

BULACAN STATE UNIVERSITY

CITIZEN'S CHARTER HANDBOOK

2022 2ND EDITION







CITIZEN'S CHARTER



I. Mandate:

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

II. Vision:

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

III. Mission:

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

IV. <u>Performance Pledge:</u>

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

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

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

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

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

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

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

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Admission and Orientation Services External Services

1. Online Application for New College Student

format of 2x2 picture and PDF

2.Applicant must submit the

3. Applicants receives Online

Schedule of their examination.

required documents in the

Office of Admission and

Orientation Services

format of report card)

1. Unline Application for N	ew College Stud	aent		PHILIPPINES
Office or Division:	Admission & Orien	tation Se	rvices	
Classification:	Simple			
Type of transaction:	G2C – Governmen	t to Citize	en	
Who may avail:	All interested Appli	cants		
CHECKLIST OF REQUI	REMENTS		WHERE TO S	ECURE
1. Certified True Copy of Report	Card (Form 138) of	Citizen o	or Client	
Grade 11 (1st and 2nd semest	er) and Grade 12			
(1st semester)	•			
2. Barangay Residency				
3. Two (2) pieces 2x2 ID Picture	with name tag and			
white background.	_			
CLIENT STEPS	AGENCY	FEES	PROCESSING	PERSON
	ACTION	TO BE	TIME	RESPONSIBLE
		PAID		
1.Applicant must apply at	Receives	None	6 minutes	Head of
www.prisms.online/padmissions	accomplished			Admissions,
and fill-out the online	online			Office Clerks,
application form and upload the	application form			and MIS
required documents (ipeg	and notification			Representative

None

None

None

4 minutes

To be sent

application

schedule.

after the online

10 minutes

Head of

and MIS

Head of

and MIS

Admissions,

Office Clerks,

Admissions,

Office Clerks,

Representative

Representative

2.Online Reservation of Slot for Incoming Freshmen

for the

required documents

Evaluate the

Schedules the

examination

date of

documents of the

applicants online

appointment of submission of the

Office or Division:	Admission & Orient	ation Servic	es	
Classification:	Simple			
Type of transaction:	G2C – Government	t to Citizen		
Who may avail:	All interested Applic	cants		
CHECKLIST OF R	EQUIREMENTS		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
	TOTAL:	None	3 minutes	

TOTAL:

3. Online Application for Grade 7

		1904
Office or Division:	Admission & Orientation Services	SHIT IBBINES
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 Citizen or Client

(Form 138)
2. Two (2) pieces 2x2 ID Picture with name tag

and white background	with hamo tag			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Applicant must apply at www.prisms.online/padmissions 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 notification for the appointment of submission of the required documents	None	4 minutes	Head of Admissions, Office Clerks, and MIS Representative
2.Applicant must submit the required documents in the Office of Admission and Orientation Services	Evaluate the documents of the applicants online	None	4 minutes	Head of Admissions, Office Clerks, and MIS Representative
3.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	8 minutes	

4.Online Reservation of Slot for Incoming Grade 7

Office or Division:

Admission & Orientation Services

Office or Division:	Admission & Orie	Admission & Orientation Services		
Classification:	Simple			
Type of transaction:	G2C – Governm	ent to Citiz	en	
Who may avail:	All interested Ap	plicants		
CHECKLIST OF REQUIR	REMENTS		WHERE TO S	ECURE
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G 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-	300.00	5 minutes	University Cashier and Staff

				and/or e-parment
				portal in-charge
3.Applicants submit the Proof of	Receives and			
Payment at the Admission and	Record the			
Orientation office	Official			
	Receipt			
	TOTAL:	300.00	8 minutes	

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

	A dissipation 9 Ori			
Office or Division:		Admission & Orientation Services		
Classification:	Simple	•		
Type of transaction:		G2C – Government to Citizen		
Who may avail:	All interested Ap	plicants		
CHECKLIST OF REQUI	REMENTS		WHERE TO S	ECURE
 Application letter addressed to 	the Dean	Citizen o	r Client	
2. Certified copy of TOR (with Sp				
the graduates of private HEIs				
3. Certification of Good Moral				
4. Permit to Study (if currently er	mployed)			
CLIENT STEPS	AGENCY	FEES	PROCESSIN	PERSON
	ACTION	TO BE	G TIME	RESPONSIBLE
		PAID		
1.Applicant must fill-out the	Receives	None	3 minutes	Head of
online application form and	accomplished			Admissions, Office
attached all the necessary	online			Clerks, and MIS
documents.	application form			Representative
	and evaluate			'
	other required			
	documents via			
	online			
	transactions			
2.Applicant must submit the	Evaluate the	None	4 minutes	Head of
required documents in the	documents of			Admissions, Office
Office of Admission and	the applicants			Clerks, and MIS
Orientation Services	online			Representative
3.The applicant pays the non-	Cashier's Office	300.00	5 minutes	University Cashier
refundable Admission test fee	and/or via e-			and Staff and/or e-
	payment portal			payment portal in-
	. , .			charge
4.Applicants receives	Schedules the	None	To be sent	
assessment examination link	date of		after the online	Admissions,
through their registered emails	examination		application	Office Clerks, and
			schedule	MIS
				Representative
	TOTAL:	None	12 minutes	



6.Online Application for Shifters, Transferee Student

6. Online Application for S	niiters, Fransie	eree Stud	aent	
Office or Division:	Admission & Orie	entation Se	ervices	
Classification:	Simple			
Type of transaction:	G2C – Governm	ent to Citiz	en	
Who may avail:	All interested Ap	plicants		
CHECKLIST OF REQUIR	REMENTS WHERE TO SECURE			ECURE
1.Transcript of Records		Citizen o	r Client	
2.Clearance				
CLIENT STEPS	AGENCY	FEES	PROCESSIN	PERSON
	ACTION	TO BE PAID	G TIME	RESPONSIBLE
1.Applicant must apply at www.prisms.online/padmission				

Training Application Oracle	uate School Ad	dmissior	n Test (G.S.A.	T)
Office or Division:	Admission & Orie	entation Se	ervices	-
Classification:	Simple			
Type of transaction:	G2C – Governm	ent to Citiz	en	
Who may avail:	All interested Ap	plicants		
CHECKLIST OF REQUIR	EMENTS		WHERE TO S	ECURE
 Application letter addressed to Certified copy of TOR (with Sp the graduates of private HEIs) Certification of Employment (if employed) Permit to Study (if currently em 	ecial Order for currently	Citizen o		
CLIENT STEPS	AGENCY	FEES	PROCESSIN	PERSON
	ACTION	TO BE PAID	G TIME	RESPONSIBLE

Evaluate the

documents of

the applicants

and/or via e-

Cashier's Office

payment portal

Schedules the

examination

online

date of

2.Applicant must submit the

3. The applicant pays the non-

refundable Admission test fee

assessment examination link

through their registered emails

required documents in the

Office of Admission and

Orientation Services

4. Applicants receives

4 minutes

5 minutes

be

application

schedule

after the online

12 minutes

sent

None

300.00

None

То

Head of

charge

MIS

Head of

Admissions,

Admissions, Office

University Cashier

and Staff and/or epayment portal in-

Office Clerks, and

Representative

Clerks, and MIS

Representative

TOTAL: | None



Registrar's Office External Services

1. Application and Issuance of Transcript of Records (TORs), Duplicate Copy of Diploma, Honorable Dismissal, Certification, Authentication, and Verification (CAV), and other Documents (Walk-In)

Office or Division: Registrar's Office				
Classification:	Complex			
Type of transaction:	G2C – Government	to Citizen		
Who may avail:	Alumni of the Univer			
CHECKLIST OF REQ			WHERE TO SE	CURE
 Properly accomplished Official Receipt of Pay Affidavit of Loss (for the Duplicate Copy of the Photocopy of Transcript Diploma (for the request) If the request is filed the representative, an auth and/or Special Power of photocopy of the ID of representative. 	ment e request of a Diploma) ot of Records and st of CAV) brough a corization letter of Attorney (SPA), a the student and the	Citizen or		
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSIN G TIME	PERSON RESPONSIBLE
		PAID	GIIIVIE	RESPONSIBLE
1.Secure clearance form at the Registrar's Office	Issue clearance form	None	2 minutes	Registrar's Staff
2.Fill-in all the items in the clearance form and have it signed by the concerned offices	Sign the form if the applicant is free from any obligation	None	30 minutes	Registrar's Staff
3.Pay the corresponding fee at the Cashier's Office.	Process payment and issue Official Receipt of Payment (OR)	the	5 minutes	Registrar's Staff
4.Submit all the necessary documents at the designated Registrar's Window	Receive and check if all the requirements are complete	None	2 minutes	Registrar's Staff
	The concerned evaluator will check, update and evaluate the record of the student in case all the requirements were complied with		30 minutes	Evaluator
5.Receive the claim stub	Schedule the release of the request and issue	None	5 minutes	Registrar's Staff

	the claim stub to the student/client. (Within 7 to 10 working days from the date of receipt the requested record will be available)			PHILIPPINE
Present the claim stub to the Registrar's Office Note: An authorization letter, ID of the student and ID of the representative must be presented if the concerned student is not available to receive the requested documents on the scheduled date of release	Release the requested documents within 7 to 10 working days from the date of receipt.	None	Within 7 to 10 working days	Registrar's Office
	TOTAL:	None	7 to 10	
			working days	

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

Office or Division:	Registrar's Office			
Classification:	Complex			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	Alumni of the Univer	sity		
CHECKLIST OF REQ	UIREMENTS		WHERE TO S	ECURE
Internet Connection		Citizen or	Client	
2. Mobile Devices or Con				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSI NG 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 Resgistration.	Provide assistance to the student/client in accessing the portal	None	Within the day	Registrar's Staff

				3 3
Option 2 - If you forgot your Student Number, you can use name-based verification				PILLIPPINIS
Click I forgot my student number				
Enter your First Name, Middle Name, Last Name, Birthday and select your course.				
Note: Make sure to enter your name during your stay at the university.				
2.Provide your contact information	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.	Provides 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.	Provides 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.	Provides 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 (2007 records and older) Present the billing form together with the claim stub to the Registrar's Office Note: Walk-ins are applicable only for 2007 records and older. Processing time is 7 to 10 working days depending on the availability of record.	Release the requested documents within 7 to 10 working days from the date of receipt	None	Within 7 to 10 working days	Registrar Staff
6.b Records from 2008 to present Documents will be delivered by the OUR courier service delivery partner to the mailing address provided on the Online Document Request System (ODRS) Note: Documents requested through the ODRS will be processed 7 to 10 working	Requested Documents will be delivered to the mailing address provided within 7 to 10 working days from the date the request was fulfilled	Delivery Fee amounti ng to P195.00	Within 7 to 10 working days	Registrar's Staff & Courier Service Provider
days. Delivery date will be determined when the request was fulfilled and/or depends on the scheduled pick-up of the OUR's courier service delivery partner				
	TOTAL:	None	7 to 10	
			working days	



Registrar's Office Internal Services



1. Application and Issuance of Transcript of Records (TORs), Duplicate Copy of Diploma, Honorable Dismissal, Certification, Authentication, and Verification (CAV), and other Documents (Walk-In)

Office or Division: Registrar's Office				
Classification:	Complex			
Type of transaction:	G2C – Government	to Citizen		
Who may avail:	All currently enrolled			
CHECKLIST OF REQ		- otagorito	WHERE TO SE	CURE
1. Properly accomplished clea		Citizen or		
2. Official Receipt of Payment				
3. Affidavit of Loss (for the req	uest of a Duplicate			
Copy of the Diploma)	'			
4. Photocopy of Transcript of F	Records and			
Diploma (for the request of	CAV)			
5. If the request is filed through	n a representative,			
an authorization letter and/o				
Attorney (SPA), a photocopy				
student and the representat				
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSIN	PERSON
		TO BE	G TIME	RESPONSIBLE
		PAID		D : 1 - 1 - 0 : "
1.Secure clearance form at	Issue clearance	None	2 minutes	Registrar's Staff
the Registrar's Office	form	NI	00	D:
2.Fill-in all the items in the	Sign the form if the	None	30 minutes	Registrar's Staff
clearance form and have it	applicant is free from any			
signed by the concerned	,			
offices	obligation Process	An nor	5 minutes	Dogistror's Stoff
3.Pay the corresponding fee at the Cashier's Office.	Process payment and issue Official	As per the	5 minutes	Registrar's Staff
at the Cashler's Office.	Receipt of	student'		
	Payment (OR)	s billing		
4.Submit all the necessary		None	2 minutes	Registrar's Staff
documents at the		110110	2 1111114166	Trogiotrai o otan
designated Registrar's	requirements are			
Window	complete			
	The concerned		30 minutes	Evaluator
	evaluator will			
	check, update and			
	evaluate the			
	record of the			
	student in case all			
	the requirements			
	were complied			
5 December 11 and 12	with	NI	F	Deniel 1 Of 6
5.Receive the claim stub	Schedule the	None	5 minutes	Registrar's Staff
	release of the			
	request and issue	ĺ	1	1

			1	
	the claim stub to the student/client. (Within 7 to 10 working days from the date of receipt the requested record will be available)			Part pprise
Present the claim stub to the Registrar's Office Note: An authorization letter, ID of the student and ID of the representative must be presented if the concerned student is not available to receive the requested documents on the scheduled date of release	Release the requested documents within 7 to 10 working days from the date of receipt.	None	Within 7 to 10 working days	Registrar's Office
	TOTAL:	None	7 to 10	
			working days	

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

Office or Division:	Registrar's Office			
Classification:	Complex			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	All currently enrolled	students		
CHECKLIST OF REQ	UIREMENTS		WHERE TO S	ECURE
 Internet Connection Mobile Devices or Con 	nputer	Citizen or	Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSI NG 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 Resgistration.	Provide assistance to the student/client in accessing the portal	None	Within the day	Registrar's Staff

Option 2 - If you forgot your Student Number, you can use name-based verification				PHILIPPINES
Click I forgot my student number				
Enter your First Name, Middle Name, Last Name, Birthday and select your course.				
Note: Make sure to enter your name during your stay at the university.				
2.Provide your contact information	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.	Provides 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.	Provides 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. 6.Claim the document	Provides assistance to the student/client in accessing the portal	As per student' s billing	Within the day	Registrar's Staff
Signalin the decallient				

Release the requested documents within 7 to 10 working days from the availability of record.					
6.b Records from 2008 to present Delivery Fee amounting to provided within 7 to 10 working days from the date the 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 7 to 10 working days from the date the request was fulfilled Delivery Fee amounting to P195.00 to 10 working days from the date the request was fulfilled	(2007 records and older) Present the billing form together with the claim stub to the Registrar's Office Note: Walk-ins are applicable only for 2007 records and older. Processing time is 7 to 10 working days depending on	requested documents within 7 to 10 working days from the date	None	10 working	Registrar staff
request was fulfilled and/or depends on the scheduled pick-up of the OUR's courier service delivery partner TOTAL: None 7 to 10	6.b Records from 2008 to present Documents will be delivered by the OUR courier service delivery partner to the mailing address provided on the Online Document Request System (ODRS) Note: Documents requested through the ODRS will be processed 7 to 10 working	Documents will be delivered to the mailing address provided within 7 to 10 working days from the date the request was	Fee amounti	10 working	& Courier
	request was fulfilled and/or depends on the scheduled pick-up of the OUR's courier				
		TOTAL:	None	7 to 10 working days	



Accounting Office – Main Campus Internal Services



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

1. Issuance of Glatement of Account (Walk-III)					
Office or Division:	Accounting Office – Main C	Accounting Office – Main Campus			
Classification:	Simple				
Type of transaction:	G2C – Government to Citizen				
Who may avail:	All students of the Universit	:y			
CHECKLIST O	F REQUIREMENTS		WHERE TO SE	CURE	
1. Certificate of Regis	tration	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 Officail 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: 25.00 9 minutes					



2.Issuance of Statement of Account (Online)							
Office or	Accounting Office – Mair	n Campus					
Division:							
Classification:	Simple	Simple					
Type of	G2C – Government to C	itizen					
transaction:							
Who may avail:	All students of the Unive	rsity					
CHECKLIST O	OF REQUIREMENTS WHERE TO SECURE						
 Certificate of Reg 	gistration	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 Officail 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).	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, Meneses and Sarmiento Campus

Office or Division:	Accounting Office – External Campus						
Classification:	Simple	Simple					
Type of transaction:	G2C – Government to Citiz	en					
Who may avail:	All students of the Universit	.y					
CHECKLIST O	F REQUIREMENTS		WHERE TO SE	CURE			
 Certificate of Re 	egistration	Registrar's	s Office				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
present the certificate	1. Receive/review accomplished request form. Issue payment slip and advise the client to pay the corresponding fee.	None	1 minute	Accounting Staff			
	Process payment and issue Official Receipt (OR)	25.00	3 minutes	Cashier Staff			
3. Receive Statement of Account	1. Send the SOA in PDF to the Accounting External campus via email.	None	5 minutes				
	2. Affix the e-signature of the accountant.	None		Head of Accounting Unit;			
	3. Issue the Statement of None Account Account Staff						
	TOTAL:	25.00	9 minutes	_			

2. Issuance of Statement of Account (Walk-In) Hagonoy Campus

2. ISSuarice of St	atement of Account (waik-iii	падопоу Саг	npus			
Office or Division:	Accounting Office						
Classification:	Simple	Simple					
Type of	G2C – Government to C	itizen					
transaction:							
Who may avail:	All students of the Unive	rsity					
CHECKLIST O	F REQUIREMENTS		WHERE TO	SECURE			
Certificate of F		Registrar	's Office				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
present the	1. Receive/review accomplished request form. Issue payment slip and advise the client to pay the corresponding fee.	None	1 minute	Accounting Staff			
	1. Process payment and issue Official Receipt (OR)	25.00	3 minutes	Cashier Staff			
official receipt (OR) and receive the	Enrollment System and print the Statement of Account (SOA).	None	2 minutes	Accounting Staff			
	TOTAL:	25.00	6 minutes				



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

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

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



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

3.0casii italisaction						
CLIENT STEPS	AGENC	Y AC	TION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to any LBP branches and pay the corresponding school fees 2.Go to Linkbiz Payment Portal and electronically pay the corresponding school fees 3.Log-in to your Gcash Account, proceed to pay bills and pay the corresponding school fees	Issuance Receipt	of	Official	Amounts due	48 hours (2 working days)	Collecting Officer
	•	T	OTAL:	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	Simple				
Type of transaction:	G2C – Government to	Citizen				
Who may avail:	All students of the Uni	iversity				
CHECKLIST OF R	REQUIREMENTS	1	WHERE TO SEC	URE		
3. Billing form from Regi	strar's Office	Registrar and	Accounting Office	Э		
4. Request Form from A	ccounting Office	_				
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON		
		BE PAID	TIME	RESPONSIBLE		
1.Present billing form from Registrar's Office or assessment from Accounting Office	Receive, Encode & Check the Student Number & the details of payment of the student	None	1 minute	Collecting Officer		
2. Pay the corresponding school fees	Accept payments and issue Official Receipt	Amounts Due	5 minutes	Collecting Officer		
	TOTAL:	Amounts Due	6 minutes			

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

Office or Division:	Cashier's Office					
Classification:	Simple	Simple				
Type of transaction:	G2C – Government to	Citizen				
Who may avail:	All students of the Uni	iversity				
CHECKLIST OF R	EQUIREMENTS	1	WHERE TO SEC	URE		
1.Assessment from Acc	ounting Office	Accounting Of	fice			
CLIENT STEPS	AGENCY ACTION	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

Cashier's Office
Simple
G2C – Government to Citizen
All students of the University

CHECKLIST OF REQUIREMENTS **WHERE TO SECURE**

- 1. Online Collection for Landbank transactions
- 2.Electronic Payment Portal 3.Gcash Transaction

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



Office of the Student Affairs and Services External Services

1.Issuance of Certificate of Good Moral Character

Office or Division:	Student Affairs and Ser	Student Affairs and Services			
Classification:	Simple				
Type of transaction:	G2C – Government to (Citizen			
Who may avail:	Alumni of the University	/			
CHECKLIST OF I	REQUIREMENTS WHERE TO SECURE				
1.Accomplished Request Good Moral	t Form for Certificate of	Office of the Main Camp	e Student Affairs a us	and Services –	
2.Proof of Payment		BulSU Cashi	ier		
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	RESPONSIBLE	
1.Applicant must accomplish the request form and pay the corresponding fee for the Certificate of Good Moral	In lieu of Student walk — In request form, the colleges must 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 libel and illegal use	Php 25.00 Official Receipt from the BuISU Cashier	5 minutes upon completion of Request form for certificate of Good Moral (for Walk – In Clients)	OSAS Clerk and OSAS Vice Chancellor	
2.Present the Official	Prepare and release				
Receipt from the	the Certificate of Good				
BulSU Cashier as	Moral Character to				
proof of payment	client.	25.00	5 minutes		
	IUIAL:	25.00	5 minutes		

2.Online Issuance of Certificate of Good Moral Character

				1904	
Office or Division:	Student Affairs and Se	Student Affairs and Services			
Classification:	Simple				
Type of transaction:	G2C – Government to	Citizen			
Who may avail:	Alumni of the Universi	ty			
CHECKLIST OF RI	EQUIREMENTS		WHERE TO SE	CURE	
Online Document Requ	est		osite (<u>www.bulsu.</u>		
2.Proof of Payment			ndbank e-Payme		
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON	
1.Applicant must Log,	In lieu of Student	BE PAID 25.00	TIME Not more than	RESPONSIBLE OSAS Clerk and	
accomplish/file and submit the following requirement to OSA: A. www.bulsu.edu.ph Online Request Document B. proof of payment	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		3 working days	OSAS Vice Chancellor	
	CGMC from liberal and illegal use. Prepare and release the Certificate of Good Moral Character to client thru E-mail.				
	TOTAL:	25.00	Not more than 3 working days		



Office of the Student Affairs and Services Internal Services

1.Issuance of Certificate of Good Moral Character

1.15 Suance of Certificate of Good Moral Character				
Office or Division:	Student Affairs and Ser	vices		PHILIPPINES
Classification:	Simple			
Type of transaction:	G2C – Government to 0	Citizen		
Who may avail:	All students of the Univ	ersity		
CHECKLIST OF I	REQUIREMENTS		WHERE TO SE	CURE
1.Accomplished Request Form for Certificate of Good Moral 2.Proof of Payment		Office of the Main Camp BulSU Cashi		and Services –
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Applicant must accomplish the request form and pay the corresponding fee for the Certificate of Good Moral	In lieu of Student walk — In request form, the colleges must 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 libel and illegal use	Php 25.00 Official Receipt from the BuISU Cashier	5 minutes upon completion of Request form for certificate of Good Moral (for Walk – In Clients)	OSAS Clerk and OSAS Vice Chancellor
2.Present the Official Receipt from the BulSU Cashier as	Prepare and release the Certificate of Good Moral Character to client.			
proof of payment	TOTAL:	25.00	5 minutes	

2.Online Issuance of Certificate of Good Moral Character

Z.Offille Issuance of	- Continuate on Cook		<u> </u>	1904
Office or Division:	Student Affairs and Se	ervices		PHILIPPINES
Classification:	Simple			
Type of transaction:	G2C – Government to			
Who may avail:	All students of the Uni	versity		
CHECKLIST OF RI			WHERE TO SE	
1. Online Document Requ	est		osite (<u>www.bulsu.</u>	,
2.Proof of Payment		•	ndbank e-Paymei	
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1.Applicant must Log, accomplish/file and submit the following requirement to OSA: A. www.bulsu.edu.ph Online Request Document B. proof of payment	Certificate of Good Moral Character due to existing liabilities and violations committed against in college and/or the university. This is to safeguard the importance of the CGMC from liberal and illegal use. Prepare and release the Certificate of Good Moral Character	25.00	Not more than 3 working days	OSAS Clerk and OSAS Vice Chancellor
	to client thru E-mail.	25.00	Not more than	
	IOIAL.	20.00	3 working days	



Office of the Student Financial Assistance and Scholarships Internal Services



1.Application of Student Financial Assistance and Scholarships

Office or Division:	Student Financial Assistance and Scholarships				
Classification:	Simple				
Type of transaction:	G2C – Governmen	t to Citizen			
Who may avail:	All students of the l	Jniversity			
CHECKLIST OF RE	EQUIREMENTS		WHERE TO S	ECURE	
1.Accomplished Google	Form	OSFAS			
2.2x2 Picture (softcopy)		Citizen or C	Client		
3.Certificate of Registrat	, , , , , ,				
4.Registration of Grades					
5.Barangay Indigence C					
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTION	BE PAID	TIME	RESPONSIBLE	
1.Applicants fill out	Accept, check and	None	4 minutes	OSFAS Staff	
google form and	evaluate the				
upload complete	responses online				
softcopies of the					
requirements 2.Applicants undergo	Conduct exam	None	30 minutes	OSFAS Staff	
examination online	online	INOTIC	30 minutes	OSI AS Stall	
3.Applicants undergo	Conduct interview	None	5 minutes	OSFAS Staff	
Interview online	via Zoom or	110.10	o minates		
	Google Meet				
4.Applicant gets Notice	Posting of qualified	None	2 minutes	OSFAS Staff	
of Acceptance online	applicants at the				
via email	OSFAS Facebook				
	page				
5. Applicant gets	Issue scholarship	None	3 minutes	OSFAS Staff	
Contract (Individual	Contract/ Notice of				
MOA) and	Acceptance thru				
accomplish the said	LBC				
contract	contract				
	TOTAL:	None	44 minutes/		
			per student *Based on		
			availability/schedule of benefactors		

2.Renewal Procedure of Financial Assistance and Scholarships

Office or Division:	Student Financial Assistance and Scholarships			
Classification:	Simple		•	
Type of transaction:	G2C – Government t	o Citizen		
Who may avail:	All students of the Ur	niversity		
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE
1.Accomplished OSFAS		OSFAS		
2.Certificate of Registra	ition (softcopy)	Citizen or C	Client	
3.Registration of Grade	s (softcopy)			
4.Student ID (softcopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1.Scholars fill out	Accept, check and	None	4 minutes	OSFAS Staff
google form and	evaluate the			
upload softcopies of	responses online			
complete				
requirements				
2.Screening of	Renewal responses	None	1 minute	OSFAS Staff
renewal google form	from google with			
responses online	requirements			
	submitted via google			
O Cabalana mata Nation	form	Nissa	0	00540
3. Scholars gets Notice	Posting of renewed	None	2 minutes	OSFAS Stoff/Charles
of Acceptance online	scholars at the			Staff/Student
	OSFAS Facebook			Assistants
	page TOTAL:	None	7 minutes/ per	
	IOTAL:	INOTIE	7 minutes/ per student	
			*Based on Client's	
			available time	



3. Distribution of Scholars' Grant

Office or Division:	Student Financial Assistance and Scholarships			
Classification:	Complex		•	
Type of transaction:	G2C – Government t	o Citizen		
Who may avail:	All students of the Ur	niversity		
CHECKLIST OF R	REQUIREMENTS		WHERE TO SEC	CURE
1.Accomplished OSFA	OSFAS			
2.Accomplished Confor	Citizen or C	Client		
3.Student ID (softcopy)				
4.Optional: Valid ID of I	Representative			
(softcopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1.Scholars fill out	Accept, check and	None	4 minutes	OSFAS Staff
google form for	evaluate the			
distribution and	responses online			
upload softcopies of				
complete				
requirements 2.Screening of	Responses from	None	1 minute	OSFAS Staff
submitted	google with	INOTIC	i illillate	OSI AS Stati
requirements	requirements			
requirements	submitted via google			
	form			
3.Monitor OSFAS	Create payroll with	None	4 days	OSFAS Staff
Facebook page for	the Conforme Letter		ĺ	
update of distribution	and Valid IDs to be			
process	submitted to			
	Accounting Office			
4.Receive SMS of	Collect transaction	None	10 minutes	OSFAS Staff
transaction code and	receipts of scholars			
claim in the nearest				
Money Transfer				
branch			4 1 2 1 7	
	TOTAL:	None	4 days & 15	
			minutes/per	
			student *Based on Client's	
			available time	



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

1. Recognition of New Student Organization (Online)

Office or Division:	Office of the Student Organization and Activities-Main Campus				
Classification:	Simple				
Type of transaction:	G2C – Gov	ernment t	n Citizen		
Who may avail:			an State University	J	
CHECKLIST OF REQUIREME		Or Baido	WHERE TO SI		
1.Student Organization Recognition Ap		Office of	f the Student Orga		
Form	•	Activities	_		
2.Letter of Intent address to the Vice C	hancellor	Student	Org/Client		
for Student Affairs- Main Campus			· ·		
3.Endorsement Letter from the Dean		Office of	f the Dean		
4.Constitution and By-Laws		Student	Org/Client		
5.Officer's, Adviser's and Membership	List	Office of Activities	f the Student Orga s	nizations and	
6.Adviser's Profile and Acceptance For	rm		Office of the Student Organizations and Activities		
7.Activity Proposal Form		Office of the Student Organizations and Activities			
8.Budget Proposal Form		Office of the Student Organizations and Activities			
9.Organizational Chart		Student Org/Client			
CLIENT STEPS	AGENCY	FEES	PROCESSING	PERSON	
	ACTION	TO BE PAID	TIME	RESPONSIBLE	
Fill-out the MS Forms and upload the Accomplished Student Organization Recognition Application Form, Letter of Intent address to the Vice Chancellor for Student Affairs- Main Campus. Constitution and By-Laws, Officer's, Adviser's and Membership List, Adviser's Profile and Acceptance Form, Activity Proposal Form, Budget Proposal Form and the Organizational Chart.	Receive and check if all the requireme nts are complete.	N/A	30 minutes	OSOA Staff and OSOA Head	
	TOTAL:	None	30 minutes		



2.Approval of Activities

Office or Division:	Office of the Student	Organization a	nd Activities-Main	Campus
Classification:	Simple			
Type of transaction:	G2C – Government t	o Citizen		
Who may avail:	All Recognized Stude	ent Organization	าร	
CHECKLIST OF R	EQUIREMENTS	1	WHERE TO SECU	JRE
1.Compliance Checklis	t	Office of the S	tudent Organization	ons and Activities
2.Approval Letter		Student Org/C	lient	
3.Endorsement Letter f	rom the Dean	Office of the D	ean ean	
4.Activity Proposal		Office of the S	tudent Organization	ons and Activities
5.Adviser/Faculty Comp	panion Form	Office of the S	tudent Organization	ons and Activities
6.Certification from Dea	an and Adviser (for	Office of the S	tudent Organization	ons and Activities
Face-to-Face Activity)				
7.Certification from Dea	an and Adviser (for	Office of the S	tudent Organization	ons and Activities
Online Activity)				
8.Budget Proposal		Student Org/Client		
9.List of Organizers and	d Participants		tudent Organization	
10.Parental Consent			tudent Organization	ons and Activities
11.Copy of Vaccination		Student Org/C		
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
Accomplish	Receive and check	None	12 minutes	OSOA Staff
the Compliance for		1,10110	.2	3007101011
Student Organizations				
Activities.	Sign the Letter for	None	3 minutes	OSOA Head
	Approval of Activities			
	TOTAL:	None	15 minutes	



3. Renewal of Recognition of Student Organization

Office or Division:	Office of the Student Organizations and Activities-Main Campus			
Classification:	Simple	Jigariizations	and Activities-Mail	i Campus
Type of transaction:	G2C – Government to	Citizon		
Who may avail:	All Recognized Stude		ns	
CHECKLIST OF R		rit Organizatio	WHERE TO SEC	URF
1.Student Organization F	·	Office of the	Student Organizat	
Application Form			Otadoni Organizat	
2.Constitution and By-La	aws	Student Orga	/Client	
3.Officer's Profile			Student Organizat	ions and Activities
4.Officer's, Adviser's and	d Membership List		Student Organizat	
5.Adviser's Profile and A	•		Student Organizat	
6.Activity Proposal Form			Student Organizat	
7.Budget Proposal Form			Student Organizat	
8.Organizational Chart		Student Org		
9.Accomplishment and F	inancial Report of the	Student Orga		
preceding term.	•			
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
Fill-out the MS Forms and upload the Accomplished Student Organization Recognition Application Form, Constitution and By-Laws, Officer's, Adviser's and Membership List, Adviser's Profile and Acceptance Form, Activity Proposal Form, Budget Proposal Form, Organizational Chart, Accomplishment Report and Financial Report of the preceding term.	Receive and check if all the requirements are complete.	N/A	1 hour	OSOA Staff
Colloquium with the Head	Evaluate the student organization advise and organization president.	N/A	30 minutes	OSOA Head
	TOTAL:	None	1 hour and 30 minutes	

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

Organization Leader	Organization Leader			
Office or Division:	Office of the S	Student Orç	ganizations and A	ctivities-Main
Classification:	Simple			
Type of transaction:	G2C – Gover	nment to C	itizen	
Who may avail:	All Recognize	ed Student	Organizations	
CHECKLIST OF REQUIREM			WHERE TO SE	CURE
Outstanding Student Organization		Office of the Activities	he Student Organi	
Outstanding Student Organization Nomination Form		Office of the Activities	he Student Organi	izations and
Outstanding Student Organization Nomination Form	Leader	Office of the Activities	he Student Organi	izations and
CLIENT STEPS	AGENCY	FEES	PROCESSING	PERSON
	ACTION	TO BE PAID	TIME	RESPONSIBLE
1.Accomplish the OSO Entry Form, OSOA Nomination Form and OSOL Nomination Form Attach a minimum of one-page short profile of the Project Entry, featuring a brief but descriptive account or narrative that will illustrate the program/project. (for OSO) Attach an Additional information (If any), Nomination Letters from member or officer of organization, Supporting Documents, OOA Essay (for OSOA) Additional information for Leadership Achievement Profile (If any), Additional Information for Social Responsibility Profile (If any), Nomination Letters from: 1) colleague 2) adviser of organization, Supporting Documents for Areas II and III, OSOL Essay (For OSOL) 2.Submit to the Office of the Student Organizations and Activities	Receive and check if all the requirement s are complete. Forward to the panel of judges.	None	15 minutes	OSOA Staff and OSOA Head
	TOTAL:	None	15 minutes	



Office of the Student Welfare Internal Services

1.1Student and Employee Personal Insurance Assistance (Accident Cla

Office or Division:	Office of the Student Welfare and Development – Main Campus			
Classification:	Simple			
Type of transaction:	G2C – Government to C			
Who may avail:	All BuISU Students and	Employees		
CHECKLIST OF I			WHERE TO SE	
1.Student Personal Accid	lent Claim Form		elfare and Develo	pment-Office
2.Medical Certificate		Citizen or (
3.Doctor's prescription fo	•	Citizen or (
4.Original Official Receip	,	Citizen or (
5.Doctor's request for an procedure done (if any);	y laboratory/radiology	Citizen or (Client	
6.Incident/Accident/Police	e Report;	Citizen or 0	Client	
7.Affidavit of insured driv		Citizen or 0	Client	
Driver's license (if motoro				
CLIENT STEPS	AGENCY ACTION	FEES TO		PERSON
		BE PAID	TIME	RESPONSIBLE
1.Complete and submit	Check all the	None	10 minutes	OSWD Staff
promptly all the	requirements given by			and OSWD-
requirements needed	the insurance claimant.			Main Campus
for insurance claim	Famus and the s			Director
	Forward the	None	10 minutes	OSWD Staff
	requirements (soft copy	110110	1011111111111	and OSWD-
	and hard copy) to the Insurance provider.			Main Campus
	insurance provider.			Director
	Follow-up evaluation of			
	submitted requirements			
	and claims from the			
	Insurance provider.			
2.Prepare documents	Notify claimant through	None	10 minutes	OSWD Staff
needed for proper	text regarding			and OSWD-
identification and	availability of insurance			Main Campus
verification upon	cheque			Director
claiming of cheque.	-			
	TOTAL:	None	30 minutes	

1.2. Student and Employee Personal Insurance Assistance (Death Cla

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 R			WHERE TO SE	CURE	
1.Duly registered death ce	ertificate or Certified	Citizen or 0	Client		
true copy;					
2.Duly registered of birth of	certificate of the	Citizen or 0	Client		
insured;					
3.Autopsy report/ Medico		Citizen or 0			
4.Official police report and	•	Citizen or (Client		
i.e. interoffice accident rep					
5.Affidavit of witness/es (i	,	Citizen or (
6.Available photos taken i		Citizen or 0			
7.Proof of relationship of t	• `	Citizen or (Client		
marriage, birth certificate,					
8.Copy of driver's license		Citizen or (Client		
one driving the vehicle) fo		EEEO TO	DD COF COINC	DEDOON	
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON	
1 Complete and submit	Chapte all the	BE PAID	TIME 10 Minutes	RESPONSIBLE OSWD Staff	
1.Complete and submit	Check all the	N/A	i i i i i i i i i i i i i i i i i i i	I DOMNI SIAII	
promptly all the	requiremente given by				
promptly all the	requirements given by			and OSWD-	
requirements needed for	requirements given by the insurance claimant			and OSWD- Main Campus	
	the insurance claimant			and OSWD-	
requirements needed for	the insurance claimant Forward the			and OSWD- Main Campus	
requirements needed for	the insurance claimant Forward the requirements (soft			and OSWD- Main Campus	
requirements needed for	the insurance claimant Forward the requirements (soft copy and hard copy)			and OSWD- Main Campus	
requirements needed for	the insurance claimant Forward the requirements (soft copy and hard copy) to the insurance			and OSWD- Main Campus	
requirements needed for	the insurance claimant Forward the requirements (soft copy and hard copy)			and OSWD- Main Campus	
requirements needed for	the insurance claimant Forward the requirements (soft copy and hard copy) to the insurance provider.			and OSWD- Main Campus	
requirements needed for	the insurance claimant Forward the requirements (soft copy and hard copy) to the insurance			and OSWD- Main Campus	
requirements needed for	the insurance claimant Forward the requirements (soft copy and hard copy) to the insurance provider. Follow-up evaluation of submitted			and OSWD- Main Campus	
requirements needed for	the insurance claimant Forward the requirements (soft copy and hard copy) to the insurance provider. Follow-up evaluation			and OSWD- Main Campus	
requirements needed for	the insurance claimant Forward the requirements (soft copy and hard copy) to the insurance provider. Follow-up evaluation of submitted requirements and			and OSWD- Main Campus	
requirements needed for	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	N/A	10 Minutes	and OSWD- Main Campus	
requirements needed for insurance claim	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.			and OSWD- Main Campus Director	
requirements needed for insurance claim 2.Prepare documents	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. Notify claimant			and OSWD- Main Campus Director	
requirements needed for insurance claim 2.Prepare documents needed for proper	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. Notify claimant through text regarding			and OSWD- Main Campus Director OSWD Staff and OSWD-	
2.Prepare documents needed for insurance claim	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. Notify claimant through text regarding availability of			and OSWD- Main Campus Director OSWD Staff and OSWD- Main Campus	



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



2.Online Book Request (OBR)

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

				TIN STITLE
	material to be photocopied at the photocopying shop located at Graceland Mall in front of Robinson's entrance • There is no agreement between the library staff and the photocopying shop with regards to the fee of the materials photocopied, the client will be the one to shoulder the fees incurred.			130d AMELIPANES
For Home Use				
1.Fill out google form https://bit.ly/3lu3qua	Email will be sent for the confirmation, availability of material, and date/time of pick-up.			
	Note: • Designated pick- up stations are BulSU gate 1 and gate 2 only • For book returns (OLIBOR), please refer to this link http://bit.ly/2Vb0zdl	None	10-20 minutes	Librarian
	TOTAL:	None	20-30 minutes	

3. Online Book Suggestion (OBS)

0.0 2001. 04.99	1904	
Office or Division:	Office of the University Library	PHILIPPINES
Classification:	Simple	
Type of transaction:	G2C – Government to Citizen	
Who may avail:	Public	

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

4. Online Library Instruction (OLI)

	4.Online Library Instruction (OLI)				
Office or Division:	Office of the Universit	ty Library			
Classification:	Simple	_			
Type of transaction:	G2C – Government to	o Citizen			
Who may avail:	Public		\4/1 IEB = 10.00	ALIDE	
CHECKLIST OF RE			WHERE TO SE	CURE	
Accomplished Response		EEEO TO	DD 00E00ING	DEDOON	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
One-On-One		BE PAID	IIIVIC	RESPONSIBLE	
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	PHILIPPINES		
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	Public			

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

6.Remote References and Information Access (RRIA)

Office or Division:	Office of the Univers	ity Library		
Classification:	Simple	Simple		
Type of transaction:	G2C – Government to Citizen			
Who may avail:	Public			
CHECKLIST OF REQ	UIREMENTS		WHERE TO SE	ECURE
Accomplished Response to G	Google Form			
CLIENT STEPS	AGENCY ACTION FEE		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

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

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



Office of the University Library Internal Services



1.Outdoor Library Book Returns (OLIBOR)

Office or Division:	Office of the University	y Library			
Classification:	Simple				
Type of transaction:	G2C – Government to	Citizen			
Who may avail:	Students, Faculty and	Non-Teacl			
CHECKLIST OF RE	QUIREMENTS		WHERE TO SE	CURE	
Accomplished Response to			_		
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	Checks the completeness of the response Note: After accomplishing the form needed, you will receive a confirmation e-mail	None	5 minutes	Librarian	
please indicate your department/Office) Title of the book: Contact Number: Photo of the returned books:	that your OLIBOR is successful				
	TOTAL:	None	10-20 minutes		



2.Online Book Request (OBR)

2.Online Book Red	` '					
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 F	REQUIREMENTS	V	VHERE TO SECU	JRE		
Accomplished Respons						
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1.Fill out google form and choose your option	Details will be sent to your Gmail					
NOTE: The Clients can only request two (2) books wherein 10% of the book pages to be scanned, which are shared through google drive. For Scanning		None	2 minutes	Librarian		
1.Fill out google forms http://bit.ly/BulSUOBR	Contacts you via email to inform the availability of material. Note: Scanned materials will be shared via google drive	None	5 minutes	Librarian		
For Photocopying 1.Fill out google forms http://bit.ly/BulSUOBR	Contacts you via email to inform the availability of material and the date/time of pick-up of photocopied materials. Note: For safety and security measures, the library staff will be the one to drop and retrieve the material to be	Photocopying fees will be shouldered by the customer	10-20 minutes	Librarian		

	photocopied at the photocopying shop located at Graceland Mall in front of Robinson's entrance There is no agreement between the library staff and the photocopying shop with regards to the fee of the materials photocopied, the client will be the one to shoulder the fees incurred.			1904 Ante person
For Home Use				
1.Fill out google form https://bit.ly/3lu3qua	Email will be sent for the confirmation, availability of material, and date/time of pick-up.			
	Note: • Designated pick- up stations are BulSU gate 1 and gate 2 only • For book returns (OLIBOR), please refer to this link http://bit.ly/2Vb0zdl	None	10-20 minutes	Librarian
	TOTAL:	None	20-30 minutes	

3.Online Book Suggestion (OBS)					
Office or Division:	Office of the University Library				
Classification:	Simple				
Type of transaction:	G2C – Government to Citizen				
Who may avail:	Students, Faculty and Non-Teaching Personnel				
CHECKLIST OF RE	•		WHERE TO SE	CURE	
Accomplished Response		FFF0 TO			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Via BulSU OPAC		DE PAID	IIIVIC	RESPONSIBLE	
1.Login to your OPAC (Online Public Access Catalog) email, if none register using your BulSU 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	Checks the OPAC purchase suggestion	None None None	2 minutes 2 minutes 2 minutes 1 minute	Librarian Librarian Librarian Librarian	
once completely filled out. Via Online Forms 1.Go to University Library G-site, Go to Forms Tab 2.Select the Google Form for "Online Book Suggestion" or click the link http://bit.ly/BulSUOBS	Checks the responses to the Google form	None	3 minutes	Librarian	
3.Provide the necessary fields the bibliographic information (Title, author, copyright year, subject etc.) of your book suggestion. Then click submit	Confirmation E-mail will be sent	None	5-10 minutes	Librarian	
	TOTAL:	None	10-15 minutes		

4. Online Library Instruction (OLI)

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

5.Library Information and Research Assistance (LIRA)

5. Library information and Re	esearch Ass	istance (LIKA)	1904		
Office or Division:	Office of the	Office of the University Library				
Classification:	Simple					
Type of transaction:	G2C – Gover	nment to C	itizen			
Who may avail:	Students, Fa	culty and No	on-Teaching Pers	onnel		
CHECKLIST OF REQUIREM	MENTS		WHERE TO SE	CURE		
Accomplished Response to Google	Form					
CLIENT STEPS	AGENCY ACTION	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 t	o Citizen		
Who may avail:	Students, Faculty an	d Non-Tea	aching Personnel	
CHECKLIST OF REQ	UIREMENTS		WHERE TO SE	ECURE
Accomplished Response to G	oogle Form			
CLIENT STEPS	AGENCY ACTION			
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

7.Issuance of Certificate	e for Plagiarism an	d Gramı	mar Checking	1904	
Office or Division:	Office of the University Library				
Classification:	Simple				
Type of transaction:	G2C – Government to Citizen				
Who may avail:	Students, Faculty and	Non-Tea			
CHECKLIST OF REC	, =		WHERE TO SI	ECURE	
Accomplished Response to G			_		
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 (Walk-In)

		1904
Office or Division:	University Infirmary	AIL IPPIN
Classification:	Simple	
Type of transaction:	G2C – Government to Citi	zen
Who may avail:	All students of the Univers	sity/Faculty and Non-Academic Personnel
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE
1.For absent student		Citizen or Client
 Excuse letter from 	om parent or guardian	
 Valid I.D of the p 	parent or guardian	
 School I.D of the 	e client	
2.For OJT, ST, Employ	ment	
 School I.D of the 	e client	
 Recent Chest X 	-Ray within 6 months	
3.For seminars, Field t	rip and other school	
activities		
- School I.D of the	e Client	
 Physical examir 	nation/Medical and Dental	
history of client		

nistory of 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	

2.Issuance of Medical & Dental Certificate (Online)

1901					
Office or Division:	University Infirmary				
Classification:	Simple				
Type of transaction:	G2C – Government to C	Citizen			
Who may avail:	All students of the Unive	ersity/Facult	y and Non-Acader	mic Personnel	
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	CURE	
 Valid I.D of the pa School I.D of the c 2.For OJT, ST, Employm School I.D of the c Recent Chest X-R 3.For seminars, Field trip activities School I.D of the C 	lient ent lient ay within 6 months and other school	Citizen or Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Accomplish the Online Health Assessment Form	Conduct evaluation of accomplished Online Health Assessment Form Medical Certificate issued to requesting client	None	10 minutes to 1 day	Nurse/Physician and Dentist	
	TOTAL:	None	10 minutes to 1 day		



Central Accounting External Services

1. REQUEST FOR BIR TAX CERTIFICATE

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



Central Accounting Internal Services



1. REQUEST FOR CERTIFICATION OF REMITTANCE

Office or Division:	Central Accour	ntina	Office	_	
Classification:	Simple	ııg	Omoo		
		mont	t to Citizon		
Type of transaction:					
Who may avail:	Faculty and pe		nel in the Ur	niversity	
CHECKLIST OF R	EQUIREMENTS	3		WHERE TO	SECURE
1.Document request for	orm – Request fo	or	At the front	window of the C	entral Accounting Office
Documented Informati					_
CLIENT STEPS	AGENCY		FEES TO	PROCESSING	PERSON
	ACTION		BE PAID	TIME	RESPONSIBLE
1.Fill up the	Transmit to the		None	2 minutes	Receiving Clerk
Documented	concerned				
Information Request	personnel for				
Form	processing				
			None	30 minutes.	Personnel In-charge on
	Prepare	the			the preparation of the
	certificate	of			Certificate of Remittance
	remittance	Oi			Certificate of Remittance
	remiliance				Line d of the Courted
					Head of the Central
	Signs	the	None	3 minutes.	Accounting Office/duly
	certificate	of			authorized
	remittance				representative.
	TOT	AL:		35 minutes	

2. REQUEST FOR BIR TAX CERTIFICATE

Office or Division:	Central Accounting Office						
Classification:	Simple	Simple					
Type of transaction:	G2C – Government to Citi	zen					
Who may avail:	Concerned Personnel of the	he Universit	У				
CHECKLIST O	F REQUIREMENTS		WHERE TO SE	CURE			
1.Document request for	<u>-</u>	At the Cen	tral Accounting fro	nt window			
Documented Informati							
_	BulSU – Check issued by	Cashier's 0	Office				
the Bulacan State Univ		_					
	ed for the preparation of	Information	n from the Supplier	r			
the tax certificate e.g.	company name, TIN						
number, Address	1071101/1071011						
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON			
December 11 of City I	T	BE PAID	TIME	RESPONSIBLE			
Present the filled-up	Transmit to concerned	None	10 minutes	Accounting Clerk			
Request for Documented	personnel to prepare BIR form 2307 tax certificate						
Information Form	lomi 2507 tax certificate			Accounting Clerk			
with the proof of	Prepare the BIR form			Accounting Clerk			
payment of the	2307 Certificate			Head of the			
University							
UTIIVEISILY				Central			
Offiversity	Signs by the Head of the						
Offiversity	Signs by the Head of the Central Accounting Office			Central Accounting Office or her duly			
Offiversity	1 -			Accounting			
Offiversity	Central Accounting Office			Accounting Office or her duly			



Budget Office Internal Services



1.Issuance of Certification of Availability of Budget

1.18Suance of Cert		anability	oi buuget	
Office or Division:	Budget Office			
Classification:	Simple			
Type of transaction:	G2C – Governm			
Who may avail:	All officials, pers	onnel, stud	ents and external clie	nts
CHECKLIST OF RE	QUIREMENTS		WHERE TO SE	CURE
1. Letter of request fo		Offices of	the Deans, Directors,	and Head of
by the Deans/Director		Office/Unit	S	
or Head (for Offices/U				
2. Approved Project	Procurement &	End-Users	&/or Procurement O	ffice
Management Plan				
3. Budget Proposals	or Estimate of	Requestor		
Expenses	AOFNOV	FFFO	PROCESSING	DEDCON
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE
	ACTION	PAID	I IIVIE	KESPUNSIBLE
1. Accomplish the	1.Verify the	None	2 minutes	Budget Staff
Request	completeness	140110	2 111110100	Daagot Otan
Documented	of request			
Information Form	'			
2. Present letter of	1. Verify the			Budget Staff
request with budget	availability			
proposal/ estimate	of budget			
of expenses as	0.00.47			
attachment	2. Certify			Head of Office
	availability	None	6 minutes	
	of budget	INOTIE	o minutes	
	3. Photocopy			Budget Staff
	of the			Daagot Otali
	original			
	documents			
	for filing and			
	future			
	reference			
3. Wait for the	1.Release of	None	1 minute	Budget Staff
release of the	budget			
request	certification			
		TOTAL	9 minutes	



Procurement Office External Services

1.Procurement through Alternative Mode of Procurement

	t through Alternativ				ent		
Office or Divisio	<u>n:</u>		ment Offic	e			
Classification:			Complex				
Type of transact	ion:	G2B – Government to Business					
Who may avail:			ed Bidders				
_	HECKLIST OF REQUIR	_				E TO SECURE	
	Procurement Manageme		PPMP)		End-user		
	Procurement Plan (APP)				BAC Secre	etariat	
	se Request (PR) (3 copie	,	proved Ter	ms	End-user		
	R) (for consultancy servi						
	st for Quotation (RFQ) (5				Procureme		
	Q by suppliers/consultan	ts (3 cop	ies)		BAC Secre		
	ct of Quotation (2 copies)				BAC Secre		
Approved Resolu					BAC Secre	etariat	
Approved Purcha	se Order or Contract (5 of	opies), N	otice of Av	ward	Contract M	anagement	
, ,	to Proceed (2 copies)						
CLIENT STEPS	AGENCY ACTIO	N	FEES	PRC	CESSING	PERSON	
			TO BE		TIME	RESPONSIBLE	
			PAID				
1.Submit	1.1 Receive the approve	ed	None	10	minutes	Clerk	
approved PPMP	PPMP and PR or TOR						
and Purchase	1.2 Evaluate if it is inclu						
Request (PR) to	the Approved Procurem	ent					
the	Plan (APP)						
Procurement	1.3 Assign PR number						
Unit.	1.4 Prepare Request fo	r	None	20	minutes	Clerk	
	Quotation (RFQ)						
	1.5 Check the RFQ, Pu	rchase	None	15	minutes	Head	
	Request or TOR					Procurement	
						Unit	
	1.6 Forward the docume		None			Staff in charge –	
	the Office of the BAC C					BAC Chair	
	1.7 Affix signature in the	9	None	5 minutes		BAC Chair	
	Requests for Quotation					0. (()	
	1.8 Forwarded the docu		None			Staff in charge –	
	to the Procurement Unit			ļ .		BAC Chair	
	1.9 Update the monitori	•	None	1	minute	Clerk	
	logbook as to date of ap	•					
	and finalize details in th		.	4		01 1	
	1.10 Forward the appro		None	1	minute	Clerk	
	or TOR and RFQ and o						
	related documents to th	e BAC					
	Secretariat	ا م ما	Nlavas			DAC Convetoriet	
	1.11 Receive the approx		None	5	minutes	BAC Secretariat	
	procurement documents						
	1.12 Evaluate RFQ and						
items subject to PhilGEPS							
	posting with an ABC of	abuve					
	P50,000.00		None		minutes	BAC Secretariat	
	1.13 Post Request for Quotation with an ABC	of	INOHE	3	minutes	DAC Secretarial	
	above P50,000.00 at Ph						
	above Fou,000.00 at Pi	IIIGE PO					

	1.14 Canvass price quotations	None	3 days	Canva ser
	1.15 Evaluate the price	None		Clerk, BAG
	quotations and prepare the		1 day	Secretariat, BAC
	Abstract of Quotations and		_	Members, End-
	resolutions. The BAC			users, Technical
	members, TWG and end -			Working Group
	users evaluates and			Working Group
	recommends the approval of			
	• • •			
-	the transaction	Nissa		Olamb
	1.16 Prepare Purchase Order,	None		Clerk
	Contract, Notice of Award and		3 hours	Legal Officer
	Notice to Proceed of the			BAC Chair
	winning bidder/supplier. (The			
	legal officer will check the			
	content of the contract and the			
	BAC Chair will countersign the			
	NOA and NTP)			
-	1.17 Check the details of the	None	5 minutes	Procurement
	PO		0 1110.00	Head
-	1.18 Forward Purchase Order	None		Clerk, Budget,
		None	30 minutes	Accounting and
	and other procurement		30 minutes	VP-Admin and
	documents to Budget Office for			
	obligation, Accounting Office			Finance
	for certify the funds availability			
	of the transaction and Office of			
_	the VP-Admin and Finance			
	1.19 Verify and approve the	None		
	PO, Contract, Notice of Award,		20 minutes	VP-Admin and
	Notice to Proceed, and other			Finance
	related documents			
	1.20 Forward procurement	None	3 minutes	Staff in charge –
	documents to the Office of The			VP Admin and
	President (if PO is P100,000.00			Finance
	above)			1 manoo
-	1.21 Verify and approve the	None	20 minutes	University
		NONE	20 111111111111111111111111111111111111	President
	PO, Contract, Notice of Award,			President
	Notice to Proceed, and other			
_	related documents			
	1.22 Forward the approved	None	3 minutes	Staff Office of
	procurement documents to the			the President
	Procurement Unit			
	1.23 Update the monitoring	None	2 minutes	Clerk
	ogbook as to date of approval			
	1.24 Release the PO, contract,	None	1 day	Clerk
	NOA and NTP the winning		,	
	suppliers for conforme			
	1.25 Post conformed	None	5 minutes	BAC Secretariat
	procurement documents in	140110	o minutes	D/ (O Ocorcianat
ļ*	PhilGEPS			
-		Nlana	45	Clark
	1.26 Furnish copies of	None	15 minutes	Clerk
	documents to concerned offices		:	
	TOTAL:	None	5 days 5hrs and	
			45 minutes	
Procurement throu	ugh Alternative Mode of Procurem	ent is cove	ered under R.A. 91	84

2.Procurement through Competitive Bidding					1904		
	Office or Division: Procurement					PHILIPPINES	
Classification:	Classification: Highly Tech		ical				
Type of transac				Sovernment to Business			
Who may avail:		Interested Bi	dders				
	CHECKLIST OF RE	QUIREMENT	S		WHE	RE TO SECURE	
Approved Project	t Procurement Mana	gement Plan	(PPMP)		End-use	<u>e</u> r	
	al Procurement Plan		(1 1 1411)		BAC Se		
	ase Request (PR) or		rms of Refe	erence	End-use		
(TOR) (for consu	. ,	, , , , , , , , , , , , , , , , , , , ,				•	
	uirements and Tech	nical Specifica	ations (for o	loods)	End-use	er	
	am of Works, Technic				PMO/FN		
Drawing (for infra		•	•				
Bidding docume					BAC Se	cretariat	
Approved Purch	ase Order or Contrac	ct (6 copies), N	Notice of Av	vard (2	Procure	ment Unit/Contract	
copies), Notice to	o Proceed (2 copies)				Manage	ment	
CLIENT	AGENCY AG	CTION	FEES	PROCE	ESSING	PERSON	
STEPS			TO BE	TI	ME	RESPONSIBLE	
			PAID				
1.Submit	1.1 Receive the app		None	10 m	inutes	Staff in Charge	
PPMP,	PPMP and PR or T					Procurement	
Purchase	1.2 Evaluate if it is						
Request (PR),	the Approved Procu	urement					
Technical	Plan (APP)	hau					
Specifications and Schedule	1.3 Assign PR num		None	10 m	inutes	Stoff in Charge	
of	Schedule of Requir		None	10111	แนเธร	Staff in Charge Procurement	
Requirements	Technical Specifica					1 Tocarcinent	
(for goods),	other related docum						
Approved	VP-Admin and Fina						
POW, TS,	Office of the Presid						
Drawing, BOQ	1.5 Verify and appr	ove PR	None	30 m	inutes	University	
(for Infra) to the	, , , , , , , , , , , , , , , , , , , ,					President	
Procurement	1.6 Forwards the procurement		None 10 m		inutes	Staff in charge –	
Unit	documents to the P	rocurement				BAC Chair	
	Unit						
	1.7 Update the mor	•	None	1 minute		BAC Secretariat	
	logbook as to date					0. "	
	1.8 Forward approv		None	10 m	inutes	Staff in charge –	
	Schedule of Requir					BAC Chair	
	Technical Specifica						
	related documents Secretariat	IO DAC					
	1.9 Receive approv	ved	None	2 mi	nutes	BAC Secretariat	
	procurement docum		NOHE	2 11111	ilules	DAC Secretariat	
	prepares Notice for						
	Schedule						
	1.10 Prepare bidding			1 (day	BAC Secretariat	
	documents	9	None	' '	,		
	1.11 Conduct the p	re -	None	1 (day	BAC Secretariat	
	procurement confe				,		
	1.12 Advertise/Pos	t Invitation to	None	5 mi	nutes	BAC Secretariat	
	Bid to PhilGEPS, B	ulSU					

		1	1	SITE STATE
	te and conspicuous s in BuISU			PHILIPPINE
1.13 \$	Sale of bidding documents	Standard rates of BD	5 minutes	BAC Secretariat
1.14 (confe	Conduct Prebid rence	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
	Conduct Detailed ation of Bids	None	1 day	BAC Secretariat, BAC Members, End-users, Technical Working Group
Calcu	Prepare Lowest lated Bid	None	1 day	BAC Secretariat
confe		None	1 day	TWG, End users
	ssuance of Notice of Post ication or Disqualification	None	5 minutes	BAC Secretariat
decla	Prepare resolution ring LCRB	None	30 minutes	BAC Secretariat
initiale	Prepare Notice of Award ed by BAC Chair and d by President	None	5 minutes	BAC Secretariat, BAC Chair, President
Contra the win Allotme suppor related includir shall be Office, Preside check to and the counte	repare Purchase Order, ct, Notice to Proceed of uning bidder/supplier, ent and Obligation Slip ted by all documents to bidding processing Performance Security e submitted to Budget Accounting, VPAF & ent. (The legal officer will the content of the contract e BAC Chair will rsign the NOA and NTP)	None	1 day	BAC Secretariat, BAC Chair, Accounting, Budget, Legal Officer, VPAF, President
ogboo	pdate the monitoring k as to date of approval	None	2 minutes	Staff in charge – Procurement Unit
procur	ost approved ement documents in :PS, BuISU website	None	5 minutes	BAC Secretariat
,	TOTAL:	Standard Rates of BD	8 days 2hrs and 10 minutes	
Procurement through C	ompetitive Bidding is cover	ed under R.	.A. 9184	



Asset Management Unit (Supply) External Services

1.Preparation of Vo	ouchers					
Office or Division:	Office or Division: Asset Management Unit (Supply)					
Classification:	Simple					
Type of transaction:	G2C – Government to	G2C – Government to Citizen				
Who may avail:	Contractors, Suppliers	s and Consulta	ınt			
CHECKLIST OF I	REQUIREMENTS		WHERE TO SEC	URE		
1.Complete bid docum Procurement Unit	ents from	BAC Secreta	riat/Procurement l	Jnit		
2.Billing Statement from Contractor/Supplier/Co		BAC Secreta	riat/Procurement l	Jnit		
3.Certificate of Complete		PMO/FMO				
4.Turnover and accept signed by PMO/FMO	ance prepared and	Procurement	Unit			
5.Approved Purchase	Order	BAC Secreta	riat			
6.Approved Purchase Receipt/Sales Invoice/ Acceptance (For Reim	PAR/ICS/Inspection &	End-users				
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON		
		BE PAID	TIME	RESPONSIBLE		
1.Receive complete documents for preparation of Voucher	1.1 Evaluate the completeness of documents 1.2 Evaluate the completeness of signature in the needed documents and accuracy in the amount to be paid	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 TOTAL	5 minutes 30 minutes	Budget Office Accounting Office		
		IUIAL	30 111111111111111111111111111111111111			

2.Receipt of Supplies, Materials and Equipment

	lies, Materials and Equipme			1901		
Office or Division:	Asset Management Unit (Supply)			PHILIPPINES		
Classification:	Simple					
Type of transaction:	G2C – Government to Citizen					
Who may avail:	Contractors, Suppliers and Consu	Contractors, Suppliers and Consultant				
CHECKLIS	T OF REQUIREMENTS		WHERE TO SECU	IRF		
Approved Purchase C			cretariat/Procuren			
Notice of Inspection	51461 (1 G)		Reporty Unit	TOTIC OTTIC		
Inspection and Accep	tance Report		& Property Unit			
	R), Sales/Charge Invoice (SI/CI),		/Contractor/Consu	ıltant		
Official Receipts (OR)	, ,	Саррно	7001111401017001101	antarit		
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING	PERSON		
	7102110111011	TO BE	TIME	RESPON		
		PAID		SIBLE		
1.Deliver good.	1.1 Verify goods as per	None	15 minutes	Staff in		
J	approved Purchase Order			Charge –		
	based on quantity and			Supply &		
	specifications.			Property		
	1.2 Notify COA, Inspectorate			Unit		
	Team and End-user of the					
	delivered materials, supplies					
	and equipment for inspection.					
2.Present proof of	2.0 Inspect based on the	None	Case to case,	Staff in		
delivery	description/specifications stated		depending on	Charge –		
(DR/SI/CI/OR)	in the Purchase Order with		quantity/item	Supply &		
	respect to price, quality,			Property		
	specification			Unit,		
	2.1 Acknowledge delivery of			COA,		
	goods			End-user		
	2.2 Inspection and Acceptance			Inspector		
	Report signed by the			ate Team		
	Inspectorate Team, End-user					
	and Supply and Property Unit					
	personnel.		40	0. "		
	2.3 For supplies/ materials:	None	10 minutes	Staff in		
	•Inspection and Acceptance			Charge –		
	Report to be attached to the			Supply &		
	Purchase Order for the			Property		
	preparation of voucher			Unit,		
	For equipment			End-user		
	•Inspection and Acceptance					
	Report to be attached to the					
	Purchase Order for the					
	preparation of voucher					
	Property Acknowledgment Property Acknowledgment Property Acknowledgment					
	Receipt (PAR) - Php 15,000					
	and above					
	•Inventory Custodian Slip (ICS)					
	– below Php 15,000					
	PAR and ICS to be signed by					
	Head of Supply or authorized					
	representative and End-user	TOTAL	OF minutes			
		TOTAL	25 minutes			



Asset Management Unit (Supply)Internal Services

1.Preparation of Vo	ouchers					
Office or Division:	Office or Division: Asset Management Unit (Supply)					
Classification:	Simple					
Type of transaction:	G2C – Government to	G2C – Government to Citizen				
Who may avail:	End-Users					
CHECKLIST OF I	REQUIREMENTS		WHERE TO SEC	URE		
1.Complete bid docum Procurement Unit	ents from	BAC Secreta	riat/Procurement l	Jnit		
2.Billing Statement from Contractor/Supplier/Co		BAC Secreta	riat/Procurement l	Jnit		
3.Certificate of Complete PMO/FMO		PMO/FMO				
4.Turnover and accept signed by PMO/FMO	ance prepared and	Procurement	Unit			
5.Approved Purchase	Order	BAC Secreta	riat			
6.Approved Purchase Receipt/Sales Invoice/ Acceptance (For Reim	PAR/ICS/Inspection &	End-users				
CLIENT STEPS	AGENCY ACTION	FEES TO PROCESSING PERSON				
		BE PAID	TIME	RESPONSIBLE		
1.Receive complete documents for preparation of Voucher	1.1 Evaluate the completeness of documents 1.2 Evaluate the completeness of signature in the needed documents and accuracy in the amount to be paid	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 TOTAL	5 minutes 30 minutes	Budget Office Accounting Office		
		IUIAL	JO HIIIIULES	<u>l</u>		

2.Receipt of Supplies, Materials and Equipment

Assert value and a company a	Office or Division:	Asset Management Unit (Supply)			PHIL MALES		
Type of transaction: C3C — Government to Citizen End-Users					Elbhur		
CHECKLIST OF REQUIREMENTS		,					
Approved Purchase Order (PO) Inspection Inspection and Acceptance Report Delivery Receipts (DR), Sales/Charge Invoice (SI/CI), Official Receipts (DR) CLIENT STEPS AGENCY ACTION CLIENT STEPS AGENCY ACTION CLIENT STEPS AGENCY ACTION To Based on quantity and specifications. 1.2 Notify COA, Inspectorate Team and End-user of the delivered materials, supplies and equipment for inspection. 2.Present proof of delivery (DR/SI/CI/OR) (DR/SI/CI/OR) 2.Present proof of delivery of goods 2.2 Inspection and Acceptance Report to be attached to the Purchase Order for the preparation of voucher For equipment							
Approved Purchase Order (PO) BAC Secretariat/Procurement Unit Notice of Inspection Supply & Property Unit Inspection and Acceptance Report Supply & Property Unit Supply & Property Unit Delivery Receipts (OR), Sales/Charge Invoice (SI/CI), Official Receipts (OR) Sales/Charge Invoice (SI/CI), Official Receipts (OR), Sales/Charge Invoice (SI/CI), Sales/Charge Invoice (,			WIEDE TO SESI	IDE.		
Notice of Inspection Supply & Property Unit Inspection and Acceptance Report Supplier/Contractor/Consultant Supplier/Contr							
Inspection and Acceptance Report Supply & Property Unit Supplier/Contractor/Consultant		order (PO)			nent Unit		
Delivery Receipts (DR), Sales/Charge Invoice (SI/CI), Official Receipts (QR) CLIENT STEPS AGENCY ACTION TO BE TIME approved Purchase Order based on quantity and specifications. 1.2 Notify COA, Inspectorate Team and Enduer of the delivered materials, supplies and equipment for inspection. 2. Present proof of delivery (DR/SI/CI/OR) PAID 1.2 Notify COA, Inspectorate Team and Enduer of 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. 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 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		tongo Donort					
Official Receipts (OR) CLIENT STEPS AGENCY ACTION FES TO BE TIME RESPON RESPON SIBLE 1. Deliver good. 1.1 Verify goods as per approved Purchase Order based on quantity and specifications. 1.2 Notify COA, Inspectorate Team and End-user of the delivered materials, supplies and equipment for inspection. 2. Present proof of delivery of goods 2.1 Acknowledge delivery of goods 2.2 Inspect on and Acceptance Report signed by the Inspectorate Team, End-user and Supply and Property Unit personnel. 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 For equipment 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 For equipment 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					ultant		
CLIENT STEPS			Supplier	/Contractor/Const	ullanı		
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. 2.Present proof of delivery (DR/SI/CI/OR) 2.Present proof of delivery of goods 2.1 Inspection and Acceptance Report signed by the Inspectorate Team, End-user and Supply and Property Unit personnel. 2.3 For supplies/ materials: Inspection and Acceptance Report to be attached to the Purchase Order for the preparation of voucher For equipment Inspector 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 For equipment 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 For equipment Inspection and Acceptance Report to be attached to the Purchase Order for the preparation of voucher For equipment 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			FFFS	PROCESSING	PERSON		
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. 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. 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 For equipment 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	OLILIAI OILI O	AGENOT ACTION					
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. 2. Present proof of delivery (DR/SI/CI/OR) 2. 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. 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				111112			
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. 2.Present proof of delivery of 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. 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 For equipment 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	1.Deliver good.	1.1 Verify goods as per		15 minutes			
based on quantity and specifications. 1.2 Notify COA, Inspectorate Team and End-user of the delivered materials, supplies and equipment for inspection. 2. Present proof of delivery (DR/SI/CI/OR) 2. O 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. 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 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	l c good.						
specifications. 1.2 Notify COA, Inspectorate Team and End-user of the delivered materials, supplies and equipment for inspection. 2. Present proof of delivery (DR/SI/CI/OR) 2. 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. 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					_		
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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		1	None	10 minutes			
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		•			_		
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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							
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							
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							
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 below Php 15,000 PAR and ICS to be signed by Head of Supply or authorized representative and End-user 							
PAR and ICS to be signed by Head of Supply or authorized representative and End-user							
Head of Supply or authorized representative and End-user		• •					
representative and End-user		,					
		1					
		•	TOTAL	25 minutes			

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



Central Human Resource Management Office External Services



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

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

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



Central Human Resource Management Office Internal Services

1.Processing of Application for Leave					
Office or Division: Central Hu			man Resour	ce Management C	Office PHILIPPINES
Classification: Simple					
Type of trans			ernment to 0	Citizen	
Who may ava			Employees		
	KLIST OF REQUIREME	_		WHERE TO SEC	
Medicathan fiverselectionUniverselectiondays)	o. 6 (Leave Application Follows) Il Certificate (If Sick Leave days) Sity Clearance (If more the	ve for more		nan Resource Ma	
CLIENT STEPS	AGENCY ACTI		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Application for Leave	Receiving and recording Application for Leave (C6)	CSC Form	None	2 minutes	HR Staff
(CSC Form 6) with required	Processing of leave bala the CSC Form 6 and up- leave record		None	3minutes/leave form	HR Staff
documents	Reviewing and signing or processed leave form	of	None	2 minutes	Assistant Director
	Forwarding of the proce leave form to the designer recommending authoritisignature/recommendate. Short Leave Non-Academic Plashelita C. Benedict (Director for Administ Management Service) Faculty Dr. Romeo DC. Inast (Chancellor- Main Cancellor- Main Cancellor- Externate) Long Leave Non-Academic Plasher P. Pulumity (VP for Admin & Finder Cancellor) Faculty Dr. Teody C. San At (Executive Vice Presented)	nated by for htion. ersonnel tos htrative and es) oria ampus) juit al Campus) Personnel barit hance) ndres hsident)	None	2 minutes	HR Staff
	Forwarding of the signer form to the approving ausignature/approval. • Short Leave - Non-Academic F	d leave uthority for	None	2 minutes	HR Staff

VPs, Central & NAP Dr. Jaime P. Pulumbarit (VP for Admin & Finance)			1904 PHL [PP17852
- Faculty			
Dr. Teody C. San Andres (Executive Vice President)			
Long Leave			
Dr. Cecilia N. Gascon (University President)			
TOTAL:	None	11 minutes	

2.Processing of Service Credits

Office or Division:	Human Resource Ma	Human Resource Management Office – Payroll Unit		
Classification:	Simple	Simple		
Type of transaction:	G2C - Government t	G2C – Government to Citizen		
Who may avail:	All Regular Employe	es		
CHECKLIST OF R	EQUIREMENTS WHERE TO SECURE			
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				

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



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



1.Online Recruitment

1.Online Recruitmen	1L			
Office or Division:	Human Resource Management Office-Recruitment (Main Campus)			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	il: All Applicants			
CHECKLIST O	F REQUIREMENTS		WHERE TO SE	CURE
1.Signed application letter	er addressed to the	Citizen or C	Client	
University President				
2.Resume/Personal Data Revised 2017)	a Sheet (CS Form No.212,			
3.Certified true copy of T Diploma	ranscript of Record and			
4. Performance Rating in	n the last two (2) rating			
period (if any)	, , , -			
	(number of units earned in			
Graduate Studies, if any				
6.Eligibility (PRC and/or				
7.Certificate of employm	ent and Seminars attended			5 -5-5
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Search vacant	Post job vacancy in the	None	10 minutes	HR Staff
positions in the BuISU	BulSU website and			
website and	conspicuous places within			
conspicuous places	the university.			
within the university.				
2.Submit application	Check if the applicant	None	5 minutes	HR Staff
with the scanned copy	submitted complete			
of the required	requirements and send link			
documents to	of HR application google			
hrmo.main@bulsu.ed	form.			
u.ph.				
3.Wait for email and/or	Inform qualified applicants	None	5 minutes	HR Staff
SMS for the schedule	the schedule of their			
of their written	written examination,			
examination, interview	interview and teaching			
and teaching	demonstration through			
demonstration	email and/or SMS			
4.Attend to the	Prepare a comparative	None	5 minutes	HR Staff
schedule of their	assessment (summary of			
written examination,	evaluation) of all qualified			
interview and teaching	Applicants.			
demonstration	Ni CC di c	A .	.	LID 0: "
5.Wait for email and/or	Notify the applicants	None	5 minutes	HR Staff
SMS for the result of	regarding the result of the			
evaluation	evaluation through email			
	and/or SMS	None	20 minutes	
	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

7 th 7 to block its	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Signed application letter addressed to the	Citizen or Client
University President	
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	

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



Central Record's Office Internal Services

1.Issuance of Certificate of Employment (COE)

1.13Suarice of Cert	incate of Employment			1904
Office or Division:	Central Record's Office			
Classification:	Simple			
Type of transaction:	G2C – Government to Cit	tizen		
Who may avail:	All employees of the Univ	ersity		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
1. Records Form		Central Re	cords Office	
2. Clearance (only for	separation purposes)	Central Hu	man Resource Ma	nagement Office
3. ID (only for Online t	ransactions)	n/a		
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1.Fill-out the request form for COE *(Online Document Request Form are also available)	Encoded and printed COE shall be endorsed to Respective signatories -Supervising Administrative Officer (SAO)	None	Within the day or the next working day	Record's Staff
2.Claim by the requestor / Representative	Validate submitted requirements (for Representative only)	None	2 minutes	Record's Staff
	TOTAL:	None	1-2 working days	

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

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

3.Request for Internal Documents

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

4.Numbering of Travel Order

Office or Division:	Central Record's Office			
Classification:	Simple			
Type of transaction:	G2C – Government t	o Citizen		
Who may avail:	All employees of the	University		
CHECKLIST OF RE	CHECKLIST OF REQUIREMENTS WHERE TO SECURE			URE
1.Travel Order Form (Approved)		Central Records Office		
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1.Fill out the Travel Order	Numbered the	None	2 minutes	Record's Staff
form	approved Travel			
-needed to be approved	Order			
before numbering				
TOTAL: None 2 minutes				

5. Authentication of documents presented or on file

	3. Authentication of documents presented of on the				
Office or Division:	Central Record's Office				
Classification:	Simple				
Type of transaction:	G2C – Government to Citizen				
Who may avail:	All employees of the	University			
CHECKLIST OF REC	QUIREMENTS		WHERE TO SEC	URE	
1.Records Form			cords Office		
2.Original and Photocopy authenticated)	(document to be	Client/Citiz	en		
3.Authorization letter/fo representative)	orm (only for	Central Re	cords Office / Citiz	en	
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	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

				1904	
Office or Division:	Central Record's Office			PHILIPPINES	
Classification:	Simple				
Type of transaction:	G2C – Government to	Citizen			
Who may avail:	All employees of the U	Jniversity			
CHECKLIST OF RE	QUIREMENTS		WHERE TO SECURE		
1.Name/Agency conducting	validation	Client/Citi	zens		
2.Name of Personnel being	validation	Client/Citi	zens		
3. Purpose of Validation		Client/Citizens			
4.Letter of consent for verifi	cation (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	
	are to be provided				



Office of the Director for Administrative and Management Services External Services

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

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 R	EQUIREMENTS		WHERE TO SE	CURE
1.Compliance Checklist for	r Use of Vehicle	Office of th	e Director for Adr	ministration and
(CCUV) Form (BulSU-OP	-DAMS-01F5)	Manageme	ent Services (ODA	AMS)
2.Approved Request/Invita	ation Letter	Requestor	Office of the Uni	versity President
3.Duly signed and number	red Approved Travel	Central Re	cords Office/ Des	ignated Authorized
Order (for employees)			by the University I	
4.Duly signed and approve		Office of th	e Chancellor for S	Student Affairs
Checklist for Off-campus I				
Activities of Students (for	,	_		_
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
=		BE PAID	TIME	RESPONSIBLE
	Receive/review	None	15 minutes	ODAMS
Compliance Checklist for	•			Personnel
Use of Vehicle (CCUV)				
Form (BulSU-OP-DAMS-				
01F5) and any of the	Trip Ticket Form			
requirements:	(BulSU-OP-DAMS-			
Approved Degree of the site of th	01F1).			
Request/Invitation	If there is no available			
	vehicle for			
Duly signed and Approved				
, in the second				
Travel Order (for purpose is allowable employees) to hire a vehicle,				
Duly signed and issue Authorization				
approved Compliance to Hire a Vehicle				
Checklist for Off-	(AHV) Form (BulSU-			
Campus Extra	OP-DAMS-01F2)			
Curricular Activities of				
Students (for students)				
Accomplish Trip Ticket	Verify information	None	15 minutes	ODAMS
Form (BulSU-OP-	and completeness of	. 10110		Personnel
DAMS-01F1).	details on Trip Ticket			. 0.0001
	for approval.			
- or -	- or -			
	Verify information and			
Accomplish	completeness of			
Authorization to Hire a	details on AHV Form			
Vehicle (AHV) Form	for approval.			
(BulSU-OP-DAMS-				
01F2)				
Receive the details of	Give the details of	None	15 minutes	ODAMS
vehicle and assigned	vehicle and assigned			Personnel
driver for the schedule	driver for the			
trip.	schedule trip.			
	TOTAL:	None	45 minutes	



Office of the Director for Administrative and Management Services Internal Services



1. Reservation on th	e Use of University `	Vehicle fo	or Official Busi	ness
Office or Division:	Office of the Director for Administration and Management Services			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty Mem	bers, Non-A		
CHECKLIST OF F			WHERE TO SE	
1.Compliance Checklist f			ne Director for Adr	
(CCUV) Form (BulSU-OF	,		ent Services (ODA	
2.Approved Request/Invi			Office of the Uni	
3. Duly signed and number	ered Approved Travel			ignated Authorized
Order (for employees)			by the University I	
4.Duly signed and approv		Office of th	e Chancellor for	Student Affairs
Checklist for Off-campus				
Activities of Students (for	,	FFF0 TO	DD 00E00INO	DEDOON
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
Fill and and antends	Descina/review	BE PAID	TIME	RESPONSIBLE
Fill out and submit Compliance Checklist		None	15 minutes	ODAMS Personnel
for Use of Vehicle	accomplished CCUV Form and its			reisonnei
(CCUV) Form (BulSU-	attachments. Issue			
OP-DAMS-01F5) and	Trip Ticket Form			
any of the requirements:	(BulSU-OP-DAMS-			
Approved	01F1).			
Request/Invitation	,			
Letter	If there is no available			
• Duly signed and	vehicle for			
numbered Approved reservation and Travel Order (for purpose is allowable				
Travel Order (for				
employees) to hire a vehicle, issue				
• Duly signed and	Authorization to Hire			
approved Compliance	a Vehicle (AHV) Form			
Checklist for Off-	(BulSU-OP-DAMS-			
Campus Extra	01F2)			
Curricular Activities of				
Students (for students)	Varify information as -	None	1 E maintaa	
Accomplish Trip Ticket	Verify information and	None	15 minutes	ODAMS Personnel
Form (BulSU-OP-DAMS-01F1).	completeness of details on Trip Ticket			Personnel
- or -	for approval.			
Accomplish	or -			
Authorization to Hire a	Verify information and			
Vehicle (AHV) Form	completeness of			
(BulSU-OP-DAMS-	details on AHV Form			
01F2)	for approval.			
Receive the details of		None	15 minutes	ODAMS
vehicle and assigned	vehicle and assigned			Personnel
driver for the schedule	driver for the schedule			
trip.	trip.			
	TOTAL:	None	46 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

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



LIST OF OFFICES

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

