



IFUGAO STATE UNIVERSITY

CITIZEN'S CHARTER



I. Mandate

Ifugao State University shall commit to international quality standards on effective quality management system in delivering excellent administrative services, instruction, research, extension, and resource generation towards client's satisfaction

II. Vision

A globally recognized University upholding excellence amidst rich cultural heritage.

III. Mission

Produce employable graduates who are morally upright, socially and cultural responsible professionals through quality, relevant, and innovative Instruction, Research, Extension, and Resource Generation.

IV. Service Pledge

➤ Academic Excellence

- to assure the quality of programs
- to ensure effective student lifecycle management and career development
- to provide unique and lifelong learning experience in the entire student lifecycle
- to integrate internalization perspective towards global connectedness
- to strengthen student welfare services for a successful academic formation of students
- to integrate Indigenous Knowledge, System and Practices (IKSP) in the academic programs to intensify conservation of the rich cultural heritage

➤ Strong research leadership and culture

- to establish a strong brand and strengthen image building of IFSU as a research leader
- to intensify conduct of research and dissemination of RD outputs
- to intensify conservation of the rich cultural heritage

➤ Sustainable extension and community engagement

- to package and transfer knowledge and technologies relevant to the needs of clientele
- to create a widely shared organizational culture that encourages, promotes, and rewards extension and community engagements
- to establish/strengthen/sustain linkages with LGUs, industries, and other organizations/stakeholders for resource sharing, extension program, and service complementation

➤ Excellent public service and good governance

- to ensure efficient, transparent, and accountable delivery of administrative services
- to forge strong network system and resource-sharing through collaborative activities conducted regularly
- to strengthen the university's local and international visibility
- to enhance efficiency in resource generation and mobilization
- to upgrade the competence and capabilities of human resources
- to technologize frontline services and other services of the University



- to ensure a clean, green, safe, and GAD-responsive University environment
- to intensify conservation of the rich cultural heritage integrating culture in the administrative and support services



LIST OF SERVICES

Lamut Campus

Department of Registrar and Services	5
Enrollment for New Students (Undergraduate Level)	6
Enrollment for Transferee Students.....	8
Enrollment for Old Students.....	10
Enrollment for New Graduate School Students.....	12
Enrollment for Old Graduate School Students.....	14
Department of Legal Services	16
Preparation of Legal Documents.....	17
Review of legal Documents.....	18
Department of Library Services	19
Library Reference Assistance /Guidance.....	20
Records Section	22
Authentication of Documents.....	23
Mailing Procedure.....	25
Receiving and Releasing of Official Records.....	27
Receiving Communication.....	29
Releasing Communication.....	30
Request for Information and Records.....	32
Department of Human Resources and Development	34
Issuance of Certifications.....	35
Application for Leave of Absence.....	37
Lagawe Campus	
Department of Student Services and Development	39
Exigency Permit.....	40
Complaint Against Student (Major Offenses)	42
Complaint Against Student (Minor Offenses)	44
Student Activity Proposal.....	46
Application of Student Housing (Dormitories)	48
Office of the Guidance and Counseling	50
Counseling.....	51
Individual Inventory.....	52
Career Seminar and Placement Service.....	53
Testing – College Entrance Examination (CEE)	54
Health Services Unit	56
Medical Services/Consultation.....	57
Department of Human Resources and Development	58
Authentication of Documents.....	59
Application for Leave of Absence.....	60
Issuance of Requested Documents.....	62
Sports and Development Unit	63
Borrowing and Returning of Sports Equipment.....	64
Department of Infrastructure and Site Development	65
Planning and Preparation of Technical Documents.....	66



Department of Registrar and Admission Services
Internal Services



1. Enrolment for New Students (Undergraduate Level)

This covers the process in the enrolment of freshmen or incoming first year college students who took the IFSU Entrance Examination.

Office of Division:	Department of Registrar and Admission Services (DRAS)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	New Students or incoming 1 st year college students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
IFSU Entrance Examination Result		Department of Student Services and Development (Guidance Counselor)		
Form 138-A Report Card (original)		School where the student graduated		
Certificate of Good Moral Character (original)		School where the student graduated		
One (1) passport size ID picture (taken recently with name tag and white background)		IFSU IGP Printing Office/Photo Studio		
PSA issued birth certificate (photocopy)		Philippine Statistics Authority		
Marriage Certificate for married students (photocopy)		Philippine Statistics Authority		
Certificate of Enrolment (2 copies)		Office of the College Dean		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Admission Requirements	1. Check the completeness of the Admission requirements	None	2 minutes	DRAS Personnel in-charge
2. Secure Application for Admission with Notice for Admission	2. If complete, issue the Application for Admission and Notice for Admission to be filled out by the student.	None	1 minute	DRAS Personnel in-charge
	2.1 Check and sign the filled out form and attach the admission requirements		2 minutes	DRAS Personnel in-charge
	2.2 If incomplete, tick the lacking requirement in the Promissory Note and let it be filled out by the student together with the Application for Admission and Notice of Admission		2 minutes	DRAS Personnel in-charge
	2.3 Check and sign the filled out form and attach the submitted admission requirements		1 minute	DRAS Personnel in-charge



3. Enrolment Flow	<p>3. Instruct the student to go to the following:</p> <ul style="list-style-type: none"> a) College Dean – for the issuance of the Certificate of Enrolment (Enrolment Form) and courses to be enrolled b) NSTP – for registering CWTS or ROTC c) Guidance Counselor – for filling out the Personal Data Inventory Form (PDIF) d) University Clinic – for creation of Individual Health Record 	None	30 seconds	DRAS Personnel
4. Submit properly accomplished Certificate of Enrolment	<p>4. Encode the courses to be enrolled by the student in the Student Information and Accounting Systems (SIAS) and stamp “registered” in the CoE</p> <p>4.1 Instruct the students to proceed to the following:</p> <ul style="list-style-type: none"> a) Cashier/Accounting – for issuance of Assessment b) IGP Printing Office – for printing and issuance of School ID c) University Library – for issuance of Library Card 	None	<p>3-5 minutes</p> <p>30 seconds</p>	<p>DRAS Personnel</p> <p>DRAS Personnel</p>
5. Secure Validation Sticker	5. Issue Validation sticker upon presentation of the Assessment Form with marked “Enrolled” issued by the Accounting	None	1 minute	DRAS Personnel



2. Enrolment for Transferee Students

This covers the process in the enrolment of transferee students who took the IFSU Entrance Examination

Office of Division:	Department of Registrar and Admission Services (DRAS)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Transferee Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
IFSU Entrance Examination Result		Department of Student Services and development		
Transfer Credential (original copy)		School/University last attended		
True Copy of Grades (original copy)		School/University last attended		
Certificate of Good Moral Character		School/University last attended		
One (1) passport size ID picture (taken recently with name tag and white background)		Photo Studio		
PSA issued birth certificate (photocopy)		Philippine Statistics Authority		
Marriage Certificate for married students (photocopy)		Philippine Statistics Authority		
Certificate of Enrolment (2 copies)		Office of the College Dean		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Admission Requirements	1. Check the completeness of the Admission requirements	None	2 minutes	DRAS Personnel in-charge
2. Secure Application for Admission with Notice for Admission	2. If complete, issue the Application for Admission and Notice for Admission to be filled out by the student.	None	1 minute	DRAS Personnel in-charge
	2.1 Check and sign the filled out form and attach the admission requirements		2 minutes	DRAS Personnel in-charge
	2.2 If incomplete, tick the lacking requirement in the Promissory Note and let it be filled out by the student together with the Application for Admission and Notice of Admission		2 minutes	DRAS Personnel in-charge
	2.3 Check and sign the filled out form and attach the submitted admission requirements		1 minute	DRAS Personnel in-charge



3. Enrolment Flow	3. Instruct the student to go to the following: a) College Dean – for evaluation and crediting of courses and issuance of the Certificate of Enrolment (Enrolment Form) and courses to be enrolled b) NSTP – for registering CWTS or ROTC c) Guidance Counselor – for filling out the Personal Data Inventory Form (PDIF) d) University Clinic – for creation of Individual Health Record	None	30 seconds	DRAS Personnel
4. Submit properly accomplished Certificate of Enrolment	4. Encode the courses to be enrolled by the student in the Student Information and Accounting Systems (SIAS). 4.1 Instruct the students to proceed to the following: a) Cashier/Accounting – for payment and issuance of Assessment b) IGP Printing Office – for printing and issuance of School ID c) University Library – for issuance of Library Card	None	3-5 minutes 30 seconds	DRAS Personnel DRAS Personnel
5. Secure Validation Sticker	5. Issue Validation sticker upon presentation of the Assessment Form with marked “Enrolled” issued by the Accounting	None	1 minute	DRAS Personnel



3. Service Name: Enrolment for Old Students

This covers the process in the enrolment of old and continuing students.

Office of Division:	Department of Registrar and Admission Services (DRAS)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Old Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Semestral Grade Report		Department of Student Services and development		
Certificate of Enrolment (2 copies)		Office of the College Dean		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Grade Report for the previous semester	1. Print the Grade Report and submit to the college deans to be used in the evaluation of grades by the College Chairperson during enrolment and to be issued to the students during enrolment period	None	2 minutes	DRAS Personnel
2. Enrolment Flow	2. Instruct the student to go to the following: a) College Dean – for evaluation of grades of the student as to the approved program curriculum and issue Certificate of Enrolment and courses to be enrolled b) NSTP – for registering CWTS or ROTC c) Guidance Counselor – updating of Personal Data Inventory Form (PDIF) d) University Clinic – updating Individual Health Record	None	30 seconds	DRAS Personnel
3. Submit properly accomplished Certificate of Enrolment	3. Encode the courses to be enrolled by the student in the Student Information and Accounting Systems (SIAS) and stamp “registered” in the CoE 3.1 Instruct the students to proceed to Cashier / Accounting – for	None	3-5 minutes 30 seconds	DRAS Personnel DRAS Personnel



	issuance of Assessment			
4. Secure Validation Sticker for the ID Card	4. Issue Validation sticker upon presentation of the Assessment Form with marked "Enrolled"	None	1 minute	DRAS Personnel



4. Enrolment for New Graduate School Students

This covers the process in the enrolment of new graduate school students.

Office of Division:	Department of Registrar and Admission Services (DRAS)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	New Graduate School students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transfer Credential (original)		Last school attended		
True Copy of Grades or photocopy of Transcript of Records		Last school attended		
One (1) passport size ID picture (taken recently with name tag and white background)		IFSU IGP Printing Office/Photo Studio		
PSA issued birth certificate (photocopy)		Philippine Statistics Authority		
Marriage Certificate for married students (photocopy)		Philippine Statistics Authority		
Certificate of Enrolment (2 copies)		Dean of the College of Advanced Education office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit Admission Requirements	1. Check the completeness of the Admission requirements	None	2 minutes	DRAS Personnel in-charge
2. Secure Application for Admission with Notice for Admission	2. If complete, issue the Application for Admission and Notice for Admission to be filled out by the student.	None	1 minute	DRAS Personnel in-charge
	2.1 Check and sign the filled out form and attach the admission requirements		2 minutes	DRAS Personnel in-charge
	2.2 If incomplete, tick the lacking requirement in the Promissory Note and let it be filled out by the student together with the Application for Admission and Notice of Admission		2 minutes	DRAS Personnel in-charge
	2.3 Check and sign the filled out form and attach the submitted admission requirements		1 minute	DRAS Personnel in-charge



3. Enrolment Flow	3. Instruct the student to go to the dean of the College of Advanced Education for the issuance of Certificate of Enrolment (Enrolment Form) and courses to be enrolled	None	30 seconds	DRAS Personnel
4. Submit properly accomplished Certificate of Enrolment	<p>4. Encode the courses to be enrolled by the student in the Student Information and Accounting Systems (SIAS).</p> <p>4.1 Instruct the students to proceed to the following:</p> <ul style="list-style-type: none"> a) Cashier/Accounting – for payment and issuance of Assessment b) IGP Printing Office – for printing and issuance of School ID c) University Library – for issuance of Library Card 	None	<p>3 minutes</p> <p>30 seconds</p>	<p>DRAS Personnel</p> <p>DRAS Personnel</p>
5. Secure Validation Sticker	5. Issue Validation sticker upon presentation of the Assessment Form with marked “Enrolled” issued by the Accounting	None	1 minute	DRAS Personnel



5. Enrolment for Old Graduate School Students

This covers the process in the enrolment of old and continuing students.

Office of Division:	Department of Registrar and Admission Services (DRAS)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Old Graduate School Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Semestral Grade Report (printed by the DRAS)		Office of the College Dean		
Certificate of Enrolment (2 copies)		Dean of the College of Advanced Education office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Grade Report for the previous semester	1. Print the Grade Report and submit to the dean of the College of Advanced Education to be used in the evaluation of grades by the different Program Chairpersons during enrolment and to be issued to the students during enrolment period	None	2 minutes	DRAS Personnel
2. Enrolment Flow	2. Instruct the student to go to the dean of the college of advanced education for evaluation of grades/courses taken as to the approved program curriculum and issue Certificate of Enrolment (Enrolment Form) and courses to be enrolled	None	30 seconds	DRAS Personnel
3. Submit properly accomplished Certificate of Enrolment (2 copies)	3. Encode the courses to be enrolled by the student in the Student Information and Accounting Systems (SIAS) and stamp "registered" in the Certificate of Enrolment 3.1 Instruct the student to proceed to the Cashier and Accounting for payment and issuance of Assessment form	None	3 minutes 30 seconds	DRAS Personnel DRAS Personnel



4. Secure Validation Sticker for the ID Card	4. Issue Validation sticker upon presentation of the Assessment Form with marked "Enrolled"	None	1 minute	DRAS Personnel
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Department of Legal Services
Internal Service



1. Preparation of Legal Documents

In the quest of achieving the Ifugao State University's vision, mission and to assist in the day to day operations, legal documents need to be carefully prepared. Such documents include contracts, deeds, agreements, correspondences or any other legal document involving IFSU. This preparation provides support for the continuous enhancement of the whole organization's services.

Office or Division:	Department of Legal Services			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Office/unit; Department; College of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Legal Document/attachments		Requesting Office/unit; Department; College of IFSU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request of document	1.1 Receiving / recording of request in the logbook	None	3 minutes	Legal Services Staff
	1.2 Preparation / drafting of document		2 hours	University Legal Counsel/ Legal Services Staff
	1.3 Secure/package attachments		2 hours	University Legal Counsel/ Legal Services Staff
	1.4 Affix initial beside the name of the University President		1 minute	University Legal Counsel
	1.5 Submit document to the Office of the University President		5 minutes	University Legal Counsel /Legal Services Staff
2. Submit duly approved document	2.1 Receiving of duly approved document	None	1 minute	Legal Services Staff
	2.2 Submit to the IFSU Records Office for mailing		3 minutes	Legal Services Staff



2. Review of Legal Documents

Aligned with the Ifugao State University's vision, mission, goals and objectives, and to help smoothen the day to day operation, legal documents need to be properly assessed. Said documents including contracts, deeds, agreements and any other legal documents to which IFSU is a party signatory thereto but prepared by any third party are thoroughly reviewed by the Legal Counsel of the University. This review and attachment of recommendations aid in the decision making and appropriate action of the University President.

Office or Division:	Department of Legal Services			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Office/unit; Department; College; Research professionals; Employees on Contract of Service; Regular Employees of University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Legal document		Office/unit; Department; College of IFSU and other agencies concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit drafted document	1.1 Receiving/recording of document in the logbook	None	3 minutes	Legal Services Staff
	1.2 Review of the document		20 minutes	University Legal Counsel
	1.3 Affix initial beside the name of the University President		1 minute	University Legal Counsel
	1.4 Submit document to the Office of the University President		1 minute	Legal Services Staff
	1.5 Attach recommendations/revisions		3 minutes	University Legal Counsel
	1.6 Return the document for incorporation of recommendations/corrections		5 minutes	Legal Services Staff
2. Submit revised document	2.1 Receive / recording of document	None	3 minutes	Legal Services Staff
	2.2 Review of document		20 minutes	University Legal Counsel
	2.3 Affix initial Affix initial beside the name of the University		1 minute	University Legal Counsel
	2.4 Submit document to the Office of the University President for appropriate action		1 minute	Legal Services Staff



Department of Library Services
Internal Service



1. Library Reference Assistance/Guidance

The university library as the heart of the university provides services to academic community. It primarily supports the institutional, curricular, research extension and production programs through an organized, relevant, updated and fast delivery of information services.

The University also recognizes the role of the library to provide inquiry and reference desk service operated by a team of librarians for reference assistance, guidance on the use of information resources, information on services offered by the library and assistance in locating materials in the library and beyond.

Office or Division:	Department of Library Services			
Classification:	Simple			
Type of Transaction:	LRA			
Who may avail:	IFSU Students, Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student's ID		Department of Income Generating Project - Printing Office		
Library Borrower's Card		Department of Library Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request assistance on the location of material to use or borrow.	1.1 Assess request a. Assist client on the use of the OPAC b. If book is available, request client to fill up the call slip form	None	1 minute	<i>Library Staff Circulation Section</i>
	1.2 If needed book is not available in the library OPAC, refer/guide client to check other library resources/facilities such as the STARBOOKS, Offline Resources, E-Resources or e-library service or refer client to other libraries or offices for further research.	None	5 minutes	<i>Library Staff Circulation Section</i>
2. Locate book or	2. Instruct where to find the needed book	None	2 minutes	<i>Library Staff Circulation Section</i>



material on the shelf	or assist the client to the location of the needed book			
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Records Section
Internal Services



1. Authentication of Document

Ifugao State University wants to ensure the proper process of authentication of all documents requested by Employees.

Office or Division:	Records Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Government Employees of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Copy of Documents		IFSU Employees		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting Party presents document to be authenticated	<p>1.1 The Records Personnel shall assess and determine if the documents can be authenticated by the Records Section</p> <p>1.2 The document must have no erasures or corrections.</p> <p>1.3 The Records Personnel shall stamp the Photocopy of the Document with "Certified Photocopy" affixing his/her signature and the current date.</p> <p>1.4 The Records Personnel shall record the authenticated document/s in the Logbook</p> <p>1.4.1 specify the types of document/s authenticated and name of</p>	None	<p>1 minute (1-2 copies)</p> <p>2 minutes (5-10 copies)</p> <p>3 minutes (15-20 copies)</p>	Records Personnel



	requesting party must sign in the Logbook			
2. The client receives the authenticated documents and signs in the logbook.	2. The Records Personnel shall return the document to the Requesting Party	None	1 minute	Records Personnel



2. Mailing Procedure

Ifugao State University must ensure that all records for release to various offices and agencies outside the University are properly recorded and mailed.

Office or Division:	Records Section			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	Government Employees of IFSU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Documents for Mailing with complete address of Recipient			University Officials/Employees	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Receiving of Documents for Mailing				
1. IFSU officials /employees forward documents for Mailing	1. Receive the official documents for mailing from Sender. - Check attachment and complete and mailing address is provided.	None	1 minute	Records Personnel
2. IFSU officials/employees get the receiving copy	2. If the documents are in order, give receiving copy to sender. - Sort documents for mailing by courier (Post Office, LBC, JRS and other courier agencies) - Record in the logbook - Scan the document and retain a copy for Records file - Place document in an envelope and print	None	1 minute	Records Personnel



	<p>correct address and name of recipient</p> <ul style="list-style-type: none"> - Documents sent through Post Office should be affixed with mailing stamps at the Post Office 			
3. Secure the receipt from the Records Office as proof that documents are sent	3. Deliver the communication and get the receipt/evidence that the communication was received by the courier	Thru Petty Cash Fund	1 day	Record Personnel Courier representative
B. Receiving of Mail through the Postal Services Office, couriers, and related means				
1. Deliver documents to Records Office	1. Records Personnel checks the documents if it is addressed to Officials and Employees of the University.	None	1 minute	Records Personnel
2. Get the receiving copy/acknowledgment receipt	2. If there is no problem with the documents delivered, the Records Personnel receives the documents.	None	1 minute	Record Personnel



3. Receiving and Releasing of Official Records

Ifugao State University ensure that all official records from various Offices are properly recorded and disseminated.

Office or Division:	Records Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Government Employees of IFSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documents for Release and Receive		University Officials/Employees		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Releasing of Documents				
1. Office / Department / College forwarded documents for release	1.1 Records Personnel shall Receive and assess documents for release	None	1 minute	Records Personnel Releasing Office Staff/Personnel
	1.2 Records Personnel shall record received documents in the log sheet and assign a Records Reference Code	None	1 minute	Record Personnel
	1.3 Records Personnel shall stamp two copies pf the documents "Received which will be returned to the Office / Department / College and be retained for the Records Office; the rest should be released to the intended recipients.	None	1 minute	Record Personnel
	1.4 The Stamp must contain the Date, Signature of RS and the			



	Records Reference Code3.			
	1.5 Scan the document (soft copy) and print (hard copy) for filing	None	1 minute	Record Personnel
	1.6 Records Personnel shall prepare the Records Checklist and routes / forwards the document to the recipients	None	1 minute	Record Personnel
2. Receiving of Documents				
1. Office / Department / College	1.1 Requests the Office / Department / College affix his/her Printed Name, signature and Date received on the Records Checklist before accepting the Official Records	None	2 minutes	Record Personnel Office Concerned/ Receiving Staff
	1.2 The Records Personnel shall file Records Checklist when all the Official Records has been disseminated.	None	2 minutes	Record Personnel Office Concerned/ Receiving Staff



4. Receiving Communication

Ifugao State University would like to ensure that all incoming communication from various clients are recorded and properly received and forwarded for action and approval of concerned offices, employees, University Officials and University President.

Office or Division:	Records Section			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	Government Employees of IFSU, Various Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documents/communications		University Officials and Employees		
		Various Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Internal Communications				
1. Forwards communications/documents	1. Records Personnel shall inspect and assess that all documents are with complete format and attachments, shall stamp the documents with "RECEIVED" stamp, records it on the logsheet and assign reference code number and forwards documents to recipients	None	3 minutes	Record Personnel



5. Releasing Communications

Ifugao State University would like to ensure that all records for release to various University offices, personnel, Government agencies and voluntary sectors and private individuals are released correctly and are properly recorded

Office or Division:	Records Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Government Employees of IFSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete documents		University Officials		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Internal Communications				
1. Submits documents for Release from Office / Department / College	1.1 Records Personnel will Receive documents for release from the Releasing Office staff. - Record in the log sheet and assign Reference Code Number and scan (for soft copy) and print (for hard coy).	None	1 minute	Record Personnel Releasing Office Staff
	1.2 Fill up acknowledgment receipt and forward the documents to recipients	None	1 minute	Record Personnel Releasing Office Staff
	1.3 Ensure that documents received is recorded by letting the receiving staff sign on the acknowledgment receipt	None	1 minute	Record Personnel Releasing Office Staff
	1.4 Documents addressed to campuses may	None	2 minutes	Record Personnel Representative from other campuses



	be received by representative of campus to be forwarded to the Records Office of the concerned campus.			
2. External Communications				
1. Forward documents for receipt	<p>1.1 Assess the completeness of the documents released</p> <p>1.2 Records documents in the logbook and label it "RELEASED" stamp</p> <p>1.3 Scan documents and file a copy for Records Office</p> <p>1.4 Send documents and identify if it will be sent through courier or be delivered personally by Records personnel</p> <p>1.5 For documents personally delivered, have the receiving staff sign the acknowledgment receipt for records purposes</p>	None	1 minute	Record Personnel



6. Request for Information and Records

Ifugao State University would like to provide the process as guide for clients in requesting for documents and to ensure that the Freedom of Information is properly followed

Office or Division:	Records Section			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	Government Employees of IFSU, Various Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	<p>1. The Records Personnel shall receive the request for information from the requesting party and check compliance of the requirement set by Records Section.</p> <p>- The request shall be stamped "RECEIVED" by the Record Personnel indicating the time of receipt of the written request, and signature of the Records Personnel, and a copy, furnished to the requesting party.</p>	None	1 minute	Record Personnel



<p>2. Get the receiving copy of Request Letter</p>	<p>2. After receipt of request for information, the Records Personnel shall evaluate information being requested and notify the FOI Decision Maker of such request. The Records Personnel will forward the Request to the FOI Decision Maker.</p> <ul style="list-style-type: none"> - The Records Personnel shall record the date, time and Office of the FOI Decision Maker who received the Request in the Record Log Sheet with corresponding Signature of the acknowledgement of receipt of the Request 	<p>None</p>	<p>1 day</p>	<p>Record Personnel FOI Decision Maker</p>
<p>3. Received the respond of the Request Letter</p>	<p>3. The Records Personnel will inform the requesting party/respond to the request</p>	<p>None</p>	<p>5 working days</p>	<p>Record Personnel Requesting Party</p>



Department of Human Resources and Development
Internal Service



1. Issuance of Certifications

The Ifugao State University recognizes the value of its personnel, either current or former employees, who secure certifications from the Human Resources and Development Department such as Certification of Employment, Service Records, Certification of Earned Leaves and Certification of Last day of Actual Service when necessary.

Office or Division:	Department of Human Resources and Development			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Current and Former Employees of IFSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Slip		Department of Human Resources and Development (DHRD)		
Contracts for Job Order /Contract of Service Employee		Client/Clients' Designated Office/DHRD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Secure document request slip from the DHRD	2. Issue document request slip	None	1 minute	<i>DHRD Staff</i> Employee Welfare and Benefits Section
3. Properly accomplish document request slip	3.1 Assist client in filling up document request slip	None	1 minute	<i>DHRD Staff</i> Employee Welfare and Benefits Section
	3.2 Inform to pay the required amount fees	Php.30	5-10 minutes	Cashier
4. Submit accomplished document request slip and the Official Receipt issued by the Cashier	4. Receive accomplished document request slip and the Official Receipt from the client	None	1 minute	<i>DHRD Staff</i> Employee Welfare and Benefits Section
	4.1 Prepare the requested document/s	None	5 minutes	<i>DHRD Staff</i> Employee Welfare and Benefits Section
	4.2 Affix initial under the name of the certifying officer	None	10 seconds	<i>DHRD Staff</i> Employee Welfare and Benefits Section
	4.3 Review and Certify the requested document/s	None	3 minutes	<i>DHRD Head/ HRMO</i>
5. Issuance of requested document/s	5.1 Issue the requested document to the client	None	30 seconds	<i>DHRD Staff</i> Employee Welfare and Benefits Section
	5.2 Have the document	None	1 minute	<i>DHRD Staff</i>



	request slip be signed by the client for document filing.			Employee Welfare and Benefits Section
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2. Application for Leave of Absence

Ifugao State University recognizes the benefits of government personnel to take a Leave of Absence when necessary. Non-teaching personnel and teaching personnel with designations of 6 units and above earn leave credits monthly. All personnel also earn compensatory leave credits from overtime services rendered. These leave credits are used when personnel take a leave of absence from work.

Office or Division:	Department of Human Resources and Development			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Government Employees of IFSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leave Form (CSC Form 6) (2 copies)		Department of Human Resources and Development (DHRD)		
Leave Form (Compensatory Time Off) (2 copies)		DHRD		
Medical Certificate for Sick Leave of more than 3 days or as required by immediate supervisor (1 copy)		Clinic or Hospital of check-up/confinement		
Clearance Form for Leave of Absence of more than 30 days) (4 copies)		DHRD		
Photocopy of Birth Certificate of Child for Maternity and Paternity Leave (1 copy)		Local Civil Registry or Philippine Statistics Authority		
Photocopy of Marriage Contract for Paternity Leave (1 copy)		Local Civil Registry or Philippine Statistics Authority		
Medical Certificate for Maternity Leave		Clinic or Hospital of check-up/confinement		
Solo Parent ID for Solo Parent Leave		Department of Social Welfare and Development		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure appropriate Leave Form from the DHRD	1. Issue appropriate Leave Form requested by client	None	1 minute	DHRD Staff Employee Welfare and Benefits Section
2. Properly accomplish Leave Form	2. Assist client in filling up Leave Form and inform the required attachments (if any)	None	5 minutes	DHRD Staff Employee Welfare and Benefits Section
3. Submit accomplished Leave Form	3. Receive accomplished Leave Form and ensure that it is properly accomplished	None	1 minute	DHRD Staff Employee Welfare and Benefits Section
			1 minute	DHRD Staff Employee Welfare and Benefits Section
			30 seconds	DHRD Staff Employee Welfare and Benefits Section
	- Indicate available leave credits of client			
	- Affix initial under the name of			



	<p>the certifying officer</p> <ul style="list-style-type: none"> - Certify the available leave credits of personnel - Return the Leave form to the personnel for action of immediate supervisor 		<p>1 minute</p> <p>30 seconds</p>	<p>AO V/AO II DHRD</p> <p>DHRD Staff Employee Welfare and Benefits Section</p>
4. Submit Leave Form duly signed by immediate supervisor with complete attachments, if any	<p>4. Receive duly signed Leave Form and ensure completeness of attachments, if any</p> <ul style="list-style-type: none"> - Post leave credit/s availed on the leave ledger of client 	<p>None</p> <p>None</p>	<p>2 minutes</p> <p>1 minute</p>	<p>DHRD Staff Employee Welfare and Benefits Section</p> <p>DHRD Staff Employee Welfare and Benefits Section</p>



Department of Student Services and Development
Internal Services



1. Exigency Permit

The Department of Student Services and Development recognizes the benefits of students to be given an exigency permit when a student is pregnant. This allows them to be exempted from wearing their uniforms, and performing strenuous activities that would put the mother and the baby in danger. They are also entitled to a one week leave of absence before their due date or childbirth to give her enough time to prepare for the upcoming new born baby and a two week leave of absence for the student to fully recover from her post-partum delivery to safeguard her health and prepare the new born for necessary nutrition or for medical complications.

Office or Division:	Department of Student Services and Development			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students of IFSU Lagawe Campus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Exigency Permit Form (2 copies)		Department of Student Services and Development (DSSD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. IFSU faculty/staff refers pregnant student/s	1. DSSD staff shall call the pregnant student for interview and action	None	5 minutes	<i>DSSD Staff</i>
2. should log to the clients' log sheet	2. DSSD chairperson shall interview the pregnant student	None	10 minutes	<i>DSSD Chairperson</i>
	2.1 Shall refer the client to the Guidance Counsellor for counselling	None	1 minute	<i>DSSD Chairperson</i>
	2.2 DSSD staff Shall give referral form to the pregnant student for School Doctor/ Nurse or any available Doctor in nearby hospitals/ clinics. The same Certification form shall be received by the DSSD Staff for filing	None	1 minute	<i>DSSD Staff</i>



	2.3 DSSD staff shall prepare the waiver and give to the concerned student to be signed by parents/guardian and be notarized by a Lawyer		2 minutes	<i>DSSD Staff</i>
	2.4 DSSD staff should file duly accomplished student waiver		1 minute	<i>DSSD Staff</i>
	2.5 Shall prepare exigency permit, duly signed by the DSSD Director/Chairperson then issue to the concerned student		1 minute	<i>DSSD Staff</i>



2. Complaint Against Student (Major Offenses)

The Student services and development recognizes the benefits of every students of the right to be awarded when performance is exemplary, the right to be heard and correct / proper disciplinary actions or sanctions when violating the student code of conduct. Sanctions are designed to educate, foster development, encourage thoughtful decision making and protect the university community. In determining appropriate sanctions, the university considers the nature of the violator including the impact on the community and its members, the institutional sanctioning guidelines, the student's prior disciplinary history, and the individual student's needs.

Further misconduct will result in the imposition of more serious sanctions. Suspension is imposed for serious misconduct for the violation and expulsion is imposed for a very serious misconduct, or repetitive behavior. An expelled student is not in good disciplinary standing with the university and is not eligible for readmission. Expulsion is permanently recorded in the DSSD office.

Office or Division:	Department of Student Services and Development			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Complainant (student/faculty/staff)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Form (2 copies)		Department of Student Services and Development (DSSD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complainant shall log to the student discipline log sheet and fill-up the complaint form	1. DSSD chairperson shall interview the complainant for further information and action	None	10 minutes	DSSD Chairperson
	1.1 DSSD Chairperson shall summon and interview the violator for further information and action		10 minutes	DSSD Chairperson
	1.2 DSSD chairperson shall schedule a meeting with the Student Grievance Committee with the presence of both parties for hearing. Parents/		10 minutes	DSSD Chairperson



	guardians of both parties shall be invited			
	1.3 DSSD chairperson shall refer both complainant and violator to the Guidance for counselling in separate schedule		2 minutes	DSSD Chairperson
	1.4 DSSD chairperson shall monitor the implementation of the sanction and community service as punishment of the violator			DSSD Chairperson
	1.5 DSSD staff shall receive, record and properly file the Promissory Note from the violator		2 minutes	DSSD Staff



3. Complaint Against Student (Minor Offenses)

The Student services and development recognizes the benefits of every students of the right to be awarded when performance is exemplary, the right to be heard and correct / proper disciplinary actions or sanctions when violating the student code of conduct. Sanctions are designed to educate, foster development, encourage thoughtful decision making and protect the university community. In determining appropriate sanctions, the university considers the nature of the violator including the impact on the community and its members, the institutional sanctioning guidelines, the student's prior disciplinary history, and the individual student's needs.

For minor offenses, developmental sanctions maybe imposed in an effort to foster student learning and development. Examples of such activities include, but are not limited to offering a formal apology, a written reflection, student may assign work or service performed under supervision that is beneficial to the university community and likely and likely to assist the students in understanding the effects of his or her offending behavior.

Office or Division:	Department of Student Services and Development			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Complainant (student/faculty/staff)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint form (2 copies)		Department of Student Services and Development (DSSD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complainant shall log to the student discipline logsheet and fill-up the complaint form	1. DSSD chairperson shall interview the complainant for further information and action	None	10 minutes	DSSD Chairperson
	1.5 DSSD Chairperson shall summon and interview the violator for further information and action		10 minutes	DSSD Chairperson
	1.6 DSSD chairperson shall refer both complainant and violator to the Guidance for counselling in separate schedule		10 minutes	DSSD Chairperson



	1.7 DSSD chairperson/s taff shall monitor the implementation of the sanction and community service as punishment of the violator			DSSD Chairperson
	1.4 DSSD staff shall receive, record and properly file the Promissory Note from the violator		2 minutes	DSSD Chairperson/Staff



4. Student Activity Proposal

The student services and development recognize the benefits of requiring students to submit an activity proposal during activities. Activity proposals provide adequate description of activities and expected results or outputs to help people involved in the implementation of the activity and a means for everyone to work harmoniously and collaboratively to attain same goals and priorities. It is required in order to follow up the planned activity and it serves as cross check if their activity have been achieved within the approved time frame and a basis for checking their accomplishments.

Office or Division:		Department of Student Services and Development		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Registered Student Organization of IFSU Lagawe Campus		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Activity Proposal Form (2 copies)		Department of Student Services and Development (DSSD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure appropriate Student Activity Proposal form from the DSSD	1. Student shall login on the logsheet, before receiving appropriate Student Activity form requested by client	None	1 minute	DSSD Staff/ IFSU Employee
2. The requesting organization should submit Activity Proposals to the DSSD office duly signed by the adviser and noted by the College Dean	2. The DSSD chairperson may endorse the activity proposals or not	None	15 minutes	DSSD Staff/chairperson/ IFSU Employee
	2.1 The DSSD staff should record all student activity proposals submitted to the DSSD	None	2 minutes	DSSD Staff
	2.2 The DSSD staff shall bring to the Campus Administrator to act whether to endorse the activity or not		4 minutes	DSSD Staff



	<p>2.3 The DSSD staff shall bring the proposal to the office of the Budget Officer for fund ceiling</p>		4 minutes	DSSD Staff
	<p>2.4 The DSSD chairperson shall supervise/monitor the implementation of the proposed student activities</p>			DSSD Chairperson
	<p>2.5 The DSSD staff shall receive, properly record and file accomplishment reports</p>		2 minutes	DSSD Staff



5. Application of Student Housing (Dormitories)

The Student services and development recognizes the benefit of students staying in student housing or dormitories because it provides them a way of meeting and building relationship with other students. Living on campus is not required but is highly recommended especially to the incoming first year students. Living in the dormitory would help the students acquaints himself of the place and be safe like home , considering the countless benefits like having a housing staff to help and let them feel at home, minimal housekeeping and cooking means, more time to study, much more cheaper with electric bills, water bills and other facilities, they will be surrounded by fellow students providing them bonding experiences and valuable support work and they will enjoy easy access to campus resources, library, internet laboratory, and other support services, easy walking distance to classrooms, no commuting hassles.

Office or Division:	Department of Student Services and Development			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students of IFSU Lagawe Campus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application of Student Housing Form (4 copies)		Department of Student Services and Development (DSSD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Shall log to the student logsheet and secure application form	1. DSSD staff/dorm in charge shall issue dorm application form	None	1 minute	DSSD staff/dorm in-charge
2. Shall proceed to the cashier's office	2. Cashiering Units receives and acknowledges payment (2 months advance)	P720	3 minutes	Cahier/ accounting staff
3. Submit Filled-up form with the official receipt to the DSSD	3. DSSD chairperson and dorm manager shall review and sign the accomplished application form	None	3 minutes	DSSD chairperson, dorm manager
	3.1 Dorm manager/in-charge shall assign rooms for the students		5 minutes	Dorm manager/in-charge



6. Certificate of Good Moral Character

The Department of Student Services and Development recognizes the benefit of issuing good moral character to students as a document that shows any rulebook violation incurred by students while at school or a document of their exemplary accomplishments in their studies, extra-curricular activities and positive relationship with university community, then the certificate will certainly indicate that a student is of good moral character.

Office or Division:	Department of Student Services and Development			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Student/Alumni of IFSU Lagawe Campus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Good Moral Character		Department of Student Services and Development (DSSD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pays Certification Fee	2. Cashiering Units receives and acknowledges payment	P30	3 minutes	Cashier/Staff
2. Requests for certificate of good moral character and submits the official receipt to DSSD staff	2. The DSSD staff prepares certificate of good moral character	None	3 minutes	DSSD Staff
	3. The DSSD chairperson sign and issue the certificate of good moral character.	None	30 seconds	DSSD Chairperson



Office of the Guidance and Counseling
Internal Services



1. Counseling

Counseling sessions are conducted to students who seek professional help. It is a dynamic personal interaction between counselor and counselee, where the counselor employs methods, approaches or techniques in order to assist them in understanding themselves, make their own decisions, and cope up with their problems.

Office or Division:		Office of the Guidance and Counseling		
Classification:				
Type of Transaction:				
Who may avail:		Walk-in, Referred, and Call-in Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Issued Referral Slip (for referred clients)				
2. Issued Call Slip (for call-in clients)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the Client Logsheet and state purpose of visit	1. Conduct counseling session	None	15 minutes – 1 hour (depending on client's concern)	Guidance Counselor
	2. Issue certification slip for referred clients	None	2 minutes	Guidance Counselor
	3. Prepare and keep counseling records	None	15 minutes	Guidance Counselor



2. Individual Inventory

The center gathers relevant information about the students through personal data inventory forms, testing, interview and counseling. The data gathered are very useful during counseling session.

Office or Division:		Office of the Guidance and Counseling		
Classification:				
Type of Transaction:				
Who may avail:		Incoming freshmen and transferee enrollees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. Duly accomplished enrollment form		College Department		
4. Duly accomplished PDI Form		Office of the Guidance and Counseling		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Present duly accomplished enrollment form for signing	4. Verify the completeness and correctness of responses and request student to fill-up the Personal Data Inventory Form (PDI)	None	5 minutes	Guidance Counselor
3. Submit accomplished PDI	5. Conduct intake interview and sign enrollment form	None	5 minutes	Guidance Counselor
	6. Keep and file student's PDI in labeled individual folders	None	5 minutes	Guidance Counselor



3. Career Seminar and Placement Service

Opportunities like seminars, symposia, job fairs and career counseling are provided to enable students to be aware of opportunities relative to their career and vocational interests and goals.

Office or Division:		Office of the Guidance and Counseling		
Classification:				
Type of Transaction:				
Who may avail:		All graduating students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Proceed to the venue and signs in the provided registration form	7. Conduct and facilitate career placement seminar to all graduating students	None	4 – 8 hours	Guidance Counselor
5. Signs out in the registration form	8. Prepare and file record of the activity documentation	None	1 hour	Guidance Counselor



4. Testing - College Entrance Examination (CEE)

Standard Psychological Tests are administered to students periodically and when necessary to assist students become more aware of their potential and intellectual ability.

A. CEE APPLICATION

Office or Division:		Office of the Guidance and Counseling		
Classification:				
Type of Transaction:				
Who may avail:		Incoming freshmen and transferees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
5. Photocopy of Form 138 or Senior High School Report Card (for incoming freshmen)		Last school attended		
6. Photocopy of Honorable Dismissal and TOR (for transfer-in students)		Last school attended		
7. 2 pieces passport size ID picture (studio shot, with name tag)		Any studio		
8. Accomplished CEE Application Form		Office of the Guidance and Counseling		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Submit accomplished CEE Application Form	9. Verify the completeness and correctness of responses in the CEE Application Form	None	3 minutes	Guidance Counselor
	10. Issue the CEE Permit to client	None	2 minutes	Guidance Counselor
	11. File and keep record of CEE Application Form	None	2 minutes	Guidance Counselor

B. CEE ADMINISTRATION

Office or Division:		Office of the Guidance and Counseling		
Classification:				
Type of Transaction:				
Who may avail:		Incoming freshmen and transferees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Issued CEE Permit		Client		
2. Pencil (Mongol 2)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present CEE Permit with specified schedule of examination	1. Verify the permit and usher client to the testing area/venue	None	3 minutes	Guidance Counselor
2. Take the CEE	2. Administer the standardized	None	40minutes – 1 hour	Guidance Counselor



	college entrance examination to the examinees			
3. Submit answer sheet	3. Score, interpret and print result of examinee	None	10 minutes	Guidance Counselor

C. RELEASE OF CEE RESULTS

Office or Division:	Office of the Guidance and Counseling			
Classification:				
Type of Transaction:				
Who may avail:	Incoming freshmen and transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the Client Logsheets & state purpose of visit	1. Issue and interpret CEE result slip to client	None	5 minutes	Guidance Counselor
	2. File and keep record of CEE result	None	2 minutes	Guidance Counselor



Health Services Unit
Internal Services



1. Medical Services/ Consultation

The University health service is tasked to promote the health of the school populace and nearby communities through health education, medical treatment and maintenance of sanitation. With a vision to provide quality health and wellness services, empowering students to become avid health consumers responsible for their well - being and fulfilment of their personal and academic goals.

Office or Division:		Health Services Unit		
Classification:		Simple		
Type of Transaction:				
Who may avail:		Students, Employees and nearby Community		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School I.D.		Internet Room		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Information desk	1.1 Assist clients to register/ log - in on the Clinic Activity daily log.	None	30 seconds	School Nurse Health Services Unit
	1.2 Locate Individual Health Record.		30 seconds	School Nurse Health Services Unit
	1.3 Interview the client.		30 seconds	School Nurse Health Services Unit
	1.4 Assess the client.		1 minute	School Nurse Health Services Unit
	1.5 Record complaint and findings.		30 seconds	School Nurse Health Services Unit
2. Fill out treatment slip and submit to the school nurse	1.1 Issue treatments slip to client.	None	30 seconds	School Nurse Health Services Unit
3. Wait for result of assessment and evaluation.	3.1 Gives necessary treatment or first aid.	None	1 minute	School Nurse Health Services Unit
	3.2 Record treatment or first aid done.		30 seconds	School Nurse Health Services Unit
	3.3 Refers client if needed for further management.		1 minute	School Nurse Health Services Unit
	3.4 Follow up cases treated and referred.		1 minute	School Nurse Health Services Unit



Department of Human Resources and Development
Internal Services



1. Authentication of Documents (Personnel Related)

In order to ensure the authenticity of documents, documents which are not original or photocopied must be authenticated or certified as photocopies from the original documents so as to avoid fraudulent documents.

Office or Division:	Department of Human Resources and Development			
Classification:	Simple			
Type of Transaction:				
Who may avail:	Government Employees and Students of IFSU, Former Alumna or Employee of IFSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Log Sheet		Department of Human Resource Development (DHRD)		
Document for Authentication				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the DHRD Office and register on the Visitor's Log sheet	1.1. Assist client in filing up the Log Sheet	None	1 minute	<i>DHRD Staff</i>
2. Present the document for authentication	2.1. Assess presented documents if it is compliant with the guidelines for authentication	None	5 minutes	<i>DHRD Staff</i>
	2.2. Stamp the photocopy of the document with "Certified Photocopy", Affix his/her signature and the current date	None	1 minute	<i>DHRD Staff</i>
3. Write in the Log Sheet the type and no of documents authenticated and affix his/her Name and Signature	3.1 Instruct the client in the data to be written in the Log Sheet	None	2 minutes	<i>DHRD Staff</i>
	3.2 Return to the client the document	None	30 seconds	<i>DHRD Staff</i>



2. Application for Leave of Absence

Ifugao State University recognizes the benefits of government personnel to take a Leave of Absence when necessary. Non-teaching personnel and teaching personnel with designations of 6 units and above earn leave credits monthly. All personnel also earn compensatory leave credits from overtime services rendered. These leave credits are used when personnel take a leave of absence from work.

Office or Division:	Department of Human Resources and Development			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Government Employees of IFSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leave Form (CSC Form 6) (2 copies)		Department of Human Resources and Development (DHRD)		
Leave Form (Compensatory Time Off) (2 copies)		DHRD		
Medical Certificate for Sick Leave of more than 3 days or as required by immediate supervisor (1 copy)		Clinic or Hospital of check-up/confinement		
Clearance Form for Leave of Absence of more than 30 days) (4 copies)		DHRD		
Photocopy of Birth Certificate of Child for Maternity and Paternity Leave (1 copy)		Local Civil Registry or Philippine Statistics Authority		
Photocopy of Marriage Contract for Paternity Leave (1 copy)		Local Civil Registry or Philippine Statistics Authority		
Medical Certificate for Maternity Leave		Clinic or Hospital of check-up/confinement		
Solo Parent ID for Solo Parent Leave		Department of Social Welfare and Development		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure appropriate Leave Form from the DHRD	1. Issue appropriate Leave Form requested by client	None	1 minute	<i>DHRD Staff</i>
2. Properly accomplish Leave Form	2. Assist client in filling up Leave Form and inform the required attachments (if any)	None	5 minutes	<i>DHRD Staff</i>
3. Submit accomplished Leave Form	3.1. Receive accomplished Leave Form and ensure that it is properly accomplished	None	1 minute	<i>DHRD Staff</i>
	3.2. Indicate available leave credits of client		1 minute	<i>DHRD Staff</i>
	3.3. Affix initial under the name of the certifying officer		30 seconds	<i>DHRD Staff</i>



	<p>3.4. Certify the available leave credits of personnel</p> <p>3.5. Return the Leave form to the personnel for action of immediate supervisor</p>		<p>1 minute</p> <p>30 seconds</p>	<p><i>HRMO Designate</i></p> <p><i>DHRD Staff</i></p>
<p>4. Submit Leave Form duly signed by immediate supervisor with complete attachments, if any</p>	<p>4.1. Receive duly signed Leave Form and ensure completeness of attachments, if any</p>	None	2 minutes	<i>DHRD Staff</i>
	<p>4.2. Post leave credit/s availed on the leave ledger of client</p>	None	1 minute	<i>DHRD Staff</i>



3. Issuance of Requested Documents

Ifugao State University recognizes the rights/privileges of personnel, whether permanent or not and past or present, to secure necessary documents from the agency for whatever legal purpose it deem necessary for their perusal.

Office or Division:	Department of Human Resources and Development			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Government Employees of IFSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Slip		Department of Human Resources and Development (DHRD)		
Receipt of Payment		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the DHRD Office and register on the Visitor's Log sheet	1.1. Issue request slip	None	1 minute	<i>DHRD Staff</i>
2. Fill out Request Slip	2.1. Assess document being requested	None	2 minutes	<i>DHRD Staff</i>
	2.2. Refer client to the Cashier to pay necessary fee	None	1 minute	
3. Pay the necessary fees	3.1 Receive document request slip and corresponding payment from client	Varies according to the document & no of copies	2 minutes	<i>Cashier Finance Dep't</i>
	3.2 Issue receipt to client	None	1 minute	<i>Cashier Finance Dep't</i>
	3.3 Refer client back to the DHRD	None	1 minute	<i>Cashier Finance Dep't</i>
4. Present receipt of payment to the DHRD Staff	4.1 Prepare document requested by client	None	3 minutes	<i>DHRD Staff</i>
5. Sign acknowledgment receipt for the requested document	5.1 Issue document requested by client	None	1 minute	<i>DHRD Staff</i>



Sports Development Unit
Internal Services



1. BORROWING AND RETURNING OF SPORTS EQUIPMENT

As part of the Ifugao State University students total development while enrolled in the university, they are encouraged to participate in sports activities. Sports implements are being purchased for instructional purposes and training for athletic participation and competition thus they have the right to **BORROW** implements/equipment for sports activities and **RETURN** it after use for the next users.

Office or Division:	Sports Development Unit			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Students of IFSU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Log Book Borrowing and Returning Form Student's Identification Card			Sports Development Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in in the Logbook upon entering the office	1. Inform the student to log-in in the logbook.	None	1 minute	<i>Chairperson or Student Assistant If any</i>
2. Properly accomplish Borrowing and Returning Form	2. Issue borrowing and returning form for students to fill in.	None	3 minutes	<i>Chairperson or Student Assistant If any</i>
3. Attach Identification Card to the accomplished form	3. Check the form if properly filled in with the correct details basing from the attached I.D.	None	1 minute	<i>Chairperson or Student Assistant If any</i>
4. Get the sports equipment being borrowed	4. Issue the equipment being borrowed.	None	1 minute	<i>Chairperson or Student Assistant If any</i>
5. Return the borrowed equipment at the office before 5:00 PM	5. Receive the borrowed equipment. 6. Put a remark "RETURNED" in the borrowing and returning form. 7. Issue the attached I.D back to the borrower.	None	1 minute	<i>Chairperson or Student Assistant If any</i>



Department of Infrastructure & Site Development
Internal Services



1. PLANNING AND PREPARATION OF TECHNICAL DOCUMENTS

This procedure describes the policies and procedures in the planning and preparation of engineering technical documents for approved, proposed and/or repair and maintenance projects.

The procedure covers the processes in the office and responsibilities of personnel in the preparation of engineering technical documents for proposed or approved projects or any repair and maintenance projects that will undergo small value procurement and/or bidding.

Office or Division:	Department of Infrastructure & Site Development- Lagawe Campus			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	All Offices Concern			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Block Form for Engineering Drawings (2 copies)		DISD		
Detailed Estimate Form (2 copies)		DISD		
Bill of Quantities Form (2 copies)		DISD		
Program of Works Form (2 copies)		DISD		
Approved Budget for the Contract Form (2 copies)		DISD		
Request for Preparation of Technical Documents (2 copies)		DISD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Request for Preparation of Technical Documents Form from DISD	1.1. Issue Request for Preparation of Technical Documents Form	None	1 minute	<i>DISD Chairperson</i>
2. Properly accomplish the Form	2.1. Assists client in filling up the Form and inform the required attachments (if any)	None	5 minutes	<i>DISD Chairperson</i>
3. Submit the accomplished form	3.1. Receives the accomplished Form and ensure that it is properly accomplished	None	1 minute	<i>DISD Chairperson</i>
	3.2. Review and Approves or disapproves request.		2 minutes	<i>Campus Executive Director</i>
	3.3. Validates and inspects request.		3-5 days	<i>DISD Chairperson</i>



	<p>3.4. Plans, prepares 2 sets and signs Detailed Engineering Plans, Detailed Estimates, POWs and BOQs and forwards documents to the DISD Director.</p> <p>3.5. Checks and approves technical documents.</p> <p>3.6. Forwards checked technical documents to Records Section for University President's approval</p> <p>3.7. Secures fund ceiling on the approved POW from the Budget Office for Repair & Maintenance projects identified under capital outlay.</p> <p>3.8. Transmits first copy of approved technical documents to: ✓ BAC Office for Repair & Maintenance Projects under capital outlay ✓ Requesting office for projects under STF or for project proposal</p> <p>3.9. Files second copy for safekeeping and for easier access</p>		<p>1-2 weeks</p> <p>1-2 days</p> <p>5 minutes</p> <p>10 minutes</p> <p>3 minutes</p> <p>1 minutes</p>	<p><i>DISD Chairperson/ Personnel</i></p> <p><i>DISD Director</i></p> <p><i>DISD Chairperson</i></p> <p><i>DISD Chairperson</i></p> <p><i>DISD Chairperson</i></p> <p><i>DISD Chairperson</i></p>
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