



Bulacan State University
City of Malolos, Bulacan



HUMAN RESOURCE MANAGEMENT OFFICE

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 (BuSU-OP-UI-02F1)
2	Proceed to the consultation area	Interview and examine the Medical and Dental history of the client - Provide medical diagnosis - Provide medical/dental treatment if needed - Issue Medical Certificate	5 minutes	Physician/Dentist	None	1. Medical Certificate due to absent student (BuSU-OP-UI-02F2) 2. Medical Certificate for OJT, ST, School activities and employment (BuSU-OP-UI-03F1) 3. Dental Certificate due to Absent student (BuSU-OP-UI-02F3) 4. Dental certificate for OJT, ST, School activities and employment (BuSU-OP-UI-03F2)
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 Clerk and OSAS Dean	Php 25.00	Clearance Form (BulSU-OP-OSA-01F2)
2	Submit the accomplished requirement to OSAS	Prepare and release the Certificate of Good Moral Character				Billing Slip (BulSU-OP-OSA-01F1)
Logbook for Issuance of Certificate of Good Moral Character (BulSU-OP-OSA-01F3)						

END of TRANSACTION (TOTAL = 5 minutes)

OFFICE OF THE ADMISSIONS & ORIENTATIONS SERVICES

ATBuSU Application for NEW COLLEGE STUDENT

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal Circumstances)	Person in Charge	Fees	Form
1	<p>Applicant submits the following documents to Admissions Office</p> <ul style="list-style-type: none"> a. Certified True Copy of Report Card (Form 138) or Transcript of Records. b. Certificate of Good Moral Character c. 2 Copies of 2x2 ID Picture, white background, with complete name tag and in school uniform d. Certification from the School Principal that the applicant belongs to the upper ten percent of the graduating class (For College of Education Applicants only) 	<p>Receives accomplished application form and evaluate other required documents</p>	4 minutes	Head of Admissions Office and Clerks	None	Application Form 1 (BuSU-OP-UAO-01F1)
2	Applicants Receives Examination Permit	Schedules the date of Examination	2 minutes	Head of Admissions Office and Clerks	None	Application Form 1 (BuSU-OP-UAO-01F1)

End of Transaction (Total = 6 minutes)
The applicant will return to the schedule date of examination

OFFICE OF THE ADMISSIONS & ORIENTATIONS SERVICES

ATBULSU APPLICATION FOR GRADE 7 AND CPTe STUDENTS

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal Circumstances)	Person in Charge	Fees	Form
1	<p>Applicant submits the following documents to Admissions Office</p> <ul style="list-style-type: none"> a. Certified True Copy of Report Card (Form 138) or Transcript of Records. b. Certificate of Good Moral Character (for Grade 7 only). c. 2 Copies of 2x2 ID Picture, white background, with complete name tag and in school uniform 	Receives accomplished application form and evaluate other required documents	4 minutes	Head of Admissions Office and Clerks	None	Application Form 1 (BuISU-OP-UAO-01F1)
2	The applicant pays the ATBuISU Testing Fee (non-refundable)	Cashier's Office	5 minutes	University Cashier and Staff	Php. 300.00	
3	Applicants Receives Examination Permit	Schedules the date of Examination	2 minutes	Head of Admissions Office and Clerks	None	Official Receipt and Application Form 1 (BuISU-OP-UAO-01F1)

End of Transaction (Total = 11 minutes)

The applicant will return to the schedule date of examination

OFFICE OF THE ADMISSIONS & ORIENTATIONS SERVICES

RESERVATION OF SLOT FOR INCOMING GRADE 7

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal Circumstances)	Person in Charge	Fees	Form
1	Applicant submit a Certified True Copy of Report Card (Form 138)	Receives the document and process the reservation of the slot.	3 minutes	Head of Admissions Office and Clerks	None	
2	The applicant pays the non-refundable reservation fee	Cashier's Office	5 minutes	University Cashier and Staff	Php. 300.00	Validated Certified True Copy of Report Card (Form 138)
3	Applicants submit the Official Receipt	Receives and Record the Official Receipt	2 minutes	Head of Admissions Office and Clerks	None	Official Receipt

End of Transaction (Total = 10 minutes)

The applicant will return to the schedule date of enrollment

OFFICE OF THE STUDENT FINANCIAL ASSISTANCE & SCHOLARSHIPS

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"> • Accomplished OSFAS Application form • 2x2 Picture • Letter of Intent • Autobiography • Certificate of Registration • Certificate of Grades • ITR/Certificate of Brgy. Indigency • Clear photo of Residence 	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 STUDENT FINANCIAL ASSISTANCE & SCHOLARSHIPS

APPLICATION / RENEWAL PROCEDURE for FINANCIAL ASSISTANCE

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"> • Accomplished OSFAS Application form • 2x2 Picture • Certificate of Registration • Certificate of Grades • ITR/Certificate of Brgy. Indigency 	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 STUDENT FINANCIAL ASSISTANCE & SCHOLARSHIPS

CLAIMING / DISTRIBUTION OF GRANTS

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal Circumstances)	Person in Charge	Fees	Form
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

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 address to the Dean of Student Affairs and Services.	Check the Student Organization Recognition Application Form.	1 minute	OSO Staff	N/A	Student Organization Recognition Application Form
2	Attach a copy of Constitution and By-Laws, List of Officers, Officer's Profile, Adviser's Personal Information, Membership Form, Membership List (for 50 and above members), Activity Proposal Form, Invitation Letter for Advisers and Acceptance Letter of Organization's Adviser.	Check if all the requirements are complete.	5 minutes	OSO Staff	N/A	Forms
3	Checked the Accomplishment Report and Financial Report of the preceding term.	Check if all the requirements are complete.	10 minutes			
	Colloquium with the Head	Evaluate the student organization adviser and leader.	15 minutes	OSO Head	N/A	1. Student Organization Adviser Performance Evaluation 2. Student Organization Performance Evaluation
		Sign and evaluate the application.	1 minute	OSO Staff and OSO Head	N/A	Forms and logbook

END of TRANSACTION (TOTAL = 31 minutes)

OFFICE OF THE STUDENT ORGANIZATIONS AND ACTIVITIES

PROPOSAL OF ACTIVITIES

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal Circumstances)	Person in Charge	Fees	Form
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 ORGANIZATIONS AND ACTIVITIES

APPLICATION FOR OUTSTANDING STUDENT ORGANIZATION, APPLICATION FOR OUTSTANDING STUDENT ORGANIZATION ADVISER AND OUTSTANDING STUDENT ORGANIZATION LEADER

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal Circumstances)	Person in Charge	Fees	Form
1	Accomplish the OSO Entry Form, OSOA Nomination Form and OSOL Nomination Form	Check the OSO Entry Form, OSOA Nomination Form and OSOL Nomination Form.	2 minutes	OSO Staff	N/A	OSO Entry Form, OSOA Nomination Form and OSOL Nomination Form.
2	<p>Attach a minimum of one-page short profile of the Project Entry, featuring a brief but descriptive account or narrative that will illustrate the program/project. (for OSO)</p> <p>Attach an Additional information (If any), Nomination Letters from member or officer of organization, Supporting Documents, OOA Essay (for OSOA)</p> <p>Additional information for Leadership Achievement Profile (If any), Additional Information for Social Responsibility Profile (If any), Nomination Letters from: 1) colleague 2) adviser of organization, Supporting Documents for Areas II and III, OSOL Essay (For OSOL)</p>	Check if all the requirements are complete.	5 minutes	OSO Staff	N/A	Forms
3	Submit the Application	Receive and forward to the panel of judges.	1 minute	OSO Staff and OSO Head	N/A	Forms and logbook

END of TRANSACTION (TOTAL = 8 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

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 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	BuSU-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	BuSU-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	BuSU-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	BuSU-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)