

BULACAN STATE UNIVERSITY

CITIZEN'S CHARTER HANDBOOK

2021 1st EDITION





CITIZEN'S CHARTER



I. Mandate:

The Anti-Red Tape Authority (ARTA) oversees the implementation of the Ease of Doing Business and Efficient Government Services Delivery Act of 2018 as an attached agency of the Office of the President.

II. Vision:

Bulacan State University is a progressive knowledge generating institution globally recognized for excellent instruction, pioneering research, and responsive community engagements.

III. Mission:

Bulacan State University exists to produce highly competent, ethical and service-oriented professionals that contribute to the sustainable socio-economic growth and development of the nation.

IV. Performance Pledge:

We, the officials and personnel of Bulacan State University, commit to:

Become champions of serving God and the BulSU community with utmost courtesy, promptness and efficiency with respect and responsibility;

Understand and anticipate the changing needs of our stakeholders, and develop creative strategies to tailor fit our services to those needs particularly the differently-abled, pregnant women, and senior citizens;

Listen to the concerns of our clients and address them to the best of our abilities and capabilities in taking corrective actions to promote order and peace;

Strengthen the commitment of our personnel to continue their education and training, so they may be more competent in serving with assurance of quality and accountability; and

Unify our efforts in ensuring compliance with the international standards of excellent service in the performance of our duties and responsibilities.

All these we pledge, because our clients deserve no less.

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Admission and Orientation Services External Services

1. Online Application for New College Student

1. Offine Application for New College Student						
Office or Division:	Admission & Orienta	ation Serv	ices			
Classification:	Simple					
Type of transaction:	G2C – Government to Citizen					
Who may avail:	All interested Applica	ants				
CHECKLIST OF REQU	JIREMENTS		WHERE TO S	ECURE		
 Certified True Copy of Report Card (Form 13 of Grade 11 (1st and 2nd semester) and Grade (1st semester) Two (2) pieces 2x2 ID Picture with name tag white background. 		Citizen o	or Client			
CLIÊNT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1.Applicant must log-in at iadmissions@bulsu.edu.ph and fill-out the online application form and upload the required documents (.jpeg format of 2x2 picture and PDF format of report card).	Receives accomplished online application form and evaluate other required documents via online transactions.	None	4 minutes	Head of Admissions, Office Clerks, and MIS Representative		
2. Applicants receives Online	Schedules the date of examination	None	To be sent after the online application schedule.	Head of Admissions, Office Clerks, and MIS Representative		

TOTAL:

None

4 minutes

2.Online Application for Grade 7
Office or Division: Admission & Orientation Services

Office of Division:	Admission & Orientation Services						
Classification:	Simple						
Type of transaction:	ransaction: G2C – Government to Citizen						
Who may avail:	All interested Applica	ınts					
CHECKLIST OF REC	QUIREMENTS		WHERE TO S	SECURE			
1. Certified True Copy of Grant	ade 6 Report Card	Citizen or 0	Client				
(Form 138)							
2. Two (2) pieces 2x2 ID Pic	ture with name tag						
and white background							
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON			
		BE PAID	TIME	RESPONSIBLE			
1.Applicant must log-in at	Receives	None	4 minutes	Head of Admissions,			
iadmissions@bulsu.edu.ph	accomplished			Office Clerks, and			
and fill-out the online	online			MIS			
application form and	application form			Representative			
upload the required	and evaluate						
documents (.jpeg format of	other required						
2x2 picture and PDF	documents via						
format of report card)	online transactions.						
2.Applicants receives	Schedules the date	None	To be sent	Head of Admissions,			
Online Schedule of their	of examination		after the online	Office Clerks, and			
examination			application	MIS Representative			
			schedule.				
	TOTAL:	None	4 minutes				

3.Online Reservation of Slot for Incoming Grade 7

Office or Division:	Admission & Orient	ation Servic	es	
Classification:	Simple			
Type of transaction:	G2C – Government	t to Citizen		
Who may avail:	All interested Applic	cants		
CHECKLIST OF REC	QUIREMENTS		WHERE TO	SECURE
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Applicant fill-out the online reservation form.	Receives the document and process the online reservation form	None	3 minutes	Head of Admissions Office, Clerks and MIS Representative
2.The applicant pays the non-refundable reservation fee	Cashier's Office and/or via e- payment portal	300.00	5 minutes	University Cashier and Staff and/or e- payment portal in- charge
3.Applicants submit the Proof of Payment via online at admissions@bulsu.edu.ph	Receives and Record the Official Receipt			
	TOTAL:	300.00	8 minutes	

4.Online Application for Continuing Professional Teacher Education (CPTE) and Certificate in Physical Education (CPE)

Office or Division:	Office or Division: Admission & Orientation Services						
Classification:	Simple						
Type of transaction:	G2C – Government to C	Citizen					
Who may avail:	All interested Applicants	3					
CHECKLIST OF I	REQUIREMENTS		WHERE TO SI	ECURE			
1. Application letter addr	essed to the Dean	Citizen or C	lient				
2. Certified copy of TOR	•						
the graduates of priva	•						
Certification of Good I							
4. Permit to Study (if cur							
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON			
		BE PAID	TIME	RESPONSIBLE			
1.Applicant must fill-out the online application form and attached all the necessary documents.	Receives accomplished online application form and evaluate other required documents via online transactions	None	4 minutes	Head of Admissions, Office Clerks, and MIS Representative			
2.Applicants receives assessment examination link through their registered emails	Schedules the date of examination	None	To be sent after the online application schedule	·			
	TOTAL:	None	4 minutes				



Registrar's Office External Services

1.Online Issuance of Transcript of Records (TORs), Duplicate Copy of Diploma, Certification, Authentication, and Verification (CAV), and other Documents

Office or Division:

Registrar's Office

Office or Division:	Registrar's Office				
Classification:	Simple				
Type of transaction:	to Citizen				
Who may avail:	Alumni of the University				
CHECKLIST OF REQUI	REMENTS		WHERE TO S	ECURE	
1.Internet Connection		Citizen or	Client		
2.Mobile Devices or Computer					
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSI	PERSON	
		TO BE	NG TIME	RESPONSIBLE	
4 37 - 151 - 11		PAID	\A/':(1 :	D : 1 : 0: "	
1.Verification		None	Within the	Registrar's Staff	
Option 1 - Student Number Based Verification	Provides		day		
Enter your Student Number,	assistance to the				
Birthday and select your course.	student/client in				
Birthday and select your course.	accessing the				
Note: Make sure that the student	portal				
number that you provided is the	portar				
same with the student number					
indicated on the Certificate of					
Registration.					
Option 2 - If you forgot your					
Student Number, you can use					
name-based verification					
Click I forgot my student number					
Click I forgot my student number					
Enter your First Name, Middle					
Name, Last Name, Birthday and					
select your course.					
Note: Make sure to enter your					
name during your stay at the					
university.					
2.Provide your contact		None	Within the	Registrar's Staff	
information	Contact information		day		
After successful verification,	Contact information				
provide your recent Complete Mailing Address, Email Address,	provided will be used by the				
Mobile Number, and Landline	attending clerk to				
Number (optional).	inform the				
Trainion (optional).	client/student				
Note: Please provide your recent	concerning his/her				
contact information and make	request				
3.Select Documents	Provide assistance	None	Within the	Registrar's Staff	
Specify the number of copies you	to the		day	-	
need and enter the purpose of	student/client in				
your request.	accessing the				
	portal				

	T		T	Top and the second
4.Review your Request	Provide assistance to the	None	Within the day	Registrar's Staff
Review your request for any corrections and modifications needed.	student/client in accessing the portal			
Click Back to correct or modify information.				
Click Submit Request to submit your request.				
5.Save your Reference Number and download your Billing Form After submitting your request, you	Provide assistance to the student/client in accessing the portal	As per student' s billing	Within the day	Registrar's Staff
will be provided by a Reference Number. Click the Download your Billing Form button to download your billing form and claim stub.	portai			
6.Claim the document				
6.a. Old Records (2008 records and older) Present the billing form together with the claim stub to the Registrar's Office	Release the requested document/s within 5 working days from the date of receipt	None	Within 5 working days	Registrar's Staff
Note: Walk-ins are applicable only for 2008 record and older. Processing time is 5 working days depending on the availability of records.				
6.b Records from 2009 to present	Requested Documents will be delivered to the	Delivery Fee amounti	Within 5 working days	Registrar's Staff & Courier Service Provider
Documents will be delivered by the OUR courier service delivery partner to the mailing address provide on the Online Document Request System (ODRS)	mailing address provided within 5 working from the date the request was fulfilled	ng to P195.00		
Note: Documents requested through the ODRS will be processed 7 to 10 working days. Delivery date will be determined when the request was fulfilled and/or depends on the scheduled pick-up of the OUR's courier				
service delivery partner				
	TOTAL:	None	5 days	



Registrar's Office Internal Services

1.Online Issuance of Transcript of Records (TORs), Duplicate Copy of Diploma, Certification, Authentication, and Verification (CAV), and other Documents

Office or Division:

Registrar's Office

Office or Division:	Registrar's Office				
Classification:	Simple				
Type of transaction:	G2C – Governme	nt to Citizen			
Who may avail:	All students of the University				
CHECKLIST OF REQUIR	REMENTS	EMENTS WHERE TO SECURE			
1.Internet Connection		Citizen or C	Client		
2.Mobile Devices or Computer				•	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTION	BE PAID	TIME	RESPONSIBLE	
1.Verification Option 1 - Student Number Based Verification Enter your Student Number, Birthday and select your course. Note: Make sure that the student number that you are providing is the same with your Certificate of Registration. Option 2 - If you forgot your Student Number, you can use name-based verification Click I forgot my student number Enter your First Name, Middle Name, Last Name, Birthday and select your course.	Provide assistance to the student/client in accessing the portal	None	Within the day	Registrar's Staff	
Note: Make sure to enter your name during your stay at the university.					
2.Provide your contact information After successful verification, provide your recent Complete Mailing Address, Email Address, Mobile Number, and Landline Number (optional). Note: Please provide your recent contact information and make	Contact information provided will be used by the attending clerk to inform the client/student concerning his/her request	None	Within the day	Registrar's Staff	
3.Select Documents	Provide	None	Within the day	Registrar's Staff	
Specify the number of copies you need and enter the purpose of your request.	assistance to the student/client in accessing the portal	NONE	within the day	regional o otali	

	T	T	T	5
			14411	1904
4.Review your Request	Provide	None	Within the day	Registrar's Staff
	assistance to			
Review your request for any	the			
corrections and modifications	student/client in			
needed.	accessing the			
	portal			
Click Back to correct or modify				
information.				
Click Submit Request to submit				
your request.				
5.Save your Reference	Provide	As per	Within the day	Registrar's Staff
Number and download your	assistance to	student's	vviaini tilo day	Trogiotiai o otaii
Billing Form	the	billing		
	student/client in	Dilling		
After submitting your request,	accessing the			
	_			
you will be provided by a Reference Number.	portal			
Reference Number.				
Click the Download your Billing				
Click the Download your Billing				
Form button to download your				
billing form and claim stub.				
6.Claim the document	D 1 11	N 1	\A/\(\dagger\) = 1.	D : () 0: "
6.a. Old Records	Release the	None	Within 5 working	Registrar's Staff
(2008 records and older)	requested		days	
	document/s			
Present the billing form together	within 5 working			
with the claim stub to the	days from the			
Registrar's Office.	date of receipt			
Note: Walk-ins are applicable				
only for 2008 record and older.				
Processing time is 5 working				
days depending on the				
availability of records.				
6.b. Records from 2009 to	Requested	Delivery	Within 5 working	Registrar's Staff
present	Documents will	Fee	days	& Courier
	be delivered to	amountin	•	Service Provider
Documents will be delivered by	the mailing	g to		
the OUR courier service delivery	address	P195.00		
partner to the mailing address	provided within			
provide on the Online Document	5 working from			
Request System (ODRS)	the date the			
	request was			
Note: Documents requested	fulfilled			
through the ODRS will be	_			
processed 7 to 10 working days.				
Delivery date will be determined				
when the request was fulfilled				
and/or depends on the				
scheduled pick-up of the OUR's				
courier service delivery partner				
Courter Control delivery partition	TOTAL:	None	5 days	
	IOIAL.	140116	_l Juays	<u> </u>



Accounting Office – Main Campus Internal Services



1. Issuance of Statement of Account (Walk-In)

i. issualice of Stat	tement of Account (wa	IK-III <i>)</i>						
Office or Division:	Accounting Office	Accounting Office						
Classification:	Simple							
Type of transaction:	G2C – Government to Citiz	en						
Who may avail:	All students of the Universit	: <u>y</u>						
CHECKLIST O	F REQUIREMENTS		WHERE TO SE	CURE				
 Certificate of Regis 		Registrar's						
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE				
1.Accomplish the request form.	Receive/review accomplished request form. Advise the client to pay the corresponding fee.	None	2 minutes	Accounting Staff				
1	Process payment and issue Official Receipt (OR)	25.00	5 minutes	Cashier Staff				
3.Present Certificate of Registration (COR) and Official Receipt (OR).	Verify data in the Computerized Enrollment System and print the Statement of Account (SOA)	None	1 minute	Accounting Staff				
4.Receive Statement of Account (SOA)	Sign the Statement of Account (SOA) Issue the Statement of Account (SOA)	None	1 minute	Head of Accounting Unit; Accounting Staff				
	TOTAL:	None	9 minutes					



2.Issuance of S	2.Issuance of Statement of Account (Online)							
Office or	Accounting Office	Accounting Office						
Division:								
Classification:	Simple							
Type of	G2C – Government to C	itizen						
transaction:								
Who may avail:	All students of the Unive	rsity						
	F REQUIREMENTS		WHERE TO SE	CURE				
 Certificate of Reg 		Registrar's						
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON				
		BE PAID	TIME	RESPONSIBLE				
1.Send a request	Receive/review the	None	24 hours (within	Accounting Staff				
to	request, details and		1 working day)					
accounting.main	attachments.							
@bulsu.edu.ph	Advise the client to pay							
with the Certificate	the corresponding fee							
of Registration	through the BulSU's							
(COR) as	collection partners.							
attachment	D	05.00	40 1 / . '(1.' .	0 - 1 - 0 - 4				
2.Pay to the	Process payment and	25.00	48 hours (within	Cashier Staff				
BulSU's collection	advise the Accounting		2 working days)					
partners the	Office on the validated							
corresponding fee	payment issue Official							
	Receipt (OR) Verify data in the	None	1 minute	Accounting Staff				
	Computerized	None	Tillillate	Accounting Stan				
	Enrollment System and							
	generate the Statement							
	of Account (SOA)							
3.Receive	Sign the Statement of	None	1 minute	Head of Accounting				
Statement of	•	140110	Timilato	Unit; Accounting				
Account (SOA)	, 1000 Will (00) 1)			Staff				
7.0000111 (0071)	Send the Statement of			Cian				
	Account (SOA) in PDF							
	file via email							
	TOTAL:	25.00	48 hours (within					
	- · · · 		2 working days)					
L			J ,-/					



Accounting Office – External Campus Internal Services

STATE UNIT

1. Issuance of Statement of Account (Walk-In) Bustos and Sarmiento Campus

Office or Division:	Accounting Office							
Classification:	Simple							
Type of transaction:	G2C – Government to Citizen							
Who may avail:	All students of the Universit	:y						
CHECKLIST O	F REQUIREMENTS		WHERE TO SE	CURE				
2. Certificate of Regis		Registrar's	s Office					
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING	PERSON				
		TO BE	TIME	RESPONSIBLE				
		PAID						
•	Receive/review	None	1 minute	Accounting				
request e-form and				Staff				
	form. Issue payment slip							
Accounting Office	and advise the client to pay							
O Day to the Cashier	the corresponding fee	25.00	F mains stars	Caabian Ctaff				
2.Pay to the Cashier the corresponding	• •	25.00	5 minutes	Cashier Staff				
fee.	issue Official Receipt (OR)							
3.Present Certificate	Verify data in the	None	2 minutes	Accounting				
of Registration (COR)	Computerized Enrollment	None	2 1111111111111111111111111111111111111	Staff				
and Official Receipt				Otan				
(OR).	Statement of Account							
	(SOA)							
4.Receive Statement	Sign the Statement of	None	1 minute	Head of				
of Account (SOA)	Account (SOA)			Accounting				
				Unit;				
	Issue the Statement of			Accounting				
	Account (SOA)			Staff				
	TOTAL:	None	9 minutes					

1. Issuance of Statement of Account (Walk-In) Hagonoy and Meneses Campus

Campus								
Office or Division:	Accounting Office							
Classification:	Simple	Simple						
Type of	G2C - Government to C	G2C – Government to Citizen						
transaction:								
Who may avail:	All students of the Unive	rsity						
	FREQUIREMENTS		WHERE TO	SECURE				
3. Certificate of Regi	stration	Registrar	's Office					
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING	PERSON				
		TO BE	TIME	RESPONSIBLE				
		PAID						
1.Accomplish the	Receive/review	None	1 minute	Registrar Staff				
request form	accomplished request			· ·				
	form. Issue payment slip							
	and advise the client to							
	pay the corresponding							
	fee							
2.Present	Verify data in the	None	2 minutes	Registrar/Accounting				
Certificate of	Computerized			Staff				
Registration (COR)	Enrollment System and							
and Official Receipt	print the Statement of							
(OR)	Account (SOA)							
3.Pay to the Cashier	Go to BulSU Main		Within 24					
the corresponding	Campus and proceed to		hours (1					
fee.	the Cashier Office for		working day)					
	payment							
	Process payment and	25.00		BulSU Main Cashier				
	issue Official Receipt			Staff				
	(OR)							
4.Present	Go to BulSU Main	None						
	Campus and proceed to							
Account	the Accounting Office							
	for signing							
	Confirmation of	None	1 minute	Accounting Staff –				
	data/balances and			External Campus				
	Official Receipt (OR)							
5.Receive	Sign the Statement of	None	1 minute	Head of Accounting				
	Account;			Unit;				
Account								
	Issue the Statement of			Accounting Staff				
	Account	0= 0=						
	TOTAL:	25.00	1 to 2 working					
			days					



Cashier's Office External Services



1. Issuance of Official Receipt – Walk-in Clients (Payment of Certificates, Statement of Accounts)

	ioatoo, otatoiliolit t						
Office or Division:	Cashier's Office	Cashier's Office					
Classification:	Simple						
Type of transaction:	G2C – Government to	Citizen					
Who may avail:	Alumni and tenants of	the University					
CHECKLIST OF R	EQUIREMENTS	1	WHERE TO SEC	URE			
1. Billing form from Regi	strar's Office	Registrar and	Accounting Office	Э			
2. Request Form from A	ccounting Office						
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON			
		BE PAID	TIME	RESPONSIBLE			
1.Present billing form from Registrar's Office or assessment from	Receive, Encode & Check the Student Number & the details	None	1 minute	Collecting Officer			
Accounting Office	of payment of the student						
2. Pay the corresponding school fees	Accept payments and issue Official Receipt	Amounts Due	5 minutes	Collecting Officer			
	TOTAL:	Amounts Due	6 minutes				

2. Issuance of Official Receipt – Walk-in Clients (Tuition Fees/Miscellaneous Fees)

Office or Division:	Cashier's Office						
Classification:	Simple						
Type of transaction:	G2C – Government to	Citizen					
Who may avail:	Alumni and tenants of	the University					
CHECKLIST OF R	REQUIREMENTS	١	WHERE TO SEC	URE			
1.Assessment from Acc	ounting Office	Accounting Of	fice				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1.Present assessment from Accounting Office	Receive, Encode & Check the Student Number & the details of payment of the student	None	1 minute	Collecting Officer			
2. Pay the corresponding school fees	Accept payments and issue SOAR BulSU! Official Receipt	Amounts Due	5 minutes	Collecting Officer			
	TOTAL:	Amounts Due	6 minutes				

3. Online and Bank Transactions

Office or Division:	Cashier's Office	PHILIPPINES
Classification:	Simple	
Type of transaction:	G2C – Government to Citizen	
Who may avail:	Alumni and tenants of the University	

CHECKLIST OF REQUIREMENTS					EQUI	WHERE TO SECURE					
•		_			-						

1.Online Collection for Landbank transactions

2.Electronic Payment Portal 3.Gcash Transaction

3.Gcash Transaction					
CLIENT STEPS	AGENC	Y ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to any LBP branches and pay the corresponding school fees 2.Go to Linkbiz Payment Portal and electronically pay the corresponding school fees 3.Log-in to your Gcash Account, proceed to pay bills and pay the corresponding school fees	Issuance Receipt	of Official	Amounts due	48 hours (2 working days)	Collecting Officer
		TOTAL:	Amounts Due	48 hours (2 working days)	



Cashier's Office Internal Services



1. Issuance of Official Receipt – Walk-in Clients (Payment of Certificates, Statement of Accounts)

Office or Division:	Cashier's Office	Cashier's Office					
Classification:	Simple						
Type of transaction:	G2C – Government to	Citizen					
Who may avail:	All students of the Uni	versity					
CHECKLIST OF R	EQUIREMENTS	1	WHERE TO SEC	URE			
3. Billing form from Regi	strar's Office	Registrar and	Accounting Office	9			
4. Request Form from A	ccounting Office						
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON			
		BE PAID	TIME	RESPONSIBLE			
1.Present billing form from Registrar's Office or assessment from Accounting Office	Receive, Encode & Check the Student Number & the details of payment of the student	None	1 minute	Collecting Officer			
2. Pay the corresponding school fees	Accept payments and issue Official Receipt	Amounts Due	5 minutes	Collecting Officer			
	TOTAL:	Amounts Due	6 minutes				

2. Issuance of Official Receipt – Walk-in Clients (Tuition Fees/Miscellaneous Fees)

Office or Division:	Cashier's Office	Cashier's Office						
Classification:	Simple	Simple						
Type of transaction:	G2C – Government to	Citizen						
Who may avail:	All students of the Uni	versity						
CHECKLIST OF R	REQUIREMENTS	١	WHERE TO SEC	URE				
1.Assessment from Acc	ounting Office	Accounting Of	fice					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE				
	,	None	1 minute	Collecting Officer				
2. Pay the corresponding school fees	Accept payments and issue SOAR BulSU! Official Receipt	Amounts Due	5 minutes	Collecting Officer				
	TOTAL:	Amounts Due	6 minutes					

3. Online and Bank Transactions

Office or Division:	Cashier's Office	PHILIPPINES
Classification:	Simple	
Type of transaction:	G2C – Government to Citizen	
Who may avail:	All students of the University	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Online Collection for Landbank transactions	

2.Electronic Payment Portal

3.Gcash Transaction						
CLIENT STEPS	AGENC	Y AC	TION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to any LBP branches and pay the corresponding school fees 2.Go to Linkbiz Payment Portal and electronically pay the corresponding school fees 3.Log-in to your Gcash Account, proceed to pay bills and pay the corresponding school fees	Issuance Receipt	of	Official	Amounts due	48 hours (2 working days)	Collecting Officer
		7	TOTAL:	Amounts Due	48 hours (2 working days)	



Office of the Student Affairs and Services External Services



1.Issuance of Certificate of Good Moral Character

Office or Division:	Student Affairs and Services				
Classification:	Simple	Simple			
Type of transaction:	G2C – Government to	G2C – Government to Citizen			
Who may avail:	Alumni of the University	/			
CHECKLIST OF I	REQUIREMENTS		WHERE TO SE	CURE	
1.Accomplished Online	Request Document	Student Affa	airs Office		
2.Proof of Payment		Cashier's C	ffice	,	
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	RESPONSIBLE	
1.Applicant must Log,	In lieu of Student	25.00	3 working days	OSA Secretary	
accomplish/file and	Clearance, the			and OSA Vice	
submit the following	Colleges shall submit			Chancellor	
requirement to OSA:	a list of unfit students				
-www.bulsu.edu.ph	to receive Certificate of Good Moral				
Online Request Document	Character due to				
-proof of payment	existing liabilities and				
proof of payment	violations committed				
	against in college				
	and/or the university.				
	This is to safeguard				
	the importance of the				
	CGMC from liberal				
	and illegal use.				
2.Submit the	Prepare and release				
accomplished	the Certificate of Good				
requirement to OSAS	Moral Character				
	TOTAL:	25.00	3 working days		



Office of the Student Affairs and Services Internal Services

1.Issuance of Certificate of Good Moral Character

accomplish/file and submit the following requirement to OSA:www.bulsu.edu.ph Online Requestproof of payment proof of	Thoodanios of Sorti	iloate of Good Moral	Onaraoto		1904	
Type of transaction: Who may avail: All students of the University CHECKLIST OF REQUIREMENTS 1. Accomplished Online Request Document 2. Proof of Payment CLIENT STEPS AGENCY ACTION CLIENT STEPS In lieu of Student Clearance, the Colleges shall submit a list of unfit students to receive Certificate of Good Moral Document -proof of payment CGMC from liberal and illegal use. 2. Submit the accomplished requirement to OSAS PERSON RESPONSIBLE Student Affairs Office Cashier's Office Student Affairs Office Cashier's Office Cashier's Office Student Affairs Office Cashier's Office Student Affairs Office Cashier's Office Student Affairs Office Cashier's Of	Office or Division:	Student Affairs and Services				
## CHECKLIST OF REQUIREMENTS 1. Accomplished Online Request Document 2. Proof of Payment CLIENT STEPS	Classification:	Simple	Simple			
CHECKLIST OF REQUIREMENTS 1.Accomplished Online Request Document 2.Proof of Payment CLIENT STEPS AGENCY ACTION In lieu of Student Clearance, the Colleges shall submit requirement to OSA:www.bulsu.edu.ph Online Request Document -proof of payment Character due to existing liabilities and violations committed against in college and/or the university. This is to safeguard the importance of the CGMC from liberal and illegal use. 2.Submit the accomplished requirement to OSAS MHERE TO SECURE Student Affairs Office Cashier's Office PERSON RESPONSIBLE 25.00 3 working days Chancellor Character due to existing liabilities and violations committed against in college and/or the university. This is to safeguard the importance of the CGMC from liberal and illegal use. 2.Submit the accomplished requirement to OSAS Moral Character	Type of transaction:	G2C – Government to	Citizen			
1.Accomplished Online Request Document 2.Proof of Payment CLIENT STEPS AGENCY ACTION BE PAID 1.Applicant must Log, accomplish/file and submit the following requirement to OSA: -www.bulsu.edu.ph Online Request Document -proof of payment Character due to existing liabilities and violations committed against in college and/or the university. This is to safeguard the importance of the CGMC from liberal and illegal use. 2.Submit the accomplished requirement to OSAS AGENCY ACTION BE PAID TIME 25.00 3 working days CosA Secretary and OSA Vice Chancellor Character due to existing liabilities and violations committed against in college and/or the university. This is to safeguard the importance of the CGMC from liberal and illegal use. Prepare and release the Certificate of Good requirement to OSAS Moral Character	Who may avail:	All students of the Univ	ersity			
2.Proof of Payment CLIENT STEPS AGENCY ACTION BE PAID 1.Applicant must Log, accomplish/file and submit the following requirement to OSA:www.bulsu.edu.ph Online Request Document -proof of payment Clearance, the Colleges shall submit a list of unfit students to receive Certificate of Good Moral Character due to existing liabilities and violations committed against in college and/or the university. This is to safeguard the importance of the CGMC from liberal and illegal use. 2.Submit the accomplished requirement to OSAS AGENCY ACTION BE PAID 7 WRESPONSIBLE 25.00 3 working days Character OSA Secretary and OSA Vice Chancellor Character AGENCY ACTION BE PAID 7 WRESPONSIBLE 3 working days Character OSA Secretary and OSA Vice Chancellor Character AGENCY ACTION BE PAID 7 WRESPONSIBLE 1.Applicant must Log, and OSA Vice Chancellor Character AGENCY ACTION BE PAID 7 WRESPONSIBLE 3 working days Character OSA Secretary and OSA Vice Chancellor Character AGENCY ACTION BE PAID 1 WRESPONSIBLE 1 W	CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
CLIENT STEPS AGENCY ACTION BE PAID 1.Applicant must Log, accomplish/file and submit the following requirement to OSA:www.bulsu.edu.ph Online Request Documentproof of payment Clearance, the Colleges shall submit a list of unfit students to receive Certificate of Good Moral Character due to existing liabilities and violations committed against in college and/or the university. This is to safeguard the importance of the CGMC from liberal and illegal use. 2.Submit the accomplished requirement to OSAS AGENCY ACTION BE PAID 25.00 3 working days Chancellor Chancellor Chancellor Chancellor Chancellor Chancellor Agency Action BE PAID 25.00 3 working days Chancellor		Request Document				
1.Applicant must Log, accomplish/file and submit the following requirement to OSA: -www.bulsu.edu.ph Online Request Document -proof of payment 2.Submit the accomplished requirement to OSAS 2.Submit the accomplished requirement to OSAS Divided Student Clearance, the Colleges shall submit a list of unfit students to receive Certificate of Good Moral Character due to existing liabilities and violations committed against in college and/or the university. This is to safeguard the importance of the CGMC from liberal and illegal use. Prepare and release the Certificate of Good Moral Character Prepare and release the Certificate of Good Moral Character	·					
accomplish/file and submit the following requirement to OSA:	CLIENT STEPS	AGENCY ACTION				
TOTAL: 25.00 3 working days	accomplish/file and submit the following requirement to OSA: -www.bulsu.edu.ph Online Request Document -proof of payment 2.Submit the accomplished	Clearance, the Colleges shall submit a list of unfit students to receive Certificate of Good Moral Character due to existing liabilities and violations committed against in college and/or the university. This is to safeguard the importance of the CGMC from liberal and illegal use. Prepare and release the Certificate of Good			OSA Secretary and OSA Vice	
		TOTAL:	25.00	3 working days		



Office of the Student Financial Assistance and Scholarships Internal Services



1. Application of Student Financial Assistance and Scholarships

Office or Division:	Student Financial Assistance and Scholarships			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	All students of the U			
CHECKLIST OF RE			WHERE TO S	ECURE
1.Accomplished Google		OSFAS		
2.2x2 Picture (softcopy)		Citizen or C	lient	
3.Certificate of Registration	tion (softcopy)			
4.Registration of Grades				
5.Barangay Indigence C	Certificate (softcopy)			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
1.Applicants fill out	Accept, check and	None	4 minutes	OSFAS Staff
google form and	evaluate the			
upload complete	responses online			
softcopies of the				
requirements				00540.00
2.Applicants undergo	Conduct exam	None	30 minutes	OSFAS Staff
examination online	online	Nana	E minutos	OCE V C C+0#
3.Applicants undergo Interview online	Conduct interview via Zoom or	None	5 minutes	OSFAS Staff
Interview orinite	Google Meet			
4.Applicant gets Notice	Posting of qualified	None	2 minutes	OSFAS Staff
of Acceptance online	applicants at the	140110	2 11111111100	ooi no otan
via email	OSFAS Facebook			
	page			
5. Applicant gets	Issue scholarship	None	3 minutes	OSFAS Staff
Contract (Individual	Contract/ Notice of			
MOA) and	Acceptance thru			
accomplish the said	LBC			
contract				
	TOTAL:	None	44 minutes/	
			per student	
			*Based on availability/schedule of	
			benefactors	

2.Renewal Procedure of Financial Assistance and Scholarships

Office or Division:	Student Financial Assistance and Scholarships				
Classification:	Simple				
Type of transaction:	G2C – Government t	G2C – Government to Citizen			
Who may avail:	All students of the Ur	niversity			
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE	
1.Accomplished OSFAS	S Google Form	OSFAS			
2.Certificate of Registra	tion (softcopy)	Citizen or C	Client		
3.Registration of Grade	s (softcopy)				
4.Student ID (softcopy)					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Scholars fill out google form and upload softcopies of complete requirements	Accept, check and evaluate the responses online	None	4 minutes	OSFAS Staff	
2.Screening of renewal google form responses online	Renewal responses from google with requirements submitted via google form	None	1 minute	OSFAS Staff	
3.Scholars gets Notice of Acceptance online	Posting of renewed scholars at the OSFAS Facebook page	None	2 minutes	OSFAS Staff/Student Assistants	
	TOTAL:	None	7 minutes/ per student *Based on Client's available time		



3.Distribution of Scholars' Grant

	Ctudent Financial As	olotopes se =	l Cob alorabira	
Office or Division:	Student Financial Assistance and Scholarships			
Classification:	Simple			
Type of transaction:	G2C – Government t			
Who may avail:	All students of the University			
CHECKLIST OF R		00540	WHERE TO SEC	UKE
1.Accomplished OSFA		OSFAS	Ni t	
2.Accomplished Confor		Citizen or C	lient	
3.Student ID (softcopy)				
4.Optional: Valid ID of I	Representative			
(softcopy) CLIENT STEPS	AGENCY ACTION	FFFC TO	DDOCESSING	DEDCON
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON DESPONSIBLE
4 Cohologo fill and	Appent objections			RESPONSIBLE
1.Scholars fill out google form for	Accept, check and evaluate the	None	4 minutes	OSFAS Staff
distribution and				
upload softcopies of	responses online			
complete				
requirements				
2.Screening of	Responses from	None	1 minute	OSFAS Staff
submitted	google with	1,0110		331713 Stail
requirements	requirements			
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	submitted via google			
	form			
3.Monitor OSFAS	Create payroll with	None	4 days	OSFAS Staff
Facebook page for	the Conforme Letter			
update of distribution	and Valid IDs to be			
process	submitted to			
	Accounting Office			
4.Receive SMS of	Collect transaction	None	10 minutes	OSFAS Staff
transaction code and	receipts of scholars			
claim in the nearest				
Money Transfer				
branch				
	TOTAL:	None	4 days & 15	
		minutes/per student		
			*Based on Client's available time	



Office of the Student Organization and Activities – Main Campus Internal Services

TILL PPHYLES

1. Recognition of New Student Organization

Classification: Type of transaction: G2C - Government to Citizen Who may avail: CHECKLIST OF REQUIREMENTS I.Student Organization Recognition Application Form 2.Letter of Intent address to the Vice Chancellor for Student Affairs- Main Campus 3.Endorsement Letter from the Dean 4.Constitution and By-Laws 5.List of Officers 6.Officer's Profile 7.Adviser's Personal Information 8.Membership Form Office of the Student Organizations and Activities 9.Membership List (for 50 and above members) 10.Activity Proposal Form 11.Invitation Letter for the chosen adviser CLIENT STEPS CLIENT STEPS ACTION 1.Accomplish the Student Organization Application Form and Letter of Intent address to the Vice Chancellor for Student Organization Application Form and Letter of Student Organization Application Form and Letter of Intent address to the Vice Chancellor for Student Organization Application Form and Letter of Intent address to the Vice Chancellor for Student Organization Application Form and Letter of Intent address to the Vice Chancellor for Student Organization Application Form and Letter of Intent address to the Vice Chancellor for Student Organization Application Form and Letter of Intent address to the Vice Chancellor for Student Organization Recognition Application Form and Letter of Intent address to the Vice Chancellor for Student Organization Recognition Application Form and Letter of Intent address to the Vice Chancellor for Student Organization Recognition Application Form and Letter of Intent address to the Vice Chancellor for Student Organization Recognition Application Form and Letter of Intent address to the Vice Chancellor for Student Organization Stadviser FEES PROCESSING TIME PROCESSING PROCESSING TIME RESPONSIBLE None FILE FOR CANDAL RESPONSIBLE PAID None Office of the Student Organizations and Activities Organization's Adviser FEES PROCESSING TIME RESPONSIBLE FILE FOR CANDAL RESPONSIBLE FOR CANDAL RESPONSIBLE FOR CANDAL RESPONSIBLE FOR CANDAL RESPONSIBLE FOR CANDAL RESPONSI	1. Recognition of New Student Organization				
Type of transaction: G2C - Government to Citizen All students of Bulacan State University CHECKLIST OF REQUIREMENTS SWHERE TO SECURE	Office or Division:				
Type of transaction: G2C - Government to Citizen All students of Bulacan State University CHECKLIST OF REQUIREMENTS SHUBERT O SECURE	Classification:	Simple			
## CHECKLIST OF REQUIREMENTS 1.Student Organization Recognition Application Form 2.Letter of Intent address to the Vice Chancellor for Student Affairs- Main Campus 3.Endorsement Letter from the Dean 4.Constitution and By-Laws 5.List of Officers 6.Officer's Profile 9.Membership Form 10.Activity Proposal Form 11.Invitation Letter for the chosen adviser 12.Acceptance Letter of Organization Application Form and Letter of Intent address to the Vice Chancellor for Student Adviser's Personal Information 11.Accomplish the Student Organization's Adviser CLIENT STEPS ACTION 12.Activities Office of the Student Organizations and Activities ACTION 13. Student Organizations and Activities Activities Office of the Student Organizations and Activities None and Activities None and Activities None and Activities Office of the Student Organizations and Activities Office of the Student Organization	Type of transaction:		ernment t	o Citizen	
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Student Affairs- Main Campus			Office of		
for Student Affairs- Main Campus 3. Endorsement Letter from the Dean 4. Constitution and By-Laws 5. List of Officers 6. Officer's Profile 7. Adviser's Personal Information 8. Membership Form 9. Membership List (for 50 and above members) 10. Activity Proposal Form 11. Invitation Letter for the chosen adviser 12. Acceptance Letter of Organization's Adviser CLIENT STEPS AGENCY ACTION 1. Accomplish the Student Organization Person and Letter of Intent address to the Vice Chancellor for Student Affairs- Main Campus. Attach a copy of Constitution and By-Laws, List of Officers, Officer's Profile, Adviser's Personal Information, Membership List (for 50 and above members), Activity Proposal Form, Invitation Letter for Advisers and Acceptance Letter of Advisers and Acceptance Letter of Adviser's Personal Information, Membership List (for 50 and above members), Activity Proposal Form, Invitation Letter for Advisers and Acceptance Letter of Acceptance Letter of Acceptance Letter of Advisers and Acceptance Letter of Acceptance Letter of Acceptance	Form		Activities	3	
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4.Constitution and By-Laws 5.List of Officers 6.Officer's Profile 6.Officer's Profile 7.Adviser's Personal Information 6.Membership Form 6.Membership List (for 50 and above members) 7.Advities 7.Advities 6.Membership List (for 50 and above members) 7.Advities 7.Adviser's Personal Information 8.Membership List (for 50 and above members) 9.Membership List (for 50 and above members) 10.Activity Proposal Form 10.Activity Proposal Form 11.Invitation Letter for the chosen adviser 12.Acceptance Letter of Organization's Adviser 12.Acceptance Letter of Organization's Adviser 13.Accomplish the Student Organization's Adviser 14.Accomplish the Student Organization's Adviser 15.Accomplish the Student Organization's Adviser 16.Accomplish the Student Organization's Adviser 17.Accomplish the Student Organization's Adviser 18.Accomplish the Student Office of the Student Organization's and Activities 19.Accomplish the Student Organization's Adviser 19.Accomplish the Student Organization's Adviser 10.Accomplish the Student Organization Organization's Adviser 10.Accomplish the Student Organization Organization's Adviser 10.Accomplish the Student Organization Organization Organization's Adviser 10.Accomplish the Student Organization Organization Organization Orga			Office of	the Dean	
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9.Membership List (for 50 and above members) 10.Activity Proposal Form 11.Invitation Letter for the chosen adviser 12.Acceptance Letter of Organization's Adviser CLIENT STEPS ACTION 1.Accomplish the Student Organization's Adviser Cranization Recognition Application Form and Letter of Intent address to the Vice Chancellor for Student Affairs- Main Campus. Attach a copy of Constitution and By-Laws, List of Officers, Officer's Profile, Adviser's Personal Information, Membership List (for 50 and above members), Activity Proposal Form, Invitation Letter for Advisers and Acceptance Letter of					
10.Activity Proposal Form 11.Invitation Letter for the chosen adviser 12.Acceptance Letter of Organization's Adviser CLIENT STEPS AGENCY ACTION 1.Accomplish the Student Organization Recognition Application Form and Letter of Intent address to the Vice Chancellor for Student Affairs- Main Campus. Attach a copy of Constitution and By-Laws, List of Officers, Officer's Profile, Adviser's Personal Information, Membership Form, Membership List (for 50 and above members), Activity Proposal Form, Invitation Letter of Office of the Student Organizations and Activities Student Org/Client Organization's Adviser FES TO BE PROCESSING TO BE TIME None None None Organization's Adviser FES TO BE TIME None None oments are complete.	8.Membership Form		<u> </u>		
10. Activity Proposal Form 11. Invitation Letter for the chosen adviser 12. Acceptance Letter of Organization's Adviser CLIENT STEPS AGENCY ACTION 1. Accomplish the Student Organization's Adviser Organization Recognition Application Form and Letter of Intent address to the Vice Chancellor for Student Affairs- Main Campus. Attach a copy of Constitution and By-Laws, List of Officers, Officer's Profile, Adviser's Personal Information, Membership Form, Membership List (for 50 and above members), Activity Proposal Form, Invitation Letter of Advisers and Acceptance Letter of	9.Membership List (for 50 and above m	nembers)			
12.Acceptance Letter of Organization's Adviser CLIENT STEPS AGENCY ACTION 1.Accomplish the Student Organization Recognition Application Form and Letter of Intent address to the Vice Chancellor for Student Affairs- Main Campus. Attach a copy of Constitution and By-Laws, List of Officers, Officer's Profile, Adviser's Personal Information, Membership Form, Membership List (for 50 and above members), Activity Proposal Form, Invitation Letter for Advisers and Acceptance Letter of	10.Activity Proposal Form		Office of the Student Organizations and		
1.Accomplish the Student Organization Application Organization's Adviser AGENCY ACTION 1.Accomplish the Student Organization Recognition Application Form and Letter of Intent address to the Vice Chancellor for Student Affairs- Main Campus. Attach a copy of Constitution and By-Laws, List of Officers, Officer's Profile, Adviser's Personal Information, Membership Form, Membership List (for 50 and above members), Activity Proposal Form, Invitation Letter for Advisers and Acceptance Letter of	11.Invitation Letter for the chosen advis	ser			
CLIENT STEPS AGENCY ACTION ACTION ACTION ACTION TO BE PAID 1.Accomplish the Student Organization Recognition Application Form and Letter of Intent address to the Vice Chancellor for Student Affairs- Main Campus. Attach a copy of Constitution and By-Laws, List of Officers, Officer's Profile, Adviser's Personal Information, Membership Form, Membership List (for 50 and above members), Activity Proposal Form, Invitation Letter for Advisers and Acceptance Letter of	12.Acceptance Letter of Organization's	Adviser			
1.Accomplish the Student Organization Recognition Application Form and Letter of Intent address to the Vice Chancellor for Student Affairs- Main Campus. Attach a copy of Constitution and By-Laws, List of Officers, Officer's Profile, Adviser's Personal Information, Membership Form, Membership List (for 50 and above members), Activity Proposal Form, Invitation Letter for Advisers and Acceptance Letter of					PERSON
Organization Recognition Application Form and Letter of Intent address to the Vice Chancellor for Student Affairs- Main Campus. Attach a copy of Constitution and By-Laws, List of Officers, Officer's Profile, Adviser's Personal Information, Membership Form, Membership List (for 50 and above members), Activity Proposal Form, Invitation Letter for Advisers and Acceptance Letter of			TO BE		RESPONSIBLE
	Organization Recognition Application Form and Letter of Intent address to the Vice Chancellor for Student Affairs- Main Campus. Attach a copy of Constitution and By-Laws, List of Officers, Officer's Profile, Adviser's Personal Information, Membership Form, Membership List (for 50 and above members), Activity Proposal Form, Invitation Letter for Advisers and Acceptance Letter of Organization's Adviser. 2. Submit the Application through email. Send it to	and check if all the require- ments are	None	15 minutes	OSOA Staff and OSOA Head
TOTAL: None 15 minutes	V	TOTAL:	None	15 minutes	



2.Approval of Activities

Office or Division	Office of the Ct	udent Organization	and Activities Me	in Compue
Office or Division: Classification:		udent Organization	and Activities-ivia	ain Campus
	Simple G2C – Governi	mont to Citizon		
Type of transaction: Who may avail:			tions	
CHECKLIST OF REQUI		Student Organizations WHERE TO SECURE		
1. Letter of Activity	KLIVILIVIS	Student Org/Clier		-
Endorsement Letter from Dean		Office of the Dear		
Activity Proposal Form	JIII Deall		ent Organizations	and Activities
3. Certification from the Dea	n and Adviser		ent Organizations	
List of Organizers and Par			ent Organizations	
5. Parental Consent	пісіраніз		ent Organizations	
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON
OLILITI OTLI O	ACTION	PAID	TIME	RESPONSI
	7.011011	. ,2		BLE
1.Prepare the Letter for Approval of Activities and Endorsement letter from the Dean. Accomplish the Activity Proposal, Certification from the Dean and Adviser, List of Organizers and Participants and Parental Consent. 2.Submit all the requirements through email. Send it to studentorg@bulsu.edu.ph	Receive and check if all the requirements are complete. Sign the Letter for Approval of	None None None	6 minutes 2 minutes	OSOA Staff OSOA Head
	Activities Forward the Forms and Letter of Activity to the Office of the Student Welfare and Development for endorsement. TOTAL:	None	5 minutes 13 minutes	OSOA Staff
	IUIAL	INUITE	13 111111111111111111111111111111111111	



3.Renewal of Recognition of Student Organization

S.Renewal of Recognition of Student Organization				
Office or Division:	S I			
Classification:	Simple			
Type of transaction:	G2C – Government to			
Who may avail:	All Recognized Stude			
CHECKLIST OF REQU			WHERE TO SECU	
1. Student Organization Recogn	ition Application Form		he Student Organi	izations and
		Activities	(01)	
Constitution and By-Laws		Student C	_	
3. List of Officers		Office of t Activities	he Student Organi	izations and
4. Officer's Profile		Office of t Activities	he Student Organi	izations and
5. Adviser's Personal Informatio	n	Office of t	he Student Organi	izations and
6. Membership Form			he Student Organi	izations and
e. Memberemp r em		Activities	no otaaoni organi	izationio and
7. Membership List (for 50 and a	above members)	Office of t	he Student Organ	izations and
. ,	,	Activities	· ·	
8. Activity Proposal Form		Office of t	he Student Organi	izations and
		Activities		
9. Invitation Letter for the chosen	n adviser	Student C		
10. Acceptance Letter of Organiza		Organization's Adviser		
11. Accomplishment and Financia preceding term.	al Report of the	Student Org/Client		
12. Student Organization Adviser	Performance	Office of the Student Organizations and		
Evaluation Form		Activities		
13. Student Organization Perform	ance Evaluation	Office of the Student Organizations and		
Form	4.0=1101/ 4.0=1011	Activities PROCESSING PERSON		
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING	PERSON
		TO BE PAID	TIME	RESPONSI
1 Accomplish the Student		None	None	BLE
1.Accomplish the Student		ivone	None	None
Organization Recognition				
Application Form. Attach a copy				
of Constitution and By-Laws,				
List of Officers, Officer's Profile,				
Adviser's Personal Information,				
Membership Form, Membership				
List (for 50 and above				
members), Activity Proposal Form, Invitation Letter for				
Form, Invitation Letter for Advisers and Acceptance Letter				
of Organization's Adviser.				
2.Submit the Accomplishment		None	None	None
Report and Financial Report of		140116	INOTIC	INOLIC
the preceding term.				
	Receive and check if	None	15 minutes	OSOA Staff
• •	all the requirements			
studentorg@bulsu.edu.ph	are complete.			
	•		1	

4.Colloquium with the Head	Evaluate the student organization adviser and leader through Zoom Video Conferencing.	None	15 minutes	Head
	TOTAL:	None	30 minutes	

4.Application for Outstanding Student Organization, Application for Outstanding Student Organization Adviser and Outstanding Student Organization Leader

Organization Leader				
Office or Division:	Office of the Student Organizations and Activities-Main			
	Campus			
Classification:	Simple		•,•	
Type of transaction:	G2C – Gover			
Who may avail:	All Recognized Student Organizations			
CHECKLIST OF REQUIREM		0.60	WHERE TO SE	
Outstanding Student Organization	Entry	Office of the Activities	he Student Organi	izations and
Outstanding Student Organization Nomination Form	Adviser	Office of the Activities	he Student Organi	izations and
Outstanding Student Organization Nomination Form	Leader	Office of the Activities	he Student Organi	izations and
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Accomplish the OSO Entry Form, OSOA Nomination Form and OSOL Nomination Form		None	None	None
Attach a minimum of one-page short profile of the Project Entry, featuring a brief but descriptive account or narrative that will illustrate the program/project. (for OSO)				
Attach an Additional information (If any), Nomination Letters from member or officer of organization, Supporting Documents, OOA Essay (for OSOA)				
Additional information for Leadership Achievement Profile (If any), Additional Information for Social Responsibility Profile (If any), Nomination Letters from: 1) colleague 2) adviser of organization, Supporting Documents for Areas II and III, OSOL Essay (For OSOL)				
2.Submit all the requirements through email. Send it to studentorg@bulsu.edu.ph	Receive and check if all the requirement s are complete. Forward to the panel of judges.	None	10 minutes	OSOA Staff and OSOA Head
	TOTAL:	None	10 minutes	



Office of the Student Welfare Internal Services



1.1 Student and Employee Personal Insurance Assistance (Accident Claim)

Office or Division: Office of the Student Welfare and Development – Main Campus				
Classification:		eliare and De	evelopment – ivia	in Campus
	Simple	::::		
Type of transaction:	G2C – Government to C			
Who may avail:	All BulSU Students and	Employees		
CHECKLIST OF I		_	WHERE TO SE	
1.Student Personal Accid	lent Claim Form		elfare and Develo	pment-Office
2.Medical Certificate		Citizen or 0		
3.Doctor's prescription fo		Citizen or 0		
4.Original Official Receip	,	Citizen or 0		
5.Doctor's request for an	y laboratory/radiology	Citizen or (Client	
procedure done (if any);				
6.Incident/Accident/Police		Citizen or (
7.Affidavit of insured driv		Citizen or (Client	
Driver's license (if motoro				
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1.Complete and submit	Check all the	None	10 minutes	OSWD Staff
promptly all the	requirements given by			and OSWD-
requirements needed	the insurance claimant.			Main Campus
for insurance claim				Director
	Forward the	Nissa	40	00MD 01-#
(Claimants are advised	requirements (soft copy	None	10 minutes	OSWD Staff
to submit original	and hard copy) to the			and OSWD-
documents through	Insurance provider.			Main Campus
courier services.)				Director
	Follow-up evaluation of			
	submitted requirements			
	and claims from the			
	Insurance provider.			
2.Prepare documents	Notify claimant through	None	10 minutes	OSWD Staff
needed for proper	text regarding			and OSWD-
identification and	availability of insurance			Main Campus
verification upon	cheque			Director
claiming of cheque.				
	TOTAL:	None	30 minutes	



1.2. Student and Employee Personal Insurance Assistance (Death Claim)

O(() D)					
Office or Division:	Office of the Student W	elfare and D	Development – Ma	ain Campus	
Classification:	Simple				
Type of transaction:	G2C – Government to 0	Citizen			
Who may avail:	All BulSU Students and	Employees	i		
CHECKLIST OF R	CHECKLIST OF REQUIREMENTS		WHERE TO SE	CURE	
1.Duly registered death ce	1.Duly registered death certificate or Certified				
true copy;					
2.Duly registered of birth of	certificate of the	Citizen or (Client		
insured;					
3.Autopsy report/ Medico	Legal statement;	Citizen or 0	Client		
4.Official police report and	dother related report	Citizen or (Client		
i.e. interoffice accident rep	oort, newspaper;				
5.Affidavit of witness/es (in	f applicable)	Citizen or (Client		
6.Available photos taken i	n incident scene;	Citizen or (Client		
7.Proof of relationship of t	he beneficiary (such as	Citizen or 0	Client		
marriage, birth certificate,	baptismal and etc.)				
8.Copy of driver's license	(if the insured id the	Citizen or 0	Client		
one driving the vehicle) fo	r vehicle accident.				
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	RESPONSIBLE	
1.Complete and submit	Check all the	N/A	10 Minutes	OSWD Staff	
promptly all the	requirements given by			and OSWD-	
requirements needed for	the insurance claimant			Main Campus	
insurance claim				Director	
1,2	Forward the				
(Claimants are advised	requirements (soft				
to submit original	requirements (soft copy and hard copy)				
to submit original documents through	requirements (soft copy and hard copy) to the insurance				
to submit original	requirements (soft copy and hard copy)				
to submit original documents through	requirements (soft copy and hard copy) to the insurance provider.				
to submit original documents through	requirements (soft copy and hard copy) to the insurance provider. Follow-up evaluation				
to submit original documents through	requirements (soft copy and hard copy) to the insurance provider. Follow-up evaluation of submitted				
to submit original documents through	requirements (soft copy and hard copy) to the insurance provider. Follow-up evaluation of submitted requirements and				
to submit original documents through	requirements (soft copy and hard copy) to the insurance provider. Follow-up evaluation of submitted requirements and claims from the				
to submit original documents through courier services).	requirements (soft copy and hard copy) to the insurance provider. Follow-up evaluation of submitted requirements and claims from the Insurance provider.	NI/A	10 Minutos	OSWD Stoff	
to submit original documents through courier services). 2.Prepare documents	requirements (soft copy and hard copy) to the insurance provider. Follow-up evaluation of submitted requirements and claims from the Insurance provider.	N/A	10 Minutes	OSWD Staff	
to submit original documents through courier services). 2.Prepare documents needed for proper	requirements (soft copy and hard copy) to the insurance provider. Follow-up evaluation of submitted requirements and claims from the Insurance provider. Notify claimant through text regarding	N/A	10 Minutes	and OSWD-	
to submit original documents through courier services). 2.Prepare documents needed for proper identification and	requirements (soft copy and hard copy) to the insurance provider. Follow-up evaluation of submitted requirements and claims from the Insurance provider. Notify claimant through text regarding availability of	N/A	10 Minutes	and OSWD- Main Campus	
to submit original documents through courier services). 2.Prepare documents needed for proper identification and verification upon	requirements (soft copy and hard copy) to the insurance provider. Follow-up evaluation of submitted requirements and claims from the Insurance provider. Notify claimant through text regarding	N/A	10 Minutes	and OSWD-	
to submit original documents through courier services). 2.Prepare documents needed for proper identification and	requirements (soft copy and hard copy) to the insurance provider. Follow-up evaluation of submitted requirements and claims from the Insurance provider. Notify claimant through text regarding availability of	N/A None	10 Minutes 20 minutes	and OSWD- Main Campus	



2.Student Grievance

Office or Division:	Office of the Student Welfar	e and Deve	lopment-Main Ca	mpus
Classification:	Simple			
Type of	G2C – Government to Citizen			
transaction:				
Who may avail:	All BulSU Students and Employees			
CHECKLIST C	F REQUIREMENTS		WHERE TO SE	CURE
1.Grievance Form (with	th full name and signature)	Student W	elfare and Develo	pment Office
Including incident repo	ort			
2.Affidavit of Witness		Citizen or 0	Client	
3.Endorsement letter	of the Campus Director of	Student Welfare and Development Office		
	Student Welfare and Development			
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1.Complete and	Evaluation of complaint	N/A	1 Hour	OSWD-Main
prompt lodging of	and endorsement of such			Campus
grievance report	to college secretary			Director
from student	concerned			
concern				
	Complete and appropriate			
	action			
	TOTAL:	None	1 Hour	



Office of the University Library External Services



1.Outdoor Library Book Returns (OLIBOR)

1. Outdoor Elbrary Book Returns (OElbort)				
Office or Division:	Office of the University	/ Library		
Classification:	Simple			
Type of transaction:	G2C – Government to	Citizen		
Who may avail: Public				
CHECKLIST OF RE	QUIREMENTS		WHERE TO SE	CURE
Accomplished Response to				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Contact your College Librarian to schedule your OLIBOR.	Details will be sent to your Gmail	None	5 minutes	Librarian
2.Place the book/s in the drop box for return	Checks the returned material/s	None	3 minutes	Librarian
3.Fill-out the google form (http://bit.ly/BulSUOLIBOR) or message the Library FB page and send the following: Name: Course/Department: (Note: For employees please indicate your department/Office) Title of the book: Contact Number:	Checks the completeness of the response Note: After accomplishing the form needed, you will receive a confirmation e-mail that your OLIBOR is successful	None	5 minutes	Librarian
Photo of the returned books:				
TOTAL: None 10-20 minutes				



2.Online Book Request (OBR)					
Office or Division:	Office of the University	y Library			
Classification:	Simple				
Type of transaction:	G2C – Government to	Citizen			
Who may avail:	Public				
CHECKLIST OF F	REQUIREMENTS	V	WHERE TO SECURE		
Accomplished Respons	se to Google Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING	PERSON	
		PAID	TIME	RESPONSIBLE	
1.Fill out google form and choose your option	Details will be sent to your Gmail				
NOTE: The Clients can only request two (2) books wherein 10% of the book pages to be scanned, which are shared through google drive.		None	2 minutes	Librarian	
1.Fill out google forms http://bit.ly/BulSUOBR	Contacts you via email to inform the availability of material. Note: Scanned materials will be shared via google drive	None	5 minutes	Librarian	
For Photocopying 1.Fill out google forms http://bit.ly/BulSUOBR	Contacts you via email to inform the availability of material and the date/time of pick-up of photocopied materials. Note: For safety and security measures, the library staff will be the one to drop and retrieve the material to be	Photocopying fees will be shouldered by the customer	10-20 minutes	Librarian	

	photocopied at the photocopying shop located at Graceland Mall in front of Robinson's entrance • There is no agreement between the library staff and the photocopying shop with regards to the fee of the materials photocopied, the client will be the one to shoulder the fees incurred.			1901 AHLIPPINES
For Home Use				
1.Fill out google form https://bit.ly/3lu3qua	Email will be sent for the confirmation, availability of material, and date/time of pick-up.			
	Note: • Designated pick- up stations are BuISU gate 1 and gate 2 only • For book returns (OLIBOR), please refer to this link http://bit.ly/2Vb0zdl	None	10-20 minutes	Librarian
	TOTAL:	None	20-30 minutes	

3. Online Book Suggestion (OBS)

3.Offille Book Suggi	
Office or Division:	Office of the University Library
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
100	B 1 11

Who may avail: Public				
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
Accomplished Response	to Google Form			
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
Via BulSU OPAC 1.Login to your OPAC (Online Public Access Catalog) email, if none register using your BulSU portal email.	Checks the OPAC	None	2 minutes	Librarian
2.After registration/log- in, kindly look for the purchase suggestion tab and click.	purchase suggestion	None	3 minutes	Librarian
3.Fill out the necessary fields.		None	2 minutes	Librarian
4.Please Click "Submit your suggestion" button once completely filled out.		None	1 minute	Librarian
Via Online Forms 1.Go to University Library G-site, Go to Forms Tab 2.Select the Google Form for "Online Book Suggestion" or click the link http://bit.ly/BulSUOBS	Checks the responses to the Google form	None	3 minutes	Librarian
3.Provide the necessary fields the bibliographic information (Title, author, copyright year, subject etc.) of your book suggestion. Then click submit	Confirmation E-mail will be sent	None	5-10 minutes	Librarian
	TOTAL:	None	10-15 minutes	

4. Online Library Instruction (OLI)

	4.Online Library Instruction (OLI)				
Office or Division:	Office of the Universit	ty Library			
Classification:	Simple				
Type of transaction:	G2C – Government to	o Citizen			
Who may avail:	Public				
CHECKLIST OF RE			WHERE TO SE	CURE	
Accomplished Response					
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	RESPONSIBLE	
One-On-One Instruction					
1.Fill-out online request form http://bit.ly/BulSUOLIr	Confirmation e-mail will be sent with the approved schedule	None	5 minutes	Librarian	
2.Log-in and join the google meet room at least 10 minutes before the online library instruction	Conducts one-on- one instruction	None	20 minutes	Librarian	
3.Answer the Evaluation Form through the link that will be posted after the session: http://bit.ly/BulSUOLlef	Upon completion of the Evaluation Form, the librarian will send an e- Certificate within 3-5 working days	None	5 minutes	Librarian	
Audiovisual Presentation					
1.Fill-out online request form http://bit.ly/BulSUOLIr	Checks the response, and sends the link for the audiovisual presentation	None	5 minutes	Librarian	
2.After watching the Audiovisual presentation answer the evaluation form included at the last part of the form	Note: Upon completion of the Evaluation Form, the library will send an e- Certificate within 3-5 working days.	None	5 minutes	Librarian	
	TOTAL:	None	10-15 minutes; Issuance of e- Certificate will be within 3-5 working days.		

5.Library Information and Research Assistance (LIRA)

		1904
Office or Division:	Office of the University Library	PHILIPPINES
Classification:	Simple	
Type of transaction:	G2C – Government to Citizen	
Who may avail:	Public	

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Response to Google	Form			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
One-On-One Instruction				
1.Fill-out online request form http://bit.ly/BulSULIRA	Checks the response/s from the google form	None	3 minutes	Librarian
2.Asks for ready-reference, and for their research needs (about new normal services, and the like)	Contacts the clients via E-mail to inform the availability of materials	None	20 minutes	Librarian
	TOTAL:	None	10-20 minutes	

6.Remote References and Information Access (RRIA)

Office or Division:	Office of the Universi	ity Library		
Classification:	Simple			
Type of transaction:	G2C – Government t	o Citizen		
Who may avail:	Public			
CHECKLIST OF REQ	UIREMENTS		WHERE TO SE	ECURE
Accomplished Response to G	oogle Form			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
One-On-One Instruction				
1.Sends Queries via BulSU library virtual assistant connection	Checks the response/s from the google form	None	3 minutes	Librarian
2.Asks for ready-reference questions or request (about new normal services, and the like)	Contacts the clients via E-mail to inform the availability of materials/Responds to the client's needs	None	5-10 minutes	Librarian
	TOTAL:	None	10-15 minutes	

7. Issuance of Certificate for Plagiarism and Grammar Checking

	<u> </u>	 1904
Office or Division:	Office of the University Library	PHILIPPINES
Classification:	Simple	
Type of transaction:	G2C – Government to Citizen	
VA/II- aaaa.!I-	D. J. C.	

Who may avail:	Public			
CHECKLIST OF RE	QUIREMENTS		WHERE TO SI	ECURE
Accomplished Response to 0	Google Form			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
One-On-One Instruction				
1.Fill-out online request form http://bit.ly/BulSUPCRF	Checks the response/s from the google form	None	3 minutes	Librarian
2.Asks for plagiarism/grammar check	Runs the document/s to PlagScan/Grammarly	None	10-15 minutes	Librarian
3.Requests for the result/ certification	Check for the results, prepares for the certification with PlagScan/Grammarly results Sends the certification (2-3 working days)	None	10-20 minutes (Certification will be used 2- 3 working days)	Librarian
	TOTAL:	None	20-30 minutes; Issuance of certification will be within 2-3 working days.	



Office of the University Library Internal Services



1.Outdoor Library Book Returns (OLIBOR)

Office or Division:	Office of the University	Library		
Classification:	Simple	-		
Type of transaction:	G2C – Government to	Citizen		
Who may avail:	Students, Faculty and	Non-Teacl		
CHECKLIST OF RE	QUIREMENTS		WHERE TO SE	CURE
Accomplished Response to	Response to Google Form			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Contact your College Librarian to schedule your OLIBOR.	Details will be sent to your Gmail	None	5 minutes	Librarian
2.Place the book/s in the drop box for return	Checks the returned material/s	None	3 minutes	Librarian
3.Fill-out the google form (http://bit.ly/BulSUOLIBOR) or message the Library FB page and send the following: Name: Course/Department: (Note: For employees please indicate your	Checks the completeness of the response Note: After accomplishing the form needed, you will receive a confirmation e-mail that your OLIBOR is	None	5 minutes	Librarian
department/Office) Title of the book: Contact Number: Photo of the returned books:	successful			
	TOTAL:	None	10-20 minutes	



2.Online Book Rec	2.Online Book Request (OBR)			
Office or Division:	Office of the University	y Library		
Classification:	Simple			
Type of transaction:	G2C – Government to	Citizen		
Who may avail:	Students, Faculty and	Non-Teaching	Personnel	
CHECKLIST OF F	REQUIREMENTS	V	VHERE TO SECU	JRE
Accomplished Respons	se to Google Form			
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING	PERSON
		PAID	TIME	RESPONSIBLE
1.Fill out google form and choose your option NOTE: The Clients can only request two (2) books wherein 10% of the book pages to be scanned, which are shared through google drive.	Details will be sent to your Gmail	None	2 minutes	Librarian
For Scanning 1.Fill out google forms http://bit.ly/BulSUOBR	Contacts you via email to inform the availability of material. Note: Scanned materials will be shared via google drive	None	5 minutes	Librarian
For Photocopying 1.Fill out google forms http://bit.ly/BulSUOBR	Contacts you via email to inform the availability of material and the date/time of pick-up of photocopied materials. Note: • For safety and security measures, the library staff will be the one to drop and retrieve the material to be	Photocopying fees will be shouldered by the customer	10-20 minutes	Librarian

	photocopied at the photocopying shop located at Graceland Mall in front of Robinson's entrance • There is no agreement between the library staff and the photocopying shop with regards to the fee of the materials photocopied, the client will be the one to shoulder the fees incurred.			1901 AHLIPPINES
For Home Use				
1.Fill out google form https://bit.ly/3lu3qua	Email will be sent for the confirmation, availability of material, and date/time of pick-up.			
	Note: • Designated pick- up stations are BulSU gate 1 and gate 2 only • For book returns (OLIBOR), please refer to this link http://bit.ly/2Vb0zdl	None	10-20 minutes	Librarian
	TOTAL:	None	20-30 minutes	

3.Online Book Suggestion (OBS)				
Office or Division:	Office of the Universit	y Library		PHILIPPINES
Classification:	Simple			
Type of transaction:	G2C – Government to	Citizen		
Who may avail:	Students, Faculty and	Non-Teach	ing Personnel	
CHECKLIST OF RE	EQUIREMENTS		WHERE TO SE	CURE
Accomplished Response	to Google Form			
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
Via BulSU OPAC				
1.Login to your OPAC (Online Public Access Catalog) email, if none register using your		None	2 minutes	Librarian
BulSU portal email.	Checks the OPAC			
2.After registration/log- in, kindly look for the purchase suggestion tab and click.	purchase suggestion	None	3 minutes	Librarian
3.Fill out the necessary fields.		None	2 minutes	Librarian
4.Please Click "Submit your suggestion" button once completely filled out.		None	1 minute	Librarian
Via Online Forms				
1.Go to University Library G-site, Go to Forms Tab 2.Select the Google Form for "Online Book Suggestion" or click the link http://bit.ly/BulSUOBS	Checks the responses to the Google form	None	3 minutes	Librarian
3.Provide the necessary fields the bibliographic information (Title, author, copyright year, subject etc.) of your book suggestion. Then click submit	Confirmation E-mail will be sent	None	5-10 minutes	Librarian
	TOTAL:	None	10-15 minutes	

4. Online Library Instruction (OLI)

4.Online Library Instruction (OLI)				
Office or Division:	Office of the Universit	ty Library		
Classification:	Simple			
Type of transaction:	G2C – Government to			
Who may avail:	Students, Faculty and	Non-Teach		OUDE
CHECKLIST OF RI			WHERE TO SE	CURE
Accomplished Response			DD 0 0 F 0 0 W 1	DEDCOM
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
One-On-One		DE PAID	I IIVIE	RESPUNSIBLE
Instruction				
1.Fill-out online request	Confirmation e-mail	None	5 minutes	Librarian
form	will be sent with the			
http://bit.ly/BulSUOLIr	approved schedule			
	011	N.I	00	1.9
2.Log-in and join the	Conducts one-on-	None	20 minutes	Librarian
google meet room at least 10 minutes before	one instruction			
the online library				
instruction				
3. Answer the Evaluation	Upon completion of	None	5 minutes	Librarian
Form through the link	the Evaluation			
that will be posted after	Form, the librarian			
the session:	will send an e-			
http://bit.ly/BulSUOLlef	Certificate within 3-5			
	working days			
Audiovisual				
Presentation				
1.Fill-out online request	Checks the	None	5 minutes	Librarian
form	response, and	140110		Librarian
http://bit.ly/BulSUOLIr	sends the link for			
	the audiovisual			
	presentation			
2.After watching the	Note:	None	5 minutes	Librarian
Audiovisual	Upon completion of			
presentation answer the	the Evaluation			
evaluation form included	Form, the library will			
at the last part of the form	send an e- Certificate within 3-5			
101111	working days.			
	TOTAL:	None	10-15 minutes;	
			Issuance of e-	
			Certificate will	
			be within 3-5	
			working days.	

5.Library Information and Research Assistance (LIRA)

	700a: 011 7 100	,	、,	1904	
Office or Division:	Office of the University Library				
Classification:	Simple				
Type of transaction:	G2C – Gover	rnment to C	itizen		
Who may avail:	Students, Fa	culty and No	on-Teaching Pers	onnel	
CHECKLIST OF REQUIREM	MENTS		WHERE TO SE	CURE	
Accomplished Response to Google	Form				
CLIENT STEPS	AGENCY ACTION	TO BE TIME RESPONS			
	PAID				
One-On-One Instruction 1.Fill-out online request form http://bit.ly/BulSULIRA	Checks the response/s from the	None	3 minutes	Librarian	
2.Asks for ready-reference, and for their research needs (about new normal services, and the like)	google form Contacts the clients via E-mail to inform the	None	20 minutes	Librarian	

None

10-20 minutes

6.Remote References and Information Access (RRIA)

availability of materials TOTAL:

Office or Division:	Office of the Universi	ity Library	-			
Classification:	Simple					
Type of transaction:	G2C - Government t	to Citizen				
Who may avail:	Students, Faculty an	d Non-Tea	ching Personnel			
CHECKLIST OF REQ	UIREMENTS		WHERE TO SE	ECURE		
Accomplished Response to G	oogle Form					
CLIENT STEPS	AGENCY ACTION FEES PROCESSING PERSO TO BE PAID RESPONSE					
One-On-One Instruction						
1.Sends Queries via BulSU library virtual assistant connection	Checks the response/s from the google form None 3 minutes Librarian					
2.Asks for ready-reference questions or request (about new normal services, and the like)	Contacts the clients via E-mail to inform the availability of materials/Responds to the client's needs None 5-10 minutes Librarian					
	TOTAL:	None	10-15 minutes			

7. Issuance of Certificate for Plagiarism and Grammar Checking

results

Sends the

certification (2-3 working days)

certification

1.155uance of Certificat	e ioi riagialisiii ali	u Graiiii	mai Checking	1904		
Office or Division:	Office of the University	Office of the University Library				
Classification:	Simple					
Type of transaction:	G2C – Government to	Citizen				
Who may avail:	Students, Faculty and	Non-Tea	ching Personnel			
CHECKLIST OF RE	QUIREMENTS		WHERE TO SI	ECURE		
Accomplished Response to 0	Google Form					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
One-On-One Instruction						
1.Fill-out online request form http://bit.ly/BulSUPCRF	Checks the response/s from the google form	None	3 minutes	Librarian		
2.Asks for plagiarism/grammar check	Runs the document/s to PlagScan/Grammarly	None	10-15 minutes	Librarian		
3.Requests for the result/	Check for the results, prepares for the certification with PlagScan/Grammarly results	None	10-20 minutes (Certification will be used 2- 3 working days)	Librarian		

TOTAL:

None

days)

20-30 minutes;

certification will be within 2-3 working days.

of

Issuance



University Infirmary Internal Services



1.Issuance of Medical & Dental Certificate

1.Issuance of M	edical & Dental Certifica	ate		
Office or Division:	University Infirmary			
Classification:	Simple			
Type of	G2C - Government to Citize	n		
transaction:				
Who may avail:	All students of the University	/Faculty and	l Non-Academic Po	ersonnel
CHECKLIST	OF REQUIREMENTS		WHERE TO SEC	CURE
 Valid I.D of th School I.D of 2.For OJT, ST, Emp School I.D of Recent Ches 3.For seminars, Fiel activities School I.D of 	from parent or guardian the parent or guardian the client loyment the client t X-Ray within 6 months d trip and other school the Client mination/Medical and Dental	Citizen or C	Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Accomplish the request form and submit to the nurses on duty	1.Assess the client and verify/validate the requirements if present	None	2 minutes	Nurse/Physician and Dentist
2.Proceed to the consultation area	1.Interview and examine the Medical and Dental history of the client 2.Provide medical diagnosis 3.Provide Medical/Dental treatment if needed	None	5 minutes	Physician/ Dentist

4.Issue Medical Certificate

1.Carry out physician/dentist orders if

any
2.Log on computer for

data base

3.Proceed to the

Nurse on duty

TOTAL:

None

None

3 minutes

10 minutes

Nurse



Central Accounting External Services



1. REQUEST FOR BIR TAX CERTIFICATE

Office or Division:	Central Accounting Office					
Classification:	Simple					
Type of transaction:	G2B – Government to Bus	siness				
Who may avail:	Suppliers and Contractors	1				
CHECKLIST O	FREQUIREMENTS		WHERE TO SE	CURE		
1.Document request for	orm – Request for	At the Cen	tral Accounting fr	ont window		
Documented Informati						
2.Proof of Payment of	BulSU – Check issued by	Cashier's C	Office			
the Bulacan State Univ						
	ed for the preparation of	Information	n from the Supplie	er		
the tax certificate e.g.	company name, TIN					
number, Address			l ==			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Present the filled-up Request for Documented Information Form with the proof of payment of the University	Transmit to concerned personnel to prepare BIR form 2307 tax certificate Prepare the BIR form 2307 Certificate Signs by the Head of the Central Accounting Office or her duly authorized representative	None	10 minutes	Accounting Clerk Accounting Clerk Head of the Central Accounting Office or her duly authorized representative		
	TOTAL:		10 minutes			



Central Accounting Internal Services

1. REQUEST FOR CERTIFICATION OF REMITTANCE

		• • • • • • • • • • • • • • • • • • •					
Office or Division:	Central Accounting	Office		HIL IPPINE			
Classification:	Simple						
Type of transaction:	G2C – Governmen	t to Citizen					
Who may avail:	Faculty and person	nel in the U	niversity				
CHECKLIST OF R	EQUIREMENTS		WHERE TO	O SECURE			
1.Document request for	orm – Request for	At the fron	t window of the C	entral Accounting Office			
Documented Informati	on Form			-			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON RESPONSIBLE			
	ACTION	BE PAID	TIME				
1.Fill up the	Transmit to the	None	2 minutes	Receiving Clerk			
Documented	concerned						
Information Request	personnel for						
Form	processing						
		None	30 minutes.	Personnel In-charge on			
	Prepare the			the preparation of the			
	certificate of			Certificate of Remittance			
	remittance						
				Head of the Central			
	Signs the	None	3 minutes.	Accounting Office/duly			
	certificate of	of authorized representative.					
	remittance						
TOTAL: 35 minutes							

2. REQUEST FOR BIR TAX CERTIFICATE

Office or Division:	Central Accounting Office					
Classification:	Simple					
Type of transaction:	G2C – Government to Citi	G2C – Government to Citizen				
Who may avail:	Concerned Personnel of the	ne University	У			
CHECKLIST O	F REQUIREMENTS		WHERE TO SE	CURE		
1.Document request for	orm – Request for	At the Cen	tral Accounting fro	nt window		
Documented Informati	on Form		_			
2.Proof of Payment of	BulSU – Check issued by	Cashier's C	Office			
the Bulacan State Univ						
3. Provide details need	ed for the preparation of	Information	from the Supplie	r		
the tax certificate e.g. company name, TIN						
number, Address						
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON		
		BE PAID	TIME	RESPONSIBLE		
Present the filled-up	Transmit to concerned	None	10 minutes	Accounting Clerk		
Request for	personnel to prepare BIR					
Documented	form 2307 tax certificate					
Information Form				Accounting Clerk		
with the proof of	Prepare the BIR form					
payment of the	2307 Certificate			Head of the		
University				Central		
	Signs by the Head of the			Accounting		
	Central Accounting Office			Office or her duly		
	or her duly authorized			authorized		
	representative			representative		

10 minutes

TOTAL:



Budget Office Internal Services



1.Issuance of Certification of Availability of Budget

1.Issuance of Cert	<u>ification of Av</u>	allability	of Buaget					
Office or Division:	Budget Office							
Classification:	Simple	Simple						
Type of transaction:	G2C – Governm	G2C – Government to Citizen						
Who may avail:	All officials, personnel and students							
CHECKLIST OF RE	QUIREMENTS		WHERE TO SE	CURE				
1. Letter of request fo	or funding signed Offices of the Deans, Directors, and Head of							
by the Deans/Director		Office/Unit	S					
or Head (for Offices/L								
2. Approved Project	Procurement &	End-Users	&/or Procurement O	ffice				
Management Plan								
3. Budget Proposals	or Estimate of	Requestor						
Expenses	ACENOV	FFFC	DDOCECCING	DEDCON				
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE				
	ACTION	PAID	IIIVIE	RESPONSIBLE				
Accomplish the	Verify the	None	2 minutes	Budget Staff				
Request	completeness	1100	2	- Jaagot Gtan				
Documented	of request							
Information Form	•							
2. Present letter of	Verify the	None	6 minutes	Budget Staff				
request with budget	availability of							
proposal/ estimate	budget							
of expenses as								
attachment	Certify			Head of Office				
	availability of			D 1 O				
	budget			Budget Staff				
	Dhotocony of							
	Photocopy of the original							
	documents for							
	filing and							
	future							
	reference							
3. Wait for the	Release of None 1 minute Budget Staff							
•	budget	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2						
release of the	budget							
release of the request	certification	TOTAL						



Procurement Office External Services

1.Procurement through Alternative Mode of Procurement

Office or Divisio	t through Alternative		ment Offic		EIIL	
			е			
	ioni	Complex	lex - Government to Business			
Type of transact	1011.		ed Bidders		JSII1622	
Who may avail:	HECKLIST OF REQUIRE				WHEDE	E TO SECURE
					End-user	E IO SECURE
	Procurement Manageme		PPIVIP)		BAC Secre	toriot
	Procurement Plan (APP)		way and Tar			elanal
	se Request (PR) (3 copie	,	noved rei	ms	End-user	
	R) (for consultancy services for Quotation (RFQ) (5				Procureme	nt I Init
	, , , ,		ioo)		BAC Secre	
	Q by suppliers/consultanted of Quotation (2 copies)	is (3 copi	les)		BAC Secre	
	, ,				BAC Secre	
Approved Resolu		opica) N	otion of Av	word		
	se Order or Contract (5 c to Proceed (2 copies)	opies), iv	Olice of Av	waru	Contract ivi	anagement
CLIENT STEPS	AGENCY ACTIO	NI	FEES	DDC	CESSING	PERSON
CLILINI SILI S	AGENOT ACTIO		TO BE	1 100	TIME	RESPONSIBLE
			PAID			THEOR ONGIDEE
1.Submit	1.1 Receive the approve	-4	None	10	minutes	Clerk
approved PPMP	PPMP and PR or TOR	, u	110110	'	minacoo	Olon
and Purchase	1.2 Evaluate if it is included	ded in				
Request (PR) to	the Approved Procurem					
the	Plan (APP)	•				
Procurement	1.3 Assign PR number					
Unit.	1.4 Prepare Request for	i	None	20	minutes	Clerk
	Quotation (RFQ)					
	1.5 Check the RFQ, Pur	chase	None	15	minutes	Head
	Request or TOR					Procurement
						Unit
	1.6 Forward the docume		None			Staff in charge –
	the Office of the BAC Cl					BAC Chair
	1.7 Affix signature in the	:	None	5	minutes	BAC Chair
	Requests for Quotation					
	1.8 Forwarded the docu		None			Staff in charge –
	to the Procurement Unit					BAC Chair
	1.9 Update the monitoring	_	None	1	minute	Clerk
	logbook as to date of ap	•				
	and finalize details in the		Nisas	_		Olamb
	1.10 Forward the approv	None	1	minute	Clerk	
	or TOR and RFQ and of related documents to the					
	Secretariat					
		·od	None	5	minutes	BAC Secretariat
	1.11 Receive the approved		None	5	minutes	DAC Secretariat
	procurement documents 1.12 Evaluate RFQ and					
	items subject to PhilGE					
	posting with an ABC of above					
	P50,000.00					
	1.13 Post Request for		None	5	minutes	BAC Secretariat
	Quotation with an ABC	of				
	above P50,000.00 at Ph					

1.14 Canvass price quotations 1.15 Evaluate the price quotations and prepare the Abstract of Quotations and resolutions. The BAC members, TWG and end - users evaluates and recommends the approval of the transaction 1.16 Prepare Purchase Order, Contract, Notice of Award and Notice to Proceed of the winning bidder/supplier. (The legal officer will check the content of the contract and the BAC Chair will countersign the NOA and NTP) 1.17 Check the details of the PO 1.18 Forward Purchase Order and other procurement documents to Budget Office for obligation, Accounting Office for certify the funds availability of the transaction and Office of the VP-Admin and Finance 1.19 Verify and approve the PO, Contract, Notice of Award, Notice to Proceed, and other related documents 1.20 Forward procurement documents to the Office of The President (if PO is P100,000.00 above) 1.21 Verify and approve the PO, Contract, Notice of Award, Notice to Proceed, and other related documents 1.22 Forward the approved procurement documents to the Procurement Unit 1.23 Update the monitoring ophook as to date of approval 1.24 Release the PO, contract, NOA and NTP the winning suppliers for conforme 1.25 Fost conformed procurement documents in PhiGEPS 1.26 Furnish copies of jocument to concerned offices TOTAL: None Procurement through Alternative Mode of Procurement of Says Shrs and 45 minutes Procurement through Alternative Mode of Procurement of Says Shrs and					
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resolutions. The BAC members, TWG and end users evaluates and recommends the approval of the transaction 1.16 Prepare Purchase Order, Contract, Notice of Award and Notice to Proceed of the winning bidder/supplier. (The legal officer will check the content of the contract and the BAC Chair will countersign the NOA and NTP) the Winning bidder/supplier. (The legal officer will check the content of the contract and the BAC Chair will countersign the NOA and NTP) 1.17 Check the details of the PO 1.18 Forward Purchase Order and other procurement documents to Budget Office for obligation, Accounting Office for certify the funds availability of the transaction and Office of the VP-Admin and Finance 1.19 Verify and approve the PO, Contract, Notice of Award, Notice to Proceed, and other related documents to the Office of The President (if PO is P100,000.00 above) 1.21 Verify and approve the PO, Contract, Notice of Award, Notice to Proceed, and other related documents to the Office of The President (if PO is P100,000.00 above) 1.21 Verify and approve the Procurement documents to the Office of The President (if PO is P100,000.00 above) 1.22 Forward the approved procurement documents to the Office of The Procurement documents to the Office of The Procurement documents to the Office of The President (if PO is P100,000.00 above) 1.24 Release the PO, contract, NOA and NTP the winning suppliers for conforme 1.25 Post conformed procurement documents in PhilGEPS 1.26 Furnish copies of documents to concerned offices TOTAL: None 5 days Shrs and 45 minutes				,	· ·
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Procurement Office Procurement Office Type of transaction: Highly Technical Type of transaction: G2B – Government to Business Interested Bidders Interested Bidders Procurement Plan (APP) BAC Secretariat Approved Annual Procurement Plan (APP) BAC Secretariat BAC Secretariat Approved Purchase Request (PR) or Approved Terms of Reference (TOR) (for consultancy services) Schedule of Requirements and Technical Specifications (for goods) End-user Approved Program of Works, Technical Specifications (for goods) End-user Approved Program of Works, Technical Specifications, BOQ and Drawing (for infra) BAC Secretariat Approved Program of Works, Technical Specifications, BOQ and Drawing (for infra) BAC Secretariat Approved Purchase Order or Contract (6 copies), Notice of Award (2 procurement Unit/Contract Management Procurement Pro	2.Procurement through Competitive Bidding					1904	
Type of transaction: G2B - Government to Business							PHILIPPINE
CAB	Classification:		Highly Technical				
Interested Bidders	Type of transac	tion:			Business		
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·		Bid to PhilGEPS, B	ulSU				

	bsite and conspicuous ices in BulSU			PHILIPPINES
1.1	3 Sale of bidding documents	Standard rates of BD	5 minutes	BAC Secretariat
	4 Conduct Prebid nference	None	1 day	BAC Secretariat, BAC Members, End-users, Technical Working Group, Observer
1.1	5 Conduct opening of Bids	None	1 day	BAC Secretariat, BAC Members, End-users, Technical Working Group, Observer
	6 Conduct Detailed aluation of Bids	None	1 day	BAC Secretariat, BAC Members, End-users, Technical Working Group
Ca	7 Prepare Lowest lculated Bid	None	1 day	BAC Secretariat
cor	8 Conduct post-qualification oference	None	1 day	TWG, End users
	9 Issuance of Notice of Post alification or Disqualification	None	5 minutes	BAC Secretariat
ded	20 Prepare resolution claring LCRB	None	30 minutes	BAC Secretariat
init sig	1 Prepare Notice of Award ialed by BAC Chair and ned by President	None	5 minutes	BAC Secretariat, BAC Chair, President
Con the v Allot supp relat inclu shal Offic Pres chec and cour	2 Prepare Purchase Order, tract, Notice to Proceed of winning bidder/supplier, tment and Obligation Slip ported by all documents ted to bidding process uding Performance Security II be submitted to Budget ce, Accounting, VPAF & sident. (The legal officer will ck the content of the contract the BAC Chair will intersign the NOA and NTP)	None	1 day	BAC Secretariat, BAC Chair, Accounting, Budget, Legal Officer, VPAF, President
ogb	2 Update the monitoring book as to date of approval	None	2 minutes	Staff in charge – Procurement Unit
prod	Post approved curement documents in GEPS, BuISU website	None	5 minutes	BAC Secretariat
	TOTAL:	Standard Rates of BD	8 days 2hrs and 10 minutes	
Procurement through	n Competitive Bidding is covere	ed under R.	A. 9184	



Asset Management Unit (Supply) External Services



1.Preparation of Vouchers				
Office or Division:	Asset Management U	nit (Supply)		
Classification:	Simple			
Type of transaction:	G2C – Government to	Citizen		
Who may avail:	Contractors, Suppliers	s and Consulta	nt	
CHECKLIST OF I	REQUIREMENTS		WHERE TO SEC	URE
1.Complete bid docum	ents from	BAC Secreta	riat/Procurement l	Jnit
Procurement Unit				
2.Billing Statement from		BAC Secreta	riat/Procurement l	Jnit
Contractor/Supplier/Co				
3.Certificate of Comple	etion signed by	PMO/FMO		
PMO/FMO				
4.Turnover and accept	ance prepared and	Procurement	Unit	
signed by PMO/FMO				
5. Approved Purchase		BAC Secreta	riat	
6.Approved Purchase		End-users		
	voice/PAR/ICS/Inspection &			
Acceptance (For Reim CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCI ACTION	BE PAID	TIME	RESPONSIBLE
1.Receive complete	1.1 Evaluate the	None	15 minutes	Staff in Charge
documents for	completeness of	140110	10 111111111111111111111111111111111111	- Supply &
preparation of	documents			Property Unit
Voucher	1.2 Evaluate the			
	completeness of			
	signature in the			
	needed documents			
	and accuracy in the			
	amount to be paid			
	1.3 Prepare	None	10 minutes	Staff in Charge
	Voucher for			Supply &
	approval of			Property Unit,
	VPAF/EVP			VPAF, VPAA,
	1.4 Prepare			EVP
	Obligation slip (for			
	reimbursement) for			
	review and approval of VPAF/VPAA/EVP			
	1.5 Release of	None	5 minutes	Budget Office
	signed voucher to			Accounting
	Budget Office/			Office
	Accounting Office	<u>_</u>		
		TOTAL	30 minutes	

2.Receipt of Supplies, Materials and Equipment

	lies, Materials and Equipme	nt		
Office or Division:	Asset Management Unit (Supply)			PHILIPPINES
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	Contractors, Suppliers and Consu	ultant		
CHECKLIS	T OF REQUIREMENTS	1	WHERE TO SECU	JRE
Approved Purchase C	Order (PO)	BAC Se	cretariat/Procuren	nent Unit
Notice of Inspection			& Property Unit	
Inspection and Accep			& Property Unit	
Delivery Receipts (DF Official Receipts (OR	R), Sales/Charge Invoice (SI/CI),)	Supplier	/Contractor/Consu	ultant
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPON SIBLE
1.Deliver good.	1.1 Verify goods as per approved Purchase Order based on quantity and specifications. 1.2 Notify COA, Inspectorate Team and End-user of the delivered materials, supplies and equipment for inspection.	None	15 minutes	Staff in Charge – Supply & Property Unit
2.Present proof of delivery (DR/SI/CI/OR)	2.0 Inspect based on the description/specifications stated in the Purchase Order with respect to price, quality, specification 2.1 Acknowledge delivery of goods 2.2 Inspection and Acceptance Report signed by the Inspectorate Team, End-user and Supply and Property Unit personnel.	None	Case to case, depending on quantity/item	Staff in Charge – Supply & Property Unit, COA, End-user Inspector ate Team
	2.3 For supplies/ materials: Inspection and Acceptance Report to be attached to the Purchase Order for the preparation of voucher For equipment Inspection and Acceptance Report to be attached to the Purchase Order for the preparation of voucher Property Acknowledgment Receipt (PAR) - Php 15,000 and above Inventory Custodian Slip (ICS) below Php 15,000 PAR and ICS to be signed by Head of Supply or authorized representative and End-user	None	10 minutes	Staff in Charge – Supply & Property Unit, End-user
	Toprocontative and Life user	TOTAL	25 minutes	
L				I.



Asset Management Unit (Supply) Internal Services

1.Preparation of Vouchers				
Office or Division:	Asset Management U	nit (Supply)		PHILIPPINES
Classification:	Simple			
Type of transaction:	G2C – Government to	Citizen		
Who may avail:	End-Users			
CHECKLIST OF I			WHERE TO SEC	
1.Complete bid docum	ents from	riat/Procurement l	Jnit	
Procurement Unit		DAC Coorete	riat/Procurement l	lm:4
2.Billing Statement from Contractor/Supplier/Co		BAC Secreta	nal/Procurement t	אווונ
3. Certificate of Complete		PMO/FMO		
PMO/FMO	stion signed by	1 1010/1 1010		
4.Turnover and accept	ance prepared and	Procurement	Unit	
signed by PMO/FMO				
5.Approved Purchase		BAC Secreta	riat	
6.Approved Purchase	Request/Official	End-users		
Receipt/Sales Invoice/ Acceptance (For Reim				
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
OLILITI OTLI O	ACERCY ACTION	BE PAID	TIME	RESPONSIBLE
1.Receive complete documents for preparation of Voucher	1.1 Evaluate the completeness of documents 1.2 Evaluate the completeness of signature in the needed documents and accuracy in the amount to be paid 1.3 Prepare Voucher for approval of VPAF/EVP 1.4 Prepare Obligation slip (for reimbursement) for	None	15 minutes 10 minutes	Staff in Charge - Supply & Property Unit Staff in Charge - Supply & Property Unit, VPAF, VPAA, EVP
	review and approval of VPAF/VPAA/EVP			
	1.5 Release of signed voucher to Budget Office/	None	5 minutes	Budget Office Accounting Office
	Accounting Office	TOTAL	30 minutes	

2.Receipt of Supplies, Materials and Equipment

	lies, Materials and Equipmen	nt		1001	
Office or Division:	Asset Management Unit (Supply)				
Classification:	Simple				
Type of transaction:	G2C – Government to Citizen				
Who may avail:	End-Users				
CHECKLIS	T OF REQUIREMENTS	1	WHERE TO SECU	JRE	
Approved Purchase C	Order (PO)	BAC Se	cretariat/Procuren	nent Unit	
Notice of Inspection	\ /	+	& Property Unit		
Inspection and Accep	tance Report		& Property Unit		
	R), Sales/Charge Invoice (SI/CI),		/Contractor/Consu	ultant	
Official Receipts (OR)	, ,				
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING	PERSON	
		TO BE	TIME	RESPON	
		PAID		SIBLE	
1.Deliver good.	1.1 Verify goods as per	None	15 minutes	Staff in	
	approved Purchase Order			Charge –	
	based on quantity and			Supply &	
	specifications.			Property	
	1.2 Notify COA, Inspectorate			Unit	
	Team and End-user of the				
	delivered materials, supplies				
	and equipment for inspection.			0. "	
2.Present proof of	2.0 Inspect based on the	None	Case to case,	Staff in	
delivery	description/specifications stated		depending on	Charge –	
(DR/SI/CI/OR)	in the Purchase Order with		quantity/item	Supply &	
	respect to price, quality,			Property	
	specification			Unit, COA,	
	2.1 Acknowledge delivery of goods			End-user	
	2.2 Inspection and Acceptance			Inspector	
	Report signed by the			ate Team	
	Inspectorate Team, End-user			ate ream	
	and Supply and Property Unit				
	personnel.				
	2.3 For supplies/ materials:	None	10 minutes	Staff in	
	•Inspection and Acceptance			Charge –	
	Report to be attached to the			Supply &	
	Purchase Order for the			Property	
	preparation of voucher			Unit,	
	For equipment			End-user	
	•Inspection and Acceptance				
	Report to be attached to the				
	Purchase Order for the				
	preparation of voucher				
	 Property Acknowledgment 				
	Receipt (PAR) - Php 15,000				
	and above				
	•Inventory Custodian Slip (ICS)				
	below Php 15,000				
	PAR and ICS to be signed by				
	Head of Supply or authorized				
	representative and End-user				
		TOTAL	25 minutes		

3. Issuance of Supplies, Materials and Equipment

3.15Suarice of Sup	piles, materiais and Equipili	eni			
Office or Division:	Asset Management Unit (Supply)				
Classification:	Simple				
Type of transaction:	G2C – Government to Citizen				
Who may avail:	End-Users (Administrators, Facul	ty and Sta	aff)		
CHECKLIS	T OF REQUIREMENTS	1	WHERE TO SECU	JRE	
Approved PPMP		BAC Se	cretariat/Procuren	nent Unit	
Requisition and Issue	, ,	Supply 8	& Property Unit		
Inventory Custodian S	Blip (ICS)	Supply 8	& Property Unit		
Property Acknowledge	ement Receipt (PAR)	Supply 8	R Property Unit		
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING	PERSON	
		TO BE PAID	TIME	RESPON SIBLE	
1.Submit filled out RIS	1.1 Requisition to be checked against the items listed in the PPMP of the concerned College/Office/ Unit 1.2 Requisition slip approved by Supply and Property Unit and received by end-user/authorized representative	None	5 minutes	Staff in Charge – SPU Chief- SPU	
2.Received goods.	2.0 Release goods and the corresponding ICS and PAR. Requisition and Issue Slip to be provided with number/code and filed.	None	Case to case, depending on quantity/item	Staff in Charge – SPU End-user	
		TOTAL	5 minutes		



Central Human Resource Management Office External Services



monimic recorditions		
Office or Division:	Central Human Resource Management Office	
Classification:	Simple	
Type of transaction:	G2C – Government to Citizen	
Who may avail:	All Applicants	

who may avail:	All Applicants		
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE	
Scanned copy of the following	g requirements:	Citizen or Client	
1.Application Letter addresse	d to the University		
President			
2.Resume/Personal Data She	eet (CS Form No.212,		
Revised 2017)			
3.Certified true copy of transc	ript of record		
4.Diploma and certification of	grades (number of		
units earned in Graduate Stud	dies)		
5. Eligibility (PRC and/or CSC eligibility, TESDA			
6.Certificate of employment			
7.Certification of seminars to	attended for the last		
five (5) years			

five (5) years				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Search vacant positions in the BulSU website, CSC Bulletin of vacant position, and conspicuous places within the university.	Post job vacancy in the BulSU website and conspicuous places within the university.	None	10 minutes	HR Staff
2.Submit application with the scanned copy of the required documents to chrmo.recruitment@bulsu.e du.ph.	Check if the applicant submitted complete requirements and send HR application form.	None	5 minutes	HR Staff
3.Wait for email and/or SMS for the schedule of their written examination and virtual interview	Inform qualified applicants the schedule of their written examination and virtual interview through email and/or SMS	None	5 minutes	HR Staff
4.Attend to the schedule of their written examination and virtual interview	Prepare a comparative assessment (summary of evaluation) of all qualified applicants.	None	5 minutes	HR Staff
5.Wait for email and/or SMS for the result of evaluation	Notify the applicants regarding the result of the evaluation through email and/or SMS	None	5 minutes	HR Staff
	TOTAL:	None	30 minutes	



Central Human Resource Management Office Internal Services

1.Processing of Application for Leave						
Office or Div			Central Human Resource Management Office			
Classification	n:	Simple				
Type of trans	saction:	G2C – Gov	ernment to 0	Citizen		
Who may ava	ail:	All Regular	Employees			
	KLIST OF REQUIREME			WHERE TO SEC	URE	
Medica than five	o. 6 (Leave Application F al Certificate (If Sick Leave e days) sity Clearance (If more the	e for more	Central Hur	nan Resource Ma	nagement Office	
CLIENT	AGENCY ACT	ION	FEES TO	PROCESSING	PERSON	
STEPS	7.02.1.017.01.		BE PAID	TIME	RESPONSIBLE	
1.Submit Application for Leave	Receiving and recordin Application for Leave (6)	_	None	2 minutes	HR Staff	
(CSC Form 6) with required	Processing of leave bal the CSC Form 6 and up leave record		None	3minutes/leave form	HR Staff	
documents	Reviewing and signing of processed leave form		None	2 minutes	Assistant Director	
Processed leave form Forwarding of the processed leave form to the designer recommending authorities ignature/recommendate Short Leave Non-Academic Polisabelita C. Benedicies (Director for Administ Management Service) Faculty Dr. Romeo DC. Inast (Chancellor- Main Callor- Main Callor- Externate) Long Leave Non-Academic For Dr. Jaime P. Pulum (VP for Admin & Firm Faculty) Faculty Dr. Teody C. San A		inated ty for ation. ersonnel tos strative and es) oria ampus) guit al Campus) Personnel barit nance)	None	2 minutes	HR Staff	
	Forwarding of the signe form to the approving ausignature/approval. • Short Leave - Non-Academic F	uthority for	None	2 minutes	HR Staff	

VPs, Central & NAP Dr. Jaime P. Pulumbarit (VP for Admin & Finance)			1901
- Faculty Dr. Teody C. San Andres (Executive Vice President)			
Long Leave Dr. Cecilia N. Gascon (University President)			
TOTAL:	None	11 minutes	

2.Processing of Service Credits

Office or Division:	Human Resource Ma	Human Resource Management Office – Payroll Unit		
Classification:	Simple	Simple		
Type of transaction:	G2C - Government t	G2C – Government to Citizen		
Who may avail:	All Regular Employe	All Regular Employees		
CHECKLIST OF R	EQUIREMENTS WHERE TO SECURE			
Approved request to credits (i.e. after regulating Saturday, Sundaumer vacation) Daily Time Record (D.)	ar office hours, days, Holidays and TR Form 48)	Citizen or Client		
3. Accomplishment Rep				
4. Individual Faculty Wo	rkload			

4. Individual Faculty Workload				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit approved Employee's request for service credits by college and its required supporting documents	Receiving of the transmittal of the approved Employee's request for service credits by college and its required supporting documents	None	2 minutes	HR Staff
	Reviewing of submitted documents and computation of service credits earned based on DTRs and workload	None	5 minutes/employee DTR	HR Staff
	Recording of the computed Service Credits in the Leave Record of the concerned faculty	None	2 minutes/employee	HR Staff
	TOTAL:	None	9 minutes	



Human Resource Management Office – Recruitment (Main Campus) External Services



1.Online Recruitment

1.Online Recruitmer	-			
Office or Division:	Human Resource Managem	ent Office-R	ecruitment (Main	Campus)
Classification:	Simple			
Type of transaction:	G2C – Government to Citize	n		
Who may avail:	All Applicants			
CHECKLIST O	F REQUIREMENTS		WHERE TO SE	CURE
1.Signed application letter	er addressed to the	Citizen or C	Client	
University President				
2.Resume/Personal Data Revised 2017)	a Sheet (CS Form No.212,			
3.Certified true copy of T Diploma	ranscript of Record and			
Performance Rating in period (if any)	n the last two (2) rating			
	(number of units earned in			
Graduate Studies, if any)			
6.Eligibility (PRC and/or				
7.Certificate of employm	ent and Seminars attended			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Search vacant	Post job vacancy in the	None	10 minutes	HR Staff
positions in the BuISU	BulSU website and			
website and	conspicuous places within			
conspicuous places	the university.			
within the university.		N1	F	LID Oc. "
2.Submit application	Check if the applicant	None	5 minutes	HR Staff
with the scanned copy	submitted complete			
of the required documents to	requirements and send link			
hrmo.main@bulsu.ed	of HR application google form.			
	ioini.			
u.ph. 3.Wait for email and/or	Inform qualified applicants	None	5 minutes	HR Staff
SMS for the schedule	the schedule of their	INOILE	J Illillates	Till Stail
of their written	written examination,			
examination, interview	interview and teaching			
and teaching	demonstration through			
demonstration	email and/or SMS			
4.Attend to the	Prepare a comparative	None	5 minutes	HR Staff
schedule of their	assessment (summary of			
written examination,	evaluation) of all qualified			
interview and teaching	Applicants.			
demonstration				
5.Wait for email and/or	Notify the applicants	None	5 minutes	HR Staff
SMS for the result of	regarding the result of the			
evaluation	evaluation through email			
	and/or SMS			
	TOTAL:	None	30 minutes	



Human Resource Management Office – Recruitment (External Campus) External Services

1.Online Recruitment

Office or Division:	Human Resource Manageme	ent Office-Recruitment (External Campus)
Classification:	Simple	`
Type of transaction:	G2C – Government to Citize	en
Who may avail:	All Applicants	
OUE OIZE LOT O	E DECLUDEMENTO	WILEDE TO SECURE

All Applicants		
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE
1. Signed application lette	er addressed to the	Citizen or Client
University President		
2.Resume/Personal Data	a Sheet (CS Form No.212,	
Revised 2017)		
3.Certified true copy of T	ranscript of Record and	
Diploma		
4. Performance Rating in	the last two (2) rating	
period (if any)		
5.Certification of grades	(number of units earned in	
Graduate Studies, if any		
6.Eligibility (PRC and/or	CSC eligibility, TESDA)	
7 Cartificate of ampleyme	ant and Cominare attended	

7. Certificate of employm	ent and Seminars attended			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E
1.Search vacant positions in the BulSU website and conspicuous places within the university.	Post job vacancy in the BulSU website and conspicuous places within the university.	None	10 minutes	HR Staff
2.Submit application with the scanned copy of the required documents to hrmo.external@bulsu.edu.ph.	Check if the applicant submitted complete requirements and send link of HR application google form.	None	5 minutes	HR Staff
3.Wait for email and/or SMS for the schedule of their written examination, interview and teaching demonstration	Inform qualified applicants the schedule of their written examination, interview and teaching demonstration through email and/or SMS	None	5 minutes	HR Staff
4.Attend to the schedule of their written examination, interview and teaching demonstration	Prepare a comparative assessment (summary of evaluation) of all qualified Applicants.	None	5 minutes	HR Staff
5.Wait for email and/or SMS for the result of evaluation	Notify the applicants regarding the result of the evaluation through email and/or SMS	None	5 minutes	HR Staff
	TOTAL:	None	30 minutes	



Central Record's Office Internal Services

1.Issuance of Certificate of Employment (COE)

1.issuance of Certificate of Employment (COE)					
Office or Division:	Central Record's Office				
Classification:	Simple	Simple			
Type of transaction:	G2C – Government to Cit	tizen			
Who may avail:	All employees of the Univ	ersity			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE	
1. Records Form		Central Re	cords Office		
2. Clearance (only for	separation purposes)	Central Hu	man Resource Ma	nagement Office	
3. ID (only for Online t	ransactions)	n/a			
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	RESPONSIBLE	
1.Fill-out the request form for COE *(Online Document Request Form are also available)	Encoded and printed COE shall be endorsed to Respective signatories -Supervising Administrative Officer (SAO)	None	Within the day or the next working day	Record's Staff	
2.Claim by the requestor / Representative	Validate submitted requirements (for Representative only)	None	2 minutes	Record's Staff	
	TOTAL:	None	1-2 working days		

2.Issuance of Service Record (SR) / Record of Service (RS)

Office or Division:	Central Record's Office				
Classification:	Simple				
Type of transaction:	G2C – Government to Cit	G2C – Government to Citizen			
Who may avail:	All employees of the Univ	ersity			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE	
1.Records Form		Central R	Records Office		
2.Clearance (only for s	eparation purposes)	Central F	luman Resource Ma	nagement Office	
3.ID (only for Online tra	nsactions)	n/a			
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING	PERSON	
	TO BE TIME RESPONSIB				
	PAID				
1.Fill-out the request	Encoded and printed	None	-Within the day or	Record's Staff	
form for SR/RS	SR/RS shall be		the next working		
*(Online Document	endorsed to respective		day		
Request Form are	signatories		-for Retirement		
also available)	-Supervising		and Accreditation		
	Administrative Officer 5 working days				
	(SAO)				
2.Claim by the	Validate submitted	None	2 minutes	Record's Staff	
requestor/	requirements (For				
representative	Representatives only)				
	TOTAL:	None	1-2 working days		

3.Request for Internal Documents

1904				
Office or Division:	Central Record's Office			
Classification:	Simple			
Type of transaction:	G2C – Government to C	itizen		
Who may avail:	All employees of the Uni	iversity		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
1. Requisition Form (Ac	complished)	Central Re	cords Office	
2. Authorization letter (d	2. Authorization letter (only for representative) Central Records Office/Citizens			ns
3. ID (only for Online Tr	ansactions)	Citizens/Clients		
CLIENT STEPS	AGENCY ACTION	AGENCY ACTION FEES TO PROCESSING PERSO		PERSON
		BE PAID	TIME	RESPONSIBLE
1.Accomplished	Prepare the	None	5 minutes to 10	Record's Staff
Requisition Form	documents requested		minutes	
by the citizens/clients				
2.Claim by the	Validate submitted	None	2 minutes	Record's Staff
representative	equirements (for			
representative only)				
	TOTAL:	None	7-12 minutes	

4.Numbering of Travel Order

4.Numbering of fraver order					
Office or Division:	Central Record's Office				
Classification:	Simple	Simple			
Type of transaction:	G2C – Government t	o Citizen			
Who may avail:	All employees of the	University			
CHECKLIST OF RE					
1.Travel Order Form (Appro	1.Travel Order Form (Approved)		Central Records Office		
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON	
	71021101171011				
	//OZMOT/MOTION	BE PAID	TIME	RESPONSIBLE	
1.Fill out the Travel Order	Numbered the				
1.Fill out the Travel Order form		BE PAID	TIME	RESPONSIBLE	
	Numbered the	BE PAID	TIME	RESPONSIBLE	
form	Numbered the approved Travel	BE PAID	TIME	RESPONSIBLE	

5. Authentication of documents presented or on file

5. Authentication of do	cuments presente	ea or on ti	ie	1904	
Office or Division:	Central Record's Office				
Classification:	Simple				
Type of transaction:	G2C – Government to Citizen				
Who may avail:	All employees of the	University			
CHECKLIST OF REC	QUIREMENTS		WHERE TO SEC	URE	
1.Records Form			cords Office		
2.Original and Photocopy authenticated)		Client/Citiz	en		
3.Authorization letter/fo representative)	rm (only for	Central Re	cords Office / Citiz	en	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Fill out the Authentication form	Documents for Authentication (original/photocopy) should match each other and stamped with "Certified copy of document presented" and endorsed to the respective signatories -Supervising Administrative Office (SAO) -Administrative Officer IV	None	5-10 minutes	Records Staff	
2.Claim by the requestor/representative	Validate submitted requirements (for representative only)	None	2 minutes	Records Staff	
	TOTAL:	None	7-12 minutes		

6.Responding to Walk In & Phone Validation

o. Nesponding to wark in a Frione valuation					
Office or Division:	Central Record's Office				
Classification:	Simple				
Type of transaction:	G2C – Government to	G2C – Government to Citizen			
Who may avail:	All employees of the U	Jniversity			
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	CURE	
1.Name/Agency conducting	validation	Client/Citiz	zens		
2.Name of Personnel being	validation	Client/Citiz	zens		
3. Purpose of Validation		Client/Citiz	zens		
4.Letter of consent for verification (if needed)		Client/Citizens			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Accomplish the checklist of requirements	Information to be provided shall be checked based on office records on file -All information (non-confidential)	None	None 5-10 minutes Records Staff None 5-10 minutes		
	are to be provided TOTAL:				

7. Public Assistance Desk/ Truckline Operator

Office or Division:	Central Record's Office			
Classification:	Simple			
Type of transaction:	G2C – Government to	Citizen		
Who may avail:	All employees of the University			
CHECKLIST OF RE	QUIREMENTS WHERE TO SECURE		CURE	
1.Name/Agency	Client/Citizens			
2.Name of the Personnel		Client/Citizens		
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING	PERSON
		TO BE	TIME	RESPONSIBLE
		PAID		
1.Accomplish the checklist	Request for	None	2-5 minutes	Records Staff
of requirements	assistance should			
	be verified or			
	applicability			
	-All information			
	(non-confidential)			
	requested are			
	l	I		
	provided/assistance			
	given			



Office of the Director for Administrative and Management Services External Services

1. Reservation on the Use of University Vehicle for Official Business

	Office of the Director for Administration and Management Services			
Office or Division:		aministratio	n and Manageme	nt Services
Classification:	Simple			
	G2C – Government to Citi	Zen		
Who may avail:	Government Agencies		WHERE TO SE	CLIDE
	F REQUIREMENTS WHERE TO SECURE			
(CCUV) Form (BulSU-	ist for Use of Vehicle Office of the Director for Administration and			IIIIISII aliuli
2.Approved Request L	, ,			
	nbered Travel Order (for	Citizen or Client Record's Office		
employees)	iborod Travor Ordor (ioi	1100014 0 0	711100	
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
02:2::::	7.02.10.7.10.110.1	BE PAID	TIME	RESPONSIBLE
Fill out and submit Compliance Checklist for Use of Vehicle (CCUV) Form (BulSU-OP-DAMS- 01F5)	Receive/review accomplished CCUV Form and its attachments. Issue Trip Ticket Form (BulSU-OP- DAMS-01F1). If there is no available vehicle for reservation and purpose is allowable to hire a vehicle, issue Authorization to Hire a Vehicle (AHV) Form (BulSU-OP-DAMS- 01F2)	None	5 minutes	ODAMS Personnel
Accomplish Trip Ticket Form (BulSU- OP-DAMS-01F1). Accomplish Authorization to Hire a Vehicle (AHV) Form (BulSU-OP-DAMS- 01F2)	Verify information and completeness of details on Trip Ticket for approval. Verify information and completeness of details on AHV Form for approval.	None	6 minutes	ODAMS Personnel
Receive the details of vehicle and assigned driver for the schedule trip.	Give the details of vehicle and assigned driver for the schedule trip.	None	4 minutes	ODAMS Personnel
	TOTAL:	None	15 minutes	



Office of the Director for Administrative and Management Services Internal Services



1. Reservation on the Use of University Vehicle for Official Business

1. Reservation on	the Use of University '	Vehicle fo	r Official Busi	iness
Office or Division:	Office of the Director for A	dministrative	e and Manageme	nt Services
Classification:	Simple			
Type of transaction:	G2C – Government to Citi	zen		
Who may avail:	BulSU Students, Faculty N	/lembers, No	on-Academic Pers	sonnel, University
	Officials			•
CHECKLIST O	F REQUIREMENTS WHERE TO SECURE			
1.Compliance Checklis	st for Use of Vehicle	Office of th	e Director for Adr	ministrative and
(CCUV) Form (BulSU-				
2.Approved Request L	7			
3.Duly signed and num	nbered Travel Order (for	Record's Office		
employees)	·			
4.Duly signed and app	roved Compliance	Citizen or Client		
Checklist for Off-camp	us Extra Curricular			
Activities of Students (
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
Fill out and submit		None	5 minutes	ODAMS
Compliance Checklist				Personnel
for Use of Vehicle	Form and its			
(CCUV) Form	attachments. Issue Trip			
(BulSU-OP-DAMS-	Ticket Form (BulSU-OP-			
01F5)	DAMS-01F1).			
	If there is no available			
	vehicle for reservation			
	and purpose is allowable			
	to hire a vehicle, issue			
	Authorization to Hire a			
	Vehicle (AHV) Form			
Accomplish Tris	(BulSU-OP-DAMS-01F2)	Noss	Conicitas	
Accomplish Trip	Verify information and	None	6 minutes	ODAMS
Ticket Form (BulSU-	completeness of details			Personnel
OP-DAMS-01F1).	on Trip Ticket for			
Accomplish	approval.			
Authorization to Hire	Verify information and			
a Vehicle (AHV) Form	completeness of details			
(BulSU-OP-DAMS-	on AHV Form for			
01F2)	approval.			
,	Give the details of vehicle	None	4 minutes	ODAMS
vehicle and assigned	and assigned driver for	140110	1 1111111111111111111111111111111111111	Personnel
driver for the	the schedule trip.			1 3130111101
schedule trip.				
22.100010 11101	TOTAL:	None	14 minutes	
	IOIAL.	110110	1 1 11111111111111111111111111111111111	



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISMS				
How to send a feedback	Answer the customer/client satisfaction survey (CSS)			
	form and drop it at the designated drop box in front of			
	the Office.			
Llaw foodback is proceed	Contact info: 919-7800 loc. 1033			
How feedback is processed	Every Friday, the Human Resource Management Office Staff opens the drop box and compiles and			
	records all feedback submitted.			
	Feedback requiring answers are forwarded to the			
	relevant offices and they are required to answer within			
	three (3) days of the receipt of the feedback.			
	The answer of the office is then relayed to the citizen.			
	For inquiries and follow-ups, clients may contact the			
	following telephone number: 919-7800 loc. 1033			
How to file a complaint	Answer the Client Complaint form and drop it at the			
	designated drop box in front of the Office.			
	Complaints can be also be filed via telephone or through e-mail. Make sure to provide the following			
	information:			
	- Name of person being complained			
	- Incident			
	- Evidence			
	For inquiries and follow-ups, clients may contact the			
	following telephone number and e-mail address: (044)			
Have a manufactor and	791-0153 / officeofthepresident@bulsu.edu.ph			
How complaints are	The Human Resource Management Officer opens the			
processed	Client Complaint designated drop box on a daily basis and evaluates each complaint.			
	Upon evaluation, the Human Resource Management			
	Officer shall start the investigation and forward the			
	complaint to the relevant office for their explanation			
	The Human Resource Management Officer will create			
	a report after the investigation and shall submit it to the			
	Head of Agency for appropriate action.			
	The Human Resource Management Officer will give the			
	feedback to the client. For inquiries and follow-ups, clients may contact the			
	following telephone number: 919-7800 loc. 1033			
Contact Information of CCB,	CCB: 0908-881-6565 (SMS)			
PCC, ARTA	PCC: 8888			
,	ARTA: complaints@arta.gov.ph			
	: 1-ARTA (2782)			



LIST OF OFFICES

Office	Address	Contact
		Information
Admission and Orientation Services	Beside the College of Law Building	919-7800 loc. 1087
Registrar Office	Ground Floor, Flores Hall Building	919-7800 loc. 1001
Accounting – Main Campus	Ground Floor, College of Engineering	919-7800 loc. 6015
Accounting – External Campus	Ground Floor, College of Engineering	919-7800 loc. 6016
Cashier Office	Ground Floor, Flores Hall Building	919-7800 loc. 1115
Student Affairs and Services	Office No. 5, 2 nd Floor, Flores Hall	919-7800 loc. 1024
	Building	
Student Financial Assistance and	Beside the Admission and Orientation	919-7800 loc. 1086
Scholarship	Services	
Student Organization and	Ground Floor, College of Education	919-7800 loc. 1077
Activities	Building	
Student Welfare	Ground Floor, College of Education Building	919-7800 loc. 1077
CAFA Library	3RD Floor, Federizo Hall Building	919-7800 loc. 1051
CAL Library	2nd Floor, Federizo Hall Building	919-7800 loc. 1048
CSSP Library	Ground Floor, CSSP Building	919-7800 loc. 1063
CHTM Library	3RD Floor, CHTM Building	919-7800 loc. 1096
CICT Library	4th Floor, Pimentel Hall Building	919-7800 loc. 1103
CIT Library	2ND Floor, Alvarado Hall Building	919-7800 loc. 1091
COE Library	4th Floor, Natividad Hall Building	919-7800 loc. 1070
COED Library	3rd Floor, Roxas Hall Building	919-7800 loc. 1075
CON Library	2nd Floor, Pimentel Hall Building	919-7800 loc. 1100
CS Library	2nd Floor, Federizo Hall Building	919-7800 loc. 1045
GS Library	Ground Floor, Federizo Hall Building	919-7800 loc. 1041
COL Library	Ground Floor, College of Law Building	919-7800 loc. 1085
University Infirmary	Ground Floor, Flores Hall Building	919-7800 loc. 1013
Central Accounting Office	Ground Floor, Flores Hall Building	919-7800 loc. 1006
Budget Office	Ground Floor, Flores Hall Building	919-7800 loc. 1010
Procurement Office	2 ND Floor, Beside the College of Social	919-7800 loc. 1053
Treatient emee	Sciences and Philosophy near Gate 4	010700010011000
Asset Management Unit (Supply)	Building near Gate 4	919-7800 loc. 1055
Central Human Resource	Office No. 9, 2 nd Floor, Flores Hall	919-7800 loc.
Management Office	Building	1033/1034
Human Resource Management	Ground Floor, College of Engineering	919-7800 loc. 6019
Office – Main Campus		
Human Resource Management	Ground Floor, College of Engineering	919-7800 loc. 6014
Office – External Campus	, 1911 9 1011	
Central Records Office	2 nd Floor, Flores Hall Building	919-7800 loc. 1032
Office of the Director for	Office No. 11, 2 nd Floor, Flores Hall	919-7800 loc. 1031
Administrative and Management	Building	
Services		