shall be recorded in the library system to official clear the borrower's account.	3.1 Stamp "returned", indicates the date, and affix the signature in the Library Book Card.	None	1 minute	Librarian/ Library Staff

4. Fill out the Returning Book Log Sheet with the time the returning transaction is completed	4.1 Return the library book card to the book card pocket.	None	1 minute	Librarian/ Library Staff
	Total	**None**	**11 minutes**	

2.11 MEDICAL SERVICES OFFICE

A. Treatment of Minor Injuries and Common Ailments

Office of Division:	Medical Clinic			
Classification:	Simple			
Types of Transaction:	G2G – Government to Government			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
School ID			Carlos Hilado Memorial State University	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
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 medication if necessary;	None	6 minutes	School Physician/ Nurse
3. Receive medical advice/ 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 Ensure that forms are properly filled-out	None	2 minutes	School Physician/ Nurse / Medical Staff
	Total	**None**	**20 minutes**	

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

Office of Division:	Medical Clinic			
Classification:	Simple			
Types of Transaction:	G2G – Government to Government			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
School ID			Carlos Hilado Memorial State University	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1. Report chief complaints	1.1 Acknowledge and assess the patient;	None	5 minutes	School Physician/ Nurse
2. Submit to routine health assessment	2.1 Take the vital signs/ dispose OTC medications if necessary;	None	5 minutes	School Physician/ Nurse
3. As soon as examined, secure referral form from the Nurse and School Physician	3.1 Endorsing the patient to the preferred/nearest health facilities.	None	10 minutes	School Physician/ Nurse
	Total	**None**	**20 minutes**	

2.12 PHYSICAL PLANT DEVELOPMENT AND MANAGEMENT OFFICE

A. Request for 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)

Office or Division:	Physical Plant Development and Management Office			
Classification:	Highly Technical			
Types of Transaction:	G2G – Government to Government			
Who may avail:	All Units and Offices of the University			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Letter request			Unit Head/End-user	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1. Submission of Letter request	1.1 Receive the letter request and assign PPDM personnel to conduct ocular visit	None	5 minutes	PPDM Staff PPDM Director
	1.2 Conduct ocular visit and site assessment	None	3 hours	PPDM Staff
2. Attend pre-construction meeting with the PPDM Director	2.1 Discuss the possible scope of works and budget	None	3 hours	PPDM Director PPDM Staff Unit Head/End-user
	2.3 Prepare the Scope of Works, Plans/Drawings, Technical Specifications, and Bill of Quantities (BOQ)	None	10 days	PPDM Staff

3. Review of the Scope of Works, Plans/Drawings, Technical Specifications, and Bill of Quantities (BOQ)	3.1 Revise and finalize Scope of Works, Plans/Drawings, Technical Specifications, and BOQ 3.2 Approve Scope of Works, Plans/Drawings, Technical Specifications, and Bill of Quantities (BOQ) 3.3 Endorse to the Unit Head/End-user the approved Scope of Works, Plans/Drawings, Technical Specifications, and BOQ for the preparation of Purchase Request	None	4 days	PPDM Staff PPDM Director Unit Head/End-user
	Total	**None**	**14 days, 6 hours and 5 minutes**	

2.13 PROCUREMENT MANAGEMENT OFFICE

A. Request for 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.

Office or Division:	Procurement Management Office/BAC Secretariat
Classification:	Simple
Types of Transaction:	G2G – Government to Government
Who may avail:	End-user

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
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	*PMO/BAC Secretariat Staff* Procurement Management Office (PMO)
	1.2 If all the requirements are complete and in order, the authorized BAC Secretariat personnel will stamp the date and affix signature in the	None	5 minutes	*PMO/BAC Secretariat Staff* Procurement Management Office (PMO)

	"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. 1.4 Forward the PR together with the requirements to the Financial Management Services Division.	None None	5 minutes 20 minutes	*PMO/BAC Secretariat Staff* Procurement Management Office (PMO) *PMO/BAC Secretariat Staff* Procurement Management Office (PMO)
Total		**None**	**40 minutes**	

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.

Office or Division:	BAC SECRETARIAT OFFICE
Classification:	Highly Technical
Types of Transaction:	G2B – Government to Business
Who may avail:	End-User and Winning Bidder

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1. Obtain/Receive the Approved Contract for Notarization	1.1 Receive and log the Approved Purchase Request and supporting documents	None	5 minutes	*PMO/BAC Secretariat Staff* Procurement Management Office (PMO)
	1.2 Determine the mode of procurement of the approved Purchase Request/Job Order and prepare BAC Resolution.	None	2 minutes	*PMO/BAC Secretariat Staff* Procurement Management Office (PMO)

	1.3 Prepare Request for Quotation for the Alternative Mode of Procurement/ Bidding Documents for Public Bidding	None	1 - 3 days	*PMO/BAC Secretariat Staff* Procurement Management Office (PMO
	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)	None	1 day	*PMO/BAC Secretariat Staff* Procurement Management Office (PMO)
	1.5 Conduct canvassing for request undertaken through Alternative Mode of Procurement. (Alternative Mode of Procurement)	None	3 – 7 days	*PMO/BAC Secretariat Staff* Procurement Management Office (PMO)
	1.6 Conduct public bidding. (Bidding as Mode of Procurement)	None	7 – 21 days	*PMO/BAC Secretariat Staff* Procurement Management Office (PMO)
	1.7 Conduct bid evaluation and postqualification. (Bidding as Mode of Procurement)	None	7- 14 days	*BAC TWG*
	1.8 Issue a Purchase Order signed by the University Accountant and President to the winning bidder.	None	7- 10 days	*PMO/BAC Secretariat Staff*

	(Alternative Mode of Procurement) 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.		21 days	Procurement Management Office (PMO) *PMO/BAC Secretariat Staff* Procurement Management Office (PMO)
2. Obtain/Receive the Approved Contract for Notarization	2.1 Provide the Approved Contract to the Contractor/Winning Bidder for Notarization.	None	5 minutes	*PMO/BAC Secretariat Staff* Procurement Management Office (PMO)
3. Submit the Notarized Contract	3.1 Give one (1) Original Notarized Copy to the Contractor.	None	5 minutes	*PMO/BAC Secretariat Staff* 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	*PMO/BAC Secretariat Staff* Procurement Management Office (PMO)
	TOTAL:	**None**	**(Bidding as Mode of Procurement) 70 days (RA 9184) and 22 minutes** **(Alternative Mode of Procurement) 19 days (RA 9184) and 22 minutes**	

2.14 PROPERTY AND SUPPLY MANAGEMENT OFFICE

A. Request for Issuance of Common-use Supplies and Equipment

This process provides the procedure in the issuance of common-use supplies and equipment to end-users by the Property and Supply Management Office.

Office or Division:	Property and Supply Management Office (PSMO)			
Classification:	Simple			
Types of Transaction:	G2G – Government to Government			
Who may avail:	All end-users			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Requisition Issue Slip (RIS)			PSMO	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fills out the RIS and signs on the "Requested by" portion.	1.1 Reviews the RIS as to completeness of details. 1.2 Checks and indicates the availability of items requested. 1.3 Retrieves the supplies and equipment to be issued from the warehouse. 1.4 Reviews and approves the RIS and signs on the "Approved by" portion of the RIS.	None	2 minutes 5 Minutes 15 Minutes 1 Minute	*Administrative Assistant II* *Administrative Assistant II* *Administrative Assistant II* *Supply Officer III*
2. Receives the supplies and equipment and signs on the "Received by" portion of the RIS.	2.1 Issues the supplies and equipment to the end-user. 2.2 Gives 1 copy of the RIS to the end-user and files the other copies.	None	1 Minute 1 Minute	*Administrative Assistant II* *Administrative Assistant II*
	Total	None	**25 Minutes**	

B. Signing of Clearance for Retiring / Resigning Faculty and Staff

This process provides the procedure in the signing of clearance for retiring/ resigning faculty and staff by the Property and Supply Management Office.

Office or Division:	Property and Supply Management Office (PSMO)			
Classification:	Simple			
Types of Transaction:	G2G – Government to Government			
Who may avail:	Retiring / Resigning Faculty and Staff			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Clearance			HRMO	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits Clearance to PSMO for reference.	1.1 Retrieves the Accountability Folder of the employee. 1.2 Prints the updated accountability registry of the employee. 1.3 Checks for existing accountability.	None	5 Minutes 10 Minutes 3 Minutes	*Supply Officer I* *Supply Officer I* *Supply Officer I*
2. Receives the clearance	2.1 If there is existing accountability, requires the employee to process the transfer/return of the property first and return the clearance to the employee. 2.2 If there is no existing accountability, forward the clearance to the Supply Officer for signing. 2.3 Signs the clearance	None	1 Minute 1 Minute	*Supply Officer I* *Supply Officer I* *Supply Officer III*
	Total	None	**20 Minutes**	

C. Request for Return of Unserviceable Property

This process provides the procedure in the return of unserviceable property to the Property and Supply Management Office.

Office or Division:	Property and Supply Management Office (PSMO)			
Classification:	Simple			
Types of Transaction:	G2G – Government to Government			
Who may avail:	Retiring / Resigning Faculty and Staff			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Receipt of Returned Semi-Expendable Property (RRSP) / Receipt of Returned PPE (RRPPE)			PSMO	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fills out the RRSP/RRPPE with the details of the unserviceable properties to be returned and signs the "Returned by" portion.	1.1 Receives and checks the RRSP/RRPPE as to completeness of details.	None	5 Minutes	*Supply Officer I*
	1.2 Retrieves the Accountability Folder of the employee.		5 Minutes	*Supply Officer I*
	1.3 Validates the details of the RRSP /RRPPE versus the updated accountability registry of the employee.		10 Minutes	*Supply Officer I*
2. Turnovers the property and receives a copy of the RRSP/RRPPE.	2.4 Receives and stores the unserviceable property in the warehouse.	None	8 Minutes	*Supply Officer I*
	2.5 Assigns the RRSP/ RRPPE Number and forwards the document to the		1 Minute	*Supply Officer I*

	Supply Officer for signature. 2.6 Signs the "Received by" portion of the RRSP/RRPPE. 2.7 Gives 1 copy of the RRSP/RRPPE to the employee and files the other copies.		1 Minute	*Supply Officer III* *Supply Officer I*
	Total	None	**30 Minutes**	

2.15 RECORDS MANAGEMENT OFFICE

A. Request for Receiving of Documents

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

Office or Division:	Records Management Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government), G2C - Government to Citizen, G2B - Government to Business
Who may avail:	All (Internal and External)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Communication/document	Client

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1. Present the document/s	1.1 Receive the document/s and check the completeness of the signatories and attachments and decide to accept/deny the documents If accepted, stamp "**RECEIVED**", affix the initial, assign control number and indicate the date and time received and give the client's copy. If denied, return to the client.	None	2 minutes	RMO Staff
2. Receive the file copy or the returned denied documents			3 minutes	RMO Staff
	TOTAL	**None**	**I. minutes**	

B. Request for Releasing of Documents

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

Office or Division:	Records Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government), G2C - Government to Citizen, G2B - Government to Business			
Who may avail:	All (Internal and External)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1. Sign on the Record's Copy of the documents with the date and time received	Disseminate/release the received documents: Personally release to concerned personnel/offices; Or Send/release through email by scanning the documents and attachments to concerned internal and external clients or offices	None	Within the day* 3 minutes 4 minutes	 RMO Staff RMO Staff

or Acknowledge the email	or Mail the documents to external clients or offices through couriers		1 hour	RMO Staff
	TOTAL	**NONE**	**Personal:** **3 minutes** **Via email:** **4 minutes** **Via mail:** **1 hour**	

*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 3:00PM.

C. Request for Retrieval of Documents

Copies of documents received by the Office can be requested by concerned CHMSU personnel and students.

Office or Division:	Records Management Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government), G2C - Government to Citizen
Who may avail:	CHMSU personnel and students (Internal)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Document Request Form (F.02-RMO-CHMSU)	Records Management Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Secure Document Request Form (F.02-RMO-CHMSU)	Give Document Request Form (F.02-RMO-CHMSU)	None	1 minutes	Records Management Officer Receiving/Releasing Clerk
2. Fill-out Document Request Form (RMO-TAL-F.06)	Check if the request is in accordance with the Data Privacy Policy and does not fall under Freedom of Information, accept the request.		2 minutes	Records Management Officer Receiving/Releasing Clerk
	Check the availability of the requested documents. If available in hard copy, photocopy the documents, if in soft copy, print the document if		4 hours for current documents; 1 day for noncurrent documents	Records Management Officer Receiving/Releasing Clerk Encoder
3. Receive the hardcopy of the documents			2 minutes	Records Management Officer

requested and sign at the filled-out form with date and time received or Acknowledge the email	hard copy is asked. Release the hardcopy of the documents or Send/release through email by scanning the documents and attachments or Mail the requested documents to the client if preferred via mail and note the filled-out form with “Mailed” with signature of sender, date and time		3 minutes 1 hour	Receiving/Releasing Clerk Records Management Officer Encoder Records Management Officer RMO staff
	TOTAL		**Current documents:** **1 day** **Non-current documents:** **2 days**	

D. Request for Authentication

Photocopies of documents of the University are authenticated upon presentation of the original copy.

Office or Division:	Records Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government), G2C - Government to Citizen, G2B - Government to Business			
Who may avail:	CHMSU personnel, students and applicants (Internal)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Original and Photocopy of Documents		Clients		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1. Present the documents	1.1 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 the documents are not valid, return to the client	None	3 minutes	Records Management Officer Receiving/Releasing Clerk
	1.2 Process the accepted documents (stamping, recording and signing)		2 hours	Records Management Officer RMO Staff

2. Claim and sign on the Authentication Logbook	1.3 Signing of authenticated documents 1.4 Count and return the authenticated documents to the client 2.1 Let the client sign on the logbook		3 minutes 3 minutes 2minutes	Records Management Officer Records Management Officer RMO Staff RMO Personnel
	TOTAL		**Invalid documents:** **5 minutes** **Valid documents:** **2 hours and 11 minutes**	

FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	**For walk-ins:** 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. **For online:** Survey Form can be access through https://chmsu.edu.ph/Customer%20feedback/ or you may email at pme.office@chmsu.edu.ph Other concerns may be coursed through the Office of the Vice President for Administration and Finance. Email address: vpaf@chmsu.edu.ph Contact Number: (034)4540584 loc 105
How is feedback processed?	For walk-ins: 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. For emails/calls: 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.
How to file complaint?	To file a complaint against the Agency, the complainant shall provide the following details via email: - Full name and contact information of the complainant - Gender - Narrative/Details of the complaint - Evidence - Name of the person/office being complained You may send all complaints against CHMSU to vpaf@chmsu.edu.ph or call us at 034-4540584 loc 105 Or you may course them through: **Presidential Complaint Center (PCC)** pcc@malacañang.gov.ph Hotline 8888 or 82498310 loc. 8175 or 8182 **Contact Center ng Bayan (CCB)** email@contactcenterngbayan.gov.ph 0908-881-6565
How are complaints being processed?	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

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: 454-0529 / 454-0584 Local no. 162 Email: audit.management@chmsu.edu.ph
Center for Internationalization and External Relations (CIER) Office	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: 454-0529 / 454-0584 Local no. 125 Email: cier@chmsu.edu.ph
Information and Communications Technology (ICT) Unit	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: 454 0529 / 454 0584 Local no. 110 Email: ict.office@chmsu.edu.ph
Legal Unit	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: 454-0529 / 454-0584 Local no. 162 Email:
Office of the University Board Secretary	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: 454-0529 / 454-0584 Local no. 123 Email: board.secretary@chmsu.edu.ph
Office of the University President	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: 454-0529 / 454-0584 Local no. 122 Email: president.office@chmsu.edu.ph
Physical Plant Development and Management (PPDM) Office	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: 454-0529 / 454-0584 Local no. 115 Email: ppdm@chmsu.edu.ph
Planning, Monitoring, and Evaluation (PME) Office	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: 454-0529 / 454-0584 Local no. 127 Email: pme.office@chmsu.edu.ph
Quality Management Office	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: 454-0529 / 454-0584 Local no. 107 Email: qm@chmsu.edu.ph

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: 454-0529 / 454-0584 Local no. 112 Email: financeoffice@chmsu.edu.ph
Business Affairs Office	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: 454-0529 / 454-0584 Local no. 315 Email: businessaffairs@chmsu.edu.ph
Budget Section	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: 454-0529 / 454-0584 Local no. 112 Email: financeoffice@chmsu.edu.ph
Cashier Management Section	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: 454-0529 / 454-0584 Local no. 129 Email: cashier.talisay@chmsc.edu.ph

Disaster Risk Reduction and Management Office	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: 454-0529 / 454-0584 Local no. 316 Email: disater.management@chmsc.edu.ph
General Services Office	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: 454-0529 / 454-0584 Local no. 128 Email: generalservices.office@chmsu.edu.ph
Human Resource Management Office / Human Resource Development Office	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: 454-0529 / 454-0584 Local no. 158 / 108 /195 Email: hrmo@chmsu.edu.ph
Office of the CAO / VPAF	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: 454-0529 / 454-0584 Local no. 105 Email: vpaf@chmsu.edu.ph
Procurement Management Office	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: 454-0529 / 454-0584 Local no. 142 Email: bac.sec@chmsu.edu.ph
Records Management Office	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: 454-0529 / 454-0584 Local no. 114 Email: records.office@chmsu.edu.ph
Supply and Property Management Office	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: 454-0529 / 454-0584 Local no. 312 Email: psmo@chmsu.edu.ph

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: 454-0529 / 454-0584 Local no. 124 Email: alumni.relations@chmsu.edu.ph
Office of the Dean of College of Arts and Sciences	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: 454-0529 / 454-0584 Local no. 135 Email: cas.talisay@chmsu.edu.ph
Office of the Dean of College of Business Management and Accountancy	Brgy. Estefania, Bacolod City, Negros Occidental, 6100	Phone Number: (034) 433-4611 Email: executivedirector.fortunetowne@chmsu.edu.ph
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: ccj.criminology@chmsu.edu.ph
Office of the Dean of College of Education	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: (034) 438-8148 Local no. 135 Email: college.education@chmsc.edu.ph
Office of the Dean of College of Engineering	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: 454-0529 / 454-0584 Local no. 130

		Email: college.engineering@chmsu.edu.ph
Office of the Dean of College of Fisheries	Brgy. Enclaro, Binalbagan, Negros Occidental, 6109	Phone Number: (034)-434-7067 Email: ccj.criminology@chmsu.edu.ph
Office of the Dean of College of Industrial Technology	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: 454-0529 / 454-0584 Local no. 120 Email: college.cit@chmsu.edu.ph
Office of the Advanced Education Program	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: 454-0529 / 454-0584 Local no. 165 Email: advancededucationprograms@chmsu.edu.ph
Office of the Admission and Registrarship	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: 454-0529 / 454-0584 Local no. 111 Email: registrar.office@chmsu.edu.ph
Office of the Curriculum and Instructional Materials Development	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: 454-0529 / 454-0584 Local no. 133 Email: cimd@chmsu.edu.ph
Office of the Guidance Services	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: 454-0529 / 454-0584 Local no. 136 Email: guidance.talisay@chmsu.edu.ph
Office of the Library and Information Services	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: 454-0529 / 454-0584 Local no. 119 Email: library.talisay@chmsu.edu.ph
Office of the National Service Training Program	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: 454-0529 / 454-0584 Local no. 324 Email: nstp.talisay@chmsc.edu.ph
Office of the Students Affairs and Services	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: 454-0529 / 454-0584 Local no. 132 Email: osas.talisay@chmsu.edu.ph
Office of the Vice President for Academic Affairs	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: 454-0529 / 454-0584 Local no. 103 Email: vpaa@chmsu.edu.ph
Dental Clinic	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: 454-0529 / 454-0584 Local no. 148 Email: dental.clinic@chmsu.edu.ph
Medical Clinic	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: 454-0529 / 454-0584 Local no. 168 Email: medical.clinic@chmsu.edu.ph

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: 454-0529 / 454-0584 Local no. 304 Email: extension.community @chmsc.edu.ph
Office of the Intellectual Property Management	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: 454-0529 / 454-0584 Local no. 303 Email: intellectual.property @chmsu.edu.ph
Office of the Research and Development Services	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: 454-0529 / 454-0584 Local no. 301 Email: extension.community @chmsc.edu.ph
Office of the VPRE	Mabini Street, Brgy. Zone 1, Talisay City, Negros Occidental, 6115	Phone Number: 454-0529 / 454-0584 Local no. 306 Email: vpre@chmsu.edu.ph