



BULACAN STATE UNIVERSITY

CITIZEN'S CHARTER

HANDBOOK

2021 1st EDITION

SOAR BuISU!

Service to God and Community Order and Peace Assurance to Quality & Accountability Respect & Responsibility



BULACAN STATE UNIVERSITY

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.



LIST OF SERVICES

Admission and Orientation Services

External Services

Online Application for New College Student	Page 6
Online Application for Grade 7	Page 7
Online Reservation of Slot for Incoming Grade 7	Page 7
Online Application for Continuing Professional Teacher Education (CPTE) and Certificate in Physical Education (CPE)	Page 8

Registrar's Office

External Services

Online Issuance of Transcript of Records (TORs), Duplicate Copy of Diploma, Certification, Authentication, and Verification (CAV), and other Documents	Page 9
	Page 10-11

Internal Services

Online Issuance of Transcript of Records (TORs), Duplicate Copy of Diploma, Certification, Authentication, and Verification (CAV), and other Documents	Page 12
	Page 13-14

Accounting Office – Main Campus

Internal Services

Issuance of Statement of Account (Walk-In)	Page 15
Issuance of Statement of Account (Online)	Page 16
	Page 17

Accounting Office – External Campus

Internal Services

Issuance of Statement of Account (Walk-In) Bustos and Sarmiento Campus	Page 18
Issuance of Statement of Account (Walk-In) Hagonoy and Meneses Campus	Page 19
	Page 20

Cashier's Office

External Services

Issuance of Official Receipt – Walk-In Clients (Payment of Certificates, Statement of Accounts)	Page 21
Issuance of Official Receipt – Walk-In Clients (Tuition Fees/Miscellaneous Fees)	Page 22
Online Bank Transactions	Page 22

Internal Services

Issuance of Official Receipt – Walk-In Clients (Payment of Certificates, Statement of Accounts)	Page 23
Issuance of Official Receipt – Walk-In Clients (Tuition Fees/Miscellaneous Fees)	Page 24
Online Bank Transactions	Page 25
	Page 25
	Page 26

Office of the Student Affairs and Services

External Services

Issuance of Certificate of Good Moral Character	Page 27
	Page 28

Internal Services

Issuance of Certificate of Good Moral Character	Page 29
	Page 30

Office of the Student Financial Assistance and Scholarships

Internal Services

	Page 31
--	---------



Application of Student Financial Assistance and Scholarships	Page 32
Renewal Procedure of Financial Assistance and Scholarships	Page 33
Distribution of Scholars' Grant	Page 34
Office of the Student Organization	
Internal Services	Page 35
Recognition of New Student Organization	Page 36
Approval of Activities	Page 37
Renewal of Recognition of Student Organization	Page 38-39
Application for Outstanding Student Organization,	Page 40
Application for Outstanding Student Organization	
Adviser and Outstanding Student Organization	
Leader	
Office of the Student Welfare	
Internal Services	Page 41
Student and Employee Personal Insurance	Page 42
Assistance (Accident Claim)	
Student and Employee Personal Insurance	Page 43
Assistance (Death Claim)	
Student Grievance	Page 44
Office of the University Library	
External Services	Page 45
Outdoor Library Book Returns (OLIBOR)	Page 46
Online Book Request (OBR)	Page 47-48
Online Book Suggestion (OBS)	Page 49
Online Library Instruction (OLI)	Page 50
Library Information and Research Assistance (LIRA)	Page 51
Remote References and Information Access (RRIA)	Page 51
Issuance of Certificate for Plagiarism and Grammar Checking	Page 52
Office of the University Library	
Internal Services	Page 53
Outdoor Library Book Returns (OLIBOR)	Page 54
Online Book Request (OBR)	Page 55-56
Online Book Suggestion (OBS)	Page 57
Online Library Instruction (OLI)	Page 58
Library Information and Research Assistance (LIRA)	Page 59
Remote References and Information Access (RRIA)	Page 59
Issuance of Certificate for Plagiarism and Grammar Checking	Page 60
University Infirmary	
Internal Services	Page 61
Issuance of Medical & Dental Certificate	Page 62
Central Accounting	
External Services	Page 63
Request for BIR Tax Certificate	Page 64
Internal Services	Page 65
Request for Certification of Remittance	Page 66
Request for BIR Tax Certificate	Page 66



Budget Office	
Internal Services	Page 67
Issuance of Certification of Availability of Budget	Page 68
Procurement Office	
External Services	Page 69
Procurement through Alternative Mode of Procurement	Page 70-71
Procurement through Competitive Bidding	Page 72-73
Asset Management Unit (Supply)	
External Services	Page 74
Preparation of Vouchers	Page 75
Receipt of Supplies, Materials and Equipment	Page 76
Internal Services	Page 77
Preparation of Vouchers	Page 78
Receipt of Supplies, Materials and Equipment	Page 79
Issuance of Supplies, Materials and Equipment	Page 80
Central Human Resource Management Office	
External Services	Page 81
Online Recruitment	Page 82
Central Human Resource Management Office	
Internal Services	Page 83
Processing of Application for Leave	Page 84-85
Processing of Service Credits	Page 85
Human Resource Management Office- Recruitment (Main Campus)	
External Services	Page 86
Online Recruitment	Page 87
Human Resource Management Office- Recruitment (External Campus)	
External Services	Page 88
Online Recruitment	Page 89
Central Records Office	
Internal Services	Page 90
Issuance of Certificate of Employment	Page 91
Issuance of Service Record/ Record of Service	Page 91
Request for Internal Documents	Page 92
Numbering of Travel Order	Page 92
Authentication of documents presented or on file	Page 93
Responding to Walk In & Phone Validation	Page 94
Public Assistance Desk / Truckline Operator	Page 94
Office of the Director for Administrative and Management Services	
External Services	Page 95
Reservation on the Use of University Vehicle for Official Business	Page 96
Internal Services	Page 97
Reservation on the Use of University Vehicle for Official Business	Page 98
Feedback and Complaints Mechanism	Page 99
List of Offices	Page 100



Admission and Orientation Services

External Services



1. Online Application for New College Student

Office or Division:	Admission & Orientation Services			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	All interested Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certified True Copy of Report Card (Form 138) of Grade 11 (1st and 2nd semester) and Grade 12 (1st semester) 2. Two (2) pieces 2x2 ID Picture with name tag and white background.		Citizen or Client		
CLIENT 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 Schedule of their examination.	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			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	All interested Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certified True Copy of Grade 6 Report Card (Form 138) 2. Two (2) pieces 2x2 ID Picture with name tag and white background		Citizen or Client		
CLIENT 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 Schedule of their examination	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	



3. Online Reservation of Slot for Incoming Grade 7

Office or Division:	Admission & Orientation Services			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	All interested Applicants			
CHECKLIST OF REQUIREMENTS		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:	Admission & Orientation Services			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	All interested Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application letter addressed to the Dean 2. Certified copy of TOR (with Special Order for the graduates of private HEIs) Certification of Good Moral 4. Permit to Study (if currently employed)		Citizen or Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON 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	Head of Admissions, Office Clerks, and MIS Representative
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			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	Alumni of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Internet Connection 2. Mobile Devices or Computer		Citizen or Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON 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 provided is the 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 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.	Provides assistance to the student/client in accessing the portal	None	Within the day	Registrar's Staff
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 Specify the number of copies you need and enter the purpose of your request.	Provide assistance to the student/client in accessing the portal	None	Within the day	Registrar's Staff



4. Review your Request Review your request for any corrections and modifications needed. Click Back to correct or modify information. Click Submit Request to submit your request.	Provide assistance to the student/client in accessing the portal	None	Within the day	Registrar's Staff
5. Save your Reference Number and download your Billing Form After submitting your request, you will be provided by a Reference Number. Click the Download your Billing Form button to download your billing form and claim stub.	Provide assistance to the student/client in accessing the portal	As per student's billing	Within the day	Registrar's Staff
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 Note: Walk-ins are applicable only for 2008 record and older. Processing time is 5 working days depending on the availability of records.	Release the requested document/s within 5 working days from the date of receipt	None	Within 5 working days	Registrar's Staff
6.b Records from 2009 to present Documents will be delivered by the OUR courier service delivery partner to the mailing address provide on the Online Document Request System (ODRS) 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	Requested Documents will be delivered to the mailing address provided within 5 working from the date the request was fulfilled	Delivery Fee amounting to P195.00	Within 5 working days	Registrar's Staff & Courier Service Provider
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			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	All students of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Internet Connection 2. Mobile Devices or Computer		Citizen or Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON 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. Note: Make sure to enter your name during your stay at the university.	Provide assistance to the student/client in accessing the portal	None	Within the day	Registrar's Staff
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 Specify the number of copies you need and enter the purpose of your request.	Provide assistance to the student/client in accessing the portal	None	Within the day	Registrar's Staff



4. Review your Request Review your request for any corrections and modifications needed. Click Back to correct or modify information. Click Submit Request to submit your request.	Provide assistance to the student/client in accessing the portal	None	Within the day	Registrar's Staff
5. Save your Reference Number and download your Billing Form After submitting your request, you will be provided by a Reference Number. Click the Download your Billing Form button to download your billing form and claim stub.	Provide assistance to the student/client in accessing the portal	As per student's billing	Within the day	Registrar's Staff
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. Note: Walk-ins are applicable only for 2008 record and older. Processing time is 5 working days depending on the availability of records.	Release the requested document/s within 5 working days from the date of receipt	None	Within 5 working days	Registrar's Staff
6.b. Records from 2009 to present Documents will be delivered by the OUR courier service delivery partner to the mailing address provide on the Online Document Request System (ODRS) 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	Requested Documents will be delivered to the mailing address provided within 5 working from the date the request was fulfilled	Delivery Fee amounting to P195.00	Within 5 working days	Registrar's Staff & Courier Service Provider
TOTAL:		None	5 days	



Accounting Office – Main Campus Internal Services



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

Office or Division:	Accounting Office			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	All students of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Registration		Registrar's Office		
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
2. Pay to the Cashier the corresponding fee.	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 Statement of Account (Online)

Office or Division:	Accounting Office			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	All students of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Registration		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request to accounting.main@bulsu.edu.ph with the Certificate of Registration (COR) as attachment	Receive/review the request, details and attachments. Advise the client to pay the corresponding fee through the BulSU's collection partners.	None	24 hours (within 1 working day)	Accounting Staff
2. Pay to the BulSU's collection partners the corresponding fee	Process payment and advise the Accounting Office on the validated payment issue Official Receipt (OR)	25.00	48 hours (within 2 working days)	Cashier Staff
	Verify data in the Computerized Enrollment System and generate the Statement of Account (SOA)	None	1 minute	Accounting Staff
3. Receive Statement of Account (SOA)	Sign the Statement of Account (SOA) Send the Statement of Account (SOA) in PDF file via email	None	1 minute	Head of Accounting Unit; Accounting Staff
TOTAL:		25.00	48 hours (within 2 working days)	



Accounting Office – External Campus Internal Services



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 University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Certificate of Registration		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Accomplish the request e-form and send via email to the Accounting Office	Receive/review accomplished request form. Issue payment slip and advise the client to pay the corresponding fee	None	1 minute	Accounting Staff
2.Pay to the Cashier the corresponding fee.	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	2 minutes	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	



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

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

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 REQUIREMENTS		WHERE TO SECURE		
1. Billing form from Registrar's Office 2. Request Form from Accounting Office		Registrar and Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON 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			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	Alumni and tenants of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Assessment from Accounting Office		Accounting Office		
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			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	Alumni and tenants of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Online Collection for Landbank transactions 2.Electronic Payment Portal 3.Gcash Transaction				
CLIENT STEPS	AGENCY 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 of Official Receipt	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			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	All students of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. Billing form from Registrar's Office 4. Request Form from Accounting Office		Registrar and Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON 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			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	All students of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Assessment from Accounting Office		Accounting Office		
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			
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	AGENCY 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 of Official Receipt	Amounts due	48 hours (2 working days)	Collecting Officer
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			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	Alumni of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Online Request Document 2. Proof of Payment		Student Affairs Office Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant must Log, accomplish/file and submit the following requirement to OSA: -www.bulsu.edu.ph Online Request Document -proof of payment	In lieu of 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.	25.00	3 working days	OSA Secretary and OSA Vice Chancellor
2. Submit the accomplished requirement to OSAS	Prepare and release the Certificate of Good 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

Office or Division:	Student Affairs and Services			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	All students of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Accomplished Online Request Document		Student Affairs Office		
2.Proof of Payment		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Applicant must Log, accomplish/file and submit the following requirement to OSA: -www.bulsu.edu.ph Online Request Document -proof of payment	In lieu of 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.	25.00	3 working days	OSA Secretary and OSA Vice Chancellor
2.Submit the accomplished requirement to OSAS	Prepare and release the Certificate of Good Moral Character			
TOTAL:		25.00	3 working days	



Office of the Student Financial Assistance and Scholarships Internal Services



1. Application of Student Financial Assistance and Scholarships

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 University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Accomplished Google Form		OSFAS		
2.2x2 Picture (softcopy)		Citizen or Client		
3.Certificate of Registration (softcopy)				
4.Registration of Grades (softcopy)				
5.Barangay Indigence Certificate (softcopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Applicants fill out google form and upload complete softcopies of the requirements	Accept, check and evaluate the responses online	None	4 minutes	OSFAS Staff
2.Applicants undergo examination online	Conduct exam online	None	30 minutes	OSFAS Staff
3.Applicants undergo Interview online	Conduct interview via Zoom or Google Meet	None	5 minutes	OSFAS Staff
4.Applicant gets Notice of Acceptance online via email	Posting of qualified applicants at the OSFAS Facebook page	None	2 minutes	OSFAS Staff
5. Applicant gets Contract (Individual MOA) and accomplish the said contract	Issue scholarship Contract/ Notice of Acceptance thru LBC	None	3 minutes	OSFAS Staff
TOTAL:		None	44 minutes/ per student <small>*Based on availability/schedule of benefactors</small>	



2. Renewal Procedure of 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 University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Accomplished OSFAS Google Form		OSFAS		
2.Certificate of Registration (softcopy)		Citizen or Client		
3.Registration of Grades (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

Distribution of Scholars Grant				
Office or Division:	Student Financial Assistance and Scholarships			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	All students of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Accomplished OSFAS Google Form		OSFAS		
2.Accomplished Conforme Letter (softcopy)		Citizen or Client		
3.Student ID (softcopy)				
4.Optional: Valid ID of Representative (softcopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Scholars fill out google form for distribution and upload softcopies of complete requirements	Accept, check and evaluate the responses online	None	4 minutes	OSFAS Staff
2.Screening of submitted requirements	Responses from google with requirements submitted via google form	None	1 minute	OSFAS Staff
3.Monitor OSFAS Facebook page for update of distribution process	Create payroll with the Conforme Letter and Valid IDs to be submitted to Accounting Office	None	4 days	OSFAS Staff
4.Receive SMS of transaction code and claim in the nearest Money Transfer branch	Collect transaction receipts of scholars	None	10 minutes	OSFAS Staff
TOTAL:		None	4 days & 15 minutes/per student <small>*Based on Client's available time</small>	



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



1. Recognition of New Student Organization

Office or Division:		Office of the Student Organization and Activities-Main Campus		
Classification:		Simple		
Type of transaction:		G2C – Government to Citizen		
Who may avail:		All students of Bulacan State University		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Student Organization Recognition Application Form		Office of the Student Organizations and Activities		
2.Letter of Intent address to the Vice Chancellor for Student Affairs- Main Campus		Student Org/Client		
3.Endorsement Letter from the Dean		Office of the Dean		
4.Constitution and By-Laws		Student Org/Client		
5.List of Officers		Office of the Student Organizations and Activities		
6.Officer's Profile		Office of the Student Organizations and Activities		
7.Adviser's Personal Information		Office of the Student Organizations and Activities		
8.Membership Form		Office of the Student Organizations and Activities		
9.Membership List (for 50 and above members)		Office of the Student Organizations and Activities		
10.Activity Proposal Form		Office of the Student Organizations and Activities		
11.Invitation Letter for the chosen adviser		Student Org/Client		
12.Acceptance Letter of Organization's Adviser		Organization's Adviser		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Organization's Adviser.	Receive and check if all the requirements are complete.	None		
2. Submit the Application through email. Send it to studentorg@bulsu.edu.ph			15 minutes	OSOA Staff and OSOA Head
TOTAL:		None	15 minutes	



2.Approval of Activities

Office or Division:	Office of the Student Organization and Activities-Main Campus			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	All Recognized Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Activity		Student Org/Client		
1. Endorsement Letter from Dean		Office of the Dean		
2. Activity Proposal Form		Office of the Student Organizations and Activities		
3. Certification from the Dean and Adviser		Office of the Student Organizations and Activities		
4. List of Organizers and Participants		Office of the Student Organizations and Activities		
5. Parental Consent		Office of the Student Organizations and Activities		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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.	None	None	None	None
2.Submit all the requirements through email. Send it to studentorg@bulsu.edu.ph	Receive and check if all the requirements are complete.	None	6 minutes	OSOA Staff
	Sign the Letter for Approval of Activities	None	2 minutes	OSOA Head
	Forward the Forms and Letter of Activity to the Office of the Student Welfare and Development for endorsement.	None	5 minutes	OSOA Staff
TOTAL:		None	13 minutes	



3. Renewal of Recognition of Student Organization

Office or Division:	Office of the Student Organizations and Activities-Main Campus			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	All Recognized Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student Organization Recognition Application Form		Office of the Student Organizations and Activities		
2. Constitution and By-Laws		Student Org/Client		
3. List of Officers		Office of the Student Organizations and Activities		
4. Officer's Profile		Office of the Student Organizations and Activities		
5. Adviser's Personal Information		Office of the Student Organizations and Activities		
6. Membership Form		Office of the Student Organizations and Activities		
7. Membership List (for 50 and above members)		Office of the Student Organizations and Activities		
8. Activity Proposal Form		Office of the Student Organizations and Activities		
9. Invitation Letter for the chosen adviser		Student Org/Client		
10. Acceptance Letter of Organization's Adviser		Organization's Adviser		
11. Accomplishment and Financial Report of the preceding term.		Student Org/Client		
12. Student Organization Adviser Performance Evaluation Form		Office of the Student Organizations and Activities		
13. Student Organization Performance Evaluation Form		Office of the Student Organizations and Activities		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Student 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 Advisers and Acceptance Letter of Organization's Adviser.		None	None	None
2. Submit the Accomplishment Report and Financial Report of the preceding term.		None	None	None
3. Submit the Application through email. Send it to studentorg@bulsu.edu.ph	Receive and check if all the requirements are complete.	None	15 minutes	OSOA Staff



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



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

Office or Division:	Office of the Student Organizations and Activities-Main Campus			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	All Recognized Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Outstanding Student Organization Entry		Office of the Student Organizations and Activities		
2. Outstanding Student Organization Adviser Nomination Form		Office of the Student Organizations and Activities		
3. Outstanding Student Organization Leader Nomination Form		Office of the Student Organizations and Activities		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.Accomplish the OSO Entry Form, OSOA Nomination Form and OSOL Nomination Form</p> <p>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)</p> <p>Attach an Additional information (If any), Nomination Letters from member or officer of organization, Supporting Documents, OOA Essay (for OSOA)</p> <p>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)</p>		None	None	None
2.Submit all the requirements through email. Send it to studentorg@bulsu.edu.ph	Receive and check if all the requirements 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:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	All BulSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Student Personal Accident Claim Form		Student Welfare and Development-Office		
2.Medical Certificate		Citizen or Client		
3.Doctor's prescription for medicines;		Citizen or Client		
4.Original Official Receipts (itemized)		Citizen or Client		
5.Doctor's request for any laboratory/radiology procedure done (if any);		Citizen or Client		
6.Incident/Accident/Police Report;		Citizen or Client		
7.Affidavit of insured driver and photocopy of Driver's license (if motorcycle accident);		Citizen or Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Complete and submit promptly all the requirements needed for insurance claim (Claimants are advised to submit original documents through courier services.)	Check all the requirements given by the insurance claimant.	None	10 minutes	OSWD Staff and OSWD-Main Campus Director
	Forward the requirements (soft copy and hard copy) to the Insurance provider.	None	10 minutes	OSWD Staff and OSWD-Main Campus Director
	Follow-up evaluation of submitted requirements and claims from the Insurance provider.			
2.Prepare documents needed for proper identification and verification upon claiming of cheque.	Notify claimant through text regarding availability of insurance cheque	None	10 minutes	OSWD Staff and OSWD-Main Campus Director
TOTAL:		None	30 minutes	



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

Office or Division:	Office of the Student Welfare and Development – Main Campus			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	All BulSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Duly registered death certificate or Certified true copy;		Citizen or Client		
2.Duly registered of birth certificate of the insured;		Citizen or Client		
3.Autopsy report/ Medico Legal statement;		Citizen or Client		
4.Official police report and other related report i.e. interoffice accident report, newspaper;		Citizen or Client		
5.Affidavit of witness/es (if applicable)		Citizen or Client		
6.Available photos taken in incident scene;		Citizen or Client		
7.Proof of relationship of the beneficiary (such as marriage, birth certificate, baptismal and etc.)		Citizen or Client		
8.Copy of driver's license (if the insured id the one driving the vehicle) for vehicle accident.		Citizen or Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Complete and submit promptly all the requirements needed for insurance claim (Claimants are advised to submit original documents through courier services).	Check all the requirements given by the insurance claimant Forward the 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 and OSWD-Main Campus Director
2.Prepare documents needed for proper identification and verification upon claiming of cheque.	Notify claimant through text regarding availability of insurance cheque	N/A	10 Minutes	OSWD Staff and OSWD-Main Campus Director
TOTAL:		None	20 minutes	



2.Student Grievance

Office or Division:	Office of the Student Welfare and Development-Main Campus			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	All BuSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Grievance Form (with full name and signature) Including incident report		Student Welfare and Development Office		
2.Affidavit of Witness		Citizen or Client		
3.Endorsement letter of the Campus Director of Student Welfare and Development		Student Welfare and Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Complete and prompt lodging of grievance report from student concern	Evaluation of complaint and endorsement of such to college secretary concerned Complete and appropriate action	N/A	1 Hour	OSWD-Main Campus Director
TOTAL:		None	1 Hour	



Office of the University Library External 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:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished 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 department/Office) Title of the book: Contact Number: Photo of the returned books:	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
TOTAL:		None	10-20 minutes	



2. Online Book Request (OBR)

Office or Division:	Office of the University Library			
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
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: <ul style="list-style-type: none"> 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



	<p>photocopied at the photocopying shop located at Graceland Mall in front of Robinson's entrance</p> <ul style="list-style-type: none"> • 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. 			
<p>For Home Use</p> <p>1.Fill out google form https://bit.ly/3lu3qua</p>	<p>Email will be sent for the confirmation, availability of material, and date/time of pick-up.</p> <p>Note:</p> <ul style="list-style-type: none"> • 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 University Library			
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
Via BuISU OPAC	Checks the OPAC purchase suggestion			
1.Login to your OPAC (Online Public Access Catalog) email, if none register using your BuISU portal email.		None	2 minutes	Librarian
2.After registration/log-in, kindly look for the purchase suggestion tab and click.		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	Checks the responses to the Google form			
1.Go to University Library G-site, Go to Forms Tab		None	3 minutes	Librarian
2.Select the Google Form for “Online Book Suggestion” or click the link http://bit.ly/BuISUOBS				
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)

Office or Division:	Office of the University Library			
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/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)

Office or Division:	Office of the University Library			
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 University Library			
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.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

Office or Division:	Office of the University Library			
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/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-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished 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 department/Office) Title of the book: Contact Number: Photo of the returned books:	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
TOTAL:		None	10-20 minutes	



2. Online Book Request (OBR)

Office or Division:	Office of the University Library			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Response to Google Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON 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: <ul style="list-style-type: none"> 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



	<p>photocopied at the photocopying shop located at Graceland Mall in front of Robinson's entrance</p> <ul style="list-style-type: none"> • 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. 			
<p>For Home Use</p> <p>1.Fill out google form https://bit.ly/3lu3qua</p>	<p>Email will be sent for the confirmation, availability of material, and date/time of pick-up.</p> <p>Note:</p> <ul style="list-style-type: none"> • 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 University Library			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Response to Google Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Via BuSU OPAC	Checks the OPAC purchase suggestion			Librarian
1. Login to your OPAC (Online Public Access Catalog) email, if none register using your BuSU portal email.				
2. After registration/login, kindly look for the purchase suggestion tab and click.				
3. Fill out the necessary fields.				
4. Please Click "Submit your suggestion" button once completely filled out.				
Via Online Forms	Checks the responses to the Google form	None	3 minutes	Librarian
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/BuSUOBS				
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)

Office or Division:	Office of the University Library			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty and Non-Teaching Personnel			
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/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/BulSUOLIf	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)

Office or Division:	Office of the University Library			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty and Non-Teaching Personnel			
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 University Library			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty and Non-Teaching Personnel			
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.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

Office or Division:	Office of the University Library			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty and Non-Teaching Personnel			
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/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.	



University Infirmary Internal Services



1.Issuance of Medical & Dental Certificate

Office or Division:	University Infirmary			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	All students of the University/Faculty and Non-Academic Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.For absent student <ul style="list-style-type: none"> - Excuse letter from parent or guardian - Valid I.D of the parent or guardian - School I.D of the client 2.For OJT, ST, Employment <ul style="list-style-type: none"> - School I.D of the client - Recent Chest X-Ray within 6 months 3.For seminars, Field trip and other school activities <ul style="list-style-type: none"> - School I.D of the Client - Physical examination/Medical and Dental history of client 		Citizen or 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 4.Issue Medical Certificate	None	5 minutes	Physician/ Dentist
3.Proceed to the Nurse on duty	1.Carry out physician/dentist orders if any 2.Log on computer for data base	None	3 minutes	Nurse
TOTAL:		None	10 minutes	



Central Accounting External Services



1. REQUEST FOR BIR TAX CERTIFICATE

Office or Division:	Central Accounting Office			
Classification:	Simple			
Type of transaction:	G2B – Government to Business			
Who may avail:	Suppliers and Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Document request form – Request for Documented Information Form		At the Central Accounting front window		
2.Proof of Payment of BulSU – Check issued by the Bulacan State University		Cashier's Office		
3.Provide details needed for the preparation of the tax certificate e.g. company name, TIN number, Address		Information from the Supplier		
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	None	10 minutes	Accounting Clerk
	Prepare the BIR form 2307 Certificate			Accounting Clerk
	Signs by the Head of the Central Accounting Office or her duly authorized representative			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			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	Faculty and personnel in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Document request form – Request for Documented Information Form		At the front window of the Central Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up the Documented Information Request Form	Transmit to the concerned personnel for processing	None	2 minutes	Receiving Clerk
	Prepare the certificate of remittance	None	30 minutes.	Personnel In-charge on the preparation of the Certificate of Remittance
	Signs the certificate of remittance	None	3 minutes.	Head of the Central Accounting Office/duly authorized representative.
TOTAL:			35 minutes	

2. REQUEST FOR BIR TAX CERTIFICATE

Office or Division:	Central Accounting Office			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	Concerned Personnel of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Document request form – Request for Documented Information Form		At the Central Accounting front window		
2.Proof of Payment of BulSU – Check issued by the Bulacan State University		Cashier's Office		
3.Provide details needed for the preparation of the tax certificate e.g. company name, TIN number, Address		Information from the Supplier		
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	None	10 minutes	Accounting Clerk
	Prepare the BIR form 2307 Certificate			Accounting Clerk
	Signs by the Head of the Central Accounting Office or her duly authorized representative			Head of the Central Accounting Office or her duly authorized representative
TOTAL:			10 minutes	



Budget Office Internal Services



1. Issuance of Certification of Availability of Budget

Office or Division:	Budget Office			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	All officials, personnel and students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request for funding signed by the Deans/Directors (for Colleges) or Head (for Offices/Units)		Offices of the Deans, Directors, and Head of Office/Units		
2. Approved Project Procurement & Management Plan		End-Users &/or Procurement Office		
3. Budget Proposals or Estimate of Expenses		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Request Documented Information Form	Verify the completeness of request	None	2 minutes	Budget Staff
2. Present letter of request with budget proposal/ estimate of expenses as attachment	Verify the availability of budget Certify availability of budget Photocopy of the original documents for filing and future reference	None	6 minutes	Budget Staff Head of Office Budget Staff
3. Wait for the release of the request	Release of budget certification	None	1 minute	Budget Staff
TOTAL			9 minutes	



Procurement Office External Services



1. Procurement through Alternative Mode of Procurement

Office or Division:		Procurement Office		
Classification:		Complex		
Type of transaction:		G2B – Government to Business		
Who may avail:		Interested Bidders		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Project Procurement Management Plan (PPMP)			End-user	
Approved Annual Procurement Plan (APP)			BAC Secretariat	
Approved Purchase Request (PR) (3 copies) or Approved Terms of Reference (TOR) (for consultancy services)			End-user	
Approved Request for Quotation (RFQ) (5 copies)			Procurement Unit	
Accomplished RFQ by suppliers/consultants (3 copies)			BAC Secretariat	
Approved Abstract of Quotation (2 copies)			BAC Secretariat	
Approved Resolution (2 copies)			BAC Secretariat	
Approved Purchase Order or Contract (5 copies), Notice of Award (2 copies), Notice to Proceed (2 copies)			Contract Management	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved PPMP and Purchase Request (PR) to the Procurement Unit.	1.1 Receive the approved PPMP and PR or TOR	None	10 minutes	Clerk
	1.2 Evaluate if it is included in the Approved Procurement Plan (APP)			
	1.3 Assign PR number			
	1.4 Prepare Request for Quotation (RFQ)	None	20 minutes	Clerk
	1.5 Check the RFQ, Purchase Request or TOR	None	15 minutes	Head Procurement Unit
	1.6 Forward the documents to the Office of the BAC Chair	None		Staff in charge – BAC Chair
	1.7 Affix signature in the Requests for Quotation	None	5 minutes	BAC Chair
	1.8 Forwarded the documents to the Procurement Unit	None		Staff in charge – BAC Chair
	1.9 Update the monitoring logbook as to date of approval and finalize details in the RFQ	None	1 minute	Clerk
	1.10 Forward the approved PR or TOR and RFQ and other related documents to the BAC Secretariat	None	1 minute	Clerk
	1.11 Receive the approved procurement documents	None	5 minutes	BAC Secretariat
	1.12 Evaluate RFQ and identify items subject to PhilGEPS posting with an ABC of above P50,000.00			
	1.13 Post Request for Quotation with an ABC of above P50,000.00 at PhilGEPS	None	5 minutes	BAC Secretariat

	1.14 Canvass price quotations	None	3 days	Canvasser
	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	None	1 day	Clerk, BAC Secretariat, BAC Members, End-users, Technical Working Group
	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)	None	3 hours	Clerk Legal Officer BAC Chair
	1.17 Check the details of the PO	None	5 minutes	Procurement Head
	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	None	30 minutes	Clerk, Budget, Accounting and VP-Admin and Finance
	1.19 Verify and approve the PO, Contract, Notice of Award, Notice to Proceed, and other related documents	None	20 minutes	VP-Admin and Finance
	1.20 Forward procurement documents to the Office of The President (if PO is P100,000.00 above)	None	3 minutes	Staff in charge – VP Admin and Finance
	1.21 Verify and approve the PO, Contract, Notice of Award, Notice to Proceed, and other related documents	None	20 minutes	University President
	1.22 Forward the approved procurement documents to the Procurement Unit	None	3 minutes	Staff Office of the President
	1.23 Update the monitoring logbook as to date of approval	None	2 minutes	Clerk
	1.24 Release the PO, contract, NOA and NTP the winning suppliers for conforme	None	1 day	Clerk
	1.25 Post conformed procurement documents in PhilGEPS	None	5 minutes	BAC Secretariat
	1.26 Furnish copies of documents to concerned offices	None	15 minutes	Clerk
TOTAL:		None	5 days 5hrs and 45 minutes	
Procurement through Alternative Mode of Procurement is covered under R.A. 9184				



2. Procurement through Competitive Bidding

Office or Division:	Procurement Office			
Classification:	Highly Technical			
Type of transaction:	G2B – Government to Business			
Who may avail:	Interested Bidders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Project Procurement Management Plan (PPMP)			End-user	
Approved Annual Procurement Plan (APP)			BAC Secretariat	
Approved Purchase Request (PR) or Approved Terms of Reference (TOR) (for consultancy services)			End-user	
Schedule of Requirements and Technical Specifications (for goods)			End-user	
Approved Program of Works, Technical Specifications, BOQ and Drawing (for infra)			PMO/FMMO	
Bidding documents			BAC Secretariat	
Approved Purchase Order or Contract (6 copies), Notice of Award (2 copies), Notice to Proceed (2 copies)			Procurement Unit/Contract Management	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit PPMP, Purchase Request (PR), Technical Specifications and Schedule of Requirements (for goods), Approved POW, TS, Drawing, BOQ (for Infra) to the Procurement Unit	1.1 Receive the approved PPMP and PR or TOR	None	10 minutes	Staff in Charge Procurement
	1.2 Evaluate if it is included in the Approved Procurement Plan (APP)			
	1.3 Assign PR number			
	1.4 Forward the PR and Schedule of Requirements and Technical Specifications and other related documents to the VP-Admin and Finance and Office of the President	None	10 minutes	Staff in Charge Procurement
	1.5 Verify and approve PR	None	30 minutes	University President
	1.6 Forwards the procurement documents to the Procurement Unit	None	10 minutes	Staff in charge – BAC Chair
	1.7 Update the monitoring logbook as to date of approval	None	1 minute	BAC Secretariat
	1.8 Forward approved PR and Schedule of Requirements Technical Specifications other related documents to BAC Secretariat	None	10 minutes	Staff in charge – BAC Chair
	1.9 Receive approved procurement documents and prepares Notice for Bidding Schedule	None	2 minutes	BAC Secretariat
	1.10 Prepare bidding documents	None	1 day	BAC Secretariat
	1.11 Conduct the pre - procurement conference	None	1 day	BAC Secretariat
	1.12 Advertise/Post Invitation to Bid to PhilGEPS, BulSU	None	5 minutes	BAC Secretariat



	website and conspicuous places in BulSU			
	1.13 Sale of bidding documents	Standard rates of BD	5 minutes	BAC Secretariat
	1.14 Conduct Prebid conference	None	1 day	BAC Secretariat, BAC Members, End-users, Technical Working Group, Observer
	1.15 Conduct opening of Bids	None	1 day	BAC Secretariat, BAC Members, End-users, Technical Working Group, Observer
	1.16 Conduct Detailed Evaluation of Bids	None	1 day	BAC Secretariat, BAC Members, End-users, Technical Working Group
	1.17 Prepare Lowest Calculated Bid	None	1 day	BAC Secretariat
	1.18 Conduct post-qualification conference	None	1 day	TWG, End users
	1.19 Issuance of Notice of Post Qualification or Disqualification	None	5 minutes	BAC Secretariat
	1.20 Prepare resolution declaring LCRB	None	30 minutes	BAC Secretariat
	1.21 Prepare Notice of Award initialed by BAC Chair and signed by President	None	5 minutes	BAC Secretariat, BAC Chair, President
	1.22 Prepare Purchase Order, Contract, Notice to Proceed of the winning bidder/supplier, Allotment and Obligation Slip supported by all documents related to bidding process including Performance Security shall be submitted to Budget Office, Accounting, VPAF & President. (The legal officer will check the content of the contract and the BAC Chair will countersign the NOA and NTP)	None	1 day	BAC Secretariat, BAC Chair, Accounting, Budget, Legal Officer, VPAF, President
	1.22 Update the monitoring logbook as to date of approval	None	2 minutes	Staff in charge – Procurement Unit
	1.23 Post approved procurement documents in PhilGEPS, BulSU website	None	5 minutes	BAC Secretariat
	TOTAL:	Standard Rates of BD	8 days 2hrs and 10 minutes	
Procurement through Competitive Bidding is covered under R.A. 9184				



Asset Management Unit (Supply) External Services



1.Preparation of Vouchers

Office or Division:	Asset Management Unit (Supply)			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	Contractors, Suppliers and Consultant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Complete bid documents from Procurement Unit		BAC Secretariat/Procurement Unit		
2.Billing Statement from Contractor/Supplier/Consultant		BAC Secretariat/Procurement Unit		
3.Certificate of Completion signed by PMO/FMO		PMO/FMO		
4.Turnover and acceptance prepared and signed by PMO/FMO		Procurement Unit		
5.Approved Purchase Order		BAC Secretariat		
6.Approved Purchase Request/Official Receipt/Sales Invoice/PAR/ICS/Inspection & Acceptance (For Reimbursement)		End-users		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON 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	None	15 minutes	Staff in Charge – Supply & Property Unit
	1.3 Prepare Voucher for approval of VPAF/EVP 1.4 Prepare Obligation slip (for reimbursement) for review and approval of VPAF/VPAA/EVP	None	10 minutes	Staff in Charge – Supply & Property Unit, VPAF, VPAA, EVP
	1.5 Release of signed voucher to Budget Office/ Accounting Office	None	5 minutes	Budget Office Accounting Office
TOTAL			30 minutes	



2.Receipt of Supplies, Materials and Equipment

Office or Division:	Asset Management Unit (Supply)			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	Contractors, Suppliers and Consultant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Order (PO)		BAC Secretariat/Procurement Unit		
Notice of Inspection		Supply & Property Unit		
Inspection and Acceptance Report		Supply & Property Unit		
Delivery Receipts (DR), Sales/Charge Invoice (SI/CI), Official Receipts (OR)		Supplier/Contractor/Consultant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Inspectorate 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
		TOTAL	25 minutes	



Asset Management Unit (Supply) Internal Services



1.Preparation of Vouchers

Office or Division:	Asset Management Unit (Supply)			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	End-Users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Complete bid documents from Procurement Unit		BAC Secretariat/Procurement Unit		
2.Billing Statement from Contractor/Supplier/Consultant		BAC Secretariat/Procurement Unit		
3.Certificate of Completion signed by PMO/FMO		PMO/FMO		
4.Turnover and acceptance prepared and signed by PMO/FMO		Procurement Unit		
5.Approved Purchase Order		BAC Secretariat		
6.Approved Purchase Request/Official Receipt/Sales Invoice/PAR/ICS/Inspection & Acceptance (For Reimbursement)		End-users		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON 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	None	15 minutes	Staff in Charge – Supply & Property Unit
	1.3 Prepare Voucher for approval of VPAF/EVP 1.4 Prepare Obligation slip (for reimbursement) for review and approval of VPAF/VPAA/EVP	None	10 minutes	Staff in Charge – Supply & Property Unit, VPAF, VPAA, EVP
	1.5 Release of signed voucher to Budget Office/ Accounting Office	None	5 minutes	Budget Office Accounting Office
TOTAL			30 minutes	



2.Receipt of Supplies, Materials and Equipment

Office or Division:	Asset Management Unit (Supply)			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	End-Users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Order (PO)		BAC Secretariat/Procurement Unit		
Notice of Inspection		Supply & Property Unit		
Inspection and Acceptance Report		Supply & Property Unit		
Delivery Receipts (DR), Sales/Charge Invoice (SI/CI), Official Receipts (OR)		Supplier/Contractor/Consultant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Inspectorate 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
		TOTAL	25 minutes	



3. Issuance of Supplies, Materials and Equipment

Office or Division:	Asset Management Unit (Supply)			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	End-Users (Administrators, Faculty and Staff)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved PPMP		BAC Secretariat/Procurement Unit		
Requisition and Issue Slip (RIS)		Supply & Property Unit		
Inventory Custodian Slip (ICS)		Supply & Property Unit		
Property Acknowledgement Receipt (PAR)		Supply & Property Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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



1. Online Recruitment

Office or Division:	Central Human Resource Management Office			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	All Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Scanned copy of the following requirements: 1. Application Letter addressed to the University President 2. Resume/Personal Data Sheet (CS Form No.212, Revised 2017) 3. Certified true copy of transcript of record 4. Diploma and certification of grades (number of units earned in Graduate Studies) 5. Eligibility (PRC and/or CSC eligibility, TESDA) 6. Certificate of employment 7. Certification of seminars to attended for the last five (5) years		Citizen or Client		
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.edu.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 Division:	Central Human Resource Management Office			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	All Regular Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CSC Form No. 6 (Leave Application Form) <ul style="list-style-type: none"> Medical Certificate (If Sick Leave for more than five days) University Clearance (If more than 30 days) 		Central Human Resource Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Application for Leave (CSC Form 6) with required documents	Receiving and recording of the Application for Leave (CSC Form 6)	None	2 minutes	HR Staff
	Processing of leave balance in the CSC Form 6 and updating of leave record	None	3minutes/leave form	HR Staff
	Reviewing and signing of processed leave form	None	2 minutes	Assistant Director
	Forwarding of the processed leave form to the designated recommending authority for signature/recommendation. <ul style="list-style-type: none"> Short Leave <ul style="list-style-type: none"> Non-Academic Personnel Isabelita C. Benedictos (Director for Administrative and Management Services) Faculty Dr. Romeo DC. Inasoria (Chancellor- Main Campus) Dr. Reynaldo S. Naguit (Chancellor- External Campus) Long Leave <ul style="list-style-type: none"> Non-Academic Personnel Dr. Jaime P. Pulumbarit (VP for Admin & Finance) Faculty Dr. Teody C. San Andres (Executive Vice President) 	None	2 minutes	HR Staff
	Forwarding of the signed leave form to the approving authority for signature/approval. <ul style="list-style-type: none"> Short Leave <ul style="list-style-type: none"> Non-Academic Personnel 	None	2 minutes	HR Staff



	VPs, Central & NAP Dr. Jaime P. Pulumbarit (VP for Admin & Finance) - 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 Management Office – Payroll Unit		
Classification:		Simple		
Type of transaction:		G2C – Government to Citizen		
Who may avail:		All Regular Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. .Approved request to render service credits (i.e. after regular office hours, during Saturday, Sundays, Holidays and summer vacation)		Citizen or Client		
2. Daily Time Record (DTR Form 48)				
3. Accomplishment Report				
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

Office or Division:	Human Resource Management Office-Recruitment (Main Campus)			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	All Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Signed application letter addressed to the University President		Citizen or Client		
2.Resume/Personal Data Sheet (CS Form No.212, Revised 2017)				
3.Certified true copy of Transcript 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.Certificate of employment and Seminars attended				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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.main@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	



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



1. Online Recruitment

Office or Division:	Human Resource Management Office-Recruitment (External Campus)			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	All Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Signed application letter addressed to the University President		Citizen or Client		
2.Resume/Personal Data Sheet (CS Form No.212, Revised 2017)				
3.Certified true copy of Transcript 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.Certificate of employment and Seminars attended				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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)

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 REQUIREMENTS		WHERE TO SECURE		
1. Records Form		Central Records Office		
2. Clearance (only for separation purposes)		Central Human Resource Management Office		
3. ID (only for Online transactions)		n/a		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON 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 Citizen			
Who may avail:	All employees of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Records Form		Central Records Office		
2.Clearance (only for separation purposes)		Central Human Resource Management Office		
3.ID (only for Online transactions)		n/a		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-out the request form for SR/RS *(Online Document Request Form are also available)	Encoded and printed SR/RS shall be endorsed to respective signatories -Supervising Administrative Officer (SAO)	None	-Within the day or the next working day -for Retirement and Accreditation 5 working days	Record's Staff
2.Claim by the requestor/ representative	Validate submitted requirements (For Representatives only)	None	2 minutes	Record's Staff
TOTAL:		None	1-2 working days	



3.Request for Internal Documents

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 REQUIREMENTS		WHERE TO SECURE		
1. Requisition Form (Accomplished)		Central Records Office		
2. Authorization letter (only for representative)		Central Records Office/Citizens		
3. ID (only for Online Transactions)		Citizens/Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Accomplished Requisition Form	Prepare the documents requested by the citizens/clients	None	5 minutes to 10 minutes	Record's Staff
2.Claim by the representative	Validate submitted requirements (for representative only)	None	2 minutes	Record's Staff
TOTAL:		None	7-12 minutes	

4.Numbering of Travel Order

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 REQUIREMENTS		WHERE TO SECURE		
1.Travel Order Form (Approved)		Central Records Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out the Travel Order form -needed to be approved before numbering	Numbered the approved Travel Order	None	2 minutes	Record's Staff
TOTAL:		None	2 minutes	



5. Authentication of documents presented or on file

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 REQUIREMENTS		WHERE TO SECURE		
1. Records Form		Central Records Office		
2. Original and Photocopy (document to be authenticated)		Client/Citizen		
3. Authorization letter/form (only for representative)		Central Records Office / Citizen		
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

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 REQUIREMENTS		WHERE TO SECURE		
1.Name/Agency conducting validation		Client/Citizens		
2.Name of Personnel being validation		Client/Citizens		
3.Purpose of Validation		Client/Citizens		
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) are to be provided	None	5-10 minutes	Records Staff
TOTAL:		None	5-10 minutes	

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 REQUIREMENTS		WHERE TO SECURE		
1.Name/Agency		Client/Citizens		
2.Name of the Personnel		Client/Citizens		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Accomplish the checklist of requirements	Request for assistance should be verified or applicability -All information (non-confidential) requested are provided/assistance given	None	2-5 minutes	Records Staff
TOTAL:		None	2-5 minutes	



**Office of the Director for
Administrative and Management
Services
External Services**



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

Office or Division:	Office of the Director for Administration and Management Services			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Compliance Checklist for Use of Vehicle (CCUV) Form (BuISU-OP-DAMS-01F5)		Office of the Director for Administration and Management Services		
2.Approved Request Letter		Citizen or Client		
3.Duly signed and numbered Travel Order (for employees)		Record's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out and submit Compliance Checklist for Use of Vehicle (CCUV) Form (BuISU-OP-DAMS-01F5)	Receive/review accomplished CCUV Form and its attachments. Issue Trip Ticket Form (BuISU-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 (BuISU-OP-DAMS-01F2)	None	5 minutes	ODAMS Personnel
Accomplish Trip Ticket Form (BuISU-OP-DAMS-01F1). Accomplish Authorization to Hire a Vehicle (AHV) Form (BuISU-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

Office or Division:	Office of the Director for Administrative and Management Services			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	BulSU Students, Faculty Members, Non-Academic Personnel, University Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Compliance Checklist for Use of Vehicle (CCUV) Form (BulSU-OP-ADM-01F5)		Office of the Director for Administrative and Management Services		
2.Approved Request Letter		Citizen or Client		
3.Duly signed and numbered Travel Order (for employees)		Record's Office		
4.Duly signed and approved Compliance Checklist for Off-campus Extra Curricular Activities of Students (for students)		Citizen or Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON 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	14 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	<p>Answer the customer/client satisfaction survey (CSS) form and drop it at the designated drop box in front of the Office.</p> <p>Contact info: 919-7800 loc. 1033</p>
How feedback is processed	<p>Every Friday, the Human Resource Management Office Staff opens the drop box and compiles and records all feedback submitted.</p> <p>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.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 919-7800 loc. 1033</p>
How to file a complaint	<p>Answer the Client Complaint form and drop it at the designated drop box in front of the Office.</p> <p>Complaints can be also be filed via telephone or through e-mail. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number and e-mail address: (044) 791-0153 / officeofthepresident@bulsu.edu.ph</p>
How complaints are processed	<p>The Human Resource Management Officer opens the Client Complaint designated drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Human Resource Management Officer shall start the investigation and forward the complaint to the relevant office for their explanation</p> <p>The Human Resource Management Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Human Resource Management Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 919-7800 loc. 1033</p>
Contact Information of CCB, PCC, ARTA	<p>CCB: 0908-881-6565 (SMS)</p> <p>PCC: 8888</p> <p>ARTA: complaints@arta.gov.ph</p> <p>: 1-ARTA (2782)</p>



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 Building	919-7800 loc. 1024
Student Financial Assistance and Scholarship	Beside the Admission and Orientation Services	919-7800 loc. 1086
Student Organization and Activities	Ground Floor, College of Education Building	919-7800 loc. 1077
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 Sciences and Philosophy near Gate 4	919-7800 loc. 1053
Asset Management Unit (Supply)	Building near Gate 4	919-7800 loc. 1055
Central Human Resource Management Office	Office No. 9, 2 nd Floor, Flores Hall Building	919-7800 loc. 1033/1034
Human Resource Management Office – Main Campus	Ground Floor, College of Engineering	919-7800 loc. 6019
Human Resource Management Office – External Campus	Ground Floor, College of Engineering	919-7800 loc. 6014
Central Records Office	2 nd Floor, Flores Hall Building	919-7800 loc. 1032
Office of the Director for Administrative and Management Services	Office No. 11, 2 nd Floor, Flores Hall Building	919-7800 loc. 1031