



**BULACAN STATE UNIVERSITY**

# **CITIZEN'S CHARTER**

***SOAR BuISU!***

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

# CITIZEN'S CHARTER

- This Citizen's Charter is in compliance with RA 9485 otherwise known as the Anti-Red Tape Act of 2007 (ARTA) and Civil Service Memorandum NO.12, S. 2008.
- This Citizen's Charter is a product of collaborative efforts of the University's Key Officials, Deans, Directors, and Heads of Units. It **describes the step-by-step procedures** in availing the key services of the University in commitment to provide efficient and highest quality services to the clients. It ensures transparency and right to information.

# ACCOUNTING OFFICE

## ISSUANCE OF EXAMINATION PERMIT

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal Circumstances)	Person in Charge	Fees	Form
1	Accomplish the request form	Verify the accomplished request form	2 minutes	Accounting Staff	None	Request Form
2	Present Certificate of Registration (COR) and Official Receipt (OR)	Verify student's record against the COR and OR;  Print the Test Permit.	1 minute	Accounting Staff	None	None
3	Wait for the release of the request.	Issue Test Permit	1 minute	Accounting Staff	None	None

**END of TRANSACTION (TOTAL = 4 minutes)**

# ACCOUNTING OFFICE

## ISSUANCE OF STATEMENT OF ACCOUNT (WALK-IN)

Step	Applicant / Client	Service Provider	Duration of Activity (Under normal Circumstances)	Person in Charge	Fees	Form
1	Accomplish the request form	Receive/review accomplished request form. Advise the client to pay the corresponding fee.	2 minutes	Accounting Staff	None	Request Form
2	Pay to the Cashier the corresponding fee.	Process payment and issue Official Receipt (OR)  Print the Test Permit.	5 minutes	Cashier	Php 25.00	None
3	Present the Certificate of Registration (COR) and Official Receipt (OR).	Verify data in the Computerized Enrollment System and print the Statement of Account (SOA)	1 minute	Accounting Staff	None	None
4	Receive statement of account	Sign the Statement of Account; Issue the Statement of Account.	1 minute	Head of Accounting Unit; Accounting Staff	None	None

**END of TRANSACTION (TOTAL = 9 minutes)**

# CASHIER'S OFFICE

## ISSUANCE OF OFFICIAL RECEIPT (Payment of Certificates, Statement of Accounts)

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal Circumstances)	Person in Charge	Fees	Form
1	Fill-out the cashier's payment form	Received, Encode & Check the Student Number & the details of payment of the student	1 minute	Collecting Officer	None	Cashier's Payment Form
2	Pay the corresponding school fees.	Accept payments and issue Official Receipt	5 minutes	Collecting Officer	Amounts due	None

**END of TRANSACTION (TOTAL = 6 minutes)**

# CASHIER'S OFFICE

## ISSUANCE OF OFFICIAL RECEIPT (Tuition Fees / Misc. Fees)

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal Circumstances)	Person in Charge	Fees	Form
1	Fill-out the cashier's payment form	Received, Encode & Check the Student Number & the details of payment of the student	1 minute	Collecting Officer	None	Cashier's Payment Form
2	Pay the corresponding school fees.	Accept payments and issue Official Receipt	5 minutes	Collecting Officer	Amounts due	None

**END of TRANSACTION (TOTAL = 6 minutes)**

# REGISTRAR'S OFFICE

## APPLICATION AND ISSUANCE OF TRANSCRIPT OF RECORDS, HONORABLE DISMISSAL AND CERTIFICATIONS OF GRADES (WALK – IN)

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal Circumstances)	Person in Charge	Fees	Form
1	Secure clearance form at the Registrar's Office	Issue clearance form	2 minutes	Registrar's Staff at the Window .	None	Clearance Form
2	Fill-in all the items in the clearance form & have it signed by the concerned offices	Sign the form if applicant is free from any obligation.	30 minutes	Concerned Offices	None	Clearance Form
3	Pay the corresponding fee at the Cashier's Office	Process payment and issue Official Receipt of payment (OR)	5 minutes	Cashier's Staff	Php 50.00/page TOR Fee	None
4	Submit all necessary documents at the designated Registrar's Window	Receive documents  The Concerned evaluator will check, update and evaluate the record of the student, in case all the requirements were complied with	30 minutes	Evaluator	None	None
5	Receive the claim stub	Schedule the release of the request and issue the claim stub to the student/client.  (Within 5 working days from the date receipt, the requests record will be available except for newly graduates)	5 minutes	Registrar's Staff at the window	None	Claim Stub
6	Claim the document	Release the requested documents	1 minute	Registrar's Staff at the Window	None	None

**END of TRANSACTION (TOTAL = 1 Hour and 15 minutes)**

# UNIVERSITY INFIRMARY

## MEDICAL/DENTAL CERTIFICATE

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal Circumstances)	Person in Charge	Fees	Form
1	Accomplish the request form and submit to the nurses on duty	Assess the client and verify/validate the requirements if present	2 minutes	Nurse/Physician and Dentist	None	Client Request Form (BuISU-OP-UI-02F1)
2	Proceed to the consultation area	Interview and examine the Medical and Dental history of the client  <ul style="list-style-type: none"> <li>- Provide medical diagnosis</li> <li>- Provide medical/dental treatment if needed</li> <li>- Issue Medical Certificate</li> </ul>	5 minutes	Physician/Dentist	None	<ol style="list-style-type: none"> <li>1. Medical Certificate due to absent student (BuISU-OP-UI-02F2)</li> <li>2. Medical Certificate for OJT, ST, School activities and employment (BuISU-OP-UI-03F1)</li> <li>3. Dental Certificate due to Absent student (BuISU-OP-UI-02F3)</li> <li>4. Dental certificate for OJT, ST, School activities and employment (BuISU-OP-UI-03F2)</li> </ol>
3	Proceed to the Nurse on duty	Carry out physician/dentist orders if any  Log on computer for data base	3 minutes	Nurse	None	None

**END of TRANSACTION (TOTAL = 10 minutes)**



# OFFICE OF THE STUDENT AFFAIRS & SERVICES

## ISSUANCE OF CERTIFICATE GOOD MORAL CHARACTER

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal Circumstances)	Person in Charge	Fees	Form
1	Applicant must accomplish and submit the following requirement to OSAS: a. Clearance Form b. Official Receipt	Receive accomplished clearance form and Official Receipt	5 minutes	OSAS Secretary and OSAS Dean	Php 25.00	Clearance Form (BulSU-OP-OSA-01F2)
						Billing Slip (BulSU-OP-OSA-01F1)
2	Submit the accomplished requirement to OSAS	Prepare and release the Certificate of Good Moral Character				Logbook for Issuance of Certificate of Good Moral Character (BulSU-OP-OSA-01F3)

END of TRANSACTION (TOTAL = 5 minutes)

# OFFICE OF THE ADMISSIONS and ORIENTATIONS SERVICES

## ADMISSION PROCEDURE for NEW STUDENT

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal Circumstances)	Person in Charge	Fees	Form
1	Applicant submits the following documents to Admission Office a. Photocopy of Records (form 138) or Transcript of Records (form 137) b. Photocopy of Certificate of Good Moral Character c. 2 Copies of 2x2 ID picture d. Short folder e. Official Receipt of Testing Fee (non-refundable)	Receives accomplished application form and other required documents Registrar/Guidance/QAA  Cashier's Office	5 minutes  2 minutes	Head Admission Office , Clerks  Cashier	Php 300.00	Application Form 1 (BuISU-OP-UAO-O1F1)
2	Applicant receives Examination Permit	Schedules the Date of examination	2 minutes	Head, Admission Office, Clerks		Application Form (BuISU-OP-UAO-O1F1)
3	Applicant takes the entrance exam	Administers Entrance examination	2 Hours and 30 minutes	Head, Admission Office, Clerks, proctors		Admission Office Form Number 100-096-01 Answer Sheet for Science and Non Science
4	Applicant verify the result of the test	Release the result of examinations as pre-screening of applicants	2 minutes	Head, Admission Office, Clerks		Admission Office Form Number 4 Result of Examination
5	Applicants whose name appear in the Bulletin Board surpass the pre-screening. Then they will proceed to the next round where they will undergo interview from the college they qualified.  Note: For Engineering qualifiers they will take a mental ability test while Architecture will take a skilled test.	Release the Notice of Admission and logs the NOA number and name of student and signs the logbook under the column "Released by". Release interview form.	2 minutes	Dean, Evaluation Committee		Interview Form and Answer Sheet
6	Applicants verify the final result of the test	Release of test result posted on bulletin board of admission office	2 minutes	Head, Admission Office, Clerks		

**END of TRANSACTION (TOTAL = 2 Hours and 45 Minutes)**

# OFFICE OF THE ADMISSIONS and ORIENTATIONS SERVICES

## ADMISSION PROCEDURE for TRANSFEREES

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal Circumstances)	Person in Charge	Fees	Form
1	Applicant submits the following documents to Admission Office a. Photocopy of Transcript of Records, Transfer Credentials b. Photocopy of Certificate of Good Moral Character c. 2 Copies of 2x2 ID picture d. Short folder e. Official Receipt of Testing Fee (non-refundable)	Receives accomplished application form and other required documents Registrar/Guidance/QAA  Cashier's Office	5 minutes  2 minutes	Head Admission Office , Clerks  Cashier	  Php 300.00	  Application Form 1 (BuSU-OP-UAO-O1F1)
2	Applicant receives Examination Permit	Schedules the Date of examination	2 minutes	Head, Admission Office, Clerks		Application Form (BuSU-OP-UAO-O1F1)
3	Applicant takes the entrance exam	Administers Entrance examination	2 Hours and 30 minutes	Head, Admission Office, Clerks, proctors		Admission Office Form Number 100-096-01 Answer Sheet for Science and Non Science
4	Applicant verify the result of the test	Release the result of examinations as pre-screening of applicants	2 minutes	Head, Admission Office, Clerks		Admission Office Form Number 4 Result of Examination
5	Applicants whose name appear in the Bulletin Board surpass the pre-screening. Then they will proceed to the next round where they will undergo interview from the college they qualified.  Note: For Engineering qualifiers they will take a mental ability test while Architecture will take a skilled test.	Release the Notice of Admission and logs the NOA number and name of student and signs the logbook under the column "Released by". Release interview form.	2 minutes	Dean, Evaluation Committee		Interview Form and Answer Sheet
6	Applicants verify the final result of the test	Release of test result posted on bulletin board of admission office	2 minutes	Head, Admission Office, Clerks		

**END of TRANSACTION (TOTAL = 2 Hours and 45 Minutes)**

# OFFICE OF THE SCHOLARSHIPS and FINANCIAL ASSISTANCE

## APPLICATION / RENEWAL PROCEDURE for SCHOLARSHIP

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal Circumstances)	Person in Charge	Fees	Form
1	Applicant Submits the following documents: <ul style="list-style-type: none"> <li>Accomplished OSFAS Application form</li> <li>2x2 Picture</li> <li>Letter of Intent</li> <li>Autobiography</li> <li>Certificate of Registration</li> <li>Certificate of Grades</li> <li>ITR/Certificate of Brgy. Indigency</li> <li>Clear photo of Residence</li> </ul>	Accept, check and evaluate the requirements	4 minutes	OSFAS Staff/Student Assistants	None	Application Form (BuISU-OP-OSFAS-01F1)  Renewal Form (BuISU-OP-OSFAS-02F1)
2	Applicants undergo examination	Conduct exam	30 minutes	OSFAS Staff/Benefactor	None	N/A
3	Applicants undergo interview	Conduct interview	5 minutes	OSFAS Staff/Benefactor	None	Final list of grantees from OSFAS
4	Applicant gets notice of acceptance	Posting of qualified applicants at the University Bulletin board	2 minutes	OSFAS Staff/ Student Assistants	None	Final list of grantees from OSFAS
5	Applicant gets Contract (Individual MOA) & accomplished the said contract	Issue scholarship contract	3 minutes	OSFAS Staff / Benefactor	None	MOA/Logbook (BuISU-SP-QMS-05F1)

END of TRANSACTION (TOTAL = 44 minutes)

# **OFFICE OF THE SCHOLARSHIPS and FINANCIAL ASSISTANCE**

## **APPLICATION / RENEWAL PROCEDURE for FINANCIAL ASSISTANCE**

<b>Step</b>	<b>Applicant/Client</b>	<b>Service Provider</b>	<b>Duration of Activity (Under normal Circumstances)</b>	<b>Person in Charge</b>	<b>Fees</b>	<b>Form</b>
1	Applicant Submits the following documents: <ul style="list-style-type: none"> <li>• Accomplished OSFAS Application form</li> <li>• 2x2 Picture</li> <li>• Certificate of Registration</li> <li>• Certificate of Grades</li> <li>• ITR/Certificate of Brgy. Indigency</li> </ul>	Accept, check and evaluate the requirements	4 minutes	OSFAS Staff/Student Assistants	None	Application Form (BuISU-OP-OSFAS-01F1)  Renewal Form (BuISU-OP-OSFAS-02F1)
2	Screening of applicants	Application form with requirements	1 minute	OSFAS Staff	None	N/A
3	Applicant gets notice of acceptance	Posting of qualified applicants at the University Bulletin board	2 minutes	OSFAS Staff/ Student Assistants	None	Final list of grantees from OSFAS

**END of TRANSACTION (TOTAL = 7 minutes)**

# **OFFICE OF THE SCHOLARSHIPS and FINANCIAL ASSISTANCE**

## **CLAIMING / DISTRIBUTION OF GRANTS**

<b>Step</b>	<b>Applicant/Client</b>	<b>Service Provider</b>	<b>Duration of Activity (Under normal Circumstances)</b>	<b>Person in Charge</b>	<b>Fees</b>	<b>Form</b>
1	Applicant Submits Photocopy of School ID	Check from the list of Grantees	2 minutes	OSFAS Staff/ Student Assistants	None	Checklist from Cashier's Office with Batch number
2	Sign from the checklist	Give copy of the Batch number	1 minute	OSFAS Staff/ Student Assistants	None	Checklist
3	Scholar sign on the logbook	Proceed to Cashier's Office	2 minutes	OSFAS Staff/ Student Assistants	None	Logbook (BuISU-SP-QMS-05F1)

**END of TRANSACTION (TOTAL = 5 minutes)**

# OFFICE OF THE STUDENT ORGANIZATIONS and ACTIVITIES

## RECOGNITION of NEW ORGANIZATIONS

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal Circumstances)	Person in Charge	Fees	Form
1	Accomplish the Student Organization Recognition Application Form and letter of Intent addressed to the Dean of Student Affairs and Services	Check the Student Organization Recognition Application Form	2 minutes	OSO Staff	N/A	Student Organization Recognition Application Form
2	Attach a copy of Constitution and By-Laws List of Officers, Officer Profile, Adviser's Personal Information, Membership Form, Membership list (for 50 and above members), Activity Proposal Form, Invitation Letter for the chosen adviser and Acceptance Letter of Organization Adviser	Check if all the requirements are complete	4 minutes	OSO Staff	N/A	Forms
3	Submit the Application	Sign and Evaluate the application	1 minute	OSO Staff and OSO Head	N/A	Forms and Logbook

**END of TRANSACTION (TOTAL = 7 minutes)**

# **OFFICE OF THE STUDENT ORGANIZATIONS and ACTIVITIES**

## **RENEWAL of RECOGNITION of STUDENT ORGANIZATIONS**

<b>Step</b>	<b>Applicant/Client</b>	<b>Service Provider</b>	<b>Duration of Activity (Under normal Circumstances)</b>	<b>Person in Charge</b>	<b>Fees</b>	<b>Form</b>
1	Accomplish the Student Organization Recognition Application Form and letter of Intent addressed to the Dean of Student Affairs and Services	Check the Student Organization Recognition Application Form	2 minutes	OSO Staff	N/A	Student Organization Recognition Application Form
2	Attach a copy of Constitution and By-Laws List of Officers, Officer Profile, Adviser's Personal Information, Membership Form, Membership list (for 50 and above members), Activity Proposal Form, Invitation Letter for the chosen adviser and Acceptance Letter of Organization Adviser.  Accomplishment Report and Financial Report of the preceding term	Check if all the requirements are complete	5 minutes	OSO Staff	N/A	Forms
3		Sign and Evaluate the application	1 minute	OSO Staff and OSO Head	N/A	Forms and Logbook

**END of TRANSACTION (TOTAL = 8 minutes)**



# **OFFICE OF THE STUDENT ORGANIZATIONS and ACTIVITIES**

## **PROPOSAL OF ACTIVITIES**

<b>Step</b>	<b>Applicant/Client</b>	<b>Service Provider</b>	<b>Duration of Activity (Under normal Circumstances)</b>	<b>Person in Charge</b>	<b>Fees</b>	<b>Form</b>
1	Accomplish the Checklist requirements for Extramural Activities of Students Organizations and Approval Letter for Activity	Check requirements for Extramural Activities of Students Organizations and Approval Letter for Activity	2 minutes	OSO Staff	N/A	Checklist requirements for Extramural Activities of Students Organizations and Approval Letter for Activity
2	Attach the Activity Proposal Form, Faculty Companion Form, Dean and Adviser Certification, Parental Consent Form (outside Bulacan must be notarized). List of Participants, Invitation from Sponsoring Organization, CHED Endorsement (if available), Medical Certificate (required for international events) and Certification from the Office of Student Organizations	Check if all the requirements are complete	4 minutes	OSO Staff	N/A	Forms
3		Sign and Evaluate the application	1 minute	OSO Head	N/A	Forms and Logbook

**END of TRANSACTION (TOTAL = 7 minutes)**

# **OFFICE OF THE STUDENT WELFARE**

## **STUDENT GRIEVANCE**

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal Circumstances)	Person in Charge	Fees	Form
1	Complete required documents from receipt of request.	Received, process within 1 day from receipt of request without correction	1 hour	OSW Staff and OSW Director	N/A	Logbook

**END of TRANSACTION (TOTAL = 1 hour)**

## **STUDENT PERSONAL INSURANCE ASSISTANCE CLAIM**

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal Circumstances)	Person in Charge	Fees	Form
1	Accomplish all the needed requirements to the office of the Student Welfare.	Check all the requirements given by the insurance claimant.	2 minutes	OSW Staff and OSW Director	N/A	Insurance form given by the insurance provider
2	Submit all the requirements to the office of the Student Welfare	Forward the requirements (soft copy and hard copy) to insurance provider.	1 minute	OSW Staff and OSW Director	N/A	Logbook

**END of TRANSACTION (TOTAL = 3 minute)**

# **OFFICE OF THE STUDENT WELFARE**

## **DEATH CLAIM**

<b>Step</b>	<b>Applicant/Client</b>	<b>Service Provider</b>	<b>Duration of Activity (Under normal Circumstances)</b>	<b>Person in Charge</b>	<b>Fees</b>	<b>Form</b>
1	Accomplish all the needed requirements to the office of the Student Welfare.	Check all the requirements given by the insurance claimant.	2 minutes	OSW Staff and OSW Director	N/A	Insurance form given by the insurance provider
2	Submit all the requirements to the office of the Student Welfare	Forward the requirements (soft copy and hard copy) to insurance provider.	1 minute	OSW Staff and OSW Director	N/A	Logbook

**END of TRANSACTION (TOTAL = 3 minutes)**

# OFFICE OF THE UNIVERSITY LIBRARY

## LIBRARY REFERENCE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal Circumstances)	Person in Charge	Fees	Form
1	Presents valid ID and logs in (Automated System for Library Users)	Verifies the validity of the ID/ID Scanning	1 minute	Library Staff	N/A	BuISU-OP-UL-03F1: Log in of Library Users
2	Asks the reference librarian regarding the policies and regulation including library holdings.	Provides library guide	2 minutes	Reference Librarian/Library Staff	N/A	N/A

**END of TRANSACTION (TOTAL = 3 minutes)**

# OFFICE OF THE UNIVERSITY LIBRARY

## BORROWING AND RETURNING OF LIBRARY MATERIALS

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal Circumstances)	Person in Charge	Fees	Form
1	Present valid ID	Verifies the validity of the ID/ID Scanning	1 minute	Librarian/Library Staff	N/A	BulSU-OP-UL003F1: Log in of Library Users
2	Ask for availability of library materials	Searches using the Online Public Access Catalogue (OPAC)	5 minutes	Librarian/Library Staff	N/A	N/A
3	Presents the book/materials and ID	Barcode/ID Scanning	1 Minute	Librarian/Library Staff	N/A	BulSU-OP-UL-02F1: Book Card BulSU-OP-UL-03F2: Charge Slip for overnight BulSU-OP-UL-03F1: Log in of Library Users BulSU-OP-UL-03F9: Faculty/Personnel Record
4	Gets the borrowed materials	Lends library materials	1 minute	Librarian/Library Staff	N/A	N/A
5	Presents borrowed materials and receipts	Received materials and receipt, scans barcode/ID stamps and signs receipt, shelves the materials	2 minutes	Librarian/Library Staff	If overdue: Pay Php 10/day (overnight)	BulSU-OP-UL-03-F13: Invoice

**END of TRANSACTION (TOTAL = 10 minutes)**

# OFFICE OF THE UNIVERSITY LIBRARY

## INFORMATION AND REFERRAL SERVICES

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal Circumstances)	Person in Charge	Fees	Form
1	Present valid ID and logs in (Automated System for Library Users)	Verifies the validity of the ID/ID Scanning	1 minute	Librarian/Library Staff	N/A	BuISU-OP-UL-03F1: Log in of Library Users
2	Accomplishes request form for referral	Checks the accomplished slip and encodes the referral letter and have it signed	8 minutes	Librarian/authorized library staff	N/A	BuISU-OP-UL-03F10: Request Form for Referral
3	Gets the referral letter	Issues the referral letter	1 minute	Librarian/Library Staff	N/A	N/A

**END of TRANSACTION (TOTAL = 10 minutes)**

## COMPUTER/INTERNET ACCESS

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal Circumstances)	Person in Charge	Fees	Form
1	Present valid ID and logs in (Automated System for Library Users)	Verifies the validity of the ID/ID Scanning	2 minutes	Librarian/Library Staff	N/A	BuISU-OP-UL-03F1: Log in of Library Users
2	Proceeds to the available computer unit	Assists the clients in using the computer	2 minutes	Librarian/authorized library staff	N/A	BuISU-OP-UL-03F6: Internet Log of Library Users
3	Accesses the internet	The system will automatically start and end the session	60 minutes	Librarian/Authorized Library Staff	N/A	N/A

**END of TRANSACTION (TOTAL = 1 hour and 4 minutes)**

# OFFICE OF THE UNIVERSITY LIBRARY

## LIBRARY SIGNING OF CLEARANCE

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal Circumstances)	Person in Charge	Fees	Form
1	Presents the clearance form	Checks the clearance Checks the student's /employee's records Signs the clearance	8 minutes	Librarian/Authorized Library Staff	N/A	Clearance Form
2	Gets the clearance and signs in the logbook	Issues the clearance	1 minute	Librarian/Library Staff	N/A	N/A

**END OF TRANSACTION (TOTAL = 9 minutes)**

## PHOTOCOPYING OF MATERIALS

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal Circumstances)	Person in Charge	Fees	Form
1	Present valid ID and logs in (Automated System for Library Users)	Checks the validity of the ID/ID Scanning	1 minute	Librarian/Library Staff	N/A	BuISU-OP-UL-03F1: Log in of Library Users
2	Gets the materials in the shelves	Scans barcode/ ID, prints and signs the slip	5 minutes	Librarian/Library Staff	N/A	BuISU-OP-UL-02F1: Book Card BuISU-OP-UL-02F2: Date Due Slip BuISU-OP-UL-03F3: Photocopying slip for serials
3	Returns the books/library materials borrowed	Checks the borrowed materials and cancels the record in the book card	1 minute	Librarian/Library Staff	If overdue: Pay Php 5.00/day (Photocopy)	BuISU-OP-UL-03-F13: Invoice

**END OF TRANSACTION (TOTAL = 7 minutes)**

# OFFICE OF THE UNIVERSITY LIBRARY

## ISSUANCE of the CERTIFICATION for SUBMISSION of THESES and DISSERTATIONS

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal Circumstances)	Person in Charge	Fees	Form
1	Present valid ID and logs in (Automated System of Library Users)	Verifies the validity of the ID/ID Scanning	1 minute	Librarian/Library Staff	N/A	BuISU-OP-UL003F1: Log in of Library Users
2	Presents the hardbound copy of theses/dissertations	Checks the theses/dissertations	1 Minute	Librarian/Authorized Library Staff	N/A	N/A
3	Submits the requirements	Checks the requirements submitted, records and encodes the certification and have it signed	7 minutes	Librarian/Authorized Library Staff	N/A	N/A
4	Gets the certification	Issues the certification	1 minute	Librarian/Library Staff	N/A	N/A

**END of TRANSACTION (TOTAL = 10 minutes)**