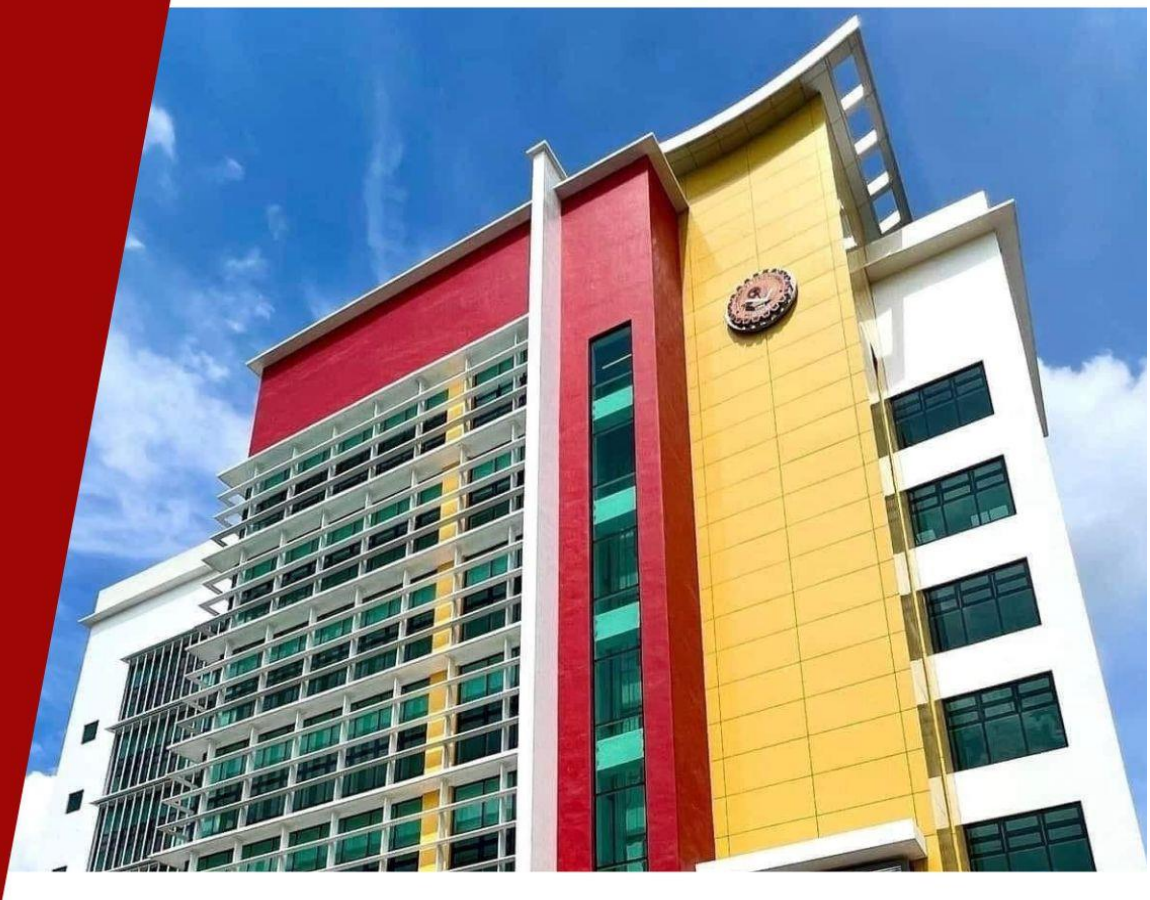
BULACAN STATE UNIVERSITY

CITIZEN'S CHARTER HANDBOOK

2022 2ND EDITION



BULACAN STATE UNIVERSITY

CITIZEN'S CHARTER

I. Mandate:

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

II. Vision:

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

III. Mission:

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

IV. Performance Pledge:

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

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

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

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

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

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

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

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Admission and Orientation Services
External Services

1. Online Application for New College Student

Office or Division:	Admission & Orientation Services
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	All interested Applicants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certified True Copy of Report Card (Form 138) of Grade 11 (1st and 2nd semester) and Grade 12 (1st semester) 2. Barangay Residency 3. Two (2) pieces 2x2 ID Picture with name tag and white background.	Citizen or Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Applicant must 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	6 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	10 minutes	

2.Online Reservation of Slot for Incoming Freshmen

Office or Division:	Admission & Orientation Services
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	All interested Applicants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Applicant fill-out the online reservation form.	Receives the document and process the online reservation form	None	3 minutes	Head of Admissions Office, Clerks and MIS Representative
	TOTAL:	None	3 minutes	

3.Online Application for Grade 7

Office or Division:	Admission & Orientation Services			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	All interested Applicants			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Certified True Copy of Grade 6 Report Card (Form 138) 2. Two (2) pieces 2x2 ID Picture with name tag and white background		Citizen or Client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Applicant must 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			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	All interested Applicants			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Applicant fill-out the online reservation form.	Receives the document and process the online reservation form	None	3 minutes	Head of Admissions Office, Clerks and MIS Representative
2.The applicant pays the non-refundable reservation fee	Cashier's Office and/or via e-payment portal	300.00	5 minutes	University Cashier and Staff

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

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

Office or Division:	Admission & Orientation Services
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	All interested Applicants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application letter addressed to the Dean 2. Certified copy of TOR (with Special Order for the graduates of private HEIs) 3. Certification of Good Moral 4. Permit to Study (if currently employed)	Citizen or Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Applicant must fill-out the online application form and attached all the necessary documents.	Receives accomplished online application form and evaluate other required documents via online transactions	None	3 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.The applicant pays the non-refundable Admission test fee	Cashier's Office and/or via e-payment portal	300.00	5 minutes	University Cashier and Staff and/or e-payment portal in-charge
4.Applicants receives assessment examination link through their registered emails	Schedules the date of examination	None	To be sent after the online application schedule	Head of Admissions, Office Clerks, and MIS Representative
	TOTAL:	None	12 minutes	

6.Online Application for Shifters, Transferee Student

Office or Division:	Admission & Orientation Services
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	All interested Applicants

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Transcript of Records 2.Clearance	Citizen or Client

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	6 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	10 minutes	

7.Online Application Graduate School Admission Test (G.S.A.T)

Office or Division:	Admission & Orientation Services
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	All interested Applicants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application letter addressed to the Dean 2. Certified copy of TOR (with Special Order for the graduates of private HEIs) 3. Certification of Employment (if currently employed) 4. Permit to Study (if currently employed)	Citizen or Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Applicant must fill-out the online application form and attached all the necessary documents.	Receives accomplished online application form and evaluate other required documents via online transactions	None	3 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.The applicant pays the non-refundable Admission test fee	Cashier's Office and/or via e-payment portal	300.00	5 minutes	University Cashier and Staff and/or e-payment portal in-charge
4.Applicants receives assessment examination link through their registered emails	Schedules the date of examination	None	To be sent after the online application schedule	Head of Admissions, Office Clerks, and MIS Representative
	TOTAL:	None	12 minutes	

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 University

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Properly accomplished clearance form 2. Official Receipt of Payment 3. Affidavit of Loss (for the request of a Duplicate Copy of the Diploma) 4. Photocopy of Transcript of Records and Diploma (for the request of CAV) 5. If the request is filed through a representative, an authorization letter and/or Special Power of Attorney (SPA), a photocopy of the ID of the student and the representative.	Citizen or Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON 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)	As per the student's billing	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 The concerned evaluator will check, update and evaluate the record of the student in case all the requirements were complied with	None	2 minutes 30 minutes	Registrar's Staff 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)			
6.Claim the document 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 University			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Internet Connection 2. Mobile Devices or Computer		Citizen or Client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Verification Option 1 - Student Number Based Verification Enter your Student Number, Birthday and select your course. Note: Make sure that the student number that you are providing is the same with your Certificate of 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 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's 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 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	Within 7 to 10 working days	Registrar's Staff & Courier Service Provider
	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 students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Properly accomplished clearance form 2. Official Receipt of Payment 3. Affidavit of Loss (for the request of a Duplicate Copy of the Diploma) 4. Photocopy of Transcript of Records and Diploma (for the request of CAV) 5. If the request is filed through a representative, an authorization letter and/or Special Power of Attorney (SPA), a photocopy of the ID of the student and the representative.	Citizen or Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON 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)	As per the student's billing	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 The concerned evaluator will check, update and evaluate the record of the student in case all the requirements were complied with	None	2 minutes 30 minutes	Registrar's Staff 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)			
6.Claim the document 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 REQUIREMENTS		**WHERE TO SECURE**		
1. Internet Connection 2. Mobile Devices or Computer		Citizen or Client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Verification Option 1 - Student Number Based Verification Enter your Student Number, Birthday and select your course. Note: Make sure that the student number that you are providing is the same with your Certificate of 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 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's 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 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	Within 7 to 10 working days	Registrar's Staff & Courier Service Provider
	TOTAL:	None	7 to 10 working days	

Accounting Office – Main Campus
Internal Services

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

Office or Division:	Accounting Office – Main Campus
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	All students of the University

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Certificate of Registration	Registrar's Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Accomplish the request form.	Receive/review accomplished request form. Advise the client to pay the corresponding fee.	None	2 minutes	Accounting Staff
2. Pay to the Cashier the corresponding fee.	Process payment and issue 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 Division:	Accounting Office – Main Campus
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	All students of the University

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Certificate of Registration	Registrar's Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Send a request to accounting.main @bulsu.edu.ph with the Certificate of Registration (COR) as attachment.	Receive/review the request, details and attachments. Advise the client to pay the corresponding fee through the BulSU's collection partners.	None	24 hours (within 1 working day)	Accounting Staff
2. Pay to the BulSU's collection partners the corresponding fee.	Process payment and advise the Accounting Office on the validated payment issue 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).	Sign the Statement of Account (SOA). Send the Statement of Account (SOA) in pdf file via email.	None	1 minute	Head of Accounting Unit; Accounting Staff
	TOTAL:	25.00	48 hours (within 2 working days)	

Accounting Office – External Campus Internal Services

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

Office or Division:	Accounting Office – External Campus
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	All students of the University

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Certificate of Registration	Registrar's Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Accomplish the request form and present the certificate of registration (COR).	1. Receive/review accomplished request form. Issue payment slip and advise the client to pay the corresponding fee.	None	1 minute	Accounting Staff
2. Pay to the Cashier the corresponding fee.	1. 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 Account	None		Accounting Staff
	TOTAL:	25.00	9 minutes	

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

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

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Certificate of Registration	Registrar's Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Accomplish the request form and present the certificate of registration (COR).	1. Receive/review accomplished request form. Issue payment slip and advise the client to pay the corresponding fee.	None	1 minute	Accounting Staff
2. Pay to the Cashier the corresponding fee.	1. Process payment and issue Official Receipt (OR)	25.00	3 minutes	Cashier Staff
3. Present the official receipt (OR) and receive the statement of account (SOA).	1. Verify data in the Computerized 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			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	Alumni and tenants of the University			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Billing form from Registrar's Office 2. Request Form from Accounting Office		Registrar and Accounting Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Present billing form from Registrar's Office or assessment from Accounting Office	Receive, Encode & Check the Student Number & the details of payment of the student	None	1 minute	Collecting Officer
2. Pay the corresponding school fees	Accept payments and issue Official Receipt	Amounts Due	5 minutes	Collecting Officer
	TOTAL:	Amounts Due	6 minutes	

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

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

3. Online and Bank Transactions

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

CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1.Online Collection for Landbank transactions 2.Electronic Payment Portal 3.Gcash Transaction				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Proceed to any LBP branches and pay the corresponding school fees 2.Go to Linkbiz Payment Portal and electronically pay the corresponding school fees 3.Log-in to your Gcash Account, proceed to pay bills and pay the corresponding school fees	Issuance of Official Receipt	Amounts due	48 hours (2 working days)	Collecting Officer
	TOTAL:	Amounts Due	48 hours (2 working days)	

Cashier's Office
Internal Services

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

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

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

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

3. Online and Bank Transactions

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

CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1.Online Collection for Landbank transactions 2.Electronic Payment Portal 3.Gcash Transaction				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Proceed to any LBP branches and pay the corresponding school fees 2.Go to Linkbiz Payment Portal and electronically pay the corresponding school fees 3.Log-in to your Gcash Account, proceed to pay bills and pay the corresponding school fees	Issuance of Official Receipt	Amounts due	48 hours (2 working days)	Collecting Officer
	TOTAL:	Amounts Due	48 hours (2 working days)	

Office of the Student Affairs and Services
External Services

1.Issuance of Certificate of Good Moral Character

Office or Division:	Student Affairs and Services
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	Alumni of the University

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Accomplished Request Form for Certificate of Good Moral 2.Proof of Payment	Office of the Student Affairs and Services – Main Campus BulSU Cashier

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 BulSU 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 proof of payment	Prepare and release the Certificate of Good Moral Character to client.			
	TOTAL:	25.00	5 minutes	

2.Online Issuance of Certificate of Good Moral Character

Office or Division:	Student Affairs and Services
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	Alumni of the University

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Online Document Request 2.Proof of Payment	BulSU Website (www.bulsu.edu.ph) GCash, Landbank e-Payment Portal

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Applicant must Log, accomplish/file and submit the following requirement to OSA: A. www.bulsu.edu.ph Online Request Document B. proof of payment	In lieu of Student clearance, the colleges shall submit a list of unfit students to receive Certificate of Good Moral Character due to existing liabilities and violations committed against in college and/or the university. This is to safeguard the importance of the CGMC from liberal and illegal use.	25.00	Not more than 3 working days	OSAS Clerk and OSAS Vice Chancellor
	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

Office or Division:	Student Affairs and Services
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	All students of the University

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Accomplished Request Form for Certificate of Good Moral 2.Proof of Payment	Office of the Student Affairs and Services – Main Campus BulSU Cashier

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 BulSU 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 proof of payment	Prepare and release the Certificate of Good Moral Character to client.			
	TOTAL:	25.00	5 minutes	

2.Online Issuance of Certificate of Good Moral Character

Office or Division:	Student Affairs and Services
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	All students of the University

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Online Document Request 2.Proof of Payment	BulSU Website (www.bulsu.edu.ph) GCash, Landbank e-Payment Portal

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Applicant must Log, accomplish/file and submit the following requirement to OSA: A. www.bulsu.edu.ph Online Request Document B. proof of payment	In lieu of Student clearance, the colleges shall submit a list of unfit students to receive Certificate of Good Moral Character due to existing liabilities and violations committed against in college and/or the university. This is to safeguard the importance of the CGMC from liberal and illegal use.	25.00	Not more than 3 working days	OSAS Clerk and OSAS Vice Chancellor
	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 Financial Assistance and Scholarships Internal Services

1.Application of Student Financial Assistance and Scholarships

Office or Division:	Student Financial Assistance and Scholarships
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	All students of the University

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Accomplished Google Form	OSFAS
2.2x2 Picture (softcopy)	Citizen or Client
3.Certificate of Registration (softcopy)	
4.Registration of Grades (softcopy)	
5.Barangay Indigence Certificate (softcopy)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Applicants fill out google form and upload complete softcopies of the requirements	Accept, check and evaluate the responses online	None	4 minutes	OSFAS Staff
2.Applicants undergo examination online	Conduct exam online	None	30 minutes	OSFAS Staff
3.Applicants undergo Interview online	Conduct interview via Zoom or Google Meet	None	5 minutes	OSFAS Staff
4.Applicant gets Notice of Acceptance online via email	Posting of qualified applicants at the OSFAS Facebook page	None	2 minutes	OSFAS Staff
5. Applicant gets Contract (Individual MOA) and accomplish the said contract	Issue scholarship Contract/ Notice of Acceptance thru LBC	None	3 minutes	OSFAS Staff
	TOTAL:	None	44 minutes/ per student *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 to Citizen
Who may avail:	All students of the University

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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Scholars fill out google form and upload softcopies of complete requirements	Accept, check and evaluate the responses online	None	4 minutes	OSFAS Staff
2.Screening of renewal google form responses online	Renewal responses from google with requirements submitted via google form	None	1 minute	OSFAS Staff
3.Scholars gets Notice of Acceptance online	Posting of renewed scholars at the OSFAS Facebook page	None	2 minutes	OSFAS Staff/Student Assistants
	TOTAL:	None	7 minutes/ per student *Based on Client's available time	

3.Distribution of Scholars' Grant

Office or Division:	Student Financial Assistance and Scholarships
Classification:	Complex
Type of transaction:	G2C – Government to Citizen
Who may avail:	All students of the University

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Accomplished OSFAS Google Form	OSFAS
2.Accomplished Conforme Letter (softcopy)	Citizen or Client
3.Student ID (softcopy)	
4.Optional: Valid ID of Representative (softcopy)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Scholars fill out google form for distribution and upload softcopies of complete requirements	Accept, check and evaluate the responses online	None	4 minutes	OSFAS Staff
2.Screening of submitted requirements	Responses from google with requirements submitted via google form	None	1 minute	OSFAS Staff
3.Monitor OSFAS Facebook page for update of distribution process	Create payroll with the Conforme Letter and Valid IDs to be submitted to Accounting Office	None	4 days	OSFAS Staff
4.Receive SMS of transaction code and claim in the nearest Money Transfer branch	Collect transaction receipts of scholars	None	10 minutes	OSFAS Staff
	TOTAL:	None	4 days & 15 minutes/per student *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 – Government to Citizen
Who may avail:	All students of Bulacan State University

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Student Organization Recognition Application Form	Office of the Student Organizations and Activities
2.Letter of Intent address to the Vice Chancellor for Student Affairs- Main Campus	Student Org/Client
3.Endorsement Letter from the Dean	Office of the Dean
4.Constitution and By-Laws	Student Org/Client
5.Officer's, Adviser's and Membership List	Office of the Student Organizations and Activities
6.Adviser's Profile and Acceptance Form	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 ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON 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 requirements 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 and Activities-Main Campus
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	All Recognized Student Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Compliance Checklist	Office of the Student Organizations and Activities
2.Approval Letter	Student Org/Client
3.Endorsement Letter from the Dean	Office of the Dean
4.Activity Proposal	Office of the Student Organizations and Activities
5.Adviser/Faculty Companion Form	Office of the Student Organizations and Activities
6.Certification from Dean and Adviser (for Face-to-Face Activity)	Office of the Student Organizations and Activities
7.Certification from Dean and Adviser (for Online Activity)	Office of the Student Organizations and Activities
8.Budget Proposal	Student Org/Client
9.List of Organizers and Participants	Office of the Student Organizations and Activities
10.Parental Consent	Office of the Student Organizations and Activities
11.Copy of Vaccination Card	Student Org/Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish the Compliance for Student Organizations Activities.	Receive and check if all the requirement are complete.	None	12 minutes	OSOA Staff
	Sign the Letter for Approval of Activities	None	3 minutes	OSOA Head
	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
Type of transaction:	G2C – Government to Citizen
Who may avail:	All Recognized Student Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Student Organization Recognition Application Form	Office of the Student Organizations and Activities
2.Constitution and By-Laws	Student Org/Client
3.Officer's Profile	Office of the Student Organizations and Activities
4.Officer's, Adviser's and Membership List	Office of the Student Organizations and Activities
5.Adviser's Profile and Acceptance Form	Office of the Student Organizations and Activities
6.Activity Proposal Form	Office of the Student Organizations and Activities
7.Budget Proposal Form	Office of the Student Organizations and Activities
8.Organizational Chart	Student Org/Client
9.Accomplishment and Financial Report of the preceding term.	Student Org/Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON 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

Office or Division:	Office of the Student Organizations and Activities-Main Campus
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	All Recognized Student Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Outstanding Student Organization Entry	Office of the Student Organizations and Activities
2. Outstanding Student Organization Adviser Nomination Form	Office of the Student Organizations and Activities
3. Outstanding Student Organization Leader Nomination Form	Office of the Student Organizations and Activities

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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)	Receive and check if all the requirements are complete. Forward to the panel of judges.	None	15 minutes	OSOA Staff and OSOA Head
2.Submit to the Office of the Student Organizations and Activities				
	TOTAL:	None	15 minutes	

Office of the Student Welfare
Internal Services

1.1Student and Employee Personal Insurance Assistance (Accident Claim)

Office or Division:	Office of the Student Welfare and Development – Main Campus
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	All BulSU Students and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Student Personal Accident Claim Form	Student Welfare and Development-Office
2.Medical Certificate	Citizen or Client
3.Doctor's prescription for medicines;	Citizen or Client
4.Original Official Receipts (itemized)	Citizen or Client
5.Doctor's request for any laboratory/radiology procedure done (if any);	Citizen or Client
6.Incident/Accident/Police Report;	Citizen or Client
7.Affidavit of insured driver and photocopy of Driver's license (if motorcycle accident);	Citizen or Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Complete and submit promptly all the requirements needed for insurance claim	Check all the requirements given by the insurance claimant.	None	10 minutes	OSWD Staff and OSWD-Main Campus Director
	Forward the requirements (soft copy and hard copy) to the Insurance provider. Follow-up evaluation of submitted requirements and claims from the Insurance provider.	None	10 minutes	OSWD Staff and OSWD-Main Campus Director
2.Prepare documents needed for proper identification and verification upon claiming of cheque.	Notify claimant through text regarding availability of insurance cheque	None	10 minutes	OSWD Staff and OSWD-Main Campus Director
	TOTAL:	None	30 minutes	

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

Office or Division:	Office of the Student Welfare and Development – Main Campus
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	All BulSU Students and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Duly registered death certificate or Certified true copy;	Citizen or Client
2.Duly registered of birth certificate of the insured;	Citizen or Client
3.Autopsy report/ Medico Legal statement;	Citizen or Client
4.Official police report and other related report i.e. interoffice accident report, newspaper;	Citizen or Client
5.Affidavit of witness/es (if applicable)	Citizen or Client
6.Available photos taken in incident scene;	Citizen or Client
7.Proof of relationship of the beneficiary (such as marriage, birth certificate, baptismal and etc.)	Citizen or Client
8.Copy of driver's license (if the insured id the one driving the vehicle) for vehicle accident.	Citizen or Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Complete and submit promptly all the requirements needed for insurance claim	Check all the requirements given by the insurance claimant Forward the requirements (soft copy and hard copy) to the insurance provider. Follow-up evaluation of submitted requirements and claims from the Insurance provider.	N/A	10 Minutes	OSWD Staff and OSWD-Main Campus Director
2.Prepare documents needed for proper identification and verification upon claiming of cheque.	Notify claimant through text regarding availability of insurance cheque	N/A	10 Minutes	OSWD Staff and OSWD-Main Campus Director
	TOTAL:	None	20 minutes	

Office of the University Library
External Services

1.Outdoor Library Book Returns (OLIBOR)

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

2.Online Book Request (OBR)

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

CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Accomplished Response to Google Form				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Fill out google form and choose your option **NOTE:** The Clients can only request two (2) books wherein 10% of the book pages to be scanned, which are shared through google drive.	Details will be sent to your Gmail	None	2 minutes	Librarian
For Scanning 1.Fill out google forms http://bit.ly/BulSUOBR	Contacts you via email to inform the availability of material. **Note**: Scanned materials will be shared via google drive	None	5 minutes	Librarian
For Photocopying 1.Fill out google forms http://bit.ly/BulSUOBR	Contacts you via email to inform the availability of material and the date/time of pick-up of photocopied materials. **Note:** • 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

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

4.Online Library Instruction (OLI)

Office or Division:	Office of the University Library			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Accomplished Response to Google Form				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
One-On-One Instruction 1.Fill-out online request form http://bit.ly/BulSUOLlr	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/BulSUOLlr	Checks the response, and sends the link for the audiovisual presentation	None	5 minutes	Librarian
2.After watching the Audiovisual presentation answer the evaluation form included at the last part of the form	Note: Upon completion of the Evaluation Form, the library will send an e-Certificate within 3-5 working days.	None	5 minutes	Librarian
	TOTAL:	None	10-15 minutes; Issuance of e-Certificate will be within 3-5 working days.	

5.Library Information and Research Assistance (LIRA)

Office or Division:	Office of the University Library			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Accomplished Response to Google Form				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
One-On-One Instruction 1.Fill-out online request form http://bit.ly/BulSULIRA	Checks the response/s from the google form	None	3 minutes	Librarian
2.Asks for ready-reference, and for their research needs (about new normal services, and the like)	Contacts the clients via E-mail to inform the availability of materials	None	20 minutes	Librarian
	TOTAL:	None	10-20 minutes	

6.Remote References and Information Access (RRIA)

Office or Division:	Office of the University Library			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Accomplished Response to Google Form				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
One-On-One Instruction 1.Sends Queries via BulSU library virtual assistant connection	Checks the response/s from the google form	None	3 minutes	Librarian
2.Asks for ready-reference questions or request (about new normal services, and the like)	Contacts the clients via E-mail to inform the availability of materials/Responds to the client's needs	None	5-10 minutes	Librarian
	TOTAL:	None	10-15 minutes	

7.Issuance of Certificate for Plagiarism and Grammar Checking

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

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

Office of the University Library
Internal Services

1.Outdoor Library Book Returns (OLIBOR)

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

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

2.Online Book Request (OBR)

Office or Division:	Office of the University Library			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Accomplished Response to Google Form				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Fill out google form and choose your option **NOTE:** The Clients can only request two (2) books wherein 10% of the book pages to be scanned, which are shared through google drive.	Details will be sent to your Gmail	None	2 minutes	Librarian
For Scanning 1.Fill out google forms http://bit.ly/BulSUOBR	Contacts you via email to inform the availability of material. **Note**: Scanned materials will be shared via google drive	None	5 minutes	Librarian
For Photocopying 1.Fill out google forms http://bit.ly/BulSUOBR	Contacts you via email to inform the availability of material and the date/time of pick-up of photocopied materials. **Note:** • 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.			
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 REQUIREMENTS		**WHERE TO SECURE**		
Accomplished Response to Google Form				
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.	Checks the OPAC purchase suggestion	None	2 minutes	Librarian
2.After registration/log-in, kindly look for the purchase suggestion tab and click.		None	3 minutes	Librarian
3.Fill out the necessary fields.		None	2 minutes	Librarian
4.Please Click "Submit your suggestion" button once completely filled out.		None	1 minute	Librarian
Via Online Forms 1.Go to University Library G-site, Go to Forms Tab	Checks the responses to the Google form	None	3 minutes	Librarian
2.Select the Google Form for "Online Book Suggestion" or click the link http://bit.ly/BulSUOBS				
3.Provide the necessary fields the bibliographic information (Title, author, copyright year, subject etc.) of your book suggestion. Then click submit	Confirmation E-mail will be sent	None	5-10 minutes	Librarian
	TOTAL:	None	10-15 minutes	

4.Online Library Instruction (OLI)

Office or Division:	Office of the University Library			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Accomplished Response to Google Form				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
One-On-One Instruction 1.Fill-out online request form http://bit.ly/BulSUOLlr	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/BulSUOLlr	Checks the response, and sends the link for the audiovisual presentation	None	5 minutes	Librarian
2.After watching the Audiovisual presentation answer the evaluation form included at the last part of the form	Note: Upon completion of the Evaluation Form, the library will send an e-Certificate within 3-5 working days.	None	5 minutes	Librarian
	TOTAL:	None	10-15 minutes; Issuance of e-Certificate will be within 3-5 working days.	

5.Library Information and Research Assistance (LIRA)

Office or Division:	Office of the University Library			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Accomplished Response to Google Form				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
One-On-One Instruction 1.Fill-out online request form http://bit.ly/BulSULIRA	Checks the response/s from the google form	None	3 minutes	Librarian
2.Asks for ready-reference, and for their research needs (about new normal services, and the like)	Contacts the clients via E-mail to inform the availability of materials	None	20 minutes	Librarian
	TOTAL:	None	10-20 minutes	

6.Remote References and Information Access (RRIA)

Office or Division:	Office of the University Library			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Accomplished Response to Google Form				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
One-On-One Instruction 1.Sends Queries via BulSU library virtual assistant connection	Checks the response/s from the google form	None	3 minutes	Librarian
2.Asks for ready-reference questions or request (about new normal services, and the like)	Contacts the clients via E-mail to inform the availability of materials/Responds to the client's needs	None	5-10 minutes	Librarian
	TOTAL:	None	10-15 minutes	

7.Issuance of Certificate for Plagiarism and Grammar Checking

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

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

University Infirmary
Internal Services

1.Issuance of Medical & Dental Certificate (Walk-In)

Office or Division:	University Infirmary
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	All students of the University/Faculty and Non-Academic Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.For absent student - Excuse letter from parent or guardian - Valid I.D of the parent or guardian - School I.D of the client 2.For OJT, ST, Employment - School I.D of the client - Recent Chest X-Ray within 6 months 3.For seminars, Field trip and other school activities - School I.D of the Client - Physical examination/Medical and Dental history of client	Citizen or Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Accomplish the request form and submit to the nurses on duty	1.Assess the client and verify/validate the requirements if present	None	2 minutes	Nurse/Physician and Dentist
2.Proceed to the consultation area	1.Interview and examine the Medical and Dental history of the client 2.Provide medical diagnosis 3.Provide Medical/Dental treatment if needed 4.Issue Medical Certificate	None	5 minutes	Physician/ Dentist
3.Proceed to the Nurse on duty	1.Carry out physician/dentist orders if any 2.Log on computer for data base	None	3 minutes	Nurse
	TOTAL:	None	10 minutes	

2.Issuance of Medical & Dental Certificate (Online)

Office or Division:	University Infirmary
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	All students of the University/Faculty and Non-Academic Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.For absent student - Excuse letter from parent or guardian - Valid I.D of the parent or guardian - School I.D of the client 2.For OJT, ST, Employment - School I.D of the client - Recent Chest X-Ray within 6 months 3.For seminars, Field trip and other school activities - School I.D of the Client - Physical examination/Medical and Dental history of client	Citizen or Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Accomplish the Online Health Assessment Form	1. Conduct evaluation of accomplished Online Health Assessment Form 2.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

Office or Division:	Central Accounting Office
Classification:	Simple
Type of transaction:	G2B – Government to Business
Who may avail:	Suppliers and Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Document request form – Request for Documented Information Form	At the Central Accounting front window
2.Proof of Payment of BulSU – Check issued by the Bulacan State University	Cashier's Office
3.Provide details needed for the preparation of the tax certificate e.g. company name, TIN number, Address	Information from the Supplier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the filled-up Request for Documented Information Form with the proof of payment of the University	Transmit to concerned personnel to prepare BIR form 2307 tax certificate Prepare the BIR form 2307 Certificate Signs by the Head of the Central Accounting Office or her duly authorized representative	None	10 minutes	Accounting Clerk Accounting Clerk Head of the Central Accounting Office or her duly authorized representative
	TOTAL:		10 minutes	

Central Accounting
Internal Services

1. REQUEST FOR CERTIFICATION OF REMITTANCE

Office or Division:	Central Accounting Office
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	Faculty and personnel in the University

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Document request form – Request for Documented Information Form	At the front window of the Central Accounting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up the Documented Information Request Form	Transmit to the concerned personnel for processing	None	2 minutes	Receiving Clerk
	Prepare the certificate of remittance	None	30 minutes.	Personnel In-charge on the preparation of the Certificate of Remittance
	Signs the certificate of remittance	None	3 minutes.	Head of the Central Accounting Office/duly authorized representative.
	TOTAL:		35 minutes	

2. REQUEST FOR BIR TAX CERTIFICATE

Office or Division:	Central Accounting Office
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	Concerned Personnel of the University

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Document request form – Request for Documented Information Form	At the Central Accounting front window
2.Proof of Payment of BulSU – Check issued by the Bulacan State University	Cashier's Office
3.Provide details needed for the preparation of the tax certificate e.g. company name, TIN number, Address	Information from the Supplier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the filled-up Request for Documented Information Form with the proof of payment of the University	Transmit to concerned personnel to prepare BIR form 2307 tax certificate	None	10 minutes	Accounting Clerk
	Prepare the BIR form 2307 Certificate			Accounting Clerk
	Signs by the Head of the Central Accounting Office or her duly authorized representative			Head of the Central Accounting Office or her duly authorized representative
	TOTAL:		10 minutes	

Budget Office
Internal Services

1.Issuance of Certification of Availability of Budget

Office or Division:	Budget Office
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	All officials, personnel, students and external clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request for funding signed by the Deans/Directors (for Colleges) or Head (for Offices/Units)	Offices of the Deans, Directors, and Head of Office/Units
2. Approved Project Procurement & Management Plan	End-Users &/or Procurement Office
3. Budget Proposals or Estimate of Expenses	Requestor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Request Documented Information Form	1.Verify the completeness of request	None	2 minutes	Budget Staff
2. Present letter of request with budget proposal/ estimate of expenses as attachment	1. Verify the availability of budget 2. Certify availability of budget 3. Photocopy of the original documents for filing and future reference	None	6 minutes	Budget Staff Head of Office Budget Staff
3. Wait for the release of the request	1.Release of budget certification	None	1 minute	Budget Staff
		TOTAL	9 minutes	

Procurement Office
External Services

1.Procurement through Alternative Mode of Procurement

Office or Division:	Procurement Office
Classification:	Complex
Type of transaction:	G2B – Government to Business
Who may avail:	Interested Bidders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Project Procurement Management Plan (PPMP)	End-user
Approved Annual Procurement Plan (APP)	BAC Secretariat
Approved Purchase Request (PR) (3 copies) or Approved Terms of Reference (TOR) (for consultancy services)	End-user
Approved Request for Quotation (RFQ) (5 copies)	Procurement Unit
Accomplished RFQ by suppliers/consultants (3 copies)	BAC Secretariat
Approved Abstract of Quotation (2 copies)	BAC Secretariat
Approved Resolution (2 copies)	BAC Secretariat
Approved Purchase Order or Contract (5 copies), Notice of Award (2 copies), Notice to Proceed (2 copies)	Contract Management

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit approved PPMP and Purchase Request (PR) to the Procurement Unit.	1.1 Receive the approved PPMP and PR or TOR 1.2 Evaluate if it is included in the Approved Procurement Plan (APP) 1.3 Assign PR number	None	10 minutes	Clerk
	1.4 Prepare Request for Quotation (RFQ)	None	20 minutes	Clerk
	1.5 Check the RFQ, Purchase Request or TOR	None	15 minutes	Head Procurement Unit
	1.6 Forward the documents to the Office of the BAC Chair	None		Staff in charge – BAC Chair
	1.7 Affix signature in the Requests for Quotation	None	5 minutes	BAC Chair
	1.8 Forwarded the documents to the Procurement Unit	None		Staff in charge – BAC Chair
	1.9 Update the monitoring logbook as to date of approval and finalize details in the RFQ	None	1 minute	Clerk
	1.10 Forward the approved PR or TOR and RFQ and other related documents to the BAC Secretariat	None	1 minute	Clerk
	1.11 Receive the approved procurement documents 1.12 Evaluate RFQ and identify items subject to PhilGEPS posting with an ABC of above P50,000.00	None	5 minutes	BAC Secretariat
	1.13 Post Request for Quotation with an ABC of above P50,000.00 at PhilGEPS	None	5 minutes	BAC Secretariat

	1.14 Canvass price quotations	None	3 days	Canvasser
	1.15 Evaluate the price quotations and prepare the Abstract of Quotations and resolutions. The BAC members, TWG and end - users evaluates and recommends the approval of the transaction	None	1 day	Clerk, BAC Secretariat, BAC Members, End-users, Technical Working Group
	1.16 Prepare Purchase Order, Contract, Notice of Award and Notice to Proceed of the winning bidder/supplier. (The legal officer will check the content of the contract and the BAC Chair will countersign the NOA and NTP)	None	3 hours	Clerk Legal Officer BAC Chair
	1.17 Check the details of the PO	None	5 minutes	Procurement Head
	1.18 Forward Purchase Order and other procurement documents to Budget Office for obligation, Accounting Office for certify the funds availability of the transaction and Office of the VP-Admin and Finance	None	30 minutes	Clerk, Budget, Accounting and VP-Admin and Finance
	1.19 Verify and approve the PO, Contract, Notice of Award, Notice to Proceed, and other related documents	None	20 minutes	VP-Admin and Finance
	1.20 Forward procurement documents to the Office of The President (if PO is P100,000.00 above)	None	3 minutes	Staff in charge – VP Admin and Finance
	1.21 Verify and approve the PO, Contract, Notice of Award, Notice to Proceed, and other related documents	None	20 minutes	University President
	1.22 Forward the approved procurement documents to the Procurement Unit	None	3 minutes	Staff Office of the President
	1.23 Update the monitoring logbook as to date of approval	None	2 minutes	Clerk
	1.24 Release the PO, contract, NOA and NTP the winning suppliers for conforme	None	1 day	Clerk
	1.25 Post conformed procurement documents in PhilGEPS	None	5 minutes	BAC Secretariat
	1.26 Furnish copies of documents to concerned offices	None	15 minutes	Clerk
	TOTAL:	None	5 days 5hrs and 45 minutes	
Procurement through Alternative Mode of Procurement is covered under R.A. 9184				

2.Procurement through Competitive Bidding

Office or Division:	Procurement Office
Classification:	Highly Technical
Type of transaction:	G2B – Government to Business
Who may avail:	Interested Bidders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Project Procurement Management Plan (PPMP)	End-user
Approved Annual Procurement Plan (APP)	BAC Secretariat
Approved Purchase Request (PR) or Approved Terms of Reference (TOR) (for consultancy services)	End-user
Schedule of Requirements and Technical Specifications (for goods)	End-user
Approved Program of Works, Technical Specifications, BOQ and Drawing (for infra)	PMO/FMMO
Bidding documents	BAC Secretariat
Approved Purchase Order or Contract (6 copies), Notice of Award (2 copies), Notice to Proceed (2 copies)	Procurement Unit/Contract Management

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit PPMP, Purchase Request (PR), Technical Specifications and Schedule of Requirements (for goods), Approved POW, TS, Drawing, BOQ (for Infra) to the Procurement Unit	1.1 Receive the approved PPMP and PR or TOR 1.2 Evaluate if it is included in the Approved Procurement Plan (APP) 1.3 Assign PR number	None	10 minutes	Staff in Charge Procurement
	1.4 Forward the PR and Schedule of Requirements and Technical Specifications and other related documents to the VP-Admin and Finance and Office of the President	None	10 minutes	Staff in Charge Procurement
	1.5 Verify and approve PR	None	30 minutes	University President
	1.6 Forwards the procurement documents to the Procurement Unit	None	10 minutes	Staff in charge – BAC Chair
	1.7 Update the monitoring logbook as to date of approval	None	1 minute	BAC Secretariat
	1.8 Forward approved PR and Schedule of Requirements Technical Specifications other related documents to BAC Secretariat	None	10 minutes	Staff in charge – BAC Chair
	1.9 Receive approved procurement documents and prepares Notice for Bidding Schedule	None	2 minutes	BAC Secretariat
	1.10 Prepare bidding documents	None	1 day	BAC Secretariat
	1.11 Conduct the pre - procurement conference	None	1 day	BAC Secretariat
	1.12 Advertise/Post Invitation to Bid to PhilGEPS, BulSU	None	5 minutes	BAC Secretariat

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

Asset Management Unit (Supply)
External Services

1.Preparation of Vouchers

Office or Division:	Asset Management Unit (Supply)
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	Contractors, Suppliers and Consultant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Complete bid documents from Procurement Unit	BAC Secretariat/Procurement Unit
2.Billing Statement from Contractor/Supplier/Consultant	BAC Secretariat/Procurement Unit
3.Certificate of Completion signed by PMO/FMO	PMO/FMO
4.Turnover and acceptance prepared and signed by PMO/FMO	Procurement Unit
5.Approved Purchase Order	BAC Secretariat
6.Approved Purchase Request/Official Receipt/Sales Invoice/PAR/ICS/Inspection & Acceptance (For Reimbursement)	End-users

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Receive complete documents for preparation of Voucher	1.1 Evaluate the completeness of documents 1.2 Evaluate the completeness of signature in the needed documents and accuracy in the amount to be paid	None	15 minutes	Staff in Charge – Supply & Property Unit
	1.3 Prepare Voucher for approval of VPAF/EVP 1.4 Prepare Obligation slip (for reimbursement) for review and approval of VPAF/VPAA/EVP	None	10 minutes	Staff in Charge – Supply & Property Unit, VPAF, VPAA, EVP
	1.5 Release of signed voucher to Budget Office/ Accounting Office	None	5 minutes	Budget Office Accounting Office
		TOTAL	30 minutes	

2.Receipt of Supplies, Materials and Equipment

Office or Division:	Asset Management Unit (Supply)
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	Contractors, Suppliers and Consultant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Purchase Order (PO)	BAC Secretariat/Procurement Unit
Notice of Inspection	Supply & Property Unit
Inspection and Acceptance Report	Supply & Property Unit
Delivery Receipts (DR), Sales/Charge Invoice (SI/CI), Official Receipts (OR)	Supplier/Contractor/Consultant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPON SIBLE
1.Deliver good.	1.1 Verify goods as per approved Purchase Order based on quantity and specifications. 1.2 Notify COA, Inspectorate Team and End-user of the delivered materials, supplies and equipment for inspection.	None	15 minutes	Staff in Charge – Supply & Property Unit
2.Present proof of delivery (DR/SI/CI/OR)	2.0 Inspect based on the description/specifications stated in the Purchase Order with respect to price, quality, specification 2.1 Acknowledge delivery of goods 2.2 Inspection and Acceptance Report signed by the Inspectorate Team, End-user and Supply and Property Unit personnel.	None	Case to case, depending on quantity/item	Staff in Charge – Supply & Property Unit, COA, End-user Inspectorate Team
	2.3 For supplies/ materials: •Inspection and Acceptance Report to be attached to the Purchase Order for the preparation of voucher For equipment •Inspection and Acceptance Report to be attached to the Purchase Order for the preparation of voucher •Property Acknowledgment Receipt (PAR) - Php 15,000 and above •Inventory Custodian Slip (ICS) – below Php 15,000 •PAR and ICS to be signed by Head of Supply or authorized representative and End-user	None	10 minutes	Staff in Charge – Supply & Property Unit, End-user
		TOTAL	25 minutes	

Asset Management Unit (Supply)
Internal Services

1.Preparation of Vouchers

Office or Division:	Asset Management Unit (Supply)
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	End-Users

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Complete bid documents from Procurement Unit	BAC Secretariat/Procurement Unit
2.Billing Statement from Contractor/Supplier/Consultant	BAC Secretariat/Procurement Unit
3.Certificate of Completion signed by PMO/FMO	PMO/FMO
4.Turnover and acceptance prepared and signed by PMO/FMO	Procurement Unit
5.Approved Purchase Order	BAC Secretariat
6.Approved Purchase Request/Official Receipt/Sales Invoice/PAR/ICS/Inspection & Acceptance (For Reimbursement)	End-users

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Receive complete documents for preparation of Voucher	1.1 Evaluate the completeness of documents 1.2 Evaluate the completeness of signature in the needed documents and accuracy in the amount to be paid	None	15 minutes	Staff in Charge – Supply & Property Unit
	1.3 Prepare Voucher for approval of VPAF/EVP 1.4 Prepare Obligation slip (for reimbursement) for review and approval of VPAF/VPAA/EVP	None	10 minutes	Staff in Charge – Supply & Property Unit, VPAF, VPAA, EVP
	1.5 Release of signed voucher to Budget Office/ Accounting Office	None	5 minutes	Budget Office Accounting Office
		TOTAL	30 minutes	

2.Receipt of Supplies, Materials and Equipment

Office or Division:	Asset Management Unit (Supply)
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	End-Users

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Purchase Order (PO)	BAC Secretariat/Procurement Unit
Notice of Inspection	Supply & Property Unit
Inspection and Acceptance Report	Supply & Property Unit
Delivery Receipts (DR), Sales/Charge Invoice (SI/CI), Official Receipts (OR)	Supplier/Contractor/Consultant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPON SIBLE
1.Deliver good.	1.1 Verify goods as per approved Purchase Order based on quantity and specifications. 1.2 Notify COA, Inspectorate Team and End-user of the delivered materials, supplies and equipment for inspection.	None	15 minutes	Staff in Charge – Supply & Property Unit
2.Present proof of delivery (DR/SI/CI/OR)	2.0 Inspect based on the description/specifications stated in the Purchase Order with respect to price, quality, specification 2.1 Acknowledge delivery of goods 2.2 Inspection and Acceptance Report signed by the Inspectorate Team, End-user and Supply and Property Unit personnel.	None	Case to case, depending on quantity/item	Staff in Charge – Supply & Property Unit, COA, End-user Inspectorate Team
	2.3 For supplies/ materials: •Inspection and Acceptance Report to be attached to the Purchase Order for the preparation of voucher For equipment •Inspection and Acceptance Report to be attached to the Purchase Order for the preparation of voucher •Property Acknowledgment Receipt (PAR) - Php 15,000 and above •Inventory Custodian Slip (ICS) – below Php 15,000 •PAR and ICS to be signed by Head of Supply or authorized representative and End-user	None	10 minutes	Staff in Charge – Supply & Property Unit, End-user
		TOTAL	25 minutes	

3.Issuance of Supplies, Materials and Equipment

Office or Division:	Asset Management Unit (Supply)
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	End-Users (Administrators, Faculty and Staff)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved PPMP	BAC Secretariat/Procurement Unit
Requisition and Issue Slip (RIS)	Supply & Property Unit
Inventory Custodian Slip (ICS)	Supply & Property Unit
Property Acknowledgement Receipt (PAR)	Supply & Property Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPON SIBLE
1.Submit filled out RIS	1.1 Requisition to be checked against the items listed in the PPMP of the concerned College/ Office/ Unit 1.2 Requisition slip approved by Supply and Property Unit and received by end-user/ authorized representative	None	5 minutes	Staff in Charge – SPU Chief-SPU
2.Received goods.	2.0 Release goods and the corresponding ICS and PAR. Requisition and Issue Slip to be provided with number/code and filed.	None	Case to case, depending on quantity/item	Staff in Charge – SPU End-user
		TOTAL	5 minutes	

Central Human Resource Management Office External Services

1.Online Recruitment

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Scanned copy of the following requirements: 1.Application Letter addressed to the University President 2.Resume/Personal Data Sheet (CS Form No.212, Revised 2017) 3.Certified true copy of transcript of record 4.Diploma and certification of grades (number of units earned in Graduate Studies) 5. Eligibility (PRC and/or CSC eligibility, TESDA 6.Certificate of employment 7.Certification of seminars to attended for the last five (5) years	Citizen or Client

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

Central Human Resource Management Office Internal Services

1.Processing of Application for Leave

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CSC Form No. 6 (Leave Application Form) • Medical Certificate (If Sick Leave for more than five days) • University Clearance (If more than 30 days)	Central Human Resource Management Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Application for Leave (CSC Form 6) with required documents	Receiving and recording of the Application for Leave (CSC Form 6)	None	2 minutes	HR Staff
	Processing of leave balance in the CSC Form 6 and updating of leave record	None	3minutes/leave form	HR Staff
	Reviewing and signing of processed leave form	None	2 minutes	Assistant Director
	Forwarding of the processed leave form to the designated recommending authority for signature/recommendation. • Short Leave - Non-Academic Personnel Isabelita C. Benedictos (Director for Administrative and Management Services) - Faculty Dr. Romeo DC. Inasoria (Chancellor- Main Campus) Dr. Reynaldo S. Naguit (Chancellor- External Campus) • Long Leave - Non-Academic Personnel Dr. Jaime P. Pulumbarit (VP for Admin & Finance) - Faculty Dr. Teody C. San Andres (Executive Vice President)	None	2 minutes	HR Staff
	Forwarding of the signed leave form to the approving authority for signature/approval. • Short Leave - Non-Academic Personnel	None	2 minutes	HR Staff

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

2.Processing of Service Credits

Office or Division:	Human Resource Management Office – Payroll Unit
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	All Regular Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. .Approved request to render service credits (i.e. after regular office hours, during Saturday, Sundays, Holidays and summer vacation)	Citizen or Client
2. Daily Time Record (DTR Form 48)	
3. Accomplishment Report	
4. Individual Faculty Workload	

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

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

1.Online Recruitment

Office or Division:	Human Resource Management Office-Recruitment (Main Campus)
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	All Applicants

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

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

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

1.Online Recruitment

Office or Division:	Human Resource Management Office-Recruitment (External Campus)
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	All Applicants

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

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

Central Record's Office
Internal Services

1.Issuance of Certificate of Employment (COE)

Office or Division:	Central Record's Office			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	All employees of the University			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Records Form		Central Records Office		
2. Clearance (only for separation purposes)		Central Human Resource Management Office		
3. ID (only for Online transactions)		n/a		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Fill-out the request form for COE *(Online Document Request Form are also available)	Encoded and printed COE shall be endorsed to Respective signatories -Supervising Administrative Officer (SAO)	None	Within the day or the next working day	Record's Staff
2.Claim by the requestor / Representative	Validate submitted requirements (for Representative only)	None	2 minutes	Record's Staff
	TOTAL:	None	1-2 working days	

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

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

3.Request for Internal Documents

Office or Division:	Central Record's Office
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	All employees of the University

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Requisition Form (Accomplished)	Central Records Office
2. Authorization letter (only for representative)	Central Records Office/Citizens
3. ID (only for Online Transactions)	Citizens/Clients

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Accomplished Requisition Form	Prepare the documents requested by the citizens/clients	None	5 minutes to 10 minutes	Record's Staff
2.Claim by the representative	Validate submitted requirements (for representative only)	None	2 minutes	Record's Staff
	TOTAL:	None	7-12 minutes	

4.Numbering of Travel Order

Office or Division:	Central Record's Office
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	All employees of the University

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Travel Order Form (Approved)	Central Records Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out the Travel Order form -needed to be approved before numbering	Numbered the approved Travel Order	None	2 minutes	Record's Staff
	TOTAL:	None	2 minutes	

5.Authentication of documents presented or on file

Office or Division:	Central Record's Office
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	All employees of the University

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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out the Authentication form	Documents for Authentication (original/photocopy) should match each other and stamped with "Certified copy of document presented" and endorsed to the respective signatories -Supervising Administrative Office (SAO) -Administrative Officer IV	None	5-10 minutes	Records Staff
2.Claim by the requestor/representative	Validate submitted requirements (for representative only)	None	2 minutes	Records Staff
	TOTAL:	None	7-12 minutes	

6.Responding to Walk In & Phone Validation

Office or Division:	Central Record's Office
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	All employees of the University

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Name/Agency conducting validation	Client/Citizens
2.Name of Personnel being validation	Client/Citizens
3.Purpose of Validation	Client/Citizens
4.Letter of consent for verification (if needed)	Client/Citizens

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Accomplish the checklist of requirements	Information to be provided shall be checked based on office records on file -All information (non-confidential) are to be provided	None	5-10 minutes	Records Staff
	TOTAL:	None	5-10 minutes	

Office of the Director for Administrative and Management Services
External Services

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

Office or Division:	Office of the Director for Administration and Management Services
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Compliance Checklist for Use of Vehicle (CCUV) Form (BulSU-OP-DAMS-01F5)	Office of the Director for Administration and Management Services (ODAMS)
2.Approved Request/Invitation Letter	Requestor/ Office of the University President
3.Duly signed and numbered Approved Travel Order (for employees)	Central Records Office/ Designated Authorized Signatory by the University President
4.Duly signed and approved Compliance Checklist for Off-campus Extra Curricular Activities of Students (for students)	Office of the Chancellor for Student Affairs

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out and submit Compliance Checklist for Use of Vehicle (CCUV) Form (BulSU-OP-DAMS-01F5) and any of the requirements: • Approved Request/Invitation Letter • Duly signed and numbered Approved Travel Order (for employees) • Duly signed and approved Compliance Checklist for Off-Campus Extra Curricular Activities of Students (for students)	Receive/review accomplished CCUV Form and its attachments. Issue Trip Ticket Form (BulSU-OP-DAMS-01F1). If there is no available vehicle for reservation and purpose is allowable to hire a vehicle, issue Authorization to Hire a Vehicle (AHV) Form (BulSU-OP-DAMS-01F2)	None	15 minutes	ODAMS Personnel
Accomplish Trip Ticket Form (BulSU-OP-DAMS-01F1). - or - Accomplish Authorization to Hire a Vehicle (AHV) Form (BulSU-OP-DAMS-01F2)	Verify information and completeness of details on Trip Ticket for approval. - or - Verify information and completeness of details on AHV Form for approval.	None	15 minutes	ODAMS Personnel
Receive the details of vehicle and assigned driver for the schedule trip.	Give the details of vehicle and assigned driver for the schedule trip.	None	15 minutes	ODAMS Personnel
	TOTAL:	None	45 minutes	

Office of the Director for Administrative and Management Services
Internal Services

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

Office or Division:	Office of the Director for Administration and Management Services
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	Students, Faculty Members, Non-Academic Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Compliance Checklist for Use of Vehicle (CCUV) Form (BulSU-OP-DAMS-01F5)	Office of the Director for Administration and Management Services (ODAMS)
2.Approved Request/Invitation Letter	Requestor/ Office of the University President
3.Duly signed and numbered Approved Travel Order (for employees)	Central Records Office/ Designated Authorized Signatory by the University President
4.Duly signed and approved Compliance Checklist for Off-campus Extra Curricular Activities of Students (for students)	Office of the Chancellor for Student Affairs

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out and submit Compliance Checklist for Use of Vehicle (CCUV) Form (BulSU-OP-DAMS-01F5) and any of the requirements: • Approved Request/Invitation Letter • Duly signed and numbered Approved Travel Order (for employees) • Duly signed and approved Compliance Checklist for Off-Campus Extra Curricular Activities of Students (for students)	Receive/review accomplished CCUV Form and its attachments. Issue Trip Ticket Form (BulSU-OP-DAMS-01F1). If there is no available vehicle for reservation and purpose is allowable to hire a vehicle, issue Authorization to Hire a Vehicle (AHV) Form (BulSU-OP-DAMS-01F2)	None	15 minutes	ODAMS Personnel
Accomplish Trip Ticket Form (BulSU-OP-DAMS-01F1). - or - Accomplish Authorization to Hire a Vehicle (AHV) Form (BulSU-OP-DAMS-01F2)	Verify information and completeness of details on Trip Ticket for approval. - or - Verify information and completeness of details on AHV Form for approval.	None	15 minutes	ODAMS Personnel
Receive the details of vehicle and assigned driver for the schedule trip.	Give the details of vehicle and assigned driver for the schedule trip.	None	15 minutes	ODAMS Personnel
	TOTAL:	None	46 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Answer the customer/client satisfaction survey (CSS) form and drop it at the designated drop box in front of the Office. Contact info: 919-7800 loc. 1033
How feedback is processed	Every Friday, the Human Resource Management Office Staff opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen. For inquiries and follow-ups, clients may contact the following telephone number: 919-7800 loc. 1033
How to file a complaint	Answer the Client Complaint form and drop it at the designated drop box in front of the Office. Complaints can be also be filed via telephone or through e-mail. Make sure to provide the following information: - Name of person being complained - Incident - Evidence For inquiries and follow-ups, clients may contact the following telephone number and e-mail address: (044) 791-0153 / officeofthepresident@bulsu.edu.ph
How complaints are processed	The Human Resource Management Officer opens the 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, PCC, ARTA	CCB: 0908-881-6565 (SMS) 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, 2nd Floor, Flores Hall Building	919-7800 loc. 1024
Student Financial Assistance and Scholarship	Beside the Admission and Orientation Services	919-7800 loc. 1086
Student Organization and Activities	Ground Floor, College of Education Building	919-7800 loc. 1077
Student Welfare	Ground Floor, College of Education Building	919-7800 loc. 1077
CAFA Library	3RD Floor, Federizo Hall Building	919-7800 loc. 1051
CAL Library	2nd Floor, Federizo Hall Building	919-7800 loc. 1048
CSSP Library	Ground Floor, CSSP Building	919-7800 loc. 1063
CHTM Library	3RD Floor, CHTM Building	919-7800 loc. 1096
CICT Library	4th Floor, Pimentel Hall Building	919-7800 loc. 1103
CIT Library	2ND Floor, Alvarado Hall Building	919-7800 loc. 1091
COE Library	4th Floor, Natividad Hall Building	919-7800 loc. 1070
COED Library	3rd Floor, Roxas Hall Building	919-7800 loc. 1075
CON Library	2nd Floor, Pimentel Hall Building	919-7800 loc. 1100
CS Library	2nd Floor, Federizo Hall Building	919-7800 loc. 1045
GS Library	Ground Floor, Federizo Hall Building	919-7800 loc. 1041
COL Library	Ground Floor, College of Law Building	919-7800 loc. 1085
University Infirmary	Ground Floor, Flores Hall Building	919-7800 loc. 1013
Central Accounting Office	Ground Floor, Flores Hall Building	919-7800 loc. 1006
Budget Office	Ground Floor, Flores Hall Building	919-7800 loc. 1010
Procurement Office	2ND Floor, Beside the College of Social Sciences and Philosophy near Gate 4	919-7800 loc. 1053
Asset Management Unit (Supply)	Building near Gate 4	919-7800 loc. 1055
Central Human Resource Management Office	Office No. 9, 2nd Floor, Flores Hall Building	919-7800 loc. 1033/1034
Human Resource Management Office – Main Campus	Ground Floor, College of Engineering	919-7800 loc. 6019
Human Resource Management Office – External Campus	Ground Floor, College of Engineering	919-7800 loc. 6014
Central Records Office	2nd Floor, Flores Hall Building	919-7800 loc. 1032
Office of the Director for Administrative and Management Services	Office No. 11, 2nd Floor, Flores Hall Building	919-7800 loc. 1031

BULACAN STATE UNIVERSITY
1904
PHILIPPINES