



CARLOS HILADO MEMORIAL STATE COLLEGE

CITIZEN'S CHARTER 2019 EDITION



I. Mandate

Carlos Hilado Memorial State College shall primarily provide higher technological, professional and vocational instruction and training in science, agricultural, in industrial fields as well as short-term technical or vocational courses. It shall provide research advance studies and progressive leadership in its areas of specialization.

II. Vision

To be a leading **GREEN** institution of higher learning in the global community by 2030.

III. Mission

We are a **GREEN** institution committed to empower the youth and life-long learners who will contribute to nation building and global transformation through quality instruction, inclusive and creative teaching-learning pedagogies, relevant research, social innovation, dynamic partnership, and active civic engagement, in a conducive and fulfilling environment for students, faculty, staff and partners.

IV. Service Pledge

We, the public service providers of the Carlos Hilado Memorial State College, do hereby commit to:

- Effectively perform our tasks and obligations with efficiency, promptness and courtesy;
- Willingly serve our clientele based on the standards set in our Citizen's Charter within the bounds of the code of ethics; and
- Ardently act on every request, especially from the differently/specially-abled clients, and take comments and suggestions positively.
- These, we solemnly pledge, with utmost humility, in the name of our God and country.



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Assessment Office



1. Assessment of Fees for All Students

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. Enrolment flow form		Registrar's Office		
2. Subject Loading		Program Dean		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Enrolment Form with Supporting Documents	Start Processing Request	None	2 Minutes	Clerk
2. Record name in Client Log Book	Indicate Start and End time (minutes/date)	None	1 Minute	Clerk
3. Receive Enrolment Form with Supporting Documents	Release assessment form duly signed together with Enrolment Form with Supporting Documents	None	3 minutes (without issues/problem) 5 minutes (with issues/problem) -Extension of time in case of ICT	Assessment Clerk/Accountant



			downtime	
4. For Paying Students-Proceed to Cashier to pay assessed fees				
5. For Non-Paying (Scholars/Unifast) Proceed to Registrar for confirmation of subject loading and final admission procedures	Generate Billing Statement (for Benefactors and CHED-UNIFAST)			Assessment Clerk/Accountant III/Authorized Representative
	TOTAL		6 Minutes (without issues/problem) 8 Minutes (with issues/problem)	



2. Issuance of Exam Permits to All Enrolled Students

(For Students with Account Balance prior to Implementation of UNIFAST Law and for Collection of Fees Authorized to be collected)

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. CHMSC ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present CHMSC ID	Encode ID number and generate Assessment.	None	5 Minutes	Clerk
2. Record name in Client Log Book	Indicate Start and End time (minutes/date)	None	1 Minutes	Clerk
3. Validate CHMSC ID and Assessment and proceed to Cashier for payment	Release Assessment and ID to Client	None	3 minutes (without issues/problem) 5 minutes (with issues/problem) For LGUs Scholarship and Private Benefactors – Time required: No. of	Assessment Clerk/Accountant III/Authorized Representative



			minutes X No. of Scholars	
			-Extension of time needed - a) in case of ICT downtime b) Number of Scholars needing print out for Scholarship Program or Benefactors	
	TOTAL		9 Minutes (without issues/problem)	
			11 Minutes (with issues/problem)	



3. Signing of Clearance of All Enrolled Students

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. CHMSC ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present CHMSC ID	Encode ID number and generate Assessment.	None	N	Assessment Clerk
2. Record name in Client Log Book	Indicate Start and End time (minutes/date)	None	1 Minute	Assessment Clerk
3. Receive CHMSC ID with: 4. a) Clearance signed 5. b) Assessment (if with outstanding balance) and proceed to Cashier for payment	Release ID with a) Clearance signed (no outstanding balance) b) Assessment (if with outstanding balance) and proceed to Cashier for payment	None	3 minutes (without issues/problem) 5 minutes (with issues/problem) For LGUs Scholarship and Private Benefactors – Time required: No. of minutes X No. of Scholars	Assessment Clerk/Accountant/Authorized Representative



			-Extension of time needed - a) in case of ICT downtime b) Number of Scholars needing print out for Scholarship Program or Benefactors	
	TOTAL		9 Minutes (without issues/problem) 11 Minutes (with issues/problem)	



Business Affairs Office



1. Processing of Payment for Dormitory Rental

The College provides dormitory service to the financially challenged students coming from far flung areas at a reasonable price. OSA is in charge of screening applicants while Business Affairs Office is in charge of processing payment and issues Access Pass to Dormitory Tenants.

Office or Division:	Business Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students enrolled in CHMSC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Application Form		OSA		
2. Endorsement Slip		OSA		
3. Order of Payment		Business Affairs Office		
4. Official Receipt		Cashier		
5. Signed Terms and Conditions on Dormitory Rental		Business Affairs Office		
6. Access Pass				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits endorsement slip to the Business Affairs Office	Receives and checks endorsement slip.	None	1 Minute	IGP Director



	Discusses Terms and Conditions in Dormitory Rental	None	10 Minutes	IGP Director
2. Signs the Terms and Conditions in Dormitory Rental Form	Prepares Order of Payment	None	5 Minutes	IGP Director
3. Presents Order of Payment and pays at the College Cashier	Receives payment and issues Official Receipt	1 Month Advance P800.00 1 Month Diposit	5 Minutes	College Cashier
4. Presents Official Receipt	Gives copy of the signed Terms and Conditions in Dormitory Rental	None	3 Minutes	IGP Director
	Issues Access Pass	None	5 Minutes	IGP Director
	TOTAL:		29 Minutes	



2. Booking a Room Accommodation at the College Hometel

One of the income generating project of the College is the Hometel. It offers safe, comfortable and affordable accommodations to visitors and tourist attending seminars, conferences and other events. Business Affairs Office handles the booking of this facility.

Office or Division:	Business Affairs Office	
Classification:	Simple	
Type of Transaction:	G2C, G2B, G2G	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Booking Slip		Business Affairs Office
2. Government Issued ID		Client
3. Order of payment		Business Affairs Office
4. Official Receipt		Cashiers Office
5. Log Book		Business Affairs Office
6. Gate Entry Pass		Business Affairs Office
7. Gate Exit Pass		Business Affairs Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Checks room availability	Issues Booking slip when available	None	3 Minutes	IGP Director
2. Fill-up booking slip	Verifies information on the booking slip	None	5 minutes	IGP Director
3. Presents government issued ID	Retains government issued ID	None	5 Minutes	IGP Director
	Prepares Order of Payment	1,200/room	5 Minutes	College Cashier
4. Presents Order of Payment and pays at the Cashier's Office	Receives payment and issues Official Receipt	None	3 Minutes	IGP Director
5. Presents Official Receipt	Verifies Official Receipt	None	5 Minutes	IGP Director
	Issues Gate Entry Pass	None	10 Minutes	IGP Director
6. Signs at the customer's log book in the Hometel lobby	Ushers the customer and provides log book	None	5 Minutes	IGP Director
7. Upon Check out:	Inspects the room occupied	None	10 Minutes	IGP Director
	Returns the Identification	None	3 Minutes	IGP Director



	Card of the customer			
8. Surrenders key to the Business Affairs Office	Issues Gate Exit Pass	None	3 Minutes	IGP Director
	TOTAL		56 Minutes	



2. Processing of payment for shop services

Office or Division:	Business Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Gate Entry Pass		Guard House		
2. Job Order Form		Business Affairs Office		
3. Order of Payment		Business Affairs Office		
4. Official Receipt		Cashier's Office		
5. Gate Exit Pass		Business Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Gate Entry Pass	Inspect Equipment and issue Gate Entry Pass	None	5 Minutes	Guard on duty
2. Proceeds to Business Affairs Office	Issues Job Order Form	None	5 Minutes	IGP Director



3. Proceeds to the Shop-in-Charge and presents the Job Order Form	Assess work to be done and accomplish Job Order Form (Labor, Materials)	BOT approved fees for shop services	10 Minutes	Shop in charge
4. Proceeds to the Business Affairs Office and presents duly accomplished Job Order Form		None	5 Minutes	IGP Director
5. Presents Order of Payment and pays corresponding amount	Prepares Order of Payment	None	5 Minutes	College Cashier
6. Proceeds to the Business Affairs Office and presents Official Receipt	Accepts payment and issues Official Receipt	None		
	TOTAL		30 Minutes	



4. Processing of payment for the purchase of:

Instructional Materials/Module, P.E./NSTP Uniform, Fish and Fishery Products, Drinking Water, Car Pass

Office or Division:	Business Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment		Business Affairs Office		
2. Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Business Affairs Office	Prepares Order of Payment	Actual cost as per price list	5 Minutes	IGP Director
2. Presents Order of Payment and pays at the Cashier's Office	Receives payment and issues Official Receipt	None	5 Minutes	College Cashier
3. Presents Official Receipt	Verifies Official Receipt and issues goods purchased	None	10 Minutes	IGP Director
	TOTAL		20 Minutes	



5. Processing of Approved Application for Rental of Equipment

The Business Affairs Office is renting out tools and equipment, depending on its availability, as part of the income generating activity of the College.

IT Equipment, Machine Shop Equipment, Electrical Equipment, Tables and Chairs.

Office or Division:	Business Affairs Office	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter Request by the Client		Client
2. Application for Rental of Equipment		Business Affairs Office
3. Refundable Security Cash deposit and Government issued ID		Client
4. Acknowledgement Receipt		Business Affairs Office
5. Order of payment		Cashier's Office
6. Returned Equipment Assessment Form		Business Affairs Office
7. Gate Exit Pass		Business Affairs Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits letter request to rent equipment.	Checks the availability of equipment.	None	5 Minutes	IGP Director
	If available	None	5 Minutes	IGP Director
	issues Application for Rental of Equipment	None	10 Minutes	IGP Director
	Reads and discusses the terms and conditions located at the back of the Application for Rental of Equipment	None	1 Minute	IGP Director
	If not available returns the letter request and inform the client of the unavailability	None		
2. Client fills-up the Application for Rental of Equipment	Forwards the application to the Director for endorsement and then to the Vice-President for Administration and Finance for approval	None	10 Minutes	IGP Director
3. Pays the required refundable security deposit and submit one valid government issued ID	If approved, issues Acknowledgement Receipt for the Refundable Security Deposit and retains the government issued ID for safekeeping	1,000.00	5 Minutes	IGP Director



	<p>If disapproved, Document is returned and Client is informed</p> <p>Prepares Order of Payment</p>	<p>None</p> <p>As per BOT approved rates</p>	<p>1 Minutes</p> <p>5 Minutes</p>	<p>IGP Director</p> <p>IGP Director</p>
4. Pays the required fees at the Cashier's Office. Make sure to secure Official Receipt upon payment.	Accepts payment based on Order of Payment and issues Official Receipt	None	5 Minutes	College Cashier
5. Returns to the Business Affairs Office for the issuance of Gate Exit Pass/Gate Entry Pass	<p>Checks Official Receipt</p> <p>Issues Gate Exit pass for the equipment</p>	<p>None</p> <p>None</p>	<p>10 Minutes</p> <p>5 Minutes</p>	<p>Shop/Laboratory in charge</p> <p>IGP Director</p>
6. Upon Return of Equipment				
7. Returns the equipment to the Business Affairs Office	<p>Inspects the equipment for possible damage</p> <p>If none, returns the refundable</p>	None	30 Minutes	Shop/Laboratory in charge



	<p>security deposit together with the Client's ID</p> <p>If there is damage, determines the cost of the damage</p> <p>Deduct the damage from the refundable security deposit if deposit is sufficient to cover the damage. If not,</p> <p>Prepares Order of Payment</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>5 Minutes</p> <p>30 Minutes</p> <p>5 Minutes</p> <p>5 Minutes</p>	<p>IGP Director</p> <p>Shop/laboratory incharge</p> <p>IGP Director</p> <p>IGP Director</p>
8. Proceed to the Cashier's Office for payment	Checks Order of Payment, accepts payment and issues Official Receipt	None	10 Minutes	College Cashier
9. Presents Official Receipt	Checks Official Receipt and returns the Client's ID	None	1 Minute	IGP Director
	TOTAL		61 Minutes	



6. Processing of Approved Application for Rental of Facilities

R.A. 8292 authorizes the College to venture into income generating activity to subsidize its operating expenses. As such facilities are being rented out depending on its availability

Office or Division:	Business Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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. Order of payment		Business Affairs Office		
6. Official Receipt		Cashier's Office		
7. Gate Entry Pass		Business Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits letter request to rent facilities.	Checks the availability of the facilities.	None	5 minutes	IGP Director



	<p>If available issues Application for Rental of Facilities</p> <p>Reads and discusses the terms and conditions located at the back of the Application for Rental of Facilities</p> <p>If not available Staff returns the letter and inform the client of the unavailability</p>	<p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>10 Minutes</p> <p>1 Minute</p>	<p>IGP Director</p> <p>IGP Director</p> <p>IGP Director</p>
2. Client fills-up the Application for Rental of Facilities	Forwards the application to the Director for endorsement then to the Vice-President for Administration and Finance for approval	None	10 Minutes	IGP Director
3. Pays the required refundable security deposit and submit one valid government ID	<p>If approved, issues Acknowledgement Receipt for the Refundable Security Deposit and retains the government issued ID for safekeeping</p> <p>If disapproved, Document is returned and Client is informed</p> <p>Prepares Order of Payment</p>	<p>1,000</p> <p>None</p> <p>None</p>	<p>5 Minutes</p> <p>1 Minute</p> <p>5 Minutes</p>	<p>IGP Director</p> <p>IGP Director</p> <p>IGP Director</p>



4. Pays the required fees at the Cashier's Office. Make sure to secure Official Receipt upon payment.	Accepts payment based on Order of Payment and issues Official Receipt	None	5 Minutes	College Cashier
5. Returns to the Business Affairs Office for the issuance of Gate Entry Pass	Checks Official Receipt	None	1 Minute	IGP Director
	Issues Gate Entry Pass	None	5 Minutes	IGP Director
6. Presents Acknowledgement Receipt	Checks facilities for possible damage	None	30 Minutes	Facilities-in-charge
	If none, refunds the Refundable Security Deposit and return Client's ID	None	5 Minutes	IGP Director
	If there is damage, assess the damage and charge it to the refundable security deposit	None	30 Minutes	Facilities-in-charge
	Refunds the balance and returns the Client's ID	None	5 Minutes	IGP Director
	If Refundable Security Deposit is not enough prepares Order of Payment		5 Minutes	IGP Director
7. Pays at the Cashier's Office		Based on assessment	3 Minutes	IGP Director



Presents Official Receipt		None		IGP Director
	TOTAL		2 hours and 30 Minutes	



7. Processing of Request to Use Facilities/Equipment (Internal)

Office or Division:	Business Affairs Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Faculty, Staff, Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request to Use Facilities/Equipments		Business Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Business Affairs Office	Checks availability of facilities/Equipment	None	5 Minutes	IGP Director
2. Accomplish Request to Use Facilities/Equipment Form	Plots the schedule	None	3 Minutes	IGP Director
	Forwards the Request to Use Facilities/Equipment for Approval	None	10 Minutes	IGP Director and VPAF
	Provides copy to the facilities/equipment in charge Furnish copy to the guard on duty	None		
	TOTAL		18 Minutes	



8. Processing of Approved Application for Toga Rental

Toga is being rented out to students during graduation ceremony. This is to ensure that all students can wear toga without spending much.

Office or Division:	Business Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Toga Rental Slip		Business Affairs Office		
2. Refundable Security Cash deposit and Government issued ID		Business Affairs Office		
3. Acknowledgement Receipt		Business Affairs Office		
4. Order of payment		Business Affairs Office		
5. Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills- up Toga Rental Slip	Receives the Toga Rental Slip	None	5 Minutes	IGP Director
	Verifies information	None	3 Minutes	IGP Director
2. Pays the Refundable Security Deposit together with one valid	Receives payment and issue	250.00	5 Minutes	IGP Director



government issued ID	Acknowledgement Receipt Prepares Order of Payment	None	5 Minutes	IGP Director
3. Pays at the Cashier's Office	Receives payment and issues Official Receipt	None	10 Minutes	IGP Director
4. Presents the Official Receipt	Release the Toga	None	10 Minutes	IGP Director
5. Upon Return of the Toga				
6. Presents Acknowledgement Receipt together with the Toga	Receives Toga and verifies Acknowledgement Receipt	None	5 Minutes	IGP Director
	Refund the amount stated in the Acknowledgement Receipt and returns the client's ID	None	5 Minutes	IGP Director
	TOTAL		48 Minutes	



Cashier's Office



1. Releasing of Cash/Checks (Internal)

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students, Faculty & Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Students-School ID 2. Special Power of Attorney (if representative)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid I.D./P.S.A.	Receive and verify I.D. and give the voucher/payroll for signature	None	3 minutes	Disbursing Officer/Releasing Officer
2. For Cash-Sign 3. Payroll 4. For Checks-Sign 5. Voucher	Check and verify signature and release cash/check	None	3 minutes	Disbursing Officer/Releasing Officer
6. Receive cash/check				
	TOTAL		6 Minutes	



2. Collection of School Fee (Internal)

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student Assessment Form /Order of Payment Slip		SAF - CHMSC Assessment Office OPS – Office where the student will avail the services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For payment of tuition fee - present Student Assessment Form (SAF)	Receive SAF and check in the Enrolment system	None	3 minutes	Collecting Officer
For payment of other fees–present Order of Payment Slip (OPS)	Receive and verify OPS	Indicated amount		
Pay indicated amount	Receive and issue Official Receipt	None	3 minutes	Collecting Officer
Receive and check official receipt				
	TOTAL		6 Minutes	



3. Releasing of Checks (External)

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (Company I.D) 2. Any Government issued I.D.		Company currently employed. Any government agencies the claimant availing the services.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid I.D.	Receive and verify ID and give voucher for signature	None	2 Minutes	
Sign Voucher and issue Official Receipt	Check signature and O.R. and release check	None	4 Minutes	
Receive check.				
	TOTAL		6 Minutes	



4. Collection of Fees (External)

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Slip (OPS)		CHMSC Office where the payor will avail the services.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Order of Payment Slip	Receive and verify slip	None	3 minutes	Collecting Officer
Pay indicated amount	Receive and issue Official Receipt	None	3 minutes	Collecting Officer
Receive and check Official Receipt				
	TOTAL		6 Minutes	



Center for External Affairs



1. International Education – TraVerSE Abroad Program

TraVerSE Abroad Program short for (Train, Volunteer, Study and Exchange), is designed as an optional co-curricular and extra-curricular enhancement program for qualified students. The program is administered and facilitated by Center for External Affairs in close coordination with the different colleges through their deans, office of student affairs, the office of the registrar and the office of the Vice President for Academic Affairs.

Office or Division:	Center for External Affairs	
Classification:	Complex	
Types of Transaction:	G2C – Government to Citizen	
Who may avail:	Students and Faculty of the College only	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Application Letter addressed to CEA Director 1. Photocopy of Passport or proof of passport 2. TraVerSE Abroad Program Application Form (with the signature of program chair, student affairs director and college dean). 3. Recommendation from the College Dean 4. For international internship, refer to CHED through SIAP 5. For successful applicants: 6. Duly signed acceptance letter 7. Affidavit of parental financial support 8. Parental Waiver 9. Cross enrollment form (for study programs only) 10. Visa, airline ticket and all required travel documents		External Affairs Office <i>See CMO No. 22 s. 2013</i> Company/Training Offices Company/Training Offices External Affairs Office / Training Company/Organization Registrar's Office Travel agencies



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Traverse Application Form	Support staff will endorse the applications to the Director and set an interview schedule.	None	1-2 days	Support staff
2. Schedule an interview with External Affairs Director	The Director will interview the participants.	None	Upon request	Director, support staff
3. Meet all other requirements of the host university or organization	Prepare the documents for processing. If international internship, MOA will be prepared and send to Board of Trustees.	None	Upon request	Host institution/organization, Director, support staff, participants
4. Attend a mandatory intercultural learning seminar with CEA	Organize a learning session with the students and CEA Director.	None	Upon request	Director, support staff
5. Attend students and parents pre-departure orientation seminar.	Conduct parents orientation for proper documentation.	None	Upon request	Program coordinators, support staff, Director, support staff, host institution/organization.
TOTAL:		None	1 week to 1 month	



2. Communication, Marketing and Public Information

To support the different units and departments of the institution in marketing and promoting their programs, projects, services and events to the general public as well as to their targeted audience segments.

Office or Division:	Center for External Affairs			
Classification:	Simple			
Types of Transaction:	G2C / G2G			
Who may avail:	College Units & Departments – All campuses			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request for designing/ printing 2. Proposed design (if available)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of request to the Center for External Affairs	Get request approval to the External Affairs Director	None	Upon request	Support Staff External Affairs
2. Submit proposed design to the Support Staff. If design for banners (Congratulatory, Welcome, etc.) submit a detail/information	Support staff will draft a design and submit to the Director for corrections and approval	None	4 Hours – 1 Day (it depends on the design)	Support Staff External Affairs
	Once the design was approved, Support Staff will proceed for printing	Fee varies per type of tarpaulin size:	1 Day	Support Staff External Affairs



		Cost per foot is PHP 15 / PHP 20 if rush		3 rd Party Supplier
TOTAL:			1 Day, 4Hours	



3. Advocacy and Events – Green Building Reservation

Function Hall and Global Learning Café is part of the Green Building Reservation, these are venues for internal and external clients that can cater to their events.

Office or Division:	Center for External Affairs			
Classification:	Simple			
Types of Transaction:	G2C / G2C			
Who may avail:	Students, Faculty, Staff and External clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Internal: Booking forms 2. External: Receipt Payment and Booking Form			Internal: External Affairs External: Business Affairs Office and External Affairs	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Internal: Check if the date is still available, then fill-up the booking form and wait to be approved by the Director.	Fill-up the reservation forms and pass it to the Director for approval	None	30 minutes	Support Staff
2. External: Check if the date is available, then go to Business affairs office for the payment of electricity, after paying show the receipt to the External affairs staff, then fill-up the booking form and wait for the Director to sign and approve the booking.		To be determine by the Business affairs office	30 minutes	
TOTAL:			1 hour	



4. Alumni Relations

The Alumni Relations Program conducts the Alumni Employment Tracer System. It collects alumni employment status of graduates (2 years prior). Reports are submitted quarterly and shared to the respected program chairs and college deans. Tracer Result includes the number of alumni who are employed and unemployed (by campus, college and degree) and the Alumni Feedback Report.

Office or Division:	Center for External Affairs			
Classification:	Simple			
Types of Transaction:	G2G			
Who may avail:	Program Chairs and College Deans			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Letter of Request via email or hard copy	Upon receipt of the request, endorsed to the Director. If approved, prepare and provide the document immediately.	None	Within the day 15mins	Support Staff
TOTAL:			15 Minutes	



Office of the Deans



College of Arts and Sciences

1. Service Name: Admission Procedure for Undergraduate Programs

Admission to the Undergraduate Program of the College

Office or Division:	College of Arts and Sciences			
Classification:	G2C- Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Entering 1 st Year College Students, Shiftees and Transferees from Private & Public Schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Stanine result		Guidance Office		
2. Original and certified photocopy of Report Card/Transcript of Records		Last School Attended		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the copy of the Stanine result	1.1. Check the result if it meets the minimum requirement of the program. 1.2. Once qualified, log in the name and give the schedule of interview. 1.3. If the student does not qualify, log in the name in the waiting list. 1.4. If the projected number of students are not met, the students in the waiting list shall be subjected to the evaluation/interview	None	5 minutes	Designated CAS Staff
2. Proceed to the Dean's office for the	The program chair/assigned faculty	None	15 minutes	Program



scheduled interview and bring the requirement no. 2	receives the applicant with his/her documents for evaluation and interview.			<i>Chair/Designated Faculty</i>
3. Check the posting of the list of admitted students, and secure the advice slip to present during the scheduled date of enrollment	Dean's office will consolidate and post the list of admitted students, and give the admission slip to the students for enrollment.	None	10 minutes	<i>Program Chair/CAS Designated Staff</i>
	TOTAL		30 Minutes	



2. Service Name: Admission Procedure for Graduate Programs

Admission to the Graduate Program of the College

Office or Division:	College of Arts and Sciences-Graduate Studies			
Classification:	G2C- Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Students who are pursuing Master's and Doctorate degree programs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Entrance Examination		Guidance Office		
2. Application Form		CAS Office		
3. Recommendation Form (2 copies)		CAS Office		
4. Original and certified true copy (2 copies) of Transcript of Records and Diploma		Last School Attended		
5. Interview Form		CAS Office		
6. Admission Form		CAS Office		
7. Degree Plan		CAS Office		
8. Contract of Agreement		CAS Office		
9. Student's Admission Slip		Graduate Studies Coordinator/Dean		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CAS Office and ask for Application form.	1.1. The-staff gives the application form to the applicant 1. 2. Instruct the applicant to pay the specified amount to the cashier	None	5 minutes	Designated CAS Staff
2. Present the cashier's receipt to the office.	2.1. Upon presentation of the receipt, the staff provides the schedule of entrance examination, date of interview, and the submission of other required forms for compliance	P150.00	10 minutes	Designated CAS Staff



3. Interview	3.1. The Graduate Studies Coordinator or the Dean- conduct the interview with the applicant's result of entrance examination and other pertinent required documents. 3.2. Give the admission slip to student for presentation during the enrollment.	None	20 minutes	Graduate Studies Coordinator or Dean
	TOTAL		35 Minutes	



College of Business Management and Accountancy

1. Service Name: Admission Procedure for Undergraduate Programs

Office or Division:	College of Business Management & Accountancy			
Classification:	G2C- Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Entering 1 st Year College Students, Shiftees and Transferees from Private & Public Schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Stanine result		Guidance Office		
2. Original and certified photocopy		Last School Attended		
3. of Report Card/Transcript of Records				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Confirmation of interview schedule	1.1. Check the result if it meets the minimum requirement of the program. 1.2. If qualified, the student is scheduled for interview and gets interview form from the Dean's Office. 1.3. If stanine is lower than cut off score, the student checks with the Dean's office if he/she is included in the waiting list. 1.4. If the projected number of students are not met, the students in	None	5 minutes	Guidance Counsellor Dean's Office



	the waiting list will be called for an interview.			
2. Interview	2.1 The student presents requirements 1,2 & 3. 2.2 The program chair or assigned faculty receives and evaluates the documents from the applicant and proceeds with the interview	None	15 minutes	Program Chair Assigned Faculty
3. Applicants check the posting of the list of admitted students, and secure the advice slip to be presented during the scheduled date of enrollment	Dean's office consolidates and posts the list of admitted students, and give them the advice slip for enrollment	None	10 minutes	Dean's Office Program Chair
	TOTAL		<i>40 Minutes</i>	



2. Service Name: Admission Procedure for Graduate Programs

Admission to the Graduate Program of the College

Office or Division:	College of Business Management & Accountancy			
Classification:	G2C- Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Students who are pursuing Master's and Doctorate degree programs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Entrance Examination		Guidance Office		
2. Application Form		Dean's Office		
3. Recommendation Form (2 copies)		Dean's Office		
4. Original and certified true copy		Last School Attended		
5. (2 copies) of Transcript of Records and Diploma				
6. Interview Form		Dean's Office		
7. Admission Form		Dean's Office		
8. Degree Plan		Dean's Office		
9. Contract of Agreement		Dean's Office		
10. Student's Loading Slip		Program Coordinator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Dean's Office and request for Application form	1.1. The-staff gives the application form to the applicant 1. 2. Instruct the applicant to pay the specified amount to the cashier	None	5 minutes	Designated Staff
2. Present the cashier's receipt to the office.	2.1. Upon presentation of the receipt, the staff instructs the applicant to proceed to the Guidance Office for the exam	P150.00	10 minutes	Designated Staff
3. Interview	3.1. The Graduate Studies Coordinator or the	None	20 minutes	Graduate Studies



	Dean, conducts the interview with the applicant. Applicant submits result of entrance examination and other pertinent documents required			Chairperson or Dean
4. Admission	4.1 For transferee, evaluate the subjects already taken, the number of units to be credited, and assess the subjects to be enrolled 4.2 Give the loading slip to student for presentation during the enrollment 4.3 Orient the student in filling up his/her degree plan 4.4 Assist the student in filling up his/her contract of agreement	None	20 minutes	Graduate Studies Chairperson or Dean
	TOTAL		55 Minutes	



College of Computer Studies

1. Service Name: Admission Procedure for Undergraduate Programs

Office or Division:	College of Computer Studies			
Classification:	G2C- Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Entering 1 st Year College Students, Shiftees and Transferees from Private & Public Schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Stanine result		Guidance Office		
2. Original and certified photocopy		Last School Attended		
3. of Report Card/Transcript of Records				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Confirmation of interview schedule	1.1. Check the result if it meets the minimum requirement of the program. 1.2. If qualified, the student is scheduled for interview and gets interview form from the Dean's Office. 1.3. If stanine is lower than cut off score, the student checks with the Dean's office if he/she is included in the waiting list. 1.4. If the projected number of	None	5 minutes	Guidance Counsellor Dean's Office



	students are not met, the students in the waiting list will be called for an interview			
2. Interview	2.1 The student presents requirements 1,2 & 3. 2.2 The program chair or assigned faculty receives and evaluates the documents from the applicant and proceeds with the interview	None	15 minutes	Program Chair Assigned Faculty
3. Applicants check the posting of the list of admitted students, and secure the advice slip to be presented during the scheduled date of enrollment	Dean's office consolidates and posts the list of admitted students, and give them the advice slip for enrollment	None	10 minutes	Dean's Office Program Chair
	TOTAL		30 Minutes	



College of Criminal Justice

1. Service Name: Admission Procedure for Undergraduate Programs

Admission to the undergraduate program of the College

Office or Division:	College of Criminal Justice			
Classification:	G2C- Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Entering 1 st Year College Students, Shiftees and Transferees from Private & Public Schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Stanine Result		Guidance Office of CHMSC		
2. Original and Certified photocopy of Report Card/Transcript of Record		Last School Attended		
3. Certificate of Good Moral Character		Last School Attended		
4. Original and photocopy of Valid School I.D.		Last School Attended		
5. Recommendation Letter from the program chair/dean of the College (<i>Shiftee/Transferee only</i>)		Last School Attended		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the copy of the Stanine Result	1.1. Check the result if it qualifies to the minimum requirement of the program. 1.2. Once qualified, log in the name and give the schedule of interview. 1.3. If the student does not qualify, log in the name in the waiting list.	None	5 minutes	Designated CCJ Staff



	1.4. If the projected number of students are not met, the students in the waiting list shall be subjected to the evaluation/interview			
2. Proceed to the CCJ office for the scheduled interview and bring the requirements nos. 2, 3, 4, and 5 (<i>for shiftee/transferee</i>)	The dean/program chair/assigned faculty receives the applicant with his/her documents for evaluation and interview.	None	15 minutes	Dean/Program Chair/Designated Faculty
3. Check the posting of the list of admitted students, and secure the advice slip to present during the scheduled date of enrollment	The dean/ program chair/assigned faculty will post the list of admitted students, and give the advice slip to the students for enrollment	None	10 minutes	Dean/Program Chair/ Designated Staff
	TOTAL		30 Minutes	



College of Engineering

1. Service Name: Admission Procedure for Undergraduate Programs

Admission to the Undergraduate Program of the College

Office or Division:	College of Engineering			
Classification:	G2C- Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Entering 1 st Year College Students, Shiftees and Transferees from Private & Public Schools			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
3. Entrance exam result			Guidance Office	
4. Original and photocopy of Report Card (for senior HS graduates)			Last School Attended	
5. Original and photocopy of Transcript of Records (for transferees and shiftees)			Last School Attended	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the copy of the Entrance exam result.	1.1. Check the result if it meets the minimum requirement of the program. 1.2. If qualified, list the name of the applicant and give the schedule and instruction for the Math and Science Test.	None	5 minutes	Designated Staff
2. Take the Math and Science Test on scheduled date of testing.	2.1. Administer the Math and Science Test. 2.2. Check the test paper after the test. 2.3. Encode the test result.	None	1 day	Program Chair/ Designated Faculty



3. Submit requirement 2 or 3 to the Dean's Office on specified date.	3.1. Encode the applicant's general average as shown in the report card or transcript of records. 3.2. Rank the applicants based on the set criteria. 3.3. Determine the qualified applicants for enrolment. 3.4. Post the qualified applicants for enrolment, as well as the waiting list.	None	2 days	Dean/ Program Chair
4. Secure the admission slip from the Dean's Office (for qualified applicants only).	4.1. Give admission slip to qualified applicants. 4.2. Give admission slip to applicants in the waiting list if the number of admitted applicants is less than the specified number of first year enrollees.	None	5 minutes	Dean
	TOTAL		3 Days and 10 Minutes	



College of Education

1. Service Name: Admission Procedure for Undergraduate Programs

Admission to the Undergraduate Program of the College

Office or Division:	College of Education			
Classification:	G2C- Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Entering 1 st Year College Students, Shiftees and Transferees from Private & Public Schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Stanine Result		Guidance Office of CHMSC		
2. SATT Result		Guidance Office of CHMSC		
3. Original and Certified photocopy of Report Card/Transcript of Record		Last School Attended		
4. Certificate of Good Moral Character		Last School Attended		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the copy of the Stanine Result to the COE Office	1.1. Check the result if it qualifies to the minimum requirement of the program. 1.2. Once qualified, log in the name and give the schedule of the SATT Exam.	None	5 minutes	Designated COE Staff
2. Present the copy of the SATT Result to the COE Office	1.1. Check the result if it qualifies to the minimum requirement of the program. 1.2. Once qualified, log in the name and give the schedule of interview. 1.3. If the student does not qualify, log	None	5 minutes	Designated COE Staff



	in the name in the waiting list. 1.4. If the projected number of students are not met, the students in the waiting list shall be subjected to the evaluation/interview			
3. Proceed to the COE office for the scheduled interview and bring the requirements nos. 3 & 4.	2.1. The program chair/assigned faculty receives the applicant with his/her documents for evaluation and interview.	None	15 minutes	Program Chair/Designated Faculty
4. Check the posting of the list of admitted students, and secure the admission slip to present during the scheduled date of enrollment	3.1. The program chair/assigned faculty will post the list of admitted students, and give the advice slip to the students for enrollment	None	10 minutes	Program Chair/COE Designated Staff
	TOTAL		35 Minutes	



2. Service Name: Admission Procedure for Graduate Programs

Admission to the Graduate Program of the College

Office or Division:	College of Education - Graduate Studies			
Classification:	G2C- Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Students who are pursuing Masteral and Doctoral degree programs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Entrance Examination		Guidance Office of CHMSC		
2. Application Form		COE Office		
3. Recommendation Form (2 copies)		COE Office		
4. Original and Certified true copy		Last School Attended		
5. (2 copies) of Transcript of Records and Diploma				
6. Interview Form		COE Office		
7. Admission Form		COE Office		
8. Degree Plan		COE Office		
9. Contract of Agreement		COE Office		
10. Student's Loading Slip		Program Chair		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to COE Office and ask for Application form.	1.1. The-staff gives the application form to the applicant 1. 2. Instruct the applicant to pay the specified amount to the cashier	None	5 minutes	Designated COE Staff
2. Present the cashier's receipt to the office.	2.1. Upon presentation of the receipt, the staff provides the schedule of entrance examination, date of interview, and the submission of other	P150.00	10 minutes	Designated COE Staff



	required forms for compliance			
3. Interview	3.1. The Graduate Studies Program Chair or the Dean- conduct the interview with the applicant's result of entrance examination and other pertinent required documents 3.2. Give the loading slip to student for presentation during the enrollment	None	20 minutes	Graduate Studies Program Chair or Dean
	TOTAL		35 Minutes	



College of Fisheries

1. Service Name: Admission Procedure for Undergraduate Programs

Admission to the undergraduate program of the College

Office or Division:	College of Fisheries			
Classification:	G2C- Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Entering 1 st Year College Students, Shiftees and Transferees from Private & Public Schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Stanine Result		Guidance Office of CHMSC		
2. Original and Certified photocopy of Report Card/Transcript of Record		Last School Attended		
3. Certificate of Good Moral Character		Last School Attended		
4. Recommendation Letter from the program chair/dean of the College (<i>Shiftee/Transferee only</i>)		Last School Attended		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the copy of the Stanine Result	1.1. Check the result if it qualifies to the minimum requirement of the program. 1.2. Once qualified, log in the name and give the schedule of interview.	None	5 minutes	Designated COF Staff



	<p>1.3. If the student does not qualify, log in the name in the waiting list.</p> <p>1.4. If the projected number of students are not met, the students in the waiting list shall be subjected to the evaluation/interview</p>			
2. Proceed to the room designated for the scheduled interview and bring the requirements nos. 2, 3, 4, and 5 (<i>for shiftee/transferee</i>)	The program chair/assigned faculty receives the applicant with his/her documents for evaluation and interview.	None	15 minutes	Program Chair/Designated Faculty
3. Check the posting of the list of admitted students, and secure the admission slip to present during the scheduled date of enrollment	The program chair/assigned faculty will post the list of admitted students, and give the admission slip to the students for enrollment	None	10 minutes	Program Chair/Designated Staff
	TOTAL		35 Minutes	



College of Industrial Technology

1. Admission to the Undergraduate Program of the College

Office or Division:	College of Industrial Technology			
Classification:	G2C- Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Entering 1 st Year College Students, Shiftees and Transferees from Private & Public Schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Stanine Result		Guidance Office of CHMSC		
2. Original and Certified photocopy 3. of Report Card/Transcript of Record		Last School Attended		
4. Certificate of Good Moral Character		Last School Attended		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the copy of the Stanine Result	1.1. Check the result if it qualifies to the minimum requirement of the program. 1.2. Once qualified, log in the name and give the schedule of interview. 1.3. If the student does not qualify, log in the name in the waiting list. 1.4. If the projected number of students are not met, the students in the waiting list shall be subjected to the evaluation/interview	None	5 minutes	Designated CIT Staff
2. Proceed to the CIT office for the scheduled interview and bring the	2.1. The program chair/assigned faculty receives the applicant with his/her	None	15 minutes	Program Chair/Designated



requirements nos. 2 & 3.	documents for evaluation and interview.			<i>Faculty</i>
3. Check the posting of the list of admitted students, and secure the admission slip to present during the scheduled date of enrollment	3.1. The program chair/assigned faculty will post the list of admitted students, and give the advice slip to the students for enrollment	None	10 minutes	<i>Program Chair/ CAS Designated Staff</i>
	TOTAL		35 Minutes	



2. Service Name: Admission Procedure for Graduate Programs

Admission to the Graduate Program of the College

Office or Division:	College of Industrial Technology - Graduate Studies			
Classification:	G2C- Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Students who are pursuing Masteral and Doctoral degree programs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Entrance Examination		Guidance Office of CHMSC		
2. Application Form		CIT Office		
3. Recommendation Form (2 copies)		CIT Office		
4. Original and Certified true copy		Last School Attended		
5. (2 copies) of Transcript of Records and Diploma				
6. Interview Form		CIT Office		
7. Admission Form		CIT Office		
8. Degree Plan		CIT Office		
9. Contract of Agreement		CIT Office		
10. Student's Loading Slip		Program Chair		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CIT Office and ask for Application form.	1.1. The-staff gives the application form to the applicant 1. 2. Instruct the applicant to pay the specified amount to the cashier	None	5 minutes	Designated CIT Staff
2. Present the cashier's	2.1. Upon presentation of the	P150.00	10 minutes	Designated CIT Staff



receipt to the office.	receipt, the staff provides the schedule of entrance examination, date of interview, and the submission of other required forms for compliance			
3. Interview	<p>3.1. The Graduate Studies Coordinator or the Dean conduct the interview with the applicant's result of entrance examination and other pertinent required documents</p> <p>3.2. Give the loading slip to student for presentation during the enrollment</p>	None	20 minutes	Graduate Studies Coordinator or Dean
	TOTAL		<i>35 Minutes</i>	



Dental Clinic



1. Consultation and Treatment

Dental consultation, extraction and giving of medication

Office or Division:		Dental Clinic		
Classification:		Simple		
Types of Transaction:		G2C		
Who may avail:		Students, Faculty and Staff		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Valid School Identification Card			School	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report chief complaint.	Ask client's health and dental condition	none	2 minutes	Dentist
2. Submit to dental assessment	Vital sign checking (BP)		3 minutes	
3. Fill out patient's chart	Assist the client in filling out the form.		2 minutes	
4. Diagnosis and Treatment	Performs consultation or extraction depending on the need of the client		30 minutes	
5. Fill out treatment and medication logbook	Assist the client in filling out the logbook		5 minutes	



6. For tooth extraction, fill out after treatment evaluation form	Give post-operative instructions and after treatment evaluation form to the client		3 minutes	
TOTAL:			45 minutes	



Guidance Services Office



1. Application for Entrance Test

Office or Division:	Office of the Guidance Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Incoming College Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Correctly Filled out Application Form		Office of th Guidance Services		
2. 2 pcs 2x2 ID picture		Accredited Institutions		
3. Valid ID				
4. 1 Long Brown Envelope				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Valid I.D.	Verify applicant identity Receive submitted requirements Release entrance test permit and schedule	None	10 minutes	Guidance Counselor/s Office of the Guidance Services staff
2. Submit correctly filled out Application Form				
3. 2 pcs of 2x2 ID picture; and 1 Long Brown Envelope				
4. Accept entrance test permit and schedule				
	TOTAL		10 Minutes	



2. Administration of Admission Test

Office or Division:	Office of the Guidance Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Incoming College Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Entrance Test Permit		Office of the Guidance Services		
2. Valid ID				
3. Pencil and Eraser				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements	Verify requirement Facilitate registration	None	5 minutes	Guidance Counselor/s
2. Sign the registration log	Administer Entrance Test		55 minutes	
3. Proceed to entrance test	Score submitted answer sheets		3 days per 200 persons	
	TOTAL		10 Minutes	



3. Release of Entrance Test Results

Office or Division:	Office of the Guidance Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Incoming College Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Entrance Test Permit		Office of the Guidance Services		
2. Valid ID		Accredited Institutions		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	Verify presented documents Release Test Result	None	2 minutes	Guidance Counselor/s Office of the Guidance Services staff
2. Receipt of Test Result			3 minutes	
	TOTAL		5 Minutes	



4. Referral for Guidance / Counseling

Office or Division:	Office of the Guidance Services			
Classification:	General Academic Services			
Type of Transaction:	Simple			
Who may avail:	G2C			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. School ID		Carlos Hilado Memorial State College		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Referral Form	Review of received referral form	None	5 minutes	Guidance Counselor/s
	Invitation of referred student/s for interview		1 day	
	Call in student/s in case of failure to respond to send invitation		1-3 days	
	Conduct of Interview and/or Counseling		1-2 hours	
2. Receipt of Feedback Form	Fill-out and send feedback form to referring faculty / staff		5 minutes	
	TOTAL		4 days, 2 hours and 10 minutes	



5.Counseling for Walk-In Clients

Office or Division:	Office of the Guidance Services			
Classification:	Technical			
Type of Transaction:	G2C			
Who may avail:	CHMSC Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. School ID		Carlos Hilado Memorial State College		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Counseling	Conduct interview & evaluate urgency of counseling intervention	None	10 to 15 minutes	Registered Guidance Counselor/s
2. Arrange counseling schedule with guidance counselor	Schedule counseling session/s		5 minutes (*Appointment of schedule within	
3. Return for counseling as scheduled	Conduct Counseling Session/s		1-3 days from the date of request)	
4. Attend counseling session			2 Hours	
	TOTAL		2 hours and 30 Minutes	



Human Resource Management Office



1. Certifications (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		
Types of Transaction:		G2G		
Who may avail:		Permanent Faculty and Staff of the College		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Slip 2. Official Receipt			Human Resource Management Office Cashier's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Fill out request slip	Record the request in the log book	None	2 Minutes	Admin Officer II HR Staff
2. Secure Order of Payment Slip	Issue Order of Payment	None	1 Minute	
3. Pay to the Cashier	Cashier issues OR	10.00/page	20 Minutes	Cashier
4. Present OR to the HR Staff	Accept the OR and process the request	None	2 Minutes	HR Staff
5. Receive the signed document	Release the signed document	None		
TOTAL		10.00	23 minutes	



2. Leave Credits/ Service Credits Balances

Office or Division:		Human Resource Management Office		
Classification:		Simple		
Types of Transaction:		G2G		
Who may avail:		Permanent Faculty and Staff of the College		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Slip			Human Resource Management Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request slip	Accept request slip and prepare certification of leave balances	None	25 minutes	HRMO Admin Officer II HR Staff
TOTAL			25 Minutes	



3. Preparation and Issuance of BIR Form 2316 (ITR)

Office or Division:		Human Resource Management Office		
Classification:		Complex		
Types of Transaction:		G2G		
Who may avail:		Faculty and Staff of the College		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Slip			Human Resource Management Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish request slip	Record request in the logbook	NONE	February to March of the current year for the preceding year (44 days)	HRMO Admin Assistant II
TOTAL		NONE	44 days	



4. Service Record

- Service Records are issued to validate government services of employees to support to employees' claims from concerned agencies

Office or Division:		Human Resource Management Office		
Classification:		Simple		
Types of Transaction:		G2G		
Who may avail:		All Employees of the College (Faculty and Staff)		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Slip 2. Official Receipt			Human Resource Management Office Cashier's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request slip	Record the request in the log book	None	30 minutes	HRMO Admin Aide VI
2. Secure Order of Payment Slip	Issue Order of Payment	10.00/ page		Cashier
3. Pay to the Cashier	Cashier issues OR	None		
4. Present OR to the HR Staff	Accept the OR and process the request	None		HR Staff
TOTAL		10.00/ page	30 minutes	



5. Tax Percentage needed by the offices who prepares payroll for overload, NSTP

- This is issued to ensure accurate tax computations to be deducted from the payroll of personnel concerned.

Office or Division:		Human Resource Management Office		
Classification:		Simple		
Types of Transaction:		G2G		
Who may avail:		All Faculty and Staff of the College		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Slip			Human Resource Management Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit list of Faculty and Staff of the Unit	Accept the list Record the request in the logbook Prepare the request	None	40 minutes	HRMO HRMO Staff Admin Assistant II
TOTAL		NONE	40 minutes	



Information and Communication Technology Office



Information and Communication Technology Office

1. Request for ICT Hardware Services

Request form is issued upon the request of ICT hardware service (laptop, desktop, printer, internet connection, and peripherals) of the office.

Office or Division:	Information & Communication Technology (Ict) Office			
Classification:	Simple			
Types of Transaction:	G2C – Government to Citizen			
Who may avail:	Faculty, Staff, Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request for ICT Support Services ICT-TAL-F.01 (1 Copy)			ICT Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the Request for ICT Support Services Form	Provide Request for ICT Support Services Form	None	3 minutes	ICT Director ICT Office
2. Have it signed by your immediate Supervisor	Check the Request for ICT Support Services Form submitted		1 minute	ICT Director ICT Office
	Assigned Technical Personnel by providing them a copy of the Request for ICT Support Services Form submitted		1 minute	ICT Director ICT Office



3. Submit it back to ICT Office	<p>Technical Personnel will provide service on the specified date and time</p> <p>Technical Personnel will fill-up the Job Accomplishment Area of the said Request for ICT Support Services Form and submit it back at the ICT Office</p>		<p>1 day</p> <p>1 minute</p>	<p>ICT Director ICT Office</p> <p>ICT Director ICT Office</p>
TOTAL:		None	1 Day, 6 minutes	



2. Request for Website & Software Services

Request form is issued upon the request of website & software service.

Office or Division:	Information & Communication Technology (Ict) Office			
Classification:	Simple			
Types of Transaction:	G2C – Government to Citizen			
Who may avail:	Faculty, Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. ICT – MIS Support Ticket ICT-TAL-F02 (1 Copy)			ICT Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the ICT – MIS Support Ticket Form 2. Submit it back to ICT Office	Provide ICT – MIS Support Ticket Form	None	3 minutes	ICT Director ICT Office
	Check the ICT – MIS Support Ticket Form submitted		1 minute	
	Forward the ICT – MIS Support Ticket Form to the Web Administrator		1 minute	ICT Director ICT Office ICT Director ICT Office
	Technical Personnel will provide service on the specified date and time		1 day	MIS Head ICT Office
	Technical Personnel will fill-up the Job Accomplishment Area of the said ICT – MIS Support Ticket Form and submit it back at the ICT Office		1 minute	MIS Head ICT Office
TOTAL:		None	1 Day, 6 minutes	



Library



1. Application of Library Card Issuance

Office or Division:	College Library			
Classification:	Simple			
Types of Transaction:	G2C			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. 2pcs. 1x1 identical recent ID Picture			Photo studio	
2. Enrollment form			Registrar's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the 2pcs. 1x1 identical recent ID Picture	Check the ID picture if it complies with the required size and its recency then issue student's record Form	None	5 Minutes	Librarian
3. Fill out the Student's Record Form	Check the Data in the Form and issue library card claim slip	None	10 Minutes	Librarian
2. If officially enrolled, present enrolment form and claim slip	Issue the library card and end of transaction	None	5 Minutes	Librarian
	TOTAL		20 Minutes	



2. Borrowing of Books

Office or Division:	College Library			
Classification:	Simple			
Types of Transaction:	G2C			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Library Card			College Library	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scan the Borrower's Card barcode and hand-in to the in-charge	Check the ID picture if it complies with the required size and its recency then issue student's record Form	None	5 mins.	Librarian
2. Present the books to be borrowed.	Check the Data in the Form and issue library card claim slip	None	10 mins.	Librarian
3. Scan book/s' barcode	a. print the borrower's slip b. check the data c. sign the borrower's slip. Hand-in the slip to the borrower for signature	None	15 minutes	Librarian
4. Sign the borrower's slip and return the slip to the in-charge	Receive the borrower's slip and give to the borrower his, her copy	None	5 minutes	Librarian
5. Receive the borrower's copy and bring the book/s	File the library's copy of borrower's slip	None	5 minutes	Librarian
	TOTAL		40 minutes	



3. Returning of Books

Office or Division:	College Library			
Classification:	Simple			
Types of Transaction:	G2C			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Borrower's Slip			College Library	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrower's slip	a. Receive the borrower's slip b. pull out the library card c. match library's copy of borrower's slip d. scan the library card's barcode	None	5 minutes	Librarian
2. Present the books to be returned	a. Check book/s condition b. click the accession box of the book/s in the system and save the data c. Stamp date and return in the borrower's slip (borrower and library's copy) and give to the borrower his, her copy with the library card	None	10 minutes	Librarian
3. Receive the borrower's copy of the slip	File the library's copy of the borrower's slip	None	3 minutes	Librarian
	TOTAL		18 minutes	



Medical Clinic



1. Nursing Assessment and Intervention

Treat minor injury and ailments by dispensing over the counter medicine base on symptoms and complaints.

Office or Division:	Medical Clinic			
Classification:	Simple			
Types of Transaction:	G2C – Government to Client			
Who may avail:	Student, Faculty and Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. School ID or Library Card				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report chief complaints	Receive chief complaint	none	2 minutes.	School Nurse
2. Submit to routine health assessment	Conduct health assessment (vital signs)		3 minutes	
3. Received medical treatment	Actual nursing health intervention		5 minutes	
4. Fill out log book	Give the logbook to the client		2 minutes	
TOTAL:			12 minutes	



2. Emergency Referral

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

Office or Division:	Medical Clinic			
Classification:	Simple			
Types of Transaction:	G2C – Government to Client			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Medical Health Form 2. Medical Certificate (1 photocopy) 3. Chest X-ray (1 photocopy) 4. 1 long White Folder with fastener 5. 1 pc. 1x1 picture 6. ½ index card			Clinic Outside health agencies and laboratories	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Medical Requirements and get Medical Health Form	Received medical requirement and give medical health form	None	2 minutes	School Nurse
2. Fill out and submit medical health form.	Gather and keep Medical health records in order.		3 minutes	
3. Fill out logbook	Give the logbook to the client		5 minutes	
TOTAL:			10 minutes	



3. Student Health Assessment

Submit/Update the health status of the new student applicants.

Office or Division:	Medical Clinic			
Classification:	Simple			
Types of Transaction:	G2C – Government to Client			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
7. Medical Health Form 8. Medical Certificate (1 photocopy) 9. Chest X-ray (1 photocopy) 10. 1 long White Folder with fastener 11. 1 pc. 1x1 picture 12. ½ index card			Clinic Outside health agencies and laboratories	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submit Medical Requirements and get Medical Health Form	Received medical requirement and give medical health form	None	2 minutes	School Nurse
5. Fill out and submit medical health form.	Gather and keep Medical health records in order.		3 minutes	
6. Fill out logbook	Give the logbook to the client		5 minutes	
TOTAL:			10 minutes	



Office of Student Affairs



1. Accreditation/Reaccreditation of Student Clubs/Organizations

Office or Division:	Office of Student Affairs	
Classification:	Simple	
Types of Transaction:	G2C – Government to Citizen	
Who may avail:	Student Clubs/ Organizations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of request for accreditation addressed to the Director of the Office of the Student Affairs (OSA) duly signed by the elected President of the organization and the Faculty Adviser. (1 Original, 1 photocopy)		Club/ Organization applying for accreditation/reaccreditation
2. List of officers of the club/organization. A photocopy of the college ID and three (3) specimen signatures of the officers are also required. (1 original, 1 photocopy)		Club/ Organization applying for accreditation/reaccreditation
3. List of members to qualify for accreditation. The list should include the course and section of each student. (1 original, 1 photocopy)		Registrar's Office
4. Proposed Calendar of Activities of the organization for the Academic Year. (1 original, 1 photocopy)		Club/ Organization applying for accreditation/reaccreditation
5. Constitution and By-Laws of the club/organization with provisions for participation in activities on anti-drug abuse, awareness and drug abuse prevention. (1 original, 1 photocopy)		Club/ Organization applying for accreditation/reaccreditation
6. Letter of acceptance of the faculty adviser chosen by the officers and members of the club/organization. (1 original, 1 photocopy)		Chosen Faculty Adviser Previous Club/ Organization Officer or Club Adviser



7. Accomplishment Report (Reaccreditation) (1 original, 1 photocopy) 8. Financial Report (Reaccreditation) (1 original, 1 photocopy) 9. Profile of Club/Organization Adviser (1 original, 1 photocopy) 10. Club President Contact Number			Previous Club/ Organization Officer or Club Adviser Chosen Faculty Adviser Elected Club/ Organization President	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the requirements for Accreditation/ re-accreditation.	Provide list of requirements needed for the accreditation/ reaccreditation	None	3 Minutes	Director Office of Student Affairs
2. Submit all the requirements to OSA Clerk for initial assessment.	Receive and check all submitted documents for completeness *Incomplete requirements are returned to the organization for completion Review/ evaluate the submitted requirements for approval/ disapproval	None	15 Minutes	Director Office of Student Affairs
3. Log the name of the organization.	Review/ evaluate the submitted requirements for approval/ disapproval Prepare certificate of Accreditation Issue Certificate of Accreditation duly signed by the OSA Director to Club/ Organization	None	30 Minutes	Director Office of Student Affairs
		None	15 Minutes	Director Office of Student Affairs
		None	5 Minutes	Director Office of Student



	Files a copy of requirements	None	5 Minutes	Affairs Director Office of Student Affairs
TOTAL:		None	1 Hour, 13 Minutes	



2. Filing a Complaint

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

Office or Division:	Office of Student Affairs			
Classification:	Simple			
Types of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Incident Report Form (5 original copies) *Evidence/s if necessary			OSA - Clerk	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Log book	Give Incident Report Form	None	5 Minutes	Director Office of Student Affairs
2. Fill out 5 copies of Incident Report Form.	Refer the Incident Report Form to the DO.	None	15 Minutes	Discipline Officer Office of Student Affairs
3. Wait for the notice of meeting	Set schedule and notify concerned parties for a meeting	None	1 Day	Director Office of Student Affairs



4. Come for a meeting	Discuss and settle the complaint.	None	2 Hours	Director Office of Student Affairs
5. Sign Settlement Agreement if the complaint is resolved among parties	Prepare Settlement Agreement	None	15 Minutes	Director Office of Student Affairs
TOTAL:		None	1 Day, 2 Hours, 35 Minutes	



3. Application for Student Assistantship Program

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

Office or Division:	Office of Student Affairs	
Classification:	Simple	
Types of Transaction:	G2C – Government to Citizen	
Who may avail:	Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application for Student Assistantship Program Form (1 original)		OSA – Clerk
2. 1x1 ID Picture (1 piece)		Client
3. Barangay Clearance (1 original)		Barangay Hall
4. Parents ITR/ Certification from the BIR/ Certificate of Indigence (1 original)		BIR, Barangay Hall
5. Enrolment Form (1 photocopy)		Registrar's Office
6. Schedule of Classes (1 photocopy)		Dean's Office
7. Proof of Insurance (First Semester EF/ AF) (1 photocopy)		Registrar's Office
8. Grades for the last semester attended (1 photocopy)		Registrar's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit recommendation letter from the office where the applicant will be working in need of student assistant.	1. Give Student Assistant Application Form and list of requirements	None	5 Minutes	Director Office of Student Affairs
2. Submit completed requirements.	2. Check the requirements submitted by the applicant.	None	10 Minutes	Director Office of Student Affairs
3. Wait for interview with the OSA Director.	3. Interview the applicant for approval/ disapproval.	None	30 Minutes	Director Office of Student Affairs
4. Secure Certificate of Student Assistantship.	4. Issue Certificate of Student Assistantship	None	10 Minutes	Director Office of Student Affairs
TOTAL:		None	55 Minutes	



4. Application for CHMSC Dormitory

The College provides assistance to ensure that the students have access to accommodation that is safe and conducive to learning

Office or Division:	Office of Student Affairs			
Classification:	Simple			
Types of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. College Dormitory Application Form (1 original)			OSA – Clerk	
2. 1x1 I.D. Picture (1 piece)			Applicant	
3. Police Clearance (1 original)			CPS	
4. Enrolment Form (1 photocopy)			Registrar's Office	
5. Parent's ITR (1 original)			BIR, Barangay Hall	
6. Schedule of Classes (1 photocopy)			Dean's Office	
7. Medical Certificate (1 original)			School Clinic, CHO, Private Doctors	
8. Endorsement Slip (If Approved – 1 original)			OSA -Director	
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON



		BE PAID	TIME	RESPONSIBLE
1. Secure Dormitory Application Form	Provide Dormitory Application Form and list of requirements	None	5 Minutes	Director Office of Student Affairs
2. Submit completed requirements	Check the requirements submitted for completeness	None	10 Minutes	Director Office of Student Affairs
3. Wait for interview with the OSA Director.	Interview the applicant for approval/ disapproval.	None	30 Minutes	Director Office of Student Affairs
4. If approved, get Endorsement Slip to be submitted to Business Affairs Office for dorm payment.	Issue Endorsement Slip.	None	10 Minutes	Director Office of Student Affairs
TOTAL:		None	55 Minutes	



5. Signing of Clearance

Signing of clearance ensures that the student's account is cleared.

Office or Division:	Office of Student Affairs			
Classification:	Simple			
Types of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Parents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Validated Student ID			Registrar's Office	
2. Clearance Form duly signed by the Assessment, Library, SSG Office. (1 original)			Assessment, Library, SSG Office	
3. Accomplishment and Liquidation Report for Student Organization Officers (1 original, 1 photocopy)			Club/ Organization President	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present clearance for signing	Check the students' clearance if already signed by the Assessment, Library and SSG Office.	None	3 Minutes	Director Office of Student Affairs
2. Present School ID to the OSA Clerk	Check School ID if valid for the semester enrolled	None	1 Minute	Director Office of Student Affairs



3. Wait for the signed clearance	Check in the OSA students' master list to see if the student has unsettled accounts to liquidate	None	3 Minutes	Director Office of Student Affairs
4. *For students with unsettled accounts, comply with the necessary requirements	Stamp date and affix signature to the clearance	None	2 Minutes	Director Office of Student Affairs
5. Get the signed clearance				
TOTAL:		None	9 Minutes	



6. Signing of Promissory Notes

Signing of Promissory note will help students process their clearance or examination permit.

Office or Division:	Office of Student Affairs			
Classification:	Simple			
Types of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Assessment Form (1 photocopy) 2. Statement of Account (1 original) 3. Promissory Note Form (1 original)			Assessment Office Assessment Office OSA – Clerk	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a copy of Assessment Form and Statement of Account	Check the requirements if complete and provide copy of Promissory Note Form	None	5 Minutes	Director Office of Student Affairs
2. Fill out and submit Promissory Note Form	Evaluate the account of the student for settlement of terms.	None	20 Minutes	Director Office of Student Affairs
TOTAL:		None	25 Minutes	



7. Handling Student Violations

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

Office or Division:	Office of Student Affairs			
Classification:	Simple			
Types of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Citation Ticket (1 original)			Security Guard, Discipline Officer, Deputy Discipline Officer OSA – Clerk	
2. Letter of Apology (1 photocopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Citation Ticket	Provide Letter of Apology Form.	None	3 Minutes	Director Office of Student Affairs
2. Fill out the Letter of Apology Form and have it signed by the Discipline Officer/ Deputy Discipline Officer and submit to the OSA for actions for appropriate disciplinary measures.	Check the Letter of Apology Form if it's already signed by the College Disciplinary Officer/ Deputy Disciplinary Officer for appropriate disciplinary measures.	None	30 Minutes	
3. Claim the confiscated ID	Retrieve and return the confiscated ID.	None	5 Minutes	
TOTAL:		None	38 Minutes	



8. Issuance of Good Moral Certificate

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

Office or Division:	Office of Student Affairs			
Classification:	Simple			
Types of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Alumni			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official Receipt (1 original)			Cashier's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the required fees at the Cashier's Office. * Make sure to secure Official Receipt that will be issued upon payment. 2. Wait for the release of Good Moral Certificate. 3. Sign in the Client Log book	Check the Official Receipt and process the request	P50.00	15 Minutes	Director Office of Student Affairs
	Issue the Certificate	None	3 Minutes	
	Check the Log Book if properly signed	None	3 Minutes	
TOTAL:		P50.00	21 Minutes	



9. Conduct of Customer Satisfaction Survey

Conduct of customer satisfaction survey is a feedback mechanism on the effectiveness of the Student Affairs Services.

Office or Division:	Office of Student Affairs			
Classification:	Simple			
Types of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official Receipt (1 original)			Cashier's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get evaluation form	Provide evaluation form to the student	None	5 Minutes	Director Office of Student Affairs
2. Fill out evaluation form	Gather the evaluation form	None	15 Minutes	
	Submit the filled-out evaluation form to the PME Office for tallying and analysis.	None	2 Days	
TOTAL:		None	2 Days, 20 Minutes	



Physical Plant Development and Management Office



1. Request for repair and maintenance of the College facilities

Office or Division:	Physical Plant Development and Management Office			
Classification:	Simple			
Types of Transaction:	G2G – Government to Government			
Who may avail:	Teachers, Staff, Building Administrators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Repair and Maintenance Request Form		PPDM Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Repair and Maintenance Form (RMF) from the PPDM office	Give RMF	NONE	2 min	PPDM Staff
2. Fill in the needed information for the request and submit it to the PPDM office	Accept the RMF, log it, and assign a control number.		3 mins	PPDM Staff
3. Ocular site inspection with the PPDM staff for the requested repair and maintenance	Inspect the site with the client to assess the work needed to be done Identify and discuss with the Foreman the scope of work and the materials needed		2 days	PPDM Staff
4. Receive feedback from the PPDM regarding the progress of the request	Approve the request if materials and labor are available. Otherwise, schedule the request when the materials & labor are already available.		20 mins	PPDM Director
TOTAL:			2 days and 25 mins	



Records Office



1. Dissemination of Documents

Office or Division:	Records Management Office			
Classification:	Simple			
Types of Transaction:	Dissemination and Retrieval of current & non-current documents			
Who may avail:	All government Agencies, LGUs, GOCCs and other government instrumentalities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SERVICES RENDERED: Dissemination of received/released communications to concerned CHMSC personnel /offices/other agencies 1. Receive the document by affixing the signature including the date and time it was received.	Disseminate all incoming/outgoing communications received & released Email or mail the documents to the external campuses/other agencies Encode the records data in	None	Dissemination: Personnel/offices-1 to 4 hrs. Issuances - 1 to 3 days Email – 1 minute Mail - w/in the day	Records Management Officer, Receiving/releasing clerk, encoder Records Management



<p>Retrieval and Release of documents requested by concerned CHMSC personnel /offices/other agencies</p> <ol style="list-style-type: none"> 1. Fill up the form request 2. Receive the document/s and indicate the date and time it was received 	<p>the system</p> <p>File the documents</p> <p>Release the document/s requested and let the receiver signed at the records copy</p> <p>File the filled form</p>		<p>Retrieval:</p> <p>Tracker system -2 to 5 mins.</p> <p>Hard copy -10 to 30 mins.</p> <p>Archives - 4 hrs.</p>	<p>Officer, Receiving/releasing clerk, encoder</p>
<p>TOTAL:</p>			<p>Personnel/offices-4 hrs</p> <p>Issuances - 1 day</p> <p>Retrieval:</p> <p>Tracker system -5 mins.</p> <p>Hard copy -30 mins.</p> <p>Archives - 4 hrs.</p>	



Registrar's Office



1. Request for Official Transcript of Record

Request for Official Transcript of Record for Employment, Board/Licensure Examination, Transfer, Reference and Evaluation purposes.

Office or Division:		Admission and Registrarship		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All students and alumni		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Clearance for first request			1. Registrar's Office	
2. Recent 2 pcs. identical 2x 2 picture with white background			2. Photo studio	
3. If through an authorized representative, please present the following a) Letter of authority, b) Photocopy 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 RESPONSIBLE
1. Fill out Request for School Records Form and accomplish clearance	1. Retrieve client's files to check for complete documents and grades	None	1 hour	Registrar Personnel
2. Submit accomplished clearance and filled-out Request for School Records Form	2. Verify signatures in the clearance and checks completeness of data in	₱100.00/page for OTR ₱15.00 for doc	10 minutes	Registrar Personnel



	the Request Form 2.1 Indicate fees in the Request Form 2.2 Return to client for payment	stamp		
3. Pay fees	3. Receive payment and issue Official Receipt (OR)	₱ 115.00 for 1-page OTR ₱ 215.00 for 2 pages ₱ 315.00 for 3 pages	15 minutes	Cashier
4. Submit Request with the OR	4. Check OR 4.1 Fill out claim slip and cut it from the Request Form 4.2 Issue claim slip to client and give final instruction 4.3 Request client to sign the logbook 4.4 Staff process the request	None	5 minutes Within 6 working days from receipt of request	Registrar's Staff
5. Submit claim slip (after 7 working days or when contacted before end of 7 days)	5. Issue OTR after submission of claim slip 5.1 Request client to review the document	None	1 minute	Registrar's Staff
6. Review data and other relevant	6. Request student to sign	None	5 minutes	Registrar's Staff



information	the logbook			
	TOTAL	₱ 115.00 for 1- page OTR ₱ 215.00 for 2 pages ₱ 315.00 for 3 pages	7 working days	

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



2. Request for Various Certification and Documents

Request for Certificate of Enrollment, Grades, Units Earned, Subjects taken, Graduation, CAV, Form 137, among others

Office or Division:		Admission and Registrarship		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All students and alumni		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Clearance for students who are not currently enrolled		1. Registrar's Office		
2. If through an authorized representative, please present the following a) Letter of authority, b) Photocopy ID of a student/alumni/client c) ID of an authorized representative		2. Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit filled out request form (<i>Request for School Records</i> for students who are not currently enrolled (<i>Request Slip</i> for officially enrolled students)	1. Check Request Form 1.1 Retrieve client's files to check for complete documents and grades 1.2 Indicate fees on the request form/request slip 1.3 Return to client for payment	None	1 hour	Registrar Personnel
2. Pay fees	2. Issue Official Receipt (OR) upon payment	₱50.00 per certificate	10 minutes	Cashier
3. Submit Request with the OR	3. Check OR 3.1 Fill out claim slip and cut it from the Request Form/Slip 3.2 Issue claim slip and give final instruction 3.3 Request student to sign the logbook 3.4 Staff process the request	None	5 minutes Within 2 working days from receipt of request	Registrar's Staff



4. Submit claim slip (after 3 working days or when contacted before end of 3 days)	4. Issue Certificate after submission of claim slip 4.1 Request client to sign the logbook	None	1 minute	Registrar's Staff
TOTAL		50.0x1= P 50.0 50.0x2= P 100.0	3 working days	



3. Certifying/authenticating Student's Documents

Authentication of photocopied documents issued by the Registrar's Office

Office or Division:		Admission and Registrarship		
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. If through an authorized representative, please present the following a) Letter of authority, b) Photocopy 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 RESPONSIBLE
1. Submit filled out Request Slip	1. Check Request Slip 1.1 Evaluate authenticity of original copy of document 1.2 Check number of copies 1.3 Indicate fees on the Request Slip 1.4 Return request to client for payment	None	7 minutes	Registrar Personnel



2. Pay fees	2. Issue Official Receipt (OR) upon payment	₱5.00 per copy	10 minutes	Cashier
3. Submit request with the OR	3. Check OR 3.1 Process request	None	Within 2 working days from receipt of request	Registrar's Personnel
4. Claim documents (within the day or when contacted before end of 3 days)	4. Release authenticated documents 4.1 Request student to sign the logbook	None	3 minutes	Registrar's Personnel
TOTAL		₱5.0x5=25.0 ₱5.0x10=50.0	3 days	



4. Request for Reconstruction Of Diploma

Request for replacement of damage or lost diploma

Office or Division:		Admission and Registrarship		
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 d) Letter of authority, e) Photocopy ID of a student/alumni/client f) ID of an authorized representative			3. Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements with the filled-out Request Slip	1. Check Request Slip 1.1 Evaluate authenticity of the document 1.2 Verify records 1.3 Indicate fees on the Request Slip 1.4 Return request to client for payment	None	30 minutes	Registrar Personnel
2. Pay fees	2. Issue Official Receipt (OR) upon	₱45.00	10 minutes	Cashier



	payment			
3. Submit OR with the request	3. Fill out claim slip and cut it from the Form 3.1 Issue claim slip to client and give final instruction 3.2 Request client to sign the logbook 3.3 Staff process the request	None	3 minutes Within 6 working days from receipt of request	Registrar Personnel
4. Submit claim slip (after 7 working days or when contacted before end of 6 days)	4. Issue Diploma after submission of claim slip 4.1 Request client to sign the logbook	None	3 minutes	Registrar's Staff
TOTAL		₱45.00	7 working days	



5. Enrolment of New Students

Register and enroll qualified Senior High School graduate.

Office or Division:		Admission and Registrarship		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Senior High School graduate students who passed the selection process.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Admission slip		1. Dean/Program Chair		
3. Original Report Card		2. Previous School		
4. Photocopy of Birth Certificate (PSA/NSO)		3. PSA Office		
5. Certificate of Good Moral		4. Previous School		
6. Recent 2 pcs. identical 2x2 picture (White background)		5. Photo studio		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1. Log student start of transaction time in the Enrolment Flow form (EFf), 1.1 Evaluate the authenticity of submitted documents 1.2 Issue Student Information Sheet (SIS) to student	None	15 minutes	Registrar's Personnel
2. Fill out SIS and return it for encoding	2. Check on the completeness of the data in the SIS 2.1 Encode data to the	None	30 minutes	Registrar's Personnel



	system 2.2 Encode student's subject 2.3 Sign and log student's time out in the EFf 2.4 Instruct student to finish enrollment process			
3. Proceed to Accounting's Office for assessment	3. Log student's transaction time 3.1 Provide assessment 3.2 Sign and log student's end of time transaction in the EFf	None	15 minutes	Accounting's Staff
4. Pay fees Cashier/OSA	4. Log student's transaction time 4.1 Issue receipt upon payment 4.2 Sign and log student's end of time transaction in the EFf	₱130.00 – (Insurance for 1 st sem. only) ₱300.00 – (Alumni fee graduating students; 2 nd sem. only)	15 minutes	Cashier
5. Proceed to Clinic	5. Log student's transaction time 5.1 Process requirement 5.2 Sign and log student's end of time transaction in the EFf (A schedule may be set by the concerned Office)	None	15 minutes	Nurse
6. Proceed to Library	6. Log student's transaction	None	15 minutes	Librarian



	time 6.1 Process Library ID 6.2 Sign and log student's end of time transaction in the EFf (A schedule may be set by the concerned Office)			
7. Proceed to MIS/ICT for School ID Processing	7. Log student's transaction time 7.1 Process student School ID 7.2 Sign and log student's end of time transaction in the EFf (A schedule may be set by the concerned Office)	None	15 minutes	ICT Personnel
8. Submit complied EFf to the Registrar's Office to claim Enrolment Form	8. Log student's transaction time 8.1 Check Enrolment Flow form 8.2 Print Enrolment Form (EF) 8.3 Require student to sign the EF and the logbook 8.4 Release Enrollment Form 8.5 Sign and log student's end of time transaction in the EFf	None	15 minutes	Registrar's Personnel
TOTAL		P130.00 (1 st sem.) P300.00(2 nd sem.)	2 hours and 15 minutes	



6. Enrolment of Transferees

Enroll transferees.

Office or Division:		Admission and Registrarship		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All transferee students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Admission slip and Loading Form		1. Dean/Program Chair		
2. Evaluation of credited subjects, Certificate of Transfer Credential & OTR for reference		2. Dean/Program Chair		
3. Photocopy of PSA/NSO		3. PSA		
4. Certificate of Good Moral		4. Previous School		
5. Recent 2 pcs. identical 2x2 picture with white background		5. Photo studio		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1. Log student start of transaction time in the Enrolment Flow form (EFf) 1.1 Evaluate the authenticity of submitted documents 1.1 Issue Student Information Sheet (SIS) to student who qualify.	None	15 minutes	Registrar's Personnel
2. Fill out and return filled out SIS	2. Check on the completeness of the data in the SIS	None	30 minutes	Registrar's Personnel



	2.1 Encode data to the system 2.2 Encode student's subject 2.3 Sign and log student's time out in the EFf 2.4 Instruct student to finish enrollment process			
3. Proceed to Accounting's Office for assessment	3. Log student's transaction time 3.1 Provide assessment 3.2 Sign and log student's end of time transaction in the EFf	None	15 minutes	Accounting's Staff
4. Pay fees Cashier/OSA	4. Log student's transaction time 4.1 Issue receipt upon payment 4.2 Sign and log student's end of time transaction in the EFf	₱130.00 – (Insurance for 1 st sem. only) ₱300.00 – (Alumni fee graduating students; 2 nd sem. only)	15 minutes	Cashier
5. Proceed to Clinic	5. Log student's transaction time 5.1 Process requirement 5.2 Sign and log student's end of time transaction in the EFf (A schedule may be set by the concerned Office)	None	15 minutes	Nurse



6. Submit picture to the Librarian	6. Log student's transaction time 6.1 Process Library ID 6.2 Sign and log student's end of time transaction in the EFf (A schedule may be set by the concerned Office)	None	15 minutes	Librarian
7. Proceed to MIS/ICT for School ID Processing	7. Log student's transaction time 7.1 Process student School ID 7.2 Sign and log student's end of time transaction in the EFf (A schedule may be set by the concerned Office)	None	15 minutes	ICT Personnel
8. Submit complied EFf to the Registrar's Office to claim Enrolment Form	8. Log student's transaction time 8.1 Check Enrolment Flow form 8.2 Print Enrolment Form (EF) 8.3 Require student to sign the EF and the logbook 8.4 Release Enrollment Form 8.5 Sign and log student's end of time transaction in	None	15 minutes	Registrar's Personnel



	the EFf			
	TOTAL	₱130.00 (1 st sem.) ₱300.00 (2 nd sem.)	2 hours	



7. Enrolment of Regular/Continuing Students

Enroll regular/continuing Second Year to Fourth Year students

Office or Division:		Admission and Registrarship		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All regular continuing students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Clearance		1. Registrar's Office		
2. Loading Form		2. Dean/Program Chair		
3. School ID (to be validated)		3. CHMSC issued ID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished clearance and loading slip	1. Log student start of transaction time in the Enrolment Flow form (EFf) 1.1 Evaluate the authenticity of submitted documents 1.2 Encode student's subject 1.3 Sign and log student's time out in the EFf 1.4 Instruct student to finish enrollment process	None	15 minutes	Registrar Personnel
2. Proceed to Accounting's Office for assessment	2. Log student's transaction time 2.1 Provide assessment	None	15 minutes	Accounting's Staff



	2.2 Sign and log student's end of time transaction in the EFf			
3. Pay fees Cashier	3. Log student's transaction time 3.1 Issue receipt upon payment 3.2 Sign and log student's end of time transaction in the EFf	₱130.00 – (Insurance for 1 st sem. only) ₱300.00 – (Alumni fee graduating students; 2 nd sem. only)	15 minutes	Cashier
4. Submit complied EFf to the Registrar's Office to claim Enrolment Form	4. Check Enrolment Flow form and log student's transaction time 4.1 Validate School ID 4.2 Require student to sign the EF and logbook 4.3 Release Enrollment Form 4.4 Sign and log student's end of time transaction in the EFf	None	15 minutes	Registrar Personnel
TOTAL		₱130.00 (1 st sem.) ₱300.00 (2 nd sem.)	1 hour	



8. Enrolment of Irregular Continuing Students

Enroll irregular continuing studen

Office or Division:		Admission and Registrarship		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All irregular continuing students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Clearance		1. Registrar's Office		
2. Evaluation of subjects taken		2. Dean/Program Chair		
3. Loading Form		3. Dean/Program Chair		
4. School ID (to be validated)		4. CHMSC issued ID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished clearance and loading slip	1. Log student start of transaction time in the Enrolment Flow form (EFf), 1.2 Evaluate the authenticity of submitted documents 1.3 Encode student's subject 1.4 Sign and log student's time out in the EFf 1.5 Instruct student to finish enrollment process	None	15 minutes	Registrar Personnel
2. Proceed to Accounting's Office for assessment	2. Log student's transaction time 2.1 Provide assessment	None	15 minutes	Accounting's Staff



	2.2 Sign and log student's end of time transaction in the EFf			
3. Pay fees Cashier/OSA	3. Log student's transaction time 3.1 Issue receipt upon payment 3.2 Sign and log student's end of time transaction in the EFf	₱130.00 – (Insurance for 1 st sem. only) ₱300.00 – (Alumni fee graduating students; 2 nd sem. only)	15 minutes	Cashier
4. Submit complied EFf to the Registrar's Office to claim Enrolment Form	4. Check Enrolment Flow form and log student's transaction time 4.1 Validate School ID 4.2 Require student to sign the EF and logbook 4.3 Release Enrollment Form 4.4 Sign and log student's end of time transaction in the EFf	None	15 minutes	Registrar Personnel
TOTAL		₱130.00 (1 st sem.) ₱300.00 (2 nd sem.)	1 hour	



9. Enrolment of Returnee Students

Enroll returnee student.

Office or Division:		Admission and Registrarship		
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		1. Registrar's Office		
2. Accomplished Clearance		2. Registrar's Office		
3. Loading Form		3. Dean/Program Chair		
4. Evaluation of subjects taken		4. Dean/Program Chair		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished clearance, approved Request to Return to School Form and loading slip	1. Log student start of transaction time in the Enrolment Flow form (EFf), 1.1 Evaluate the authenticity of submitted documents 1.2 Encode student's subject 1.3 Sign and log student's time out in the EFf 1.4 Instruct student to finish enrollment process	None	15 minutes	Registrar Personnel



2. Proceed to Accounting's Office for assessment	2. Log student's transaction time 2.1 Provide assessment 2.2 Sign and log student's end of time transaction in the EFf	None	15 minutes	Accounting's Staff
3. Pay fees Cashier/OSA	3. Log student's transaction time 3.1 Issue receipt upon payment 3.2 Sign and log student's end of time transaction in the EFf	₱130.00 – (Insurance for 1 st sem. only) ₱300.00 – (Alumni fee graduating students; 2 nd sem. only)	15 minutes	Cashier
4. Submit complied EFf to the Registrar's Office to claim Enrolment Form	4. Check Enrolment Flow form and log student's transaction time 4.1 Validate School ID 4.2 Require student to sign the EF and logbook 4.3 Release Enrollment Form 4.4 Sign and log student's end of time transaction in the EFf	None	15 minutes	Registrar Personnel
TOTAL		₱130.00 (1 st sem.) ₱300.00 (2 nd sem.)	1 hour	



Scholarship Office



1. Submission of Scholarship Financial Assistance Requirements

Office or Division:	Office of the Student Affairs			
Classification:	Scholarship Office			
Types of Transaction:	Submission of Scholarship and Financial Assistance Requirements The office collects the submitted scholarship and financial assistance requirements and submits it to the designated sponsoring agencies and scholarship coordinators for evaluation.			
Who may avail:	CHED Tulong - Dunong, Tertiary Education Subsidy (TES), Expanded Students' Grants-in-Aid Program for Poverty Alleviation (ESGP-PA) Grantees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Application Form 2. Current enrollment and assessment form (1 certified photocopy) 3. Previous semester grades (1 certified photocopy) 4. Validated school ID (1 certified photocopy) 5. Certificate of good moral character for 1 st year students only (1 original copy)			1. Online Website, respective Congressional District, Satellite Office 2. College Registrar's Office 3. School Registrar's Office for 1 st year students, College Registrar's Office for on-going college students 4. College Registrar's Office 5. High School Guidance Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the accomplished requirements	Check and accept requirements	None	20 minutes	Scholarship Coordinator
2. Fill up Logbook for transaction record	File record for monitoring	None	5 minutes	Scholarship Coordinator
TOTAL:		None	25 minutes	



Sports Affair's Office



1. Borrowing and Returning of Sports Equipment

Borrowing and returning of sports equipment for practice/training purposes

Office or Division:	Sports Affairs Office			
Classification:	Simple			
Types of Transaction:	G2C – Government to Citizen			
Who may avail:	Athletes/Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid School ID Sports Equipment			Athletes/Students Sports Affairs Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log the list of equipment to be borrowed.	1. Give the log book to the student/athlete.	None	2 minutes	Clerk/Staff/Student Assistant Sports Affairs Office
2. Submit the list of equipment to be borrowed and valid school ID.	2. Check the student's ID and the availability of sports equipment.	None	3 minutes	Clerk/Staff/Student Assistant Sports Affairs Office
3. Received the borrowed equipment.	3. Release the sports equipment to the borrower.	None	5 minutes	Clerk/Staff/Student Assistant Sports Affairs Office
4. Sign the log book indicating the returned sports equipment.	4. Received the borrowed equipment.	None	5 minutes	Clerk/Staff/Student Assistant



	4.1 Check the equipment for any damage. 4.2 Return/release the student's ID.			Sports Affairs Office
TOTAL:		None	15 minutes	



2. Procedure in the use of Physical Fitness Center

Intended for the use of equipment in the Physical Fitness Center for physical fitness, practice and training purposes.

Office or Division:	Sports Affairs Office			
Classification:	Simple			
Types of Transaction:	G2C – Government to Citizen			
Who may avail:	<ul style="list-style-type: none"> - Students; - Faculty; - Staff; 			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Entry pass			Business Affairs Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the required fees at the Business Affairs Office. *Make sure to secure entry pass that will be issued upon payment.	1. Accept the payment. 1.1 Issue the Entry pass.	Entrance fee - Php 20/session for faculty/staff Entrance fee - Php 10/session for student	5 minutes	<i>Clerk/Staff/Student Assistant</i> Business Affairs Office



2. Present the entry pass issued to faculty/staff/student.	2. Receive and check the entry pass issued from Business Affairs Office.	None	1 minute	<i>Clerk/Staff/Student Assistant</i> Sports Affairs Office
3. Sign in the log book the time of entry for work out.	3. Give the log book to the faculty/staff/student.	None	2 minutes	<i>Clerk/Staff/Student Assistant</i> Sports Affairs Office
4. Sign out the log book if done with the work out including the time of exit.	4. Give the log book to the faculty/staff/student.	None	2 minutes	<i>Clerk/Staff/Student Assistant</i> Sports Affairs Office
TOTAL:		None	10 minutes	



Property and Supply Management Office



1. Issuance of Goods, Materials and Equipment

All goods, materials and equipment procured through R.A. 9184 by the college are issued to college personnel.

Office or Division:	Property and Supply Management Office			
Classification:	Simple			
Types of Transaction:	G2G			
Who may avail:	All permanent college personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Purchase order 2. Distribution list of End-users if multiple issuance.			1. BAC Secretariat 2. BAC Secretariat	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs Requisition and issue slip for supplies or Inventory Custodian Slip 2. Signs Property Acknowledgement Receipt for equipment. 3. College personnel withdraws Goods, Supplies or Equipment from PSMO	1. Let's the college personnel sign the Requisition and issue slip or Inventory Custodian slip 2. Let's the college personnel sign the Property Acknowledgment Receipt for equipment. 3. Issues the Good, Supplies or Equipment	None	1. 15 minutes for items of small quantity (1 to 100 items) 2. 30 minutes to 1hour for large quantity items.	PSMO personnel
TOTAL:			35 Minutes	



2. Conduct of Physical Count of Property, Plant and Equipment.

Office or Division:	Property and Supply Management Office			
Classification:	Simple			
Types of Transaction:	G2G			
Who may avail:	College Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. List of procured property, plant and equipment of the current fiscal year. 2. RCPPE of the preceding year.			1. Finance office 2. PSMO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Inventory committee is convened and set the time for the conduct of Inventory in the 4 th quarter of year. 2. Inventory committee conduct the inventory. 3. PSMO prepare the RPCPPE (GAA bk II appendix 73) 4. RPCPPE is signed by the Inventory committee 5. PSMO furnish the office of the	None	3 months	College Inventory committee, PSMO personnel



	college president a copy and submit a copy the COA			
TOTAL:			3 Months	



3. Disposal of Unserviceable Government Property.

Office or Division:	Property and Supply Management Office			
Classification:	Simple			
Types of Transaction:	G2G			
Who may avail:				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Inventory and Inspection Report of Unserviceable property (IIRUP, GAM bk II appendix 74)			PSMO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. IIRUP is prepared and duly signed by signatories and submitted to resident COA. 2. Disposal Committee is convened and a disposal plan is created. 3. Disposal is executed.	None	1 to 3 months	1. Disposal Committee 2. PSMO personnel 3. Finance personnel
TOTAL:				



4. Process payment to 3rd Party Claims (Civil Works/Contract of Labor)

Office or Division:	Property and Supply Management Office			
Classification:	Simple			
Types of Transaction:	G2B			
Who may avail:	Business Entities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplishment Report, signed by signatories 2. Inspection Report 3. Documents as required by R.A. 9184			1. PPDM/PMT 2. PSMO 3. BAC secretariat	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None		None	3 days	PSMO personnel
TOTAL:			3 days	



5. Process payment to 3rd Party claims (Goods, Supplies and Equipment)

Office or Division:	Property and Supply Management Office			
Classification:	Simple			
Types of Transaction:	G2B			
Who may avail:	Business Entities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Inspection Report 2. RIS, ICS or PAR 3. Delivery Receipt – Original 4. Charge Invoice - Original 5. Documents as required by R.A. 9184			1. PSMO 2. PSMO 3. Business Entity 4. Business Entity 5. BAC secretariat	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
none	1. PSMO consolidate supporting documents for generation of disbursement voucher. 2. Compute liquidated damages if any 3. Generate disbursement voucher. 4. Logs disbursement voucher into the monitoring system. 5. Forwards disbursement voucher and documents to the end-user for Obligation	Non	3 days	PSMO personnel



	request. 6. End-user returns the disbursement voucher and documents to the PSMO. 7. PSMO forwards the disbursement voucher and supporting documents to the finance office.			
TOTAL:			3 days	



6. Receipt and Inspection of delivered Good, Supplies and Equipment procured by the College through R.A. 9184

Office or Division:	Property and Supply Management Office			
Classification:	Simple			
Types of Transaction:	G2B			
Who may avail:	Business Entity			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Purchase Order			BAC Secretariat Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Delivers Goods, Supplies and Equipment to the PSMO. 2. Let's the PSMO personnel receive goods, supplies and equipment. 3. Issue's delivery	1. Receives Goods, Supplies and Equipment. 2. PSMO personnel check delivered goods, supplies and equipment as to quantity. 3. PSMO personnel generates Inspection Report for the delivered goods, supplies and equipment and submits the	None	1. 30 minutes 2. Included above 3. 30 minutes for small quantity (1 to 100 items) and over 30 minutes but not exceeding 1 hour. 4. 15 minutes to 1 hour.	1. PSMO personnel 2. PSMO personnel 3. PSMO personnel 4. Property Inspection team



receipt and charge invoice.	documents to the Property Inspecting Team for inspection as to quality. 4. Property Inspecting Team representative inspects the goods, supplies and equipment based on the specification indicated in the Purchase order taking into consideration quantity and quality.			representative.
TOTAL:			1 hour	



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	<p>By Letter: Feedback can be sent to the Complaint Desk, Human Resource Management, 2nd Floor Admin Building, Carlos Hilado Memorial State College, Mabini St., Talisay City, Negros Occidental.</p> <p>Online: Feedback can be submitted via online feedback form which is located in the frequently asked questions section of the CHMSC website.</p> <p>By Email: Feedback can be emailed to hrmo@chmsc.edu.ph</p>
How feedbacks are processed	<p>The feedback form shall be used for sending feedback.</p> <p>Feedback may be sent in person by any student, faculty staff and outside client with the Public Assistance and Complaints Desk (PACD) between 8:00am to 5:00pm, from Mondays to Fridays. No noon break policy shall be observed.</p> <p>A copy shall be received and forwarded by the Officer of the Day/Action officer to the Human Resource Office and to the Records Office for appropriate response.</p>
How to file a complaint	<p>By Letter: Complaints can be sent to the Complaint Desk, Human Resource Management, 2nd Floor Admin Building, Carlos Hilado Memorial State College, Mabini St., Talisay City, Negros Occidental.</p> <p>Online: Complaints can be submitted via online feedback form which is located in the frequently asked questions section of the CHMSC website.</p> <p>By Email: Complaints can be emailed to hrmo@chmsc.edu.ph</p>
How complaints	The complaint form shall be used for sending feedback.



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Contact information of CHMSC	<p>Telephone numbers: (034) 712-0003 (034) 712-0004 (034) 712-0005 (034) 712-0006</p> <p>Email address: externalaffairs@chmsc.edu.ph</p> <p>Facebook page: /chmscofficialpage</p> <p>Website: chmsc.edu.ph</p>

List of Offices



Office	Address	Contact Information
Carlos Hilado Memorial State College – Talisay Campus (Main Campus)	Mabini Street, Talisay City Negros Occidental 6100	(034) 712 0003 Local 125
Carlos Hilado Memorial State College – Alijis Campus	112 St. Araneta Ave. Bacolod City Negros Occidental 6100	(034) 434-8148
Carlos Hilado Memorial State College – Binalbagan Campus	Brgy. Enclaro, Binalbagan Negros Occidental 6109	(034) 388-8621
Carlos Hilado Memorial State College – Fortune Towne Campus	Maravilla Ave., Brgy. Estefania, Bacolod City Negros Occidental 6100	(034) 700-9188