



IFUGAO STATE UNIVERSITY



CITIZEN'S CHARTER

MANDATE (QUALITY POLICY)

IFSU 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.

VISION

A globally recognized University upholding excellence amidst rich cultural heritage.

MISSION

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

GOALS/SERVICE PLEDGE

Goal 1- Academic Excellence

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

Goal 2- 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

Goal 3- 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

Goal 4- 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 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

CORE VALUES

Excellence

IFSU's strong commitment to achieve superior quality outputs and services in the areas of instruction, research, extension, research generation and administration

Faith

IFSU's strong belief and faith that there is GOD Almighty who guides the University in all its undertakings and endeavors. This also mirrors the University's community members' trust and confidence for each other toward harmonious living

Integrity

IFSU's adherence to moral and ethical values; conformity to principle-driven service in the pursuit of the University vision, mission and goals

Service

IFSU's recognition that the essence of its existence is to serve its clientele and stakeholders for the common good

Creativity

IFSU's commitment to create and nurture a teaching and learning environment that encourages innovation, dynamism and resourcefulness in the pursuit to be globally



recognized with its rich cultural heritage. This includes the provision of opportunities for critical thinking, problem-solving, communication and collaboration

Cultural-sensitivity

IFSU's commitment to preserve the rich cultural heritage of the province and the region



LIST OF SERVICES

OFFICE		PAGE NUMBER
Office of the University President		
Request for Official Documents	-----	12
Approval/Disapproval of Actionable Documents	-----	14
Special Projects		
Issuance of requested data/documents/files	-----	20
Department of Alumni Affairs		
Issuance of Requested Documents/files	-----	22
Internal Audit Unit		
Internal Services	-----	24
Department of Legal Affairs		
Review of Proposed Contracts Received via E-mail	-----	33
Review of Proposed Contracts Received from the Records Section	-----	37
Department of Quality Assurance		
Issuance of Data/Status	-----	41
International Affairs and Linkages Office		
Application Procedure to Travel Abroad (Personal)	-----	42
Application Procedure to Travel Abroad (Official)	-----	46
Office of the Vice President for Administration		
Incoming and Outgoing Communications/Documents	-----	54
Department of Administrative Services		
Receiving Documents	-----	55
Employee's Grievance and Mediation Procedure	-----	57
Issuance of Certificate of No Pending Administrative Case	-----	60
Procurement of Goods and Services below PHP 1,000,000.00	-----	62
Request for Information and Records	-----	72
Authentication of Documents	-----	76
Receiving of Incoming Official Documents	-----	77
Mailing Procedure	-----	79
Receiving and Releasing of Official Records	-----	81
Receiving Communication	-----	83
Releasing Communications	-----	85
Medical Consultation and Treatment	-----	88
Dental Consultation and Treatment	-----	92



Issuance of Medical Certificate for OJT, Tour, Athletics and Others	-----	94
Issuance of Medical Certificates to External Clients	-----	97
Property Accountability Transfer	-----	99
Clearance From Property Accountability	-----	102
Request Relief from Property Accountability	-----	104
Delivery, Inspection and Acceptance of Newly Delivered Supplies, Materials and Equipment (SME)	-----	106
Issuance Of Supplies, Materials and Equipment Inventory	-----	108
Return Of Supplies, Materials and Equipment	-----	110
Request For Document/s	-----	113
Bids and Awards Committee		
Procurement Of Infrastructure Projects, Goods & Consulting Services Through Public Bidding	-----	114
Department of General Services		
Processing of Request on the Following Services; Electrical, Carpentry, Water and Plumbing	-----	127
Department of Human Resources and Development		
Application for Employment	-----	134
Issuance of Personnel Records and Documents	-----	140
Processing of Leave Application	-----	142
Submission of IPCR	-----	145
Department of Financial Services		
Processing of Disbursement Voucher - Journalizing and Signing for Cash Availability of Claims or Payables	-----	147
Issuance Of Assessment Form	-----	149
Payment Of Employees Salaries	-----	151
Obligation for Payroll	-----	153
Obligation of Travelling Expenses	-----	154
Obligation for Purchase of Supplies/Equipment	-----	155
Collection of Student Assessed Fees During Enrollment	-----	156
Collection of Unpaid Balance of Student Assessed Fees	-----	157
Collection of Other School fees (non-assess fees)	-----	158
Dressmaking	-----	159
IFSU Printing Center	-----	164
Department of Planning and Information Management		
Office Performance Planning and Commitment	-----	178
Performance Review and Evaluation	-----	180
Simple Request for Data and/or Document	-----	183



Complex Request for Data and/or Document	-----	185
Review of Proposals	-----	188
Request for Posting and Publication	-----	190
Request for Layout Design	-----	192
Request for News Coverage/Documentation	-----	194
Request for Photos, Videos, & Other Pertinent Documents	-----	196
Gender and Development Research and Resource Center		
Internal Services	-----	198
Information and Communications Technology Section		
Request for Information and Communications Technology (ICT) Technical Assistance	-----	202
Issuance of requested data/documents/files	-----	207
Lending of ICT Equipment	-----	208
Biometrics	-----	210
Wi-Fi Accounts	-----	212
IFSU-EIS	-----	214
Department of Library Services		
Issuance of Library Borrower's Card (LBC)	-----	216
Request Assistance on the location of Material to be Used or Borrowed.	-----	219
Borrowing and Returning of Books/Materials	-----	221
Request on E-Resources Delivery	-----	223
AORA (Ask Online Reference Assistance)	-----	224
TheResA (Thesis and Research Assistance)	-----	225
Online Database instruction	-----	226
Request for Referral Letter	-----	227
Access to E-library	-----	228
Reservation of Audio-Visual Room	-----	229
Signing of Clearance	-----	230
Department of National Service Training Program		
Enrollment And Enlistment of NSTP (ROTC-CWTS) Students	-----	232
Certification For NSTP (ROTC-CWTS) Serial Number	-----	234
Signing Of Tree Planting Clearance for Graduation	-----	236
Department of Registrar and Admission Services		
Issuance of Certifications	-----	238



Issuance of Certification, Authentication and Verification (CAV)	-----	240
Application and Issuance of Official Transcript of Records	-----	242
Application and Issuance of Diploma (2nd Copy)	-----	245
Application for Certificate of Transfer Credentials	-----	247
Admission of NEW Incoming 1 st Year College Students	-----	249
Admission and Enrolment for Transferee Students	-----	252
Admission and Enrolment for Old Students	-----	255
Department of Culture and the Arts		
Borrowing And Returning of Cultural Attires, Accessories and Equipment	-----	257
Requesting The Performing Group of DCA for Presentations	-----	259
Guided Museum Tour	-----	261
Accepting artifacts donation	-----	263
Accepting Scheduled Museum Tour	-----	265
Department of Student Services and Development		
Issuance Of Certificate of Good Moral Character	-----	266
Complaint Against Student (Minor Offenses)	-----	268
Complaint Against Student (Major Offenses)	-----	271
Submission And Approval of Student Activity Proposal	-----	275
Application And Renewal for Student Housing/Dormitory	-----	277
Student Leader's Election	-----	280
Exigency Permit and Leave of Absence for Pregnant Student	-----	283
Accreditation Of Student Organizations	-----	287
Signing Of Clearance	-----	290
Request For the Use of The Heritage Convention Hall for Internal Client/S	-----	292
Request For the Use of The Heritage Convention Hall for External Client/S	-----	294
Application For Student Laborer/ Assistant Scholarship	-----	297
Application For Service Scholarship Program	-----	299
Application For Socio-Cultural Scholarship Program	-----	301
Application For Entrance Scholarship Program	-----	303
Submission Of Requirements to All External Scholarship Service	-----	305
Application For Student Mutual Aid Program	-----	306



Alumni, IFSU Employees, Dep-Ed Employees and Law Enforcement Personnel Discount Program	-----	307
Honor Students' Assistance Program	-----	308
Guidance Extension Service	-----	309
Individual Inventory Service	-----	310
Information And Orientation Service	-----	312
Counseling And Referral Services	-----	313
IFSU College Admission Testing Service	-----	315
Psychological Testing Service	-----	318
Career Development and Placement Service	-----	320
Application For Leave of Absence (LOA) For Free Higher Education (FHE) Beneficiaries and Grantees of Government-Funded Scholarships/Grants	-----	321
Client Request for Document	-----	324
Office of the Vice President for Research, Development, Extension and Training		
Document for Action of the Vice President for Research, Development, Extension, and Training as the Officer-In-Charge (OIC) – of the University President	-----	326
Review and Recommendation of Proposals	-----	328
Incoming and Outgoing Communication for Approval and Recommendation of Various Documents	-----	331
Department of Extension and Training		
Processing of Extension Project Proposal	-----	333
Processing of Extension Training Proposal	-----	335
Incoming	-----	
Communications/Transactions/Endorsements		337
Inside/Outside of Ifugao State University		
Department of Research and Development		
Processing of Research Proposal	-----	339
Processing of Request for Test of Similarity	-----	347
Processing of Funding Request for Research Paper Presentation	-----	349
Processing of Funding Request for Research Publication Fee	-----	351
Incoming Communication and Transaction and/or endorsement from Inter-office to the Office of the Department of Research and Development	-----	353
Office of the University Board Secretary		
Issuance of Certifications	-----	355
Office of the Campus Executive Director		
Fund Ceiling of Salary for COS Personnel Under OCED of Lamut Campus	-----	358



Securing of Gate Pass	-----	360
Receiving and Releasing of Routed Documents for Appropriate Actions of the CED of Lamut Campus	-----	362
IRT-GIAHS		
Procedure In Requesting Pertinent Documents and Multimedia Materials	-----	367
Procedure For Borrowing Equipment and Materials	-----	369
IRT-GIAHS Training Programs	-----	371
Social media and Website Inquiry	-----	374
College of Advanced Education		
Enrollment	-----	376
Handling Of Complaints	-----	378
Request For Technical Assistance, Training	-----	379
Students Consultation for Thesis/Dissertation	-----	380
Application For Completion of Grades	-----	381
Securing Clearance Form	-----	383
College of Arts and Sciences		
Enrollment	-----	385
Removal of In-Progress (IP) and Incomplete (INC)	-----	387
Issuance of Admission Slip	-----	389
College of Computing Sciences		
Pre-enrollment of Students	-----	390
Completion of Grade/s	-----	392
Issuance of Admission Slip	-----	393
Request for Special Subject/Course	-----	394
Consultation	-----	395
College of Criminal Justice Education		
Enrollment of Students	-----	396
Completion of Grade/s	-----	398
Issuance of Admission Slip	-----	399
Request for Special Subject/Course	-----	400
College of Education		
College of Reading Center Services	-----	401
Consultation/Guidance Services	-----	403
Securing Clearance Form	-----	404
College of Health Sciences		
Issuance of Certificate of Undertaking	-----	405
Completion for Make-up Duties	-----	408
Utilization of the Simulation and Skills Laboratory	-----	410
Substituting a Clinical Instructor	-----	412
Conduct of Information Education Campaign (IEC)	-----	414
Completion of Cases by Graduating Students	-----	416
Handling of Requests/ Letters/ Invitations/ Correspondence	-----	418
College Deans		



Process For the Utilization of Facilities Under Colleges	-----	420
Utilization Of College Equipment and Materials	-----	423
Feedback and Complaint Mechanism	-----	424



Office of the University President

Request for Official Documents

In the quest of achieving the Ifugao State University's goal of excellent public service and good governance, the Office of the University and Board Secretary (OUBS) continuously offers services to its clients to ensure efficient, transparent, and accountable delivery of administrative services. These services include the release of documents such as Resolutions/Excerpts and Minutes of Meetings of the Board of Regents (BOR), Administrative Council (ADCO), and Academic Council (ACACDO), and approved/confirmed Memoranda of Agreement (MOA). The herein process shall serve as guide for clients in requesting for documents and to ensure that the Freedom of Information is properly followed.

Office or Division:		Office of the University and Board Secretary		
Classification:		Simple		
Type of Transaction:		G2G, G2C		
Who may avail:		Government Employees of IFSU, Various Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		Office of the University and Board Secretary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Request Slip form	1.1. Issue Request Slip form	None	1 minute	OUBS Personnel
Fill out and Submit the Request Slip to include his/her name, position/title, department/office, email/contact number, the documents being requested, and the purpose/reason for the request.	2.1. Receive the accomplished Request Slip, and ensure that it is properly filled-out.	None	5 minutes	OUBS Personnel



	Forward the Request Slip to the University and Board Secretary (UBS) for appropriate action.	None	1 minute	OUBS Personnel
	Depending on the request, the UBS shall act on the requested documents for release. (If the requested document is a <i>Minutes of a BOR Meeting</i> , it shall be subjected for approval of the University President).	None	3 minutes	UBS
	Return the Request Slip to the OUBS Personnel for processing.	None	1 minute	UBS
	Process the requested document, if favorably acted by the UBS.	None	5 minutes	OUBS Personnel
	Release a Certified True Copy of the document/s.	None	1 minute	OUBS Personnel
3. Receive the requested document and sign the "Received By" in the Request Slip.	3.1. Ensure that the client signs the "Received By" in the Request Slip	None	1 minute	OUBS Personnel
TOTAL			18 Minutes	



Approval/Disapproval of Actionable Documents

This procedure covers the control of all internal and external incoming and outgoing communications in the Office of the University President.

Office or Division:	Office of the University President			
Classification:	Simple (OTRS, Diploma, Certificates, Clearances, DTRs, Authority to Travel, Trip Tickets, Itinerary of Travel, Certification of Travel Completed, Back to Station Report, Payroll, ORS/URS)			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Internal Communications 1.1. followed enrolled ISO forms/ templates 1.2. followed ISO format (font style, font size, margins) 1.3. complete attachments as required by the nature of the document 2. For External Communications (None)				
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the actionable document	1.1 Receive and forward document to the OUP	None	3 minutes	Record Section
	1.2 Check the compliance of the document to CSW principle	None	3 minutes	Receiving Staff
	1.3 Receive the document and enter receipt thereof in the log sheet of Record's Section			
	1.4 Receive and record the document in the RIOD			



	<p>1.5 Put tracking number on the document</p> <p>1.6 Forward the document to the Assessing Staff</p>			
	<p>1.8. Review/double check compliance of the document to CSW principle, if not compliant, return to the receiving/releasing staff to return to Record's Section using the Assessment Form</p> <p>1.9. Categorize the document base on:</p> <p>A. Signatory</p> <p>A.1 Documents Actionable by the OIC</p> <p>A.2 Documents Actionable by the University President only</p> <p>B. Level of Importance/ Urgency</p> <p>B.1 Documents Actionable by the OIC</p> <p>B.2 Documents Actionable by the University President only</p> <p>1.10. Forward the document to the University President for action or to the OIC if document is actionable by OIC</p>		5 minutes	Assessing Staff



	1.11. Act on the document 1.12. Return acted document to the Assessing staff		1 day	University President or OIC
	1.13. Assess and forward acted documents to the releasing staff			Assessing Staff
2. Receive acted documents	2.1. Enter the action of the UP/OIC in the RIOD 2.2. Scan/reproduce pertinent documents 2.3. Release the documents to Records Section and/or send out documents acted upon through e-mail to Record's Section or concerned office/personnel when necessary		3 minutes	Releasing Staff
TOTAL:		none	1 day and 14	



Office or Division:	Office of the University President
Classification :	Complex (MOA/MOU, PPAs, Committee Resolutions, Request for Funding, Use of Facilities)
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
----------------------------------	------------------------

<p>1. For Internal Communications</p> <p>1.1. followed enrolled ISO forms/ templates</p> <p>1.2. followed ISO format (font style, font size, margins)</p> <p>1.3. complete attachments as required by the nature of the document</p> <p>2. For External Communications (None)</p>	
---	--

CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the actionable document	1.1 Receive and forward document to the OUP	None	3 minutes	Record Section
	1.2 Check the compliance of the document to CSW principle	None	3 minutes	Receiving Staff
	1.3 Receive the document and enter receipt thereof in the log sheet of Record's Section			
	1.4 Receive and record the document in the RIOD			
	1.5 Put tracking number on the document			
	1.6 Forward the document to the Assessing Staff			



Republic of the Philippines
IFUGAO STATE UNIVERSITY
 Lamut, Ifugao

f Ifugao State University

ifsu_officialpage

IFSU_Official

www.ifsu.edu.ph



WURI
 RANK 101-200

Green Metric
 TOP 1000



	<p>1.8. Review/double check compliance of the document to CSW principle, if not compliant, return to the receiving/releasing staff to return to Record's Section using the Assessment Form</p> <p>1.9. Categorize the document base on:</p> <p>A. Signatory</p> <p>A.3 Documents Actionable by the OIC</p> <p>A.4 Documents Actionable by the University President only</p> <p>B. Level of Importance/ Urgency</p> <p>B.3 Documents Actionable by the OIC</p> <p>B.4 Documents Actionable by the University President only</p> <p>1.10. Forward the document to the University President for action or to the OIC if document is actionable by OIC</p>		<p>5 minutes</p>	<p>Assessing Staff</p>
--	--	--	------------------	------------------------



	<p>1.11. Act on the document</p> <p>1.12. Return acted document to the Assessing staff</p>		6 days	University President or OIC
	<p>1.13. Assess and forward acted documents to the releasing staff</p>			Assessing Staff
2. Receive acted documents	<p>4.1. Enter the action of the UP/OIC in the RIOD</p> <p>4.2. Scan/reproduce pertinent documents</p> <p>4.3. Release the documents to Records Section and/or send out documents acted upon through e-mail to Record's Section or concerned office/personnel when necessary</p>		3 minutes	Releasing Staff
TOTAL:		none	6 days and 14	



Office of the University President – Special Projects

Issuance of requested data/documents/files

The Office of the Presidential Special Project ensures that all the data/documents/files to be released are well verified and analyzed before releasing to the clients.

Office of Division:	Office of President- Presidential Special Project			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Data/documents/files		Office of President- Presidential Special Project		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Submit a filled-out request form of the OP-SP or letter of request of documents.	1.1 Receive the request and prepare the data/documents/files requested	None	10 Minutes	OP-SP Personnel
	<ul style="list-style-type: none"> Ready documents/files that no need to prepare and compile 		30 Minutes	
	<ul style="list-style-type: none"> Ready documents/files that need to compile Documents/files that need 		1 hour	



	<p>to prepare and compile</p> <ul style="list-style-type: none"> • Other documents that need to be verified before release: 		2 working days	
2. Sign on the outgoing/receiving logbook	2.1 Release the requested documents	none	1 minute	OP-SP Personnel
Total Processing Time			2 Days, 1 hour 41 minutes	



Department of Alumni Affairs

Issuance of Requested Documents/files

Office or Division:	Department of Alumni Affairs			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Government Employees of IFSU/ Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter/proposal (2 copies)		Requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to DAA	1. Receive and Record the request letter presented by the client.	None	1 minute	<i>DAA Personnel</i>
2. Receive a copy of the request letter	2. Provide a receiving copy to the requesting client	None	1 minute	<i>DAA Personnel</i>
	3. Forward the request letter to the Immediate Supervisor for appropriate action	None	1 minute	<i>DAA Personnel</i>
	4. Evaluate/review the contents of the request for the appropriate action.		3 days	<i>DAA Personnel- in-charge</i>



Republic of the Philippines
IFUGAO STATE UNIVERSITY
 Lamut, Ifugao

f Ifugao State University

ifsu_officialpage

IFSU_Official

www.ifsu.edu.ph



WURI
 RANK 101-200

The WORLD UNIVERSITY RANKING BY INNOVATION
 GreenMetric
 TOP 1000



	<p>5. Once the request is approved, office personnel will prepare the necessary documents.</p> <p>5.1 Attachments from other departments are requested, if any.</p>			<i>DAA Personnel</i>
3. Receive the response to the request letter	6. Release approved documents to the requesting client	None	2 days	<i>DAA Personnel</i>
Total Processing Time			3 days, 3 minutes	



Internal Audit Unit

INTERNAL SERVICES

1. Conduct of Baseline Assessment of Internal Control System (BAICS)

BASELINE ASSESSMENT OF INTERNAL CONTROL SYSTEM (BAICS) is the overall review/assessment of the internal control system of the office/division across its units to determine if it's functioning as intended and if it's able to manage the risk that the office may face in its day-to-day operations.

Office/Division:	INTERNAL AUDIT UNIT			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	University Departments/Offices/Sections/Units			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> ✓ IFSU CODE ✓ BOARD RESOLUTIONS ✓ EXECUTIVE ORDERS ✓ ORGANIZATIONAL STRUCTURE ✓ INDIVIDUAL DUTIES AND FUNCTIONS ✓ OFFICE POLICIES, REPORTS ✓ PROCESS FLOWCHARTS OF TRANSACTIONS ✓ ISO ENROLLED PROCESSES ✓ OTHER DOCUMENTS, as may be required 		<ul style="list-style-type: none"> ✓ Office/Divisions subjected for BAICS 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCCESING TIME	PERSON RESPONSIBLE



1 Receive the notification of the BAICS	1.1 Deliver the notice to the concerned office.	None	2 days	Internal Audit Unit
2 Attend Entry conference	2.1 Conduct entry conference	None	1 day	Internal Audit Unit
3 Submit all the required documents for BAICS	3.1 Receive all the documents	None	15 days	Internal Audit Unit
	3.2 Prepare flow charts and narrative procedures	None	15 days	Internal Audit Unit
4. Assist the audit personnel in the conduct of Walkthrough	4.1 Conduct of walkthrough/test of controls, documents review	None	22 days	Internal Audit Unit
	4.2 Develop Baseline Assessment of Internal Control System Report	None	22 days	Internal Audit Unit
5. Attend the exit conference	5.1 Conduct the exit conference	None	1 day	Internal Audit Unit
	5.2 Develop final BAICS report to effect the changes	None	7 days	Internal Audit Unit
	5.3 Submit BAICS report to the University	None	1 day	Internal Audit Unit
6. Receive copy of BAICS Report	6.1 Furnish concerned office of the copy of BAICS Report	None	2 days	Internal Audit Unit
TOTAL PROCESSING TIME			88 days	



2. Conduct of Compliance, Management and Operations Internal Audit

Compliance Audit is conducted to evaluate the degree of compliance with laws, regulations, managerial policies, and operating procedures in the University, including compliance with accountability measures, ethical standards, and contractual obligations. It also covers the determination of whether or not all other internal control components are well designed and properly implemented. This type of audit is part of managerial and operations audits.

Management Audit is conducted as a separate evaluation of the effectiveness of internal controls adapted in the operating and support services units/systems to determine whether they achieve the control objectives over a period of time or as of a specific date. It includes the determination of the degree of control or supervision with laws, regulations, managerial policies, accountability measures, ethical standards and contractual obligations covering specific timeframes. It is a review and appraisal of the systems and processes, organizational and staffing structures, operations and management practices, records, reports and performance standards of the agency/units covered.

Operation Audit is conducted as a separate evaluation of the outcome, output, process, and input to determine whether government operations, programs, and projects are effective, efficient, ethical and economical, including compliance with laws, regulations, managerial policies, accountability measures, ethical standards, and other contractual obligations. Operations audit of organizations, programs, and projects involves an evaluation of whether or not performance targets and expected results are achieved.

Office/Division:	INTERNAL AUDIT UNIT
Classification:	Highly Technical Transaction
Type of Transaction:	G2G (Government to Government)
Who may avail:	University Departments/Offices/Sections/Units
CHECKLIST OF REQUIREMENT	WHERE TO SECURE



<ul style="list-style-type: none"> ✓ IFSU CODE ✓ BOARD RESOLUTIONS ✓ EXECUTIVE ORDERS ✓ ORGANIZATIONAL STRUCTURE ✓ INDIVIDUAL DUTIES AND FUNCTIONS ✓ OFFICE POLICIES, REPORTS ✓ PROCESS FLOWCHARTS OF TRANSACTIONS ✓ ISO ENROLLED PROCESSES ✓ OTHER DOCUMENTS, as may be required 	<ul style="list-style-type: none"> ✓ Office/Divisions subjected for Audit
--	--

CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCCESIN G TIME	PERSON RESPONSIBL E
	Prepare Audit Program for each audit engagement, communication letters.	None	1 day	Internal Audit Unit
1 Receive the notification of the audit engagement	1.1 Deliver the notice to the concerned office.	None	30 minutes	Internal Audit Unit
2 Attend Entry conference	2.1 Conduct entry conference.	None	3 hours	Internal Audit Unit
3 Submit all the required documents for audit	3.1 Receive all the documents	None	5 days	Internal Audit Unit
	3.2 Prepare flow charts and narrative procedures	None	1 day	Internal Audit Unit
4 Assist the audit personnel in the conduct of walkthrough/site visits	4.1 Conduct of walkthrough/site visits if applicable	None	1 day	Internal Audit Unit
	4.2 Conduct of compliance/ operations/ management audit,	None	22 days	Internal Audit Unit



	documents review/ validations/test of controls			
	4.3 Prepare finalized audit working papers or any supporting documents/evidences	None	3 days	Internal Audit Unit
	4.4 Develop Audit Findings and audit recommendations	None	2 days	Internal Audit Unit
	4.5 Draft the audit report	None	5 days	Internal Audit Unit
5 Attend the exit conference	5.1 Conduct the exit conference	None	3 hours	Internal Audit Unit
	5.2 Develop the final audit report	None	2 days	Internal Audit Unit
	5.3 Submit to the University President/Audit Committee	None	3 hours	Internal Audit Unit
	5.4 Preparation of Internal Audit Memorandum	None	1 day	
6 Receive copy of Internal Audit Memorandum	6.1 Issue of Internal Audit Memorandum to the concerned office.	None	1 day	Internal Audit Unit
TOTAL PROCESSING TIME			45 Days, 1 hour, 30 minutes	



3. Assistance to clients and support services

Client Assistance means to guide, direct and/or provide assistance to the client, if needed and as necessary, to carry out the purpose. Assist the client to clarify concerns in order to determine their preferred course of action.

Office/Division:	INTERNAL AUDIT UNIT			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
<ul style="list-style-type: none"> ✓ DOCUMENTS/REPORT OF CONCERN ✓ LEGAL BASES 			<ul style="list-style-type: none"> ✓ Office/Divisions with concerns ✓ University Legal Office/ COA 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCCESING TIME	PERSON RESPONSIBLE
1 Deliver documents of concern/ situations of concern	1.1 Comprehend /Understand the areas of concern	None	10 minutes	Internal Audit Unit
	1.2 Discuss possibilities/ further information for appropriate instruction and assistance depending on the nature of their concerns after the initial assessment	None	30 minutes	Internal Audit Unit



	1.3 Refer to the Department/office concerned for further data if needed	None	5 minutes	Internal Audit Unit
	1.4 Research for legal bases or case studies with the same situation and solutions	None	1 day	Internal Audit Unit
2 Receive recommendation and proper course of action from the IAU	2.1 Recommend proper course of action	None	10 minutes	Internal Audit Unit
TOTAL PROCESSING TIME			1 Day, 55 minutes	



4. Monitoring/ Follow-up of IAU Recommendations on results of Audit and to clients

Monitoring of Audit recommendations is to monitor the progress and outcomes of the courses of action recommended and verify that they are aligned with the principles and the objectives and to document/ update the status of the recommendations, and close them when they are fully implemented. Review the process and identify the strengths and weaknesses, the best practices and lessons learned and the challenges and opportunities, also apply the learning and improvement to future audits and implementations, and enhance the quality and effectiveness of the recommendations.

Office/Division:	INTERNAL AUDIT UNIT			
Classification:	Simple			
Type of Transaction:	G2C (Government to Government)			
Who may avail:	University Offices			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
<ul style="list-style-type: none"> ✓ Internal Audit Report ✓ Internal Audit Memorandum 			<ul style="list-style-type: none"> ✓ Internal Audit Unit 	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCCESING TIME	PERSON RESPONSIBLE
	Contact office concerned	None	30 minutes	Internal Audit Unit
	Follow-up on recommendations/ updates on the given recommendations	None	30 minutes	Internal Audit Unit
1 Submit reports if any/	1.1 Assess reports/ Conduct	None	4 hours	Internal Audit Unit



Assist IAU on walk through or site visits	monitoring walkthrough / site visits			
2 Join the discussion with IAU	2.1 Discuss on the findings during the walkthrough	None	2 hours	Internal Audit Unit
	2.2 Record updates on status of recommendations	None	30 minutes	Internal Audit Unit
3 Receive and file copy of document	3.1 Prepare documentation on developments of recommendation for future references.	None	1 day	Internal Audit Unit
TOTAL PROCESSING TIME			1 day, 7 hours, 30 minutes	



Department of Legal Services

1. Review of Proposed Contracts Received via E-mail

Aligned with the Ifugao State University’s vision, mission, goals and objectives, and to help smoothen the day-to-day operation, there is a need for legal documents entered into by the University to be properly assessed. Said documents include contracts, deeds, agreements and any other legal documents to which IFSU is a signatory thereto that are prepared/drafted by either the proponent IFSU office or the other party to the agreement. Such review with the consequent recommendations and proposed revisions by the Department of Legal Service aids the proponent office in improving the contract as well as assist the University President in her decision making.

To encourage efficiency, the Department of Legal Services strongly encourages and prioritizes the utilization of available technology in undertaking review of proposed contracts. As such, it established its official DLEGS email address where personnel from all campuses and offices of IFSU can send their request and relevant documents. The Department of Legal Services also utilizes Zoom and other online platforms in its meetings.

Office or Division:	Department of Legal Services	
Classification:	Technical/Complex	
Type of Transaction:	G2G: Government to Government	
Who may avail:	IFSU Offices, Units, Departments, and Colleges	
Official DLEGS E-mail address	ifsulegalservices@gmail.com	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Summary of Contract Details (“see annex A)		IFSU Website (www.ifsu.edu.ph)
2. The contract in editable MS Word format		Proponent/s
3. Other documents as may be required by the proper DLEGS personnel relevant to the review of the proposed contract		Proponent/s



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Send request for contract review to the Department of Legal Services the proposed contract through its official e-mail address.</p>	<p>1.1 Initial Assessment of the proposed contract as to compliance to the “completed staff work” principle. Assessment would include checking the format of the proposed contract, i.e. whether it is in MS Word format or not, and whether the Summary of Contract Details is completed.</p> <p>1.2 Reply to the email either:</p> <p>a. acknowledging the receipt of the document with the request for contract review and its attachments (proposed contract and Summary of Contract Details), or</p> <p>b. acknowledging the receipt of the document with the request for contract review and requiring</p>	<p>None</p>	<p>1 working day</p>	<p>Legal Assistant II and/or III in charge</p>



Republic of the Philippines
IFUGAO STATE UNIVERSITY
 Lamut, Ifugao



	<p>proponent to complete the Summary of Contract Details.</p> <p>1.3 Await the compliance of the client/proponent to the requirements of “completed staff work”.</p>			
<p>2. Send the editable MS Word format of the proposed contract and/or the completed Summary of the Contract using the Contract Details Form through e-mail</p>	<p>2.1 Review substantive aspect of the proposed contract.</p> <p>2.2 Send back the reviewed contract with the Department’s assessment, proposed revisions, comments, and recommendations for consideration by the proponent</p>	None	<p>Twenty (20) working days; however, <i>the number of days depends on the type, nature, complexity of the proposed contract. The review of the proposed contract may require the meeting of concerned personnel and offices as well as the submission of relevant documents and completion of certain actions</i></p>	<p>Legal Assistant II and/or III in charge and/or the University Legal Counsel</p>
<p>3. Acknowledgement receipt of the reviewed</p>	<p>3.1 Assist the Client</p>	None	3 minutes	



proposed contract				
			Total	21 Working Days and 3 minutes



2. Review of Proposed Contracts Received from the Records Section

Aligned with the Ifugao State University's vision, mission, goals and objectives, and to help smoothen the day-to-day operation, there is a need for legal documents entered into by the University to be properly assessed. Said documents include contracts, deeds, agreements and any other legal documents to which IFSU is a signatory thereto that are prepared/drafted by either the proponent IFSU office or the other party to the agreement. Such review with the consequent recommendations and proposed revisions by the Department of Legal Service aids the proponent office in improving the contract as well as assist the University President in her decision making.

Office or Division:	Department of Legal Services			
Classification:	Technical/Complex			
Type of Transaction:	G2G: Government to Government			
Who may avail:	IFSU Offices, Units, Departments, and Colleges			
Official DLEGS e-mail address	ifsulegalservices@gmail.com			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Summary of Contract Details (<i>annex A</i>)		IFSU Website (www.ifsu.edu.ph)		
Hard Copy of the Proposed Contract		Proponent/s		
The contract in editable MS Word format		Proponent/s		
Other documents as may be required by the proper DLEGS personnel relevant to the review of the proposed contract		Proponent/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Submit document/s to the Record Section of the University</p>	<p>1.1 Receive document/s from the Record Section</p> <p>1.2 Notify the proponent/client of the receipt of document.</p> <p>1.3 Request proponent/client to send via e-mail the Summary of Contract Details and the proposed contract in editable MS Word Format</p>	<p>None</p>	<p>3 minutes</p>	<p>Legal Assistant II and/or III in charge</p>
<p>2. E-mail proposed contract for review together with the completed Summary of Contract Details and all requested relevant documents.</p>	<p>2.1 Initial Assessment of the proposed contract as to compliance to the “completed staff work” principle. Assessment would include checking the format of the proposed contract, i.e. whether it is in MS Word format or not, and whether the Summary of Contract Details is completed.</p> <p>2.2 Reply to the email either: a.) acknowledging of receipt of the document with the request for contract review and its</p>	<p>None</p>	<p>1 working day</p>	<p>Legal Assistant II and/or III in charge</p> <p>Legal Assistant II and/or III in charge</p>



	<p>attachments (proposed contract and Summary of Contract Details), or b.) acknowledging of receipt of the document with the request for contract review and requiring proponent to complete the Summary of Contract Details.</p>			
<p>3. Send the editable MS Word format of the proposed contract and/or the completed Summary of the Contract using the Contract Details Form through e-mail.</p>	<p>1.6 Review the substantive aspect of the proposed contract.</p> <p>1.7 Send back the reviewed contract with the Department's assessment, proposed revisions, comments, and recommendations for consideration by the proponent</p>	<p>None</p>	<p>Nineteen (19) working days; however, <i>the number of days depends on the type, nature, complexity of the proposed contract. The review of the proposed contract may require the meeting of concerned personnel and offices as well as the submission of relevant documents and</i></p>	<p>Legal Assistant II and/or III in charge</p>



Republic of the Philippines
IFUGAO STATE UNIVERSITY
 Lamut, Ifugao

Ifugao State University
 ifsu_officialpage
 IFSU_Official
 www.ifsu.edu.ph



WURI
 The WORLD UNIVERSITY RANKING by INNOVATION
 RANK 101-200



			<i>completion of certain actions.</i>	
4. Acknowledge the receipt of the reviewed proposed contract.		None	3 minutes	Client/Proponent
TOTAL:			20 working days and 6 minutes	



Department of Quality Assurance

1. Issuance of Data/Status On:

- 1.1 AACUP, COPC, Licensure and ISO print out/e-copy
- 1.2 Accreditation and COPC Survey Instrument
- 1.3 AACUP Board of Action and Technical Review
- 1.4 AACUP Summary of findings and Recommendations
- 1.5. Certification

Office or Division:		Office of the DQuA Chairperson		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		Government employees of IFSU, Various clients from Government agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Forms, proposals, reports, meeting minutes.		Requesting party/ end-user		
Client Steps	Agency Actions	Fees to collected	Processing Time	Person Responsible
1. Fill out or Accomplish request form	1.1 Receive the request form	None	5 Minutes	Office staff in charge
2. Receive the signed documents	2.1 Issue printed copy or e-copy of the data requested	None	30 minutes	Campus DQuA Chairperson
3. Accomplish the Client Feedback Form and place it in the drop box thereafter.	3.1 Assist the client	None	5 minutes	Office staff in charge
Total			40 Minutes	



International Affairs and Linkages Office

1. Application Procedure to Travel Abroad (Personal)

This procedure describes the standard policies and procedures for securing Travel Authority to travel abroad (Personal in nature) covering all employees applying for travel abroad in all offices and campuses except the University President. This covers any related document/s that will be submitted by the client and related document/s issued or given (as requested by client) from the office and also this procedure covers the policies and responsibilities of the office for any documents that will be issued or given (as requested by client) from the office.

Office or Division:	International Affairs and Linkages Office			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	All Personnel of Ifugao State University except the University President			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application for Authority to Travel Abroad Form (2 Copies)		IAL Office/IFSU Website		
Attachments 1. Approved Leave of Absence (2 Copies) 2. For Teaching Staff- Certification of No Academic Liability (2 Copies)		DHRD College Dean of the Teaching Staff Concerned		
Travel Authority (2 Copies)		IAL Office		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Download Application for Authority to Travel Abroad Form from the IFSU Website	None	None	1 Minute	Requesting Client
2. Accomplish Application for Authority to Travel Abroad Form in two (2) copies	None	None	10 Minutes	Requesting Client
3. Fill-in the client's log sheet	None	None	1 Minute	Requesting Client
4. Submit duly Accomplished Application for Authority to Travel Abroad Form and in two (2) copies with the attachments	<p>4.1 Receive and check completion of forms and necessary attachments</p> <p><i>Note: Return the request/document if attachments, and signatures are incomplete.</i></p> <p>4.2 Explain the procedure and the expected waiting time for the next process</p> <p>4.3 Refer client and documents to the International Relations Officer (IRO)</p>	None	10 minutes	IALO Frontline Personnel
5. Proceed to the desk of the IRO for assessment and interview	<p>5.1 Evaluate the travel request.</p> <p>5.2 Interview the applicant on the details and importance of the travel.</p>	None	30 Minutes	International Relations Officer



	5.3 Sign and endorse application form to the Office of the University President			
6. Wait for notification	6.1 Follow up the approval/disapproval of the Application for Authority to Travel Abroad	None	3 Days (or as scheduled by the OUP)	IALO Staff OUP Records Section
7. Acknowledge receipt of notification *For Disapproved Application, visit IALO for clarification/grievance	7.1 Receive approved/disapproved Application for Authority to Travel Abroad 7.2 Notify the applicant on the result of the request. 7.3 For Disapproved Application, inform applicant of the grounds of disapproval	None	3 Days (or as scheduled by the OUP) 2 Minutes 20 Minutes	IALO Staff OUP Records Section IALO Staff International Relations Officer
8. Wait for notification	8.1 For approved request, prepare and forward Travel Authority Form for approval to the Office of the University President	None	7 Minutes	IALO Staff
9. Wait for notification	9.1 Follow up the approval of the Travel Authority	None	3 Days (or as scheduled by the OUP)	IALO Staff OUP Records Section
10. Wait for notification	10.1 Receive approved of the Travel Authority	None	3 Days	IALO Staff OUP



	10.2 Notify the applicant on the approval of the Travel Authority		(or as scheduled by the OUP) 2 Minutes	Records Section
11. Fill-in Log Sheet for Issued Travel Authority	11.1 Issue Travel Authority to the concerned personnel	None	5 Minutes	IALO Staff
12. Accomplish the client feedback form	12.1 Request the applicant to accomplish the client feedback form	None	2 Minutes	IALO Frontline Personnel Requesting Client
END OF TRANSACTION				
Total		0	12 Days, 1 Hour and 30 Minutes	



2. Application Procedure to Travel Abroad (Official)

This procedure describes the standard policies and procedures for securing Travel Authority to travel abroad (Official in nature) covering all employees applying for travel abroad in all offices and campuses except the University President. This covers any related document/s that will be submitted by the client and related document/s issued or given (as requested by client) from the office and also this procedure covers the policies and responsibilities of the office for any documents that will be issued or given (as requested by client) from the office.

Office or Division:	International Affairs and Linkages Office	
Classification:	Highly Technical	
Type of Transaction:	G2G	
Who may avail:	All Personnel of Ifugao State University except the University President	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Request to travel Abroad approved by the University President	Requesting client
	Cover Letter	IALO
	IAS Form No. 15 (Evaluation Form for the Necessity of Foreign Travel for State Universities and Colleges)	IALO
	Invitation Letter and Background Information of the Inviting Institution	Requesting client
	Assessment of International Conference/Meeting issued by International Affairs Staff-CHED	CHED-IAS
	Accomplished Application for Authority to Travel Abroad Form (2 Copies)	IAL Office/IFSU Website
	Board Resolution <ul style="list-style-type: none"> 1. Executive Brief 2. Certification by the UBS 3. Travel Proposal 4. CHED IAS Endorsement 5. Application for Authority to Travel Abroad 	Requesting client OUBS Requesting Client IALO Requesting Client



<ol style="list-style-type: none"> 6. Evaluation for Necessity of Foreign Travel for State Universities and Colleges 7. Certification of the Availability of Funds 8. Re-Entry Action Plan 9. Proposed Itinerary of Travel with fund ceiling 10. Details of Financial Expenses 11. MOA/MOU approved by the BOR, if applicable 12. Letter of Invitation 13. Additional Requirements for Paper Presentations <ul style="list-style-type: none"> • Call for Paper Presentations • Letter of Acceptance • Abstract of Paper • Certification of Completed Research Output • Conference Programme 	<p>IALO</p> <p>DFS (Accounting)</p> <p>Requesting Client Requesting Client</p> <p>Requesting Client Requesting Client</p> <p>Requesting Client Requesting Client</p>			
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-in the client's log sheet	None	None	1 Minute	None
2. Submit Request to travel Abroad approved by the University President, and Invitation Letter/ Call for Applications/ Call for Paper Presentations	2.1 Receive and check completion of forms and necessary attachments <i>Note: Return the request/document if attachments, and signatures are incomplete.</i> 2.2 Explain the procedure and	None	10 minutes	IALO Frontline Personnel



	<p>the expected waiting time for the next process</p> <p>2.3 Refer client and documents to the International Relations Officer (IRO)</p>			
<p>3. Proceed to the desk of the IRO for assessment and interview</p>	<p>3.1 Evaluate the travel request.</p> <p>3.2 Interview the applicant on the details and importance of the travel vis-à-vis University targets and goals.</p> <p>3.3 Accomplish CHED IAS Form No. 15 and forward it to the Office of the University President for recommendation</p>	None	1 Hour	International Relations Officer
<p>4. None</p>	<p>4.1 Follow up accomplished and forwarded CHED IAS Form 15 to the OUP for CHED IAS recommendation</p>	None	3 Days (or as scheduled by the OUP)	IALO Staff OUP Records Section
<p>5. Wait for notification</p> <p>*For Disapproved Application, visit IALO for clarification/grievance</p>	<p>5.1 Receive and record approved travel request recommendation from the OUP</p> <p>5.2 Notify the applicant on the result of the request.</p> <p>5.3 For Disapproved Request, inform applicant of the</p>	None	<p>3 Minutes</p> <p>20 Minutes</p>	IALO Staff



	grounds of disapproval			International Relations Officer
6. None	<p>6.1 Prepare, compile and submit through E-mail the completed requirements (Cover Letter, IAS Form No. 15, Invitation Letter, Background information of the inviting institution) for travel legitimacy online.</p> <p>6.2 Accomplish CHED Assessment Online Request Form</p>	None	1 Day	International Relations Officer
7. None	<p>7.1 Receive acknowledgment receipt from CHED IAS</p> <p>7.2 Accomplish the online request form</p> <p>7.3 Track transaction using provided Reference Number</p>	None	5 Days (Or as scheduled)	International Relations Officer
8. None	8.1 Acknowledge Receipt of CHED IAS Assessment on the legitimacy of travel	None	15 Days	International Relations Officer



Republic of the Philippines
IFUGAO STATE UNIVERSITY
 Lamut, Ifugao

f Ifugao State University

ifsu_officialpage

IFSU_Official

www.ifsu.edu.ph



WURI
 RANK 101-200

Green Metric
 TOP 1000



<ul style="list-style-type: none"> • Certification of the Availability of Funds • Re-Entry Action Plan • Proposed Itinerary of Travel-with fund ceiling • Details of Financial Expenses • MOA/MOU approved by the BOR, if applicable • Letter of Invitation <p>Additional Requirements for Paper Presentations</p> <ul style="list-style-type: none"> • Call for Paper Presentations • Letter of Acceptance • Abstract of Paper • Certification of Completed Research Output • Conference Programme 				
<p>11. Acknowledge receipt of notification</p> <p>*For Disapproved Application, visit</p>	<p>11.1 Receive Decision through OUP Records section</p> <p>BOR the and</p>	<p>None</p>	<p>2 Minutes</p>	<p>IALO Staff OUP Records Section</p>



Republic of the Philippines
IFUGAO STATE UNIVERSITY
 Lamut, Ifugao

Ifugao State University

ifsu_officialpage

IFSU_Official

www.ifsu.edu.ph



WURI
 RANK 101-200

The WORLD UNIVERSITY RANKINGS BY INNOVATION
GreenMetric
 TOP 1000



	client feedback form			Requesting Client
END OF TRANSACTION				
Total		0	36 Days, 3 Hours, 46 Minutes	



Office of the Vice President for Administration

Incoming and outgoing Communications/Documents in the Office of the University Vice President for Administration.

This is the process of incoming and outgoing document/communication for action by the Officer In-Charge (OIC) for the day on Behalf of the University President especially when she is on Official Business.

Office or Division:	Vice President for Administration			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Staff of the Office of the University President			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Routing slip from the Office of the University President		University President Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Deliver document/communication for action by the OIC for the day	1.1. Receive the document/communication	None	1 minute	<i>OVPA Staff</i>
None	1.2. Forward document/communication to the VPA.	None	1 minute	<i>OVPA Staff</i>
None	1.3. Act on the document/communication	None	3 minutes	<i>VPA</i>
None	1.4. Return the document/communication to the office of the University President	None	2 minutes	<i>OVPA Staff</i>
TOTAL		None	7 minutes	



Department of Administrative Services

Service Name: Receiving Documents

The ensure the proper and accurate recording of documents received and released of outgoing documents to the proper recipient.

Office		Department of Administrative Services		
Classification:		Simple		
Type of Transaction:		G2G -Government to Government		
Who may avail:		Government Employees of Ifugao State University		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Fill-out client's log sheet	<ul style="list-style-type: none"> Assist client in filling-out the log sheet 	None	1 minute	DAS personnel
2. Submit document/s	<ul style="list-style-type: none"> Receive and check/assess the document Mark the document with "Received" and indicate the date of receipt Record the document in the Incoming Document Log sheet 	None	2 minutes	DAS personnel
3. Receive the receiving copy of the document and affix signature in the Outgoing Communication Log Sheet	<ul style="list-style-type: none"> Return the receiving copy of the document and assist client in signing the Outgoing Document Log Sheet 	None	1 minute	DAS personnel



5. Accomplish Client's Client Satisfaction form	Assist client accomplish the Client Satisfaction form.	None	1 minute	DAS personnel
TOTAL			5 minutes	



Employee's Grievance/ Mediation Procedure

To establish and maintain a standard procedure to mediate in resolving workplace issues / problems as they develop and provide all employees with a number of avenues to have their grievances be heard and let it be resolved.

Office	Department of Administrative Services
Classification:	Simple
Type of Transaction:	G2G -Government to Government
Who may avail:	Government Employees of Ifugao State University
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Employee's Complaints 2. Actions / Decision of the Employees' Grievance Committee	None

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit complaint letter with attached supporting documents of the complaint	<ul style="list-style-type: none"> Receive and record the complaint in the In-coming Communication Log-sheet. 	None	1 minute	DAS personnel
None	<ul style="list-style-type: none"> Review and assess the complaint filed to determine possible actions. 	None	3 days	DAS personnel
2. Receive Notice of Appearance	<ul style="list-style-type: none"> Send notice of appearance to the complainant. 	None	2 days	DAS personnel
3. Attend the internal investigation and/or submit documents or evidence as per required by the investigating body.	<ul style="list-style-type: none"> Conduct an internal investigation as to the veracity of the complaint. Requires the submission of any evidence and/or supporting documents. 	None	3 days	Chairman of the Committee on Grievance/ Mediation Committee



<p>3. Provide additional supporting documents and/or any required evidences upon the request of the investigating body.</p> <p>4.1. Receive the summarized findings of the investigation in case the complaint shall be terminated.</p>	<ul style="list-style-type: none"> Conduct internal investigation and gather additional relevant information or any other evidence related to the case. <p>* In case the complaint shall be deemed inadequate, a summarized findings of the investigation and a letter for the termination of the investigation shall be forwarded to the complainant including the results of the investigation.</p>	None	5 days	DAS personnel
<p>5. Receive notice of appearance and attend the internal investigation.</p>	<ul style="list-style-type: none"> Send notice of appearance to subject of complaint. Conduct internal investigation 	None	2 days	DAS personnel
<p>6. Receives notice of meeting and brief summary of internal inquiry</p>	<ul style="list-style-type: none"> Sends a notice of meeting and a brief summary of the internal inquiry for the perusal of the members of the Employee Grievance Committee. 	None	3 days	
None	<ul style="list-style-type: none"> Conduct an internal deliberation between and among the members of the Committee on Grievance/Mediation Committee 	None	1 day	Chairman of the Committee on Grievance/ Mediation Committee



<p>4. Receive the summarized findings of the investigation in case the complaint shall be terminated.</p>	<ul style="list-style-type: none"> • Forwards summary of the investigation to the parties of the complaint including the results of the investigation and any possible actions. (In case the complaint shall be deemed lacking) 	<p>None</p>	<p>2 days</p>	
<p>5. Receive Notice of Meeting</p>	<ul style="list-style-type: none"> • Schedule a meeting for case deliberation requiring appearance of all affected parties. (In case the complaint cannot be settled internally by the Committee) 	<p>None</p>	<p>3 days</p>	<p>Chairman of the Committee on Employees Grievance / Mediation Committee</p>
<p>6. Attend to the deliberation of the complaint.</p>	<ul style="list-style-type: none"> • Conduct deliberation on the matter and amicably solve the issue. (In case an amicable settlement cannot be realized, the Grievance/Mediation Committee will submit a summarized report of the proceedings attached to it all documents regarding the issue and forward it to the Legal Department for appropriate action.) 	<p>None</p>	<p>2 days</p>	<p>Committee on Employees Grievance / Mediation Committee</p>
<p style="text-align: right;">TOTAL</p>			<p>26 days, 1 min</p>	



Issuance of Certificate of No Pending Administrative Case

The Certificate of No Pending Case is issued to an employee of the Ifugao State University to certify the employee has no pending administrative case.

Office	Department of Administrative Services
Classification:	Simple
Type of Transaction:	G2G -Government to Government
Who may avail:	Government Employees of Ifugao State University
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Official Receipt	Cashier Section

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Sign-in the log sheet	<ul style="list-style-type: none"> Assist client in signing in the log sheet 	None	1 minute	DAS personnel
2. Accomplish request slip and submit with the Official Receipt (OR) of payment	<ul style="list-style-type: none"> Issue request slip Receive accomplished request slip with original OR attachment 	None	2 minutes	DAS personnel
None	<ul style="list-style-type: none"> Prepares the certification of no pending administrative case Signs the certificate Records document 	None	8 minutes	DAS personnel Director, DAS DAS personnel
3. Receive the Certification of No Pending Administrative Case	<ul style="list-style-type: none"> Release the approved Certificate of No Pending Case 	None	1 minute	DAS personnel
4. Accomplish outgoing log sheet	<ul style="list-style-type: none"> Assist client signing in the outgoing log sheet for documentary purposes 	None	1 minute	DAS personnel



5. Accomplish and drop Client's feedback form	<ul style="list-style-type: none"> Assist client accomplish the Client Satisfaction form 	None	2 minutes	DAS personnel
TOTAL			15 minutes	



Procurement Management Section

Procurement of Goods and Services below PHP 1,000,000.00

This service serves as guide for IFSU employees in procuring goods and services under alternative mode of procurement wherein the approved budget is below PHP 1,000, 000.00.

Submission of Procurement Requirements, Perform Canvassing, & Obligation

Office or Division:	Procurement Management Section			
Classification:	Simple			
Type of Transaction:	G2G -Government to Government			
Who may avail:	All Internal employees of IFSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request		End-user		
Approved Request for Quotation		End-user		
Annual Procurement Plan		End-user		
Project Procurement Management Plan		End-user		
Design/ layout (For customized supplies only)		End-user		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in necessary information in the client log-sheet.	1.1 Assist Client/s in filling in the Log-sheet.	None	5 minutes	PPMU staff
2. Submit Procurement Document	2.1 Receive Purchase Request, Request for Quotation, and	None	20 minutes	PPMU staff



<p>requirements (Approved Purchase Request (PR), and Request for Quotation (RFQ), Annual Procurement Plan (APP), and Project Procurement Management Plan (PPMP))</p>	<p>Annual Procurement Plan from end-users and evaluate completeness of data required, review and verify specifications, unit and quantity of each items.</p> <ul style="list-style-type: none"> - Incomplete documents and attachments, return the procurement document package to end-user for completion <p>2.2 If complete, assign PR number and RFQ number and forward procurement document package to Procurement Planning Management Unit (canvasser)</p> <p>2.3 For Approved budget ceiling of Php 50, 0000.00 and below, forward and retrieve Purchase Request and Request for Quotation to the Bids and Awards office for posting in the Philippine Government Electronic Procurement</p>		<p>Procurement Planning Management Unit (Receiving staff)</p>
--	---	--	---



	System (PhilGEPS)			
3 Receive one copy of RFQ if they opt to conduct canvassing activities.	3.1 Give one copy of the RFQ to end-user if they opt to conduct canvassing activities	None	10minutes	PPMU staff Procurement Planning Management Unit
	3.2 Perform canvassing activities through face to face or online platform.	None	1 day	End-User
4 Submit sealed Quotation within the deadline	4.1 Receive and log the sealed RFQ from end-user.	None	5 Minutes	PPMU Staff
	4.2 Forward procurement document package to Contract Management Unit (CMU) for the preparation of abstract of canvass and purchase order			
	4.3 CMU to receive and open the sealed envelope containing quotations after the deadline.	None	7 days	CMU staff
	4.4 Attach submitted eligibility documents such as proof of PhilGEPS posting,			



Republic of the Philippines
IFUGAO STATE UNIVERSITY
 Lamut, Ifugao

f Ifugao State University

ifsu_officialpage

IFSU_Official

www.ifsu.edu.ph



WURI
 RANK 101-200

Green Metric
 TOP 1000



	<p>PhilGEPS Registration certificate, Omnibus Sworn statement, Business permit.</p> <p>4.5 Prepare Abstract of Quotation (AoQ) and Purchase Order and facilitate the approval of the authorized official. <i>- in case the budget determined in the PR is underestimated, the procurement document package will be returned to end-user for rectification or adjustment.</i></p> <p>4.6 PPMU will advise the End-user to wait until the Winning bidder conformed the Purchase Order before coming back to get the PDP for Obligation.</p>			
<p>5 Receive Procurement Document Package for attachment of Obligation</p>	<p>5.1 PPMU staff will log and give the PDP.</p>	<p>none</p>	<p>5 minutes</p>	<p>PPMU Staff</p>



Republic of the Philippines
IFUGAO STATE UNIVERSITY
 Lamut, Ifugao

Ifugao State University
 ifsu_officialpage
 IFSU_Official
 www.ifsu.edu.ph



WURI
 RANK 101-200

The WORLD
 UNIVERSITY
 RANKING
 BY INNOVATION
 Green
 Metric
 TOP 1000



and Request Status				
6. Accomplish the Client Satisfaction Measurement Form	6.1 Assist the staff in filling the form and let them put it the drop box.	none	5 minutes	<i>End-user & PPMU staff</i>
TOTAL:			8 days, 50 minutes	



Submission of Sealed Quotation by all interested Suppliers and Confirmation of Purchase Order by the Winning Bidder.

Office or Division:	Procurement Management Section			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business Entity			
Who may avail:	All interested Suppliers & Winning Bidder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request for Quotation (all interested suppliers)		All interested suppliers		
PhilGEPS Registration Certificate (all interested suppliers)		All interested suppliers		
Confirmed Purchase Order (For the winning bidder only)		Winning Bidder		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E
1. Log in the client log sheet.	1.1 Assist the Client in filling up the Log sheet.	None	5 minutes	Supplier/ PPMU staff
2. Submit Sealed accomplished Quotation	2.1 Receive the sealed accomplished RFQ before or during the deadline of submission. 2.2 PPMU to advise the supplier to wait for at least 20 days for the awarding of Contract/Purchase order.	None	20 days	PPMU staff Procurement Planning Management Unit (Receiving staff)



	2.3 CMU to prepare AOQ & PO then facilitate signing of Authorized official			
	2.4 PPMU will coordinate with the winning bidder for the confirmation of PO and facilitate the delivery of goods/services.	None	5 Minutes	PPMU staff
3. Submit Confirmed Purchase Order by the Winning bidder.	3.1 Receive and log the confirmed PO submitted by the winning bidder. 3.2 PPMU advise the winning bidder to ready the items for delivery once the PO stamped by COA. 3.3 PPMU to forward the PDP to End-user to obligation.	None	5 Minutes	PPMU staff
4. Accomplish the Client Satisfaction Measurement form	4.1 Assist the supplier in filling the form and let him put in the drop box.	none	5 minutes	Client & PPMU staff
	TOTAL:	None	20 days & 20 minutes	



Submission of Procurement Document Package for Stamping of Purchase Order by COA.

Office or Division:	Procurement Management Section			
Classification:	Simple			
Type of Transaction:	G2G -Government to Government			
Who may avail:	Finance Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Order		Procurement section		
Approved Abstract of Quotation		Procurement section		
Approved Obligation and Request		End-User		
Approved Purchase Request		End-user		
Approved Request for Quotation		End-user		
Annual Procurement Plan		End-user		
Project Procurement Management Plan		End-user		
Design/ layout (For customized supplies only)		End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in the Client's Logsheet.	1.1 Assist the staff in filling up the Log-sheet.	None	2 minutes	Accounting staff/ PPMU
2. Submit Procurement Document Package obligated by End-user and Budget section and reviewed by Accounting for Stamping of PO to COA	2.1 Receive and log procurement document package. 2.2 Bring PDP to COA for stamping. - Provide one copy of stamped Purchase Order to COA, Supplier	None	2 hours	CMU staff Contract Management Unit



Republic of the Philippines
IFUGAO STATE UNIVERSITY
 Lamut, Ifugao

f Ifugao State University

ifsu_officialpage

IFSU_Official

www.ifsu.edu.ph



WURI
 RANK 101-200

The WORLD UNIVERSITY RANKING BY INNOVATION
Green Metric
 TOP 1000



	<p>and coordinate delivery.</p> <p>2.3 Provide one copy of each Purchase Order and Abstract of Quotations with ABC of above Php. 50,000.00 to the BAC office for post-awarding in the PhilGeps website</p> <p>2.4 File one original copy of approved PR, AOQ and PO for office file.</p> <p>2.5 Forward the procurement document package to Supply and Property Section ready for delivery.</p>			
<p>3. Accomplish the Client Satisfaction Measurement form</p>	<p>2.1 Assist the staff in filling the form and let them put it the drop box.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Accounting staff/PPMU</i></p>
<p>TOTAL:</p>		<p>None</p>	<p>2 hours & 7 minutes</p>	



FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Any feedback or complaints shall accomplish the Client Satisfaction Measurement Form and drop it at the drop box designated at the front table of the Procurement Office.
How Feedback is processed	<p>Every last working day of the Month, the in-charge staff of Human Resource and Development will open and collect the Client Satisfaction Measurement Form.</p> <p>-The HR office will consolidate rating and feedbacks and shall be presented during the meeting.</p> <p>-Any Feedback requiring answers shall be forwarded to the Office of Department Director to call the attention of the office or the concerned person.</p>
How to file a complaint	Answer and fill in properly the Client Satisfaction Measurement Form and drop it at the designated drop box in front table of the Procurement office.
How complaints are processed	<p>The Staff in-charged from the Office of the Human Resource and Development shall open the drop box and collect the Client Satisfaction Form.</p> <p>Evaluate and Assess the complaints and forward at the Department Director for proper action.</p> <p>The Department Director shall call the attention of the concerned office or person for an explanation and prepare a written explanation to the complaint for submission at the DHRD office.</p> <p>The answer to the complaints will then relayed to the client.</p>



Records Section

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:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Records Section Request for Information Form		Records Section		
Government Issued Identification Card		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Freedom of Information (FOI) Request for Information				
1.1 Visit www.foi.gov.ph 1.2 Click Sign-up button and provide all required fields. Attach a valid ID to create an account 1.3 Once Logged-in, you will be directed to your dashboard. The Dashboard contains all the	1.1 Login to Agency Page in FOI Web Portal 1.2 Evaluate and assess content of request sent by client 1.3 If Requested Information is in custody of the Agency, Request will be forwarded to Decision Maker	None	30 Minutes	Records Personnel FOI Decision Maker



<p>FOI request of the current account owner</p> <p>1.4 Click Make a Request button then select name of agency you wish to ask</p> <p>1.5 You will be directed to Make a Request Page. Accomplish all Fields then Send Request</p>	<p>1.4 If Requested Information is not in the custody of Agency, Inform the client via the FOI Web Portal</p> <p>1.5 If Requested Information refer to another Agency, Inform client via FOI Web Portal and Transfer the Request to the appropriate Agency using the FOI Web Portal</p> <p>1.6 If Requested Information is already available Online, Inform Client via FOI Web Portal</p>			
<p>2. Provide necessary information when asked for clarifications on request</p>	<p>1.1 FOI Decision Maker shall assess and clarify the request and make necessary step to locate and retrieve information requested</p> <p>1.2 If FOI Decision Maker needs further details, The Records Personnel will contact Client and seek</p>	<p>None</p>	<p>1 Days</p>	<p>Decision Maker</p> <p>Records Personnel</p>



	Clarification on the request			
<p>3.1 Login to FOI Web Portal to check status of Request.</p> <p>1.2 Received response to the request</p> <p>1.3 Accomplish Client Satisfaction Survey Form</p>	<p>1.3 Notify Client on Status of Request via the FOI Web Portal</p> <p>1.4 If Request is approved, Send the Requested Information via method the Client have requested</p> <p>1.5 If Request is disapproved or Referred to Other Agencies, Inform Client of reason for disapproval/referral</p> <p>1.6 If Request require extensive search and may require more than the allotted 15 days. Inform Client of Time Extension</p>	None	<p>14 Days</p> <p>34 Days (with Time Extension)</p>	Records Personnel
Request for Information - Internal				
<p>1. Fill-out the Request form. Identify the document requested for reproduction and authentication</p>	<p>1.1 Determine if document is available. If not, inform requesting party of unavailability</p> <p>1.2 If Available, search and produce a copy of the document.</p>	None	5 minutes	Record Personnel



2. Affix Signature in the Request Form and received copy of requested Document	2.1 Verify if the document is the document requested 2.2 Stamp the document with "Certified Photocopy" and provide the copy to Client	None	1 day	Record Personnel
TOTAL (FOI)		None	15 days 30 Minutes 35 days 30 Minutes(with Time Extension)	
TOTAL (INTERNAL)		None	1 day, 5 minutes	



Authentication of Documents

To ensure the proper process of authenticating of documents be followed.

Office		Records Section		
Classification:		Simple		
Type of Transaction:		G2G -Government to Government G2C- Government to Client		
Who may avail:		All Internal employees of IFSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Authentication of Documents		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give documents to Records personnel for authentication	1. Asses and check the documents for authentication and put a stamp and sign by the authorize signatory	None	3 minutes <i>(May exceed depending on the volume of documents for authentication)</i>	Records personnel
2. Received the authenticated documents and sign at the records log sheet for authentication	None	None	None	None
TOTAL			3 Minutes	



Receiving of Incoming Official Documents

The ensure that all documents from various clients are recorded and properly received and forwarded

Office		Records Section		
Classification:		Simple		
Type of Transaction:		G2G -Government to Government G2C- Government to Client		
Who may avail:		All Government Employees, Other agencies and Stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Receiving of Communication external (Hard Copy)		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Documents thru internet to the EMB9 RO email account, personally submit documents, mail, or fast mail carrier.	1.1. Record Receiving Personnel receive documents from clients if the documents are thru email, the Records personnel print the documents and forwarded to the concerned office	None	5 minutes	Records personnel
2. Client will then be advised by the Records Receiving Personnel for the	2.1 Records Receiving Personnel forwards the documents to the Receiving Officers	None	5 minutes	Records personnel Personnel of the concerned office



<p>succeeding step to follow and will explain the client in detail the process the documents will undergo.</p>	<p>of the concerned offices 2.2. Receiving Officer of the concerned offices receives the documents in the routing slip and certain action may require depending on the substance of the documents</p>			
TOTAL			10 Minutes	



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 must contain complete address and Contact Number of recipient			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receiving of Documents for Mailing				
1. Present documents for Mailing	1.1 Receive the documents for mailing.	None	1 minute	Records Personnel
	1.2 Assess the documents for complete attachment and correct mailing address.	None	1 minute	Records Personnel
2. Identify the method for releasing/ sending of the document and	2.1 Receive the document and sign the receiving copy	None	1 minute	Records Personnel



Republic of the Philippines
IFUGAO STATE UNIVERSITY
 Lamut, Ifugao



received the receiving copy				
	2.2 Sort and Prepare documents for mailing based on the method for releasing identified by Client	None	3 minutes	Records Personnel
	2.3 Record in the logbook and Scan the document and retain a copy for Records file	None	4 minutes	Records Personnel
	2.4 Place document in an envelope and print correct address and name of recipient	None	1 minutes	Records Personnel
3. Get the receipt as proof that documents are sent and to identify the tracking number	3. Deliver the documents to identified courier and get the receipt/evidence that the communication was received by the courier	None	2 days	Record Personnel Courier representative
TOTAL		None	2 days 13 minutes	



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 must contain all attachments indicated in the document If Client wants to release hard copy of the document, The number of documents submitted must be equal to number of intended recipient		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Releasing of Documents				
1. Submit Documents for release	1.1 Receive and assess document submitted	None	3 minutes	Records Personnel
	1.2 Record in the log sheet and assign a Records Reference Code then	None	1 minutes	Records Personnel



	Stamp documents for Release and return one copy to Client			
2. Received a copy of the document for release	2.1 Scan the document and send the scanned copy of the document to intended recipients	None	1 minutes	Record Personnel
	3.2 email scanned copy of the document to intended recipients	None	3 minutes	Record Personnel
	2.3 Prepare Receiving Copy/Checklist and route to the office of the recipients of the Official Records	None	3 minutes	Record Personnel
2. Receiving of Documents				
1. Receive document and affix Signature to the Receiving Copy / Checklist	1.1 Route copy of Official Records to the office of the recipients	None	8 hours	Record Personnel Office Concerned/ Receiving Staff
	1.2 File Receiving Copy / Checklist when all the Documents has been disseminated.	None	1 minutes	Record Personnel Office Concerned/ Receiving Staff
TOTAL		None	8 hours 12 minutes	



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:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Proposals, Forms, MOA must be Completed Staff Work (CSW) 2. Request letters must be signed by all signatories 3. Documents that involves financial transactions must have fund ceiling and initial of Director of Finance Services (except funds under GF) 4. Communications should contain the attachments indicated by it 5. 		Client		
Documents/communications		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Internal Communications				
1. Present communications/ documents	1.1 Inspect and assess all documents for Correct format	None	3 minutes	Record Personnel



	and attachments 1.2 Stamp documents with "RECEIVED" and Assign Records reference Code then record in Log sheet			
2. Receive the Receiving Copy	2.1 Return Stamped/ Signed Receiving Copy	None	3 minute	Record Personnel
	2.1 Route received documents to the intended office	None	3 Hours	Record Personnel
TOTAL		None	3 hours 6 minutes	



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	
Documents acted upon by an University Official			University Officials	
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Internal Communications				
1. Forward to Records Section documents for Release	1. Receive documents for release from the Releasing Office staff. 1.1 Identify the documents in the log sheet using Reference Code and record/update Status or Action taken on the document	None	3 minutes	Record Personnel Releasing Office Staff



	2.1 Scan documents for e-filing	None	1 minutes	Record Personnel
	2.2 Identify where the document should be routed and fill-up the Acknowledgement Receipt	None	1 minutes	Record Personnel
2. Receive document and affix signature in the acknowledgement Receipt	3. Route/forward the document to the offices of the recipients	None	3 Hours	Record Personnel
2. External Communications				
2.1 Forward documents for release	2.1 assess for the completeness of the documents 2.2 Receive and Record document in the Records Section Outgoing Communication Log Sheet 2.3 Stamp Document with "Released" and Scan for e-filing	None	3 minutes	Record Personnel



<p>2. Identify the method for releasing/ sending of the document</p>	<p>2.1 Receive the document and sign the receiving copy 2.2 Sort and Prepare documents for release based on the method for releasing identified by Client</p>	<p>None</p>	<p>3 minutes</p>	<p>Record Personnel</p>
<p>3. Receive receiving copy</p>	<p>2.3 Record in the logbook and Sign Receiving Copy 2.4 Place document in an envelope and print correct address and name of recipient</p>	<p>None</p>	<p>3 minutes</p>	<p>Record Personnel</p>
<p>3. Get copy of receipt as proof that documents are sent and to identify the tracking number</p>	<p>3. Deliver the documents to identified courier and get the receipt/evidence that the communication was received by the courier</p>	<p>None</p>	<p>2 days</p>	<p>Record Personnel Courier representative</p>
<p>TOTAL (Internal)</p>		<p>None</p>	<p>3 Hours 5 Minutes</p>	
<p>TOTAL (External)</p>		<p>None</p>	<p>2 days 9 Minutes</p>	



Health Services Unit

Medical Consultation and Treatment

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.

Clients with medical concerns from simple to complicated cases will be catered and given treatment.

Office or Division:		Health Services Unit		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Individual Health Record Medical/Dental Laboratory Results		Health Services Unit/ Registration Area Outside Diagnostic Laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. First Aid treatment to urgent and emergency cases	1.1 Administer appropriate treatment to stabilize the client's condition. 1.2 Interview the patient. 1.3 Referral to a higher health care facility as needed.	None	15 minutes	Nurse/Physician
2. Interview and physical assessment	2.1 Advise the client to log in and present his/her I.D. (<i>IFSU Students</i>)	None	5 minutes	Nurse/Physician



	<p>2.2.1 For Old Clients - retrieve Individual Health Record</p> <p>2.2.2 New Client- create Individual Health Record</p> <p>2.3 Interview and record brief case history, and vital signs in the Individual Health Record.</p>			
3. Contingency action in the absence of a physician.	<p>3.1 Administer the necessary treatment/first aid.</p> <p>3.2 Issue Treatment Slip upon client's request. (IFSU Students)</p> <p>3.3 Referral to other medical facility as needed for further evaluation and management.</p>	None	15 minutes	Nurse
4. Consultation	<p>4.1 Conduct history taking, physical examination, and review of laboratory results if available.</p> <p>4.2 Issue laboratory request for additional</p>	None	5 minutes	Nurse/ Physician/ Dentist



	laboratory workup as needed.			
5. Treatment	<p>5.1 Administer appropriate treatment or procedure and monitor response.</p> <p>5.2 Give medications (IFSU students) and/or prescription.</p>	None	1 hour	Physician/Nurse
6. Post treatment care	<p>6.1 Provide instructions on taking medications and what to watch out for.</p> <p>6.2 Provide health education about the client's condition.</p> <p>6.3 Provide instructions for follow-up.</p> <p>6.4 Refer the client to higher facilities for further assessment and/or management as needed.</p> <p>6.5 Issue medical certificate/Treatment slip as needed.</p>	None	2 minutes	Physician/Nurse
7. Customer Feedback	7.1 Advise the client to fill up the Feedback form and drop it in the customer	None	1 minute	Nurse/Physician



	feedback form drop box.			
Total Processing Time			1hour 28mins	



Dental Consultation and Treatment

Clients with oral and dental health concerns will be catered to and given treatment.

Office or Division:		Health Services Unit		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		IFSU Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Individual Health Record Medical/Dental Laboratory Results		Health Services Unit/ Registration Area Outside Diagnostic Laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Interview and physical assessment	1.1 Advise client to log in and present his/her I.D. 1.2 Interview, and record brief case history and vital signs in the Individual Health Record.	None	5 minutes	Nurse
2. Consultation	2.1 Conduct history taking, physical examination, and review laboratory results if available. 2.2 Issue Laboratory Request(s) for additional laboratory workup as needed.	None	5 minutes	Dentist
3. Treatment	3.1 Administer appropriate	None	1 hour	Dentist



	<p>treatment/ procedure.</p> <p>3.2 Issue medicine prescription.</p>			
4. Post-treatment care	<p>4.1 Provide instructions on intake of medications, together with what to watch out for.</p> <p>4.2 Provide health education on the client's condition.</p> <p>4.3 Provide instructions about follow-up check-up.</p> <p>4.4 Refer client to higher facilities for further assessment and or management as needed.</p> <p>4.5 Issue Medical Certificate/Treatment slip as needed.</p>	None	5 minutes	Dentist/ Nurse
5. Customer Feedback	<p>5.1 Advise the client to fill up the Feedback form and drop it in the customer feedback form drop box.</p>	None	1 minute	Nurse/Physician
Total Time			1 hour 16mins	



Issuance of Medical Certificate for OJT, Tour, Athletics and Others

Issuance Of Medical Certificates (Internal Clients)

To provide a systematic and prompt issuance of needed Medical certificates to IFSU students, faculty, and staff for their purposes.

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	Students, Faculty, and Staff of IFSU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Medical Certificate for OJT, Tour, Athletics and Others Form			Health Services Unit/ Registration Area	
Laboratory Request Form			Health Services Unit/ Registration Area	
Laboratory Result/s			Hospital or Laboratory testing centers	
In person appearance			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issuance of Laboratory Request Form	1.1 Inquire the purpose of Medical Certificate requested. 1.2 Issue a Laboratory Request form to the client and advise the client to go to an outside laboratory and then return once with results.	None	1 day	Physician
2. Interview and Physical Assessment	2.1 Advise the client to log in. 2.2 Check for completeness of laboratory	None	5 minutes	Nurse



	<p>results needed.</p> <p>2.3 Take medical history</p> <p>2.4 Take vital signs</p>			
3. Consultation	<p>3.1 Conduct physical examination on the client</p> <p>3.2 Examine the laboratory results presented by the client.</p> <p>3.3 Prescribe medicines and additional Laboratory Request if needed.</p> <p>3.4 Provide Health education.</p> <p>3.5 Refer the client to other institution or medical practitioner for further workup and treatment as needed.</p>	None	8 minutes	Physician
4. Carrying Out of Doctor's Order	Dispense prescribed medicines if available	None	1 minute	Nurse



5. Signing of Medical Certificate	Issuance of requested Medical Certificate.	None	1 minute	Physician
6. Customer Feedback	Advise the client to fill in the Customer Feedback form and drop it in the drop box.	None	1 minute	Nurse/Physician
Total Processing Time:			1 day 18 mins.	



Issuance of Medical Certificates to External Clients

To provide a systematic and prompt issuance of needed Medical certificates to External clients (e.g. Community members, and employees from other agencies) for their purposes.

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	Community members			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official Receipt			IFSU Cash Section	
Medical Certificate Form			Agency of Origin	
Laboratory Results			Hospital or Laboratory testing centers	
In person appearance			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receiving of client seeking for medical certificate.	1.1 Advise the client to pay medical certificate fee at the IFSU cashier and ask for Official Receipt.	30.00	15 minutes	Nurse/ Physician
2. Interview and Physical Assessment	2.1 Inform the Client to log in in the Visitor's Log Book. 2.2 Check for completeness of laboratory results and present Official Receipt. 2.3 Take medical history.	None	5 minutes	Nurse/ Physician



	2.4 Take vital signs.			
3. Consultation	<p>3.1 Physical examination of the client.</p> <p>3.2 Examination of the laboratory results presented by the client.</p> <p>3.3 Prescribe medication/s or give additional Laboratory Request if needed.</p> <p>3.4 Provide Health education.</p>	None	15 minutes	Physician
4. Signing of Medical Certificate	4.1 Issuance of Medical Certificate to the client.	None	1 minute	Physician
5. Customer Feedback Form	5.1 Advise clients to fill out the Customer Feedback Form and drop it on the drop box.	None	1 minute	Nurse/ Physician
Total Processing Time:			37 minutes	



Supply and Property Section

IFSU-ADM-SUP-POO6: PROPERTY ACCOUNTABILITY TRANSFER

Office or Division:	Supply and Property Section			
Classification:	Simple			
Type of Transaction:	G2G/ G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Summary of Property Accountabilities		Supply and Property Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. (Employees) Request for transfer of SME Accountability thru the Request Form or Request Letter.</p> <p style="text-align: center;"><i>Note:</i> a. <i>If possible, bring SME to the Supply Office for detail-taking. Supply may visit the office if there are many SME.</i></p>	<p>Prepares the Property Transfer Report with the new PAR & ICS indicating actual specifications of SME.</p>	<p>None</p>	<p>1 hour</p>	<p>Inventory Section Staff</p>
<p>(External Client) Submit the request letter with notations from the University President.</p>	<p>Directs the client to pay documentary fee.</p>	<p>P30.00</p>	<p>20 minutes</p>	<p>Cashier Section</p>



<p>2. Visit the concerned office where the Items for transfer are located and/ or for donation.</p>	<p>Check the items presence and specifications.</p>	<p>None</p>	<p>30 minutes</p>	<p>Inventory Section and Client</p>
<p>2. (Employees) <i>Requesting Officer:</i> Sign the PTR Box B.</p> <p><i>Incoming Accountable Officer:</i> Sign the PTR Box C and the PAR & ICS.</p> <p>(External Client) Submits the OR.</p>	<p>Issue the PTR with the new PAR & ICS.</p> <p>Provide PTR, Deed of Donation (DOD) and Acknowledgement Receipt (AR) for signing.</p>	<p>None</p>	<p>1 hour</p>	<p>Requesting Employee and Incoming Accountable Officer and Inventory unit Staff</p> <p>Client</p>
<p>3. (Employees) <i>Requesting Officer:</i> Receive copy of the PTR and a <u>clearance certificate</u> (if all items are transferred and nothing is left under his/her accountability)</p> <p>(External Client) Sign PTR, DOD and AR.</p>	<p>Check completeness of form and signs the approved by portion. Issues the PTR and clearance certificate.</p> <p>Issue the duplicate copy of PTR, DOD and AR to client.</p>	<p>None</p>	<p>5 minutes</p>	<p>Head of Supply Office and client</p>
<p>8. (External Client) Hauling of SME.</p>	<p>Assist client in manual hauling of SME.</p>	<p>None</p>	<p>5 minutes</p>	<p>Warehouse Section or Inventory Section</p>
<p>9. (External Client)</p>	<p>Issue gate pass to client in order to</p>	<p>None</p>	<p>3 minutes</p>	<p>Head of Supply Office</p>



Receives Gate Pass	pass the Security Personnel.			
10. Accomplish the Customer Satisfaction Report		None	1 minute	Client
TOTAL			3 Hours, 4 Minutes	



IFSU-ADM-SUP-PO07: CLEARANCE FROM PROPERTY ACCOUNTABILITY

Office or Division:	Supply and Property Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Government Employees of IFSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original copy of University Clearance		Department of Human Resources		
Summary of PAR & ICS (for transfer of property accountability)		Supply and Property Section		
Return Slip or RLSDDP (for return of SME)		Supply and Property Section		
Property Transfer Report (duly signed), if from other campus		Supply and Property Section where employee is assigned		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the original copy of clearance and logs on the Employee Clearance Log sheet. <i>Note: For employees from other campus, designated Supply Officer's from the campus must affix his/ her signature.</i>	Receive documentary requirements and checks if client has property accountability/ies. <i>Note: If client has accountability/ies proceed to step 2 to 4. Otherwise, proceed to step 5.</i>	None	5 minutes	Inventory Unit Staff
2. Request transfer of accountabilities and provide specific information.	Prepare Property Transfer Report (PTR) with the new PAR & ICS to be accomplished by the end-user assisted by Supply staff.	None	10 minutes	Inventory Unit Staff



3. Submit duly signed PTR with the new PAR & ICS.	Receive duly signed PTR with the new PAR & ICS	None	10 minutes (May extend depending on the availability of the new accountability officer)	Client
4. Submit Return Slip with the functional SME, if no one wants to take over. Submit RLSDDP if SME are unserviceable.	Check conformity of SME to the specifications on the Supply Office's filed copy of PAR & ICS.	None	5 minutes (May extend depending on the quantity of SME)	Inventory Unit Staff
5. Receive signed clearance form.	Sign the clearance and return to client.	None	1 minute	Head of Supply office
TOTAL			30 Minutes	



IFSU-ADM-SUP-POO8: REQUEST RELIEF FROM PROPERTY ACCOUNTABILITY

Office or Division:	Supply and Property Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Government Employees of IFSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of PAR & ICS		Supply and Property Section		
RLSDDP		Supply and Property Section		
Affidavit/ Joint affidavit of two (2) disinterested person		Certified Attorney to be accomplished by Accountable Officer and two individuals		
Final Security/ Police report and Certification		PNP who investigated the case		
Comments and/ or Recommendation of the Agency Head		to be accomplished by Accountable Officer		
Inspection report on the extent of damage on insured property		TWG and/or competent authority		
Certification		Fire or Chief (if fire incident), Provincial Governor/ Mayor/ PNP/ DRRM (for insurgency case or natural calamity), Veterinarian (if government animals)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accountable Officer notifies Supply Section, Auditor regarding the lost, stolen or damaged property with	Receives notification, assists accountable officer with his/ her queries and provides documents, if any.	None	10 minutes	Supply Staff



supporting documents. <i>Note: a. notification shall be within 30 days.</i>				
2. Grant or Denial of Request	Waits for the COA Auditor's Decision.	None	Depends upon the COA	COA
3. If Granted	Supply Office updates Individual Employee Ledger removing the property from accountable officer's Accountability	None	5 minutes <i>(May extend depending on the quantity of returned SMEs)</i>	Supply Staff
If Denied	Follow through the recommendation of the COA.	Depends on the recommendation.	Depends on the recommendation.	Accountable Officer
TOTAL			15 Minutes	



IFSU-ADM-SUP-POO2: DELIVERY, INSPECTION AND ACCEPTANCE OF NEWLY DELIVERED SUPPLIES, MATERIALS AND EQUIPMENT (SME)

Office or Division:	Supply and Property Section			
Classification:	Simple			
Type of Transaction:	G2G/ G2C			
Who may avail:	Government Employees of IFSU / Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Order		Procurement Office		
Inspection and Acceptance Report		Supply and Property Section		
Delivery Receipt/ Manual/ Brochure/ OR/ Sales Invoice		Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Procurement personnel: Submit the PDP/ PO	Receive the PDP and checks completeness. Logs in the PDP Log sheet.	None	2 minutes	Supply Document Section
2. Supplier/ Procurement personnel: Deliver Supplies, materials and equipment.	Receive SME which conformed to the specification and quantity indicated in the Purchase Order for temporary acceptance. Accept and sign the Delivery Receipt from the Supplier.	None	10 minutes (May extend depending on the quantity of delivery)	Supply Staff



Republic of the Philippines
IFUGAO STATE UNIVERSITY
 Lamut, Ifugao



<p>3. TWG: Receive Notification and IAR copy 2.</p>	<p>Notify the TWG for inspection of delivery and furnish copy 2 of IAR.</p>	<p>None</p>	<p>10 minutes</p>	<p>Supply Inspection Section</p>
<p>4. TWG: Inspect deliveries as per PO and indicates findings in the IAR and signs the Box A.</p>	<p>Sign the Box B in the IAR if all items conformed to specifications.</p> <p>If there are items not conforming: Prepare the Notification of Rejection (NOR) and Suppliers Corrective Actions Report (SCAR) to be sent to the Supplier via E-mail/ Messenger or Hand carry to business address.</p>	<p>None</p>	<p>10 minutes <i>(May extend depending on bulk of delivery)</i></p>	<p>TWG and Inspection Section</p>
<p>5. Supplier: Receive the SCAR and NOR. Shall replace the lacking or items not conforming to specifications within 10 days.</p>	<p>Await delivery to be received and for temporary acceptance.</p> <p>Notify TWG for inspection.</p> <p>Sign DR and IAR.</p>	<p>None</p>	<p>10 minutes or <i>(May extend depending on bulk of delivery)</i></p>	<p>TWG and Inspection Section</p>
<p>TOTAL</p>			<p>42 Minutes</p>	



IFSU-ADM-SUP-POO4: ISSUANCE OF SUPPLIES, MATERIALS AND EQUIPMENT

Office or Division:	Supply and Property Section			
Classification:	Simple			
Type of Transaction:	G2G/ G2C			
Who may avail:	Government Employees of IFSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Issuance Slip (RIS)				
Inspection and Acceptance Report		Supply and Property Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly signed RIS to the warehouse man.	Receives duly signed RIS and checks availability. If available, Warehouse man shall prepare. If unavailable, this shall be the basis of end-user to prepare for Purchase Request.	None	10 minutes or <i>(May extend depending on bulk of delivery)</i>	End-user Supply Staff
2. Receives notification of availability thru GC. <i>Note: Newly delivered SME's under PO:</i>	Notifies end-users of availability of SME's thru the GC.	None	10 minutes	
3. Signing of RIS, PAR or ICS	Shall let the end-user sign the RIS,	None	3 minutes	Supply Staff



	ICS and PAR. Shall sign the approve portion in the documents.			
4. Issuance of SME	Shall hand over the supplies, materials and equipment to the end-user with attached inventory tags.	None	3 minutes	Supply staff
TOTAL			26 Minutes	



IFSU-ADM-SUP-POO9: INVENTORY

Office or Division:	Supply and Property Section			
Classification:	Simple			
Type of Transaction:	G2G/ G2C			
Who may avail:	Government Employees of IFSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Summary of Employee Property Accountability		Supply and Property Section		
Report of Physical Count of Property, Plant and Equipment		Supply and Property Section		
RPCPPE checklist		Supply and Property Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request inventory thru the Request Form or a Letter. <i>Note: Inventory outside of schedule:</i> a. for clearance purposes, b. security reasons, c. doubtful scenarios d. missing SME, e. after natural disasters.	Receive request and prepare the ff: A. Summary of Property Accountability B. Office Inventory <i>*Supply notifies Inventory Committee of schedules/ timelines and/or requests outside of schedules.</i>	None	2 minutes	End-user And Inventory Committee
2. Actual Visit and inventory taking	Visit office/ department as per scheduled in the Inventory guidelines and conduct	None	10 minutes or (May extend depending on bulk of delivery)	End-user And Inventory Committee



Republic of the Philippines
IFUGAO STATE UNIVERSITY
 Lamut, Ifugao

f Ifugao State University

ifsu_officialpage

IFSU_Official

www.ifsu.edu.ph



WURI
 RANK 101-200

The WORLD UNIVERSITY RANKING BY INNOVATION
Green Metric
 TOP 1000



	<p>inventory. The following shall be done:</p> <ol style="list-style-type: none"> a. Update of inventory tags; b. Checks presence of SME; c. Adds existing SME not in the list. <p><i>*Applicable for requests and scheduled inventory</i></p>			
3. Respond to post activity result	<p>Send the result of inventory visit to the accountable officer (items which are not in the office). Accountable officer is given 30 days to comply.</p> <p><i>For Request:</i> Furnish a copy of the list of materials and equipment found in the office.</p>	None	5 minutes	End-user And Inventory Committee
4. COA: Receive the Reports.	<p>Submit Reports on or before deadline.</p> <ol style="list-style-type: none"> a. Report of Physical Count of Property, Plant and Equipment, b. Report of Semi-Expandable 	None		Inventory Committee Members



	Properties Issued			
TOTAL			17 Minutes	



IFSU-ADM-SUP-POO11: RETURN OF SUPPLIES, MATERIALS AND EQUIPMENT

Office or Division:	Supply and Property Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Government Employees of IFSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Report of Lost, Stolen, Damaged or Destroyed Property		Supply and Property Section		
Return of Property Accountability		Supply and Property Section		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return SME' with duly signed form (RLSDDP/ RPA) with attachment.	<ul style="list-style-type: none"> Receive items and checks specification in the form submitted. Use of form as follow: A. RLSDDP- for items that are destroyed. For ICT equipment, a certification from ICT department is needed. B. RPA- for items that are still functional 	None	5 minutes	End-user And Supply staff
2. Receive Acknowledgement Receipt	<ul style="list-style-type: none"> Issue an Acknowledgement Receipt 	None	5 minutes	End-user And Supply staff
TOTAL			10 Minutes	



REQUEST FOR DOCUMENT/S

Office or Division:	Supply and Property Section			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly filled-up Request Form		Supply and Property Section		
Authorization Letter/ Request Letter		Concerned Employee/ Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in on the Client Log sheet, fill-in the Request Form or submit Request Letter. <i>Additional Required docs:</i> a. <i>Summary of Accountability: Authorization letter from the concerned employee.</i> b. <i>Other relevant Docs: Request letter from the head of office</i>	Receive the request form or letter and checks completeness. Shall ask further for clarifications.	None	5 minutes	End-user And Supply staff
2. Receive Requested Document. Signs the Receiving Log sheet.	Logs Document in the Log sheet and Issues to requesting Client	None	5 minutes	End-user And Supply staff
3. Accomplish the Customer Satisfaction Report		None	1 minute	Client
TOTAL			11 Minutes	



Bids and Awards Committee

PROCUREMENT OF INFRASTRUCTURE PROJECTS, GOODS & CONSULTING SERVICES THROUGH PUBLIC BIDDING

This service serves as a guide for IFSU employees to procure infrastructure, goods and consulting services through public bidding.

Office or Division:	University Bids and Awards Committee Office	
Classification:	Complex	
Type of Transaction:	G2G -Government to Government G2C- Government to Client	
Who may avail:	All internal employees of IFSU External clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Approved Purchase Request (Goods and services)		End-user
Approved Program of Work and Plan (for INFRA)		End-user (DISD, GSO)
Terms of Reference (Infra, Goods and Services)		End-user
Special Order DBC (for Design and Build)		BAC, OP
Approval of the Implementation		OUBS, OP
ADCO Resolution		OUBS, OP
Approval of the Utilization of Fund (Approved Proposal)		End-user
Certification of Availability of Fund		Budget Office
Approved Annual Procurement Plan		End-user/BAC



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. End-user submits Approved Purchase Request (PR) or Program of Work (POW) with complete attachments</p>	<p>1. Receive Purchase Request or Program of Work and Plan, evaluate completeness of data required and verify specifications, unit and quantity of each item.</p> <ul style="list-style-type: none"> - Incomplete documents, return the procurement document package to end-user for completion - Complete documents, subject for pre-procurement conference 	<p>None</p>	<p>30 minutes</p>	<p>BAC Staff, BAC Sec, End-user</p>
	<p>2. Conduct Pre-procurement conference</p> <p>2.1. Optional for A. 5,000,000.00 below for procurement of Infrastructure projects, and</p>	<p>None</p>	<p>3 hours</p>	<p><i>BAC Secretariats, BAC Members, End-users, TWG's</i></p>



	<p>B. 2,000,000.00 below on procurement of goods and services</p> <p>2.2. Review submitted Program of Works, Plans and Drawings for infrastructure projects, Technical Specifications for goods, and Technical Expertise for consultancy, ABC, titles etc.,</p>			
	<p>3. Posting in the PhilGeps of Invitation to bid</p> <p>3.1. Post/advertise the Invitation to Bid in the Philgeps, IFSU bulletin board & other conspicuous places for 7CD & minimum of 19CD until bid opening.</p> <p>3.2. Manage the sales of the bidding documents to prospective bidder/s upon payment of the</p>	<p>None</p>	<p>30 minutes per project</p>	<p><i>BAC Staff, BAC Sec.,</i></p>



Republic of the Philippines
IFUGAO STATE UNIVERSITY
 Lamut, Ifugao

f Ifugao State University

ifsu_officialpage

IFSU_Official

www.ifsu.edu.ph



WURI
 RANK 101-200

Green Metric
 TOP 1000



	corresponding bid fee at the University Cashier. 500,000 and below 500,000 up to 1 Million 1 Million up to 5 Million 5 Million up to 10 Million 10 Million up to 50 Million 50 Million up to 500 Million More than 500 Million	500.00 1,000.00 5,000.00 10,000.00 0 25,000.00 0 50,000.00 0 75,000.00 0		
	4. Issuance of the approved Notice of Meeting 4.1. Notify observers from the Commission on Audit, a technical expert and a representative from the private sector to attend the scheduled procurement activities five (5) days before the pre-bid conference, bid opening, bid evaluation	None	1 day	<i>BAC Staff, BAC Sec., BAC Chairperson</i>



	<p align="center">& post-qualification.</p>			
	<p>5. Conduct Pre-bid conference</p> <p>(Shall conduct the pre-bid conference within 7CD upon effectivity of posting advertisement)</p>	None	3 hours per project	<p><i>BAC Secretariats, BAC members, End-user, Prospective Bidders, Observers & TWGs</i></p>
	<p>6. Conduct Bid Opening</p> <p>6.1. If technical documents of the bidder are rated "passed" then the financial documents shall be opened but if rated "failed", the financial documents shall not be opened for evaluation.</p> <p>(Shall conduct the bid opening within 12 days after pre-bid conference)</p>	None	3 hours per folder	<p><i>BAC Secretariats, UBAC Members, End-users, Prospective Bidders, Observers & TWGs</i></p>
	<p>7. Evaluation of Bid Documents (Technical & Financial) by the TWG</p>	None	7 days	<p><i>BAC-TWG</i></p>



	(Shall submit report to the BAC within 7 CD after bid opening)			
	<p>8. Conduct of Bid Evaluation</p> <p>8.1. Review of the submitted TWG Bid Evaluation Report</p>	None	3 days per project	<i>BAC Secretariats, BAC Members, Observers, End-users & TWGs</i>
	<p>9. Conduct of Post-Qualification Evaluation</p> <p>9.1. Validation & verification of bidder's documents and conduct of on-site inspection of the bidder's place of business and/or plant or factory.</p>	None	3 days per project	<i>UBAC Sec, BAC Members, TWGs, Observers, End-user & Bidder</i>
	<p>10. Prepare Resolution of Award/ Failure of bidding</p> <p>10.1. When inconsistencies and non-compliance have been noted during the post-qualification, the BAC shall proceed with the post-qualification of the</p>	None	3 days per project	<i>BAC Sec, BAC Members, HoPE</i>



	<p>second recommended responsive bidder & so on...</p> <p>10.2. If “passed”, then prepare a resolution recommending Award of Contract to the winning bidder</p> <p>10.3. If “failed”, then prepare resolution for failure of bidding and recommendation for re-posting</p>			
	<p>11. Prepare Notice of Award</p> <p>11.1. Prepare the Notice of Award for approval by the HoPE for contracts amounting to P3,000,000.00 and below, and by the Board of Regents for contracts amounting to P3,000,001.00 and above (for goods & consulting services) but for Infrastructure Projects amounting to 20,000,000.00</p>	<p>None</p>	<p>3 days per projects</p>	<p><i>BAC Sec, BAC Members, HoPE, BOR-Finance Committee, BOR</i></p>



Republic of the Philippines
IFUGAO STATE UNIVERSITY
 Lamut, Ifugao

f Ifugao State University

ifsu_officialpage

IFSU_Official

www.ifsu.edu.ph



WURI
 RANK 101-200

The WORLD UNIVERSITY RANKING BY INNOVATION
TOP 1000



	and below shall be approved by the HoPE while 20,000,001.00 & above shall be approved by the Board of Regents (BOR).			
	12. Issuance of the approved Notice of Award	None	3 days per project	<i>BAC Sec, BAC Chair, HoPE, Bidder</i>
	13. Receipt of Performance Bond/Warranty Security 13.1. The bidder shall post the required Performance Bond/ Warranty Security within 10 CD from receipt of Notice of Award (sec. 37.2 of RA 9184 revised IRR) as requirement before issuance of the contract.	None	10 CD	<i>BAC Sec, BAC Staff, Bidder</i>
	14. Preparation and signing of Contract Agreement 14.1. Shall enter into contract with the winning bidder within ten (10) calendar days provided that all	None	10CD if the project is in the threshold of the HoPE. A maximum of 20CD when BOR approval is	<i>UBAC Sec BAC Members HoPE, BOR, Bidder</i>



	<p>documentary requirements are complied and submitted to the BAC.</p> <p>14.2. The BOR shall be given a maximum of twenty (20) calendar days from receipt thereof to approve or disapprove the contract when further approval of higher authority is required in accordance with RA 9184.</p>		<p>being required.</p>	
	<p>15. Issuance of approved Notice to Proceed</p> <p>15.1. The BAC shall issue Notice to Proceed to the winning bidder after approval of the HoPE.</p> <p>15.2. The winning bidder is given ten (10) calendar days to start the project upon receipt of the approved Notice to Proceed</p>	<p>None</p>	<p>3 days per project</p>	<p><i>BAC Sec, BAC Chair, HoPE, Bidder</i></p>



	<p>16. PhilGEPS Posting of awarded projects</p> <p>16.1. Posting of resolution recommending Award, Notice of Award, Contract Agreement and Notice to Proceed at the PhilGEPS website</p>	None	1 hour per project	<i>BAC Staff, BAC Sec.,</i>
	<p>17. Monitoring & implementation of projects/procurement</p> <p>17.1. Transmit a copy of the complete documents to the Resident Auditor (COA).</p> <p>17.2. Transmit a copy of the complete documents to the Department of Infrastructure & Site Development for implementation & monitoring of Infrastructure Projects</p> <p>17.3. Transmit a copy of complete documents to the</p>	None	5 days	<i>BAC Sec & Staffs, BAC Members, DISD, Supply Office, COA, OUBS, BOR</i>



Republic of the Philippines
IFUGAO STATE UNIVERSITY
 Lamut, Ifugao

f Ifugao State University

ifsu_officialpage

IFSU_Official

www.ifsu.edu.ph



WURI
 RANK 101-200

Green Metric
 TOP 1000



	<p>Supply Office for monitoring & implementation of Procurement of Goods & Consulting Services.</p> <p>17.4. Transmit required documents of bidded projects to the Board of Regents for approval, confirmation & information.</p>			
	<p>18. Prepare Procurement Monitoring Report (PMR)</p> <p>18.1. Prepare the Procurement Monitoring Report (PMR) to be submitted to the Government Procurement Policy on Board (GPPB).</p> <p>(Submission of reports depends on the availability of the gathered/required data from other</p>	None	7 days	<p><i>UBAC Sec & Staffs, UBAC Chairperson, Budget Office, CEDs, Procurement Section, Supply Section, HoPE</i></p>



	campuses and/or office concern)			
--	---------------------------------	--	--	--

Note: The total number of hours for the completion of procurement activities is not applicable for public bidding since there is a minimum calendar days allowed in every procurement process in accordance with the provisions of RA 9184 & its 2016 revised IRR.



Department of General Services

Processing of Request on the Following Services; Electrical, Carpentry, Water and Plumbing

This covers the processes of request for Carpentry, Water, Electrical and Transportation Services.

1. REQUEST FOR TECHNICAL SERVICES

This is for the maintenance and repair of existing power lines, power transformers and power supply to the buildings and premises in the university.

Office or Division:	Department of General Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Employees and Students of IFSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Electrical Carpentry, Water and Plumbing Services Form		Office of the General Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Request of Electrical Services Form	1.1 Receive and forward the request form to the section head.	None	3 minutes	<i>DGS Staff</i>
	1.2 Disseminate request and assign personnel	None	1 minute	<i>Section Head</i>



Republic of the Philippines
IFUGAO STATE UNIVERSITY
 Lamut, Ifugao



	1.3 Conduct inspection the extent of reported damages and the needed materials for repair.	None	1 hour	<i>Technical Personnel</i>
	1.4 Request and receive the supplies and materials needed for repair from the Department Custodian, if available. If materials needed not available, to the Section Head of Electrical Services	None	1 hour	<i>Department Custodian/ Technical Personnel</i>
	1.5 Fill out Purchase Request Form and signed by the Director of General Services.	None	5 minutes	<i>Section Head and Director of DGS</i>
	1.6 Receive the Notice of Supply, Material and Equipment Availability from the Supply Office.	None	3 days	<i>DGS Staff</i>
	1.7 Receive the supplies and materials	None	30 minutes	<i>DGS Custodian</i>
	1.8 Claim the needed supply and material to be used in the repair and maintenance	None	15 minutes	<i>Technical Personnel</i>
	1.9 Conduct actual maintenance and repair	None	1 day	<i>Technical Personnel</i>



2. Verify the repair done and Sign Accomplishment Report	2.1 Report to the requesting authority the finished work	None	30 minutes	<i>Requesting Dean/Director/ Department Head</i>
	2.2 Submit Accomplishment Report to DGS	None	5 minutes	<i>Technical Personnel</i>
	2.3 Receive and file copy of the Accomplishment Report form	None	2 minutes	<i>DGS Staff</i>
TOTAL			4 days, 3 hours and 30 minutes	



2. REQUEST FOR TRANSPORTATION SERVICES

This is for the use of available transportation by the University, Faculty, Staff, Students, and renter.

Office or Division:	Department of General Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Employees and Students of IFSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for the Use of Vehicle Form Drivers Trip Ticket Travel Report Vehicle Inspection Report Approved Itinerary Approved Travel Order		Office of the General Services Office of the Records Section Office of the Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request transportation services from the motor pool with accomplished request form. At least one (1) day before travel.	1.1. Receive the request form and shall check the completeness of documents. 1.1.1. If complete, documents will be submitted to the motor pool section for availability of vehicle for dispatch. 1.1.2. If incomplete, return to the	None	2 minutes	Staff of GSO



	requesting official.			
	<p>1.2 Ascertain available, functional, and most appropriate vehicle for dispatch.</p> <p>1.2.1 Identify and assign driver, signs the request and simultaneously prepares drivers trip ticket.</p> <p>1.2.2 If no available vehicle, the request form shall be returned to the requesting official indicating the reasons for non-approval.</p>	None	30 minutes	<i>Chief, Motor pool</i>
	1.3 Approve the request and recommends for the approval of the trip ticket by the University President / OIC / Campus Administrator.	None	2 minutes	<i>Director of General Services</i>
2. Submit the duly approved request, trip ticket to the Staff of General Services for filing and	<p>2.1 Provide copies of approved trip ticket with attachments to the driver.</p> <p>2.1.1 File copies of approved</p>	None	10 minutes	<i>Staff of GSO</i>



furnishing copies to the driver.	request for the use of vehicle.			
	<p>2.2 Show the approved documents to the guard in the main gate for recording and acknowledgment of the time of departure. Shall strictly follow the approved itinerary. *Any deviation on the approved itinerary of travel must be duly noted and acknowledged by the approving authority prior to the filing of claims in the Certification of Travel Completed (Appendix 47).</p>	None	5 minutes	<i>Driver</i>
	<p>2.3 Accomplish trip ticket and indicate the information necessary. (Departure day/time, Arrival Day/time, odometer reading, fuel and lubricants used).</p> <p>2.3.1 Accomplish travel report for any maintenance and repair.</p>	None	1 hour	<i>Driver</i>



Republic of the Philippines
IFUGAO STATE UNIVERSITY
 Lamut, Ifugao



WURI
 RANK 101-200

The WORLD UNIVERSITY RANKINGS BY INNOVATION
 GreenMetric
 TOP 1000



	<p>2.3.2 The trip ticket shall be signed by the passenger/s to confirm usage of the same.</p> <p>2.3.3 Forward the accomplished trip ticket to the staff of General Service.</p>			
	<p>2.4 File the submitted duly accomplished Driver's Trip Ticket.</p> <p>2.4.1 Furnish copies to the Driver and Requesting Official.</p> <p>2.4.2 Submit travel report to Chief Mechanic.</p>	None	30 minutes	<i>Staff of GSO</i>
	<p>2.5 Inspect vehicle after every trip and submit status report</p>	None	1 hour	<i>Chief, Motor pool</i>
Total Processing Time:			3 hours and 19 minutes	



Department of Human Resources and Development

Application for Employment

Ifugao State University believes that proper and thorough screening of its human resources speaks of its success as an organization. Moreover, the University adheres to the Equal Employment Opportunity Principle wherein all applicants regardless of their gender, civil status, special needs, religion, ethnicity or political affiliation are accepted to apply for it believes that diverse human resources greatly contribute to a broader perspective when it comes to skills and experiences and all that contribute to the overall attainment of the goals and objectives of the organization.

Office or Division:	Department of Human Resources and Development	
Classification:	Complex	
Type of Transaction:	G2C	
Who may avail:	All interested qualified applicants regardless of gender, civil status, special needs, religion, ethnicity or political affiliation	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Application Letter addressed to the University President		Applicant
Duly Accomplished Personal Data Sheet with Work Experience Sheet (CSC Form No. 212)		Applicant
Photocopy of Official Transcript of Records for Bachelors Degree, Masters Degree and Doctorate Degree if applicable Photocopy of Diploma Photocopy of certification of earned units for Masters Degree/Doctorate Degree if Applicable		Applicant
Photocopy of Service Record or Certificate of Employment issued by authorized HRMO/representative		Applicant
Photocopy of Certificate of Participation to Seminars, Workshops, Trainings or Conferences		Applicant
Photocopy of Certificate of Awards or Recognitions		Applicant



Photocopy of certification or any proof of research conducted, published or presented (for faculty applicants)	Applicant
Photocopy of Certificate of Eligibility; Photocopy of PRC License and Board Rating	Applicant
IPCR Rating for the latest rating period, if applicable	Applicant

A. Walk-In Application

CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Look for the available posted job vacancies through the following:</p> <p>Browse the University/CSC Website for posted vacancies; or</p> <p>Register to the University's Human Resource Information System (<i>hris.ifsu.edu.ph</i>) and browse for vacancies posted/published; or</p> <p>Search vacancies posted/published</p>	<p>1.1 Publish/Post vacancies in the University/CSC website</p> <p>1.2 Post vacancies in the University <i>Human Resource Information System</i> (HRIS)</p> <p>1.3 Post/Announce vacancies to University Social Media Pages and Bulletin Board</p>	None	<p>10 calendar days for non-teaching;</p> <p>7 calendar days for teaching</p>	<p>DHRD Staff in Charge of the Recruitment, Selection and Placement Section;</p> <p>Personnel In-charge of the University website and Social Media pages</p>



<p>through email, call/SMS or messenger</p>	<p>email, call/SMS or messenger or any form of documented communication.</p> <p>3.1a Send notice to Qualified applicants as to the subsequent screening processes that shall take place (Pre employment examination/ Teaching Demonstration/ Interview)</p> <p>3.1b Send notice to Disqualified applicants the reason/s for the disqualification.</p>		<p>the evaluation</p>	<p>Selection and Placement Section</p>
<p>4. Attend Pre employment examination/ Teaching Demonstration/ Interview</p>	<p>Facilitate Pre-employment examination, for non-teaching position, and the teaching demonstration, for teaching position, and determine the top 7 applicants who shall proceed for interview</p>	<p>None</p>	<p>2 days</p>	<p>DHRD Staff in Charge of the Recruitment, Selection and Placement Section; DHRD Director/HR MO</p>
<p>5. Attend to the Interview Process</p>	<p>Facilitate the interview of the top 7 qualified applicants</p>	<p>None</p>	<p>1 day</p>	<p>DHRD Staff in Charge of the Recruitment, Selection and Placement Section; DHRD Director/HR MO</p>
<p>6. Wait for the result of the</p>	<p>6.1 Consolidate result of screening</p>	<p>None</p>	<p>2 days after the conduct</p>	<p>DHRD Staff in Charge of the</p>



Republic of the Philippines
IFUGAO STATE UNIVERSITY
 Lamut, Ifugao



<p>screening</p>	<p>and prepare the Comparative Assessment Summary</p> <p>6.2 Conduct Background Investigation Interview if necessary</p> <p>6.3 Route Comparative Assessment Summary for signing of concerned HRMPSB members</p> <p>6.4 Submit it to the University President for Action</p> <p>6.5 Receive approved Comparative Assessment Summary</p> <p>6.6 Post to HR bulletin board</p>		<p>of the interview</p> <p>5 minutes to post</p>	<p>Recruitment, Selection and Placement Section; HRMPSB Members; University President</p>
<p>7. Acknowledge information regarding the result of the screening</p>	<p>7.1 Inform applicants of the result of the screening through email, call/SMS, messenger, or any form of documented communication</p> <p>7.2 Provide the list</p>	<p>None</p>	<p>30 minutes</p>	<p>DHRD Staff in Charge of the Recruitment, Selection and Placement Section</p>



	of needed requirements to the appointee			
8. Prepare and submit appointment documents	8.1 Receive complete documents and prepare appointment and route it for signing of concerned officials	None	1 day	DHRD Staff in Charge of the Recruitment, Selection and Placement Section
9. Receive appointment and other pertinent documents and attend on-boarding orientation	9.1 Issue appointment and other pertinent documents 9.2 Conduct simple orientation on HR processes and procedures 9.3 Submit appointment for BOR approval/confirmation 9.4 Submit appointment to CSC for validation	None	1 day Within 30 working days / on or before the 30 th day of the succeeding month	DHRD Director/HRM O; DHRD Staff in Charge of the 4 sections of the DHRD Office
TOTAL		None	60 days, 1 hour, 15 minutes	



Issuance of Personnel Records and Documents

Allows former and currently employed personnel to request for the issuance of Service Records and Certifications.

Office or Division:	Department of Human Resource and Development			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	IFSU Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Slip		Department of Human Resource and Development		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the document request slip and submit to the personnel in-charge	1.1 Receive the document request slip	None	● 2 mins	● DHRD Personnel in-charge
	1.2 Review request slip *For personal purposes: Advice to pay fee to the cashier section *For official purposes: Advice to wait for the requested document	Php.30.00/ copy None	● 2 mins	● Cashier Section
2. Present Official Receipt (if applicable)	2.1 prepare the requested document/s to be reviewed by the DHRD Head/ University Director/ OIC	None	● 8 mins	● DHRD Personnel in-charge



	3.1 review and sign/ certify the document/s requested by the client	None	● 1 min	● DHRD Head/ University Director/ OIC
4. Receive requested document	4.1 issue the requested document/s to the client and have the document request slip be signed by the client	None	● 2 mins	● DHRD Person nel in-charge
Total:		Amount indicated for payment	15 minutes	



Processing of Leave Application

University personnel are entitled to file their leave of absence either with pay or without pay.

Office or Division:	Department of Human Resource and Development			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	IFSU Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Leave Form 2. Clearance (for leave of one month and above) 3. Birth Certificate of Child (for maternity leave) 4. Medical Certificate (for Maternity Leave and Sick Leave of more than 3 days) 5. Marriage Contract (for Paternity Leave) 6. Solo Parent ID issued by DSWD (for Solo Parent Leave) 		<p>Items 1 & 2 Department of Human Resource and Development</p> <p>Items 3 & 5 PSA</p> <p>Physicians/Medical Doctors</p> <p>DSWD</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Application for Leave of Absence with complete attachment (if applicable)	1.1 Receive application for leave with complete attachments and ensure that form is properly accomplished and complied with the leave application rules otherwise returns the form to the personnel	None	● 2 mins	● DHRD Personnel in-charge



	concerned for correction			
	1.2 Certify the available leave credits of the personnel and return the leave form for appropriate action of supervisor or higher authorities	None	● 1 min	● HRMO/ DHRD Personnel in- charge
2. Receive Certified Application of Leave and submit to immediate supervisor and/or higher authorities for their appropriate action		None	● 1 min	
3. Submit duly signed application of leave with attachments (if any) to the DHRD	3.1 Receive duly signed leave form with attachments (if any) and indicate date of receipt on the form	None	● 1 min	● DHRD Personnel in-charge
	3.2 Post the filed leave of absence on the personnel's Leave Ledger	None	● 2 mins	● DHRD Personnel in-charge



	<p>3.3 Stamp with “posted” and file the approved leave application to be attached on the personnel’s DTR (every end of the month)</p>	<p>None</p>	<ul style="list-style-type: none"> • 2 mins 	<ul style="list-style-type: none"> • DHRD Personnel in-charge
	<p>Total:</p>	<p>None</p>	<p>9 minutes</p>	



Performance Management Section

Submission of Individual Performance Commitment and Review (IPCR) is anchored on the Strategic Performance Management System (SPMS) of the Civil Service Commission (CSC) which links individual performance to organizational performance (MC no. 6, 2012).

Submission of IPCR

Office/Division:		Department of Human Resources and Development (DHRD)		
Classification:		Simple		
Type of Transaction:		G2G– Government to Government		
Who may avail:		Employees of Ifugao State University		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
IPCR TARGET				
1. Properly Accomplished IPCR form -3 Original Copies (1 HR copy, 2 copies for actual accomplishment)		University website (downloadable forms)		
IPCR ACTUAL (1st Semester)				
2. Properly Accomplished IPCR form -2 Original Copy (1 HR copy, 1 copy for actual accomplishment 2 nd Semester)				
IPCR ACTUAL (2nd Semester)				
3. Properly Accomplished IPCR form -1 Original Copy (1 HR copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished IPCR form with target to DHRD.	1.1 Review submitted IPCR if it is properly prepared and conforms with policies. 1.1.a. Receive submitted document if it conforms with policies. 1.1.b. Return document with	None	5 Minutes	DHRD personnel



	note on observation to client if submitted IPCR is incomplete or not properly accomplished.			
2. Submit the accomplished IPCR form actual accomplishment with rating 1 st semester to DHRD.	2.1 Review if document is properly accomplished, with complete attachment and signature. *If these are incomplete or not properly accomplished, return to client with a note on observations made.	None	5 Minutes	DHRD personnel
3. Submit the accomplished IPCR form with actual accomplishment 2 nd semester to DHRD.	2.1 Review if document is properly accomplished with complete attachment and signature. *If these are incomplete or not properly accomplished, return to client with a note on observations made.	None	5 Minutes	DHRD personnel
TOTAL		None	15 Minutes	



Accounting Office

Processing of Disbursement Voucher - Journalizing and Signing for Cash Availability of Claims or Payables

This covers the processing of disbursement voucher of various payees/employees for goods purchased or services rendered. The Head of the Accounting Section certifies the availability of cash and completeness of the supporting documents.

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Government employees/office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Obligation Request /Budget Utilization Request (2 copies) Disbursement Voucher (2 copies) Report of Check/LDDAP-ADA Issued		Budget Office Cashier Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit in two (2) copies the disbursement voucher (DV) ,supporting documents and Obligation Request/Budget Utilization Request to the Accounting Office for processing.	1.1 Receive 2 copies of DV, supporting documents and obligation request/budget utilization request. 1.2 Record in the log sheet and forwards the same to the Accountant for review and check the completeness of	None	30 minutes	Accounting Receiving/Releasing Staff Accounting Receiving/Releasing Staff



	the supporting documents			
	<p>1.3 Review DV and supporting documents</p> <p>If incomplete returns to the Receiving/Releasing Staff for compliance.</p> <p>If complete,</p> <p>Journalize the transaction and signs Box B- "Cash Available and supporting documents complete and claimed is proper" portion of the DV and returns the documents to the Receiving/Releasing Staff for releasing</p>	None	2.5days	Head of the Accounting Section
	<p>1.4 Assign DV number and records in the log sheet the DV number, date, payee, particulars and amount.</p> <p>Forwards the set of documents to the Approving Officer for review and approval.</p>	None	30 minutes	Accounting Receiving/Releasing Staff
Total Processing Time			2.5 days and 1 hour	



Issuance Of Assessment Form

For Student Information and Accounting System (Sias) Enrollees (*Old System*):

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Enrollment Form		Registrar		
2. FHE Form		UniFast Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Enrollment and FHE Form.	1. Receives the Enrollment & FHE form from the student.	None	30 seconds	Accounting Staff
2. Sits down on the chairs provided.	2. Reconciles enrolled subject details in the system.	None	3 minutes	Accounting Staff
3. Waits until name to be called.	3. Post discounts in the system.	None	1 minute	Accounting Staff
	4. Prints Assessment Form and stamps "Officially Enrolled".	None	4 minutes	Accounting Staff
4. Waits for name to be called at the cashier window for issuance or OR and release of Assessment Form.	5. If there are fees to be collected, forwards Assessment Form to the cashier.	None	30 second	Accounting Staff



Republic of the Philippines
IFUGAO STATE UNIVERSITY
 Lamut, Ifugao

f Ifugao State University

ifsu_officialpage

IFSU_Official

www.ifsu.edu.ph



WURI
 RANK 101-200

The WORLD UNIVERSITY RANKINGS BY INNOVATION
GreenMetric
 TOP 1000



<p>Receives Assessment Form.</p>	<p>If there are no fees to be collected, release Assessment Form to student</p>			
	<p>Total:</p>	<p>None</p>	<p>9 Minutes</p>	



Payment Of Employees Salaries

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Billing Statements		GSIS, PAG-IBIG & Other Lending Institutions.		
2. List of Employees without DTR		DHRD		
3. List of Employees with Leave w/o Pay		DHRD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. DHRD submits report on employees without DTR and employees with leave w/o pay.	a. Receives documents from DHRD and other agencies/ institutions. b. Prepare Disbursement Voucher (DV), Payroll and Obligation Request and Status (ORS). c. Forwards DV with supporting documents (SD's) to DHRD.	None	5 days	Accounting Staff/ Payroll Officer
	2.1 Receives DV with SD's from Budget Section, then forward to			Accounting Staff



	<p>Head of Acctg.</p> <p>2.2 Review & signs the DV and Payroll, then return to staff.</p> <p>2.3 Assign DV no., then forward to the Office of the University President (OUP) or OIC for approval.</p>	None	2 hours	<p>Head, Accounting Section</p> <p>Accounting Staff</p>
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>3.1 Receives LDDAP-ADA, SLIIAE and generated reports from Cashier Section.</p> <p>3.2 Review and signs documents.</p> <p>3.3 Returns documents to Cashier Section.</p>	None	30 minutes	Head, Accounting Section
	Total:	None	5 days, 2 hours & 30 minutes	



Budget Section

Obligation for Payroll

Office or Division:		Budget Section		
Classification:		Simple		
Type of Transaction:		G2G		
Who may Avail:		Government and Contractual Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Payroll 2. 3 copies Obligation Request and Status (ORS) 3. 2 copies Disbursement Voucher 		Budget Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO PE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents for obligation	1. Review attached requirements	None	8 hours	Budget Staff
	1.1. For incomplete attachments. Return of documents to client for completion of attachments.			Budget staff
	1.2. For complete attachments. Receipt and numbering of document.		30 minutes	Budget staff
	1.3. Signing by Head of the Budget Section of Box B of the ORS		8 hours	Head of Budget Section
	1.4. Forwarding to the Accounting Section		30 minutes	Budget staff
TOTAL:			17 hours	



Obligation of Travelling Expenses

Office or Division:		Budget Section		
Classification:		Simple		
Type of Transaction:		G2G		
Who may Avail:		Government and Contractual Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. 2 copies Travel Order/Authority to Travel 2. 2 copies Appendix 45 3. 2 copies Appendix 47 4. 2 copies Back to Station Report 5. 2 copies Certificate of Appearance/Participation 6. 3 copies Obligation Request and Status (ORS) 7. 2 copies Disbursement Voucher 		Budget Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents for obligation	1. Review attached requirements.	None	8 hours	Budget Staff
	1.1. For incomplete attachments. Return of documents to client for completion of attachments.		30 minutes	Budget staff
	1.2. For complete attachments. Receipt and numbering of document.		8 hours	Budget staff
	1.3. Signing by Head of the Budget Section of Box B of the ORS		30 minutes	Head of Budget Section
	1.4. Forwarding to the Accounting Section			Budget staff
TOTAL:			17 hours	



Obligation for Purchase of Supplies/Equipment

Office or Division:		Budget Section		
Classification:		Simple		
Type of Transaction:		G2G, G2B, G2C		
Who may Avail:		Students, Business Entities, Government Entities and Government Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Purchase Request 2. Request for Quotation of atleast 3 suppliers 3. Abstract of Canvass 4. APP or Supplemental APP whichever is applicable 5. Purchase Order 6. 3 copies Obligation Request and Status (ORS) <p>Additional for transactions above 50,000.00</p> <ol style="list-style-type: none"> 7. BAC Resolution 8. Notice of Award 9. Contract of Agreement 		Budget Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO PE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents for obligation	1. Review attached requirements.	None	8 hours	Budget Staff
	1.1. For incomplete attachments. Return of documents to client for completion of attachments.		30 minutes	Budget staff
	1.2. For complete attachments. Receipt and numbering of document.		8 hours	Budget Staff
	1.3. Signing by Head of the Budget Section of Box B of the ORS		30 minutes	Head of Budget Section
	1.4. Forwarding to the Accounting Section			Budget staff
TOTAL:			17 hours	



Cashier Section

Collection of Student Assessed Fees During Enrollment

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	IFSU Main-Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment Form		Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Assessment Form	1. Receive Assessment Form Call the name of the student for details of payment	Desired amount to pay but not lower than the minimum down payment	2 minutes	Collecting Officer
2. Pay student fees a	2. Receive payment and issue Official Receipt		3 minutes	
3. Receive Official Receipt				
	TOTAL		5 minutes	



Collection of Unpaid Balance of Student Assessed Fees

Office Division:	or	Cashier's Office
Classification:		Simple
Type of Transaction:		G2C
Who may avail:		IFSU Main-Students
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Assessment Form		Accounting Office
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID
2. Present student ID	1. Receive, encode Student ID number and check the balance	Balance indicated
2. Pay student fees	3. Receive payment and issue Official Receipt	
4. Receive Official Receipt		
	TOTAL	5 minutes

Collecting Officer



Collection of Other School fees (non-assess fees)

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	IFSU Main-Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Charging Slip/Request		Concerned office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present duly accomplished charging slip	1. Receive, encode student number and the details of payment of the student	None	1 minutes	Collecting Officer
2. Pay the corresponding school fees	2. Receive payment and issue Official Receipt	Amount due	3 minutes	
3. Receive Official Receipt				
	TOTAL		4 minutes	



Department of Income Generating Projects

IFSU Dressmaking Project is an income generating enterprises that is profitably operated with the use of innovative and cost-effective practices, supportive to instruction, research and extension and promoting entrepreneurship to ensure better quality of life and food security within the province, region and country as a whole.

The IFSU IGP's shall continuously operate to generate income for the attainment of fiscal autonomy shall serve as training ground for students in terms of technical, managerial and manipulative skills, research, extension and show windows of viable technologies for clientele to emulate.

Issuance of graduation gowns

Office or Division:		Department of Income Generating Projects		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail:		Faculty, Staff and Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
13. Client Fills up DTL	1.1 Check the availability of toga	None	1 minute	<i>Project Staff/Project Manager</i>
2. Fills up Order Slip to be presented to the cashier for billing	2.1 Direct the client to the Cashier.	PHP 300.00 & PHP 800.00	1 minute	<i>Project Staff/Project Manager</i>
3. Presents the OR to the Project	3.1 Verify and record transactions 3.2 Release the graduation gowns	None	5 minutes	<i>Project Staff/Project Manager</i>



Staff/Project Manager				
4. Fill out the client's satisfaction form	4.1 Assist the client	None	1 minute	<i>Project Staff/Project Manager</i>
Total			8 minutes	



Returning of Borrowed Toga

Office or Division:		Department of Income Generating Projects		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail:		Faculty, Staff and Students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official Receipt			Cashier	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up DTL	1.1 Assist clients returning the toga	None	1 minute	<i>Project Staff/Project Manager</i>
2. Fill up Order Slip <i>(Additional step for late return of toga)</i>	2.1 Direct customers to the Cashier	50 pesos per day	1 minute	<i>Project Staff/Project Manager</i>
3. Present payment receipt (if any)	3.1 Check if complete set. Record date returned and give back the deposit to the client. PHP 500.00 for under grad and for PHP 1,000.00 Graduate School.	None	5 minutes	<i>Project Staff/Project Manager</i>
3. Fill out the client's satisfaction form.	2.3 Assist the client	None	1 minute	<i>Project Staff/Project Manager</i>
Total			8 minutes	



Uniform for cutting and assembling

Office or Division:		Department of Income Generating Projects		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail:		Employees, Students and Community		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the DTL	1.2 Assist the client	None	1 minute	<i>Project Staff/Project Manager</i>
	1.2 Take and record body measurements of the client and record	None	5 minutes	<i>Project Staff/Project Manager</i>
2. Fill out the Order slip	2.1 Direct the client to the Cashier for payment	75% of Uniform	1 minute	<i>Project Staff/Project Manager</i>
3. Present the OR	3.1 Record the OR Number	None	1 minute	<i>Project Staff/Project Manager</i>
	3.2 Set the release date of the uniform	None	1 minute	<i>Project Staff/Project Manager</i>
4. Fill out the Client's Satisfaction Form	4.1 Assist the client		1 minute	<i>Project Staff/Project Manager</i>
Total			10 minutes	



Claiming of Uniform

Office or Division:	Department of Income Generating Projects			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Employees, Students and Community			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official Receipt			Cashier	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the DTL	1.1 Assist the client	None	1 minute	<i>Project Staff/Project Manager</i>
2. Fill out the Order Slip	2.1 Direct the client to the Cashier for payment	25% of the uniform	1 minute	<i>Project Staff/Project Manager</i>
3. Present the OR	3.1 Record and release the uniform	None	2 minutes	<i>Project Staff/Project Manager</i>
4. Fill out the client's satisfaction form	4.1 Assist the client	None	1 minute	<i>Project Staff/Project Manager</i>
Total			5 Minutes	



Department of Income Generating Project (DIGP) IFSU Printing Center

1. Printing of Student PVC ID Card for New Student and Transferee

Office of Division:	DIGP – Printing Center			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	IFSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment Form, Student Information Slip, Transaction Log Sheet, Client Feedback Form		Printing Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Assessment Form (AF) to the Project Laborer	1. Verify Assessment Form, then issue Student Information Slip (SIS) to the student	None	1 minute	Project Laborer
2. Fill up Student Information Slip (SIS)	2. Encode information/ details		7 minutes	
3. Undergo picture taking and affix signature on the electronic signature pad	3. Edit picture and signature of the student			
4. Verify information details through the costumer	4. Update inputted details of the student when		3 minutes	



Republic of the Philippines
IFUGAO STATE UNIVERSITY
 Lamut, Ifugao



WURI
 RANK 101-200



display monitor	necessary			
5. Fill in and affix his/her signature on the Transaction Log Sheet (TLS) for new student ID	5. Print and issue student PVC ID card. Upon issuance, mark ID as Claimed in Assessment Form, then record transaction.		5 Minutes	
6. Answer the Client Feedback Form				
TOTAL			16 Minutes	



2. Printing of Employee ID (A6 size & PVC ID) and Replacement PVC ID Card

Office of Division:	DIGP – Printing Center			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	IFSU Students, IFSU employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt, Student Information Slip, Employee Information Slip, Daily Transaction Log Sheet, Client Feedback Form Official Receipt		Printing Center Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Official Receipt	1. Verify Official Receipt and issue Student Information Slip (SIS) or Employee Information Sheet (EIS)	Student PVC ID (PHP 100) Employee PVC ID (PHP 250) Employee A6 size ID (PHP 80)	1 minute	Project Laborer
2. Accomplish SIS or EIS	2. Encode information/details		7 Minutes	
3. Undergo picture taking and affix signature on the electronic signature pad	3. Edit picture and signature of the student			



Republic of the Philippines
IFUGAO STATE UNIVERSITY
 Lamut, Ifugao



WURI
 RANK 101-200



4. Verify information details through the customer display monitor	4. Updates inputted details of the student when necessary		3 minutes	
5. Fill in and affix his/her signature on the Transaction Log Sheet (TLS) for new student ID	5. Print and issue PVC ID card, Upon issuance, mark ID as Claimed in Assessment Form, then record transaction.		5 minutes	
6. Answer the Client Feedback Form				
TOTAL			16 Minutes	



3. Assessment of merchandise order under cash basis

Office of Division:	DIGP – Printing Center			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	IFSU Students and employees, outside clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt, Order Slip, Employee Information Slip, Daily Transaction Log Sheet, Client Feedback Form		Printing Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents details of the merchandise order	1. Check the availability of stocks, quantity of order and date when the delivery date of the order. Then issue Order Slip.	Subject to the total retail cost availed by client	6 minutes	Project Laborer
2. Fills up Order Slip	2. Affix signature on the Order Slip, and write the scheduled delivery date.		3 minutes	
3. Presents order slip to the cashier for billing and payment			4 minutes	Cashier
4. Present OR to the Project Laborer	4. Record transaction on the Daily Transaction Log sheet		3 minutes	



5. Client fills up the Client Feedback Form				
TOTAL			16 Minutes	



4. Issuance and acceptance of merchandise under Cash Basis

Office of Division:	DIGP – Printing Center			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	IFSU Students and employees, outside clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt, Order Slip, Employee Information Slip, Daily Transaction Log Sheet, Client Feedback Form		Printing Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client presents Order Slip and Official Receipt	Verifies the OR and OS and checks the items/merchandise	None	3 minutes	Project Laborer
Client inspects and acknowledge the merchandise	Stamps the Order Slip with "RECEIVED"		4 minutes	
Client fills up the Client Feedback Form	Records transaction on the DTL sheet		3 minutes	
TOTAL			10 Minutes	



5. Assessment of merchandise order under Canvass Form

Office of Division:	DIGP – Printing Center			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Canvass Form, Client Feedback Form, Daily Transaction Log Sheet		Printing Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client presents Order Slip and Official Receipt	Verifies the OR and OS and checks the items/merchandise	None	3 minutes	Project Laborer
Client inspects and acknowledge the merchandise	Stamps the Order Slip with "RECEIVED"		4 minutes	
Client fills up the Client Feedback Form	Records transaction on the DTL sheet		3 minutes	
			10 Minutes	



6. Accepting merchandise order under approved Purchase Order

Office of Division:	DIGP – Printing Center			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Order, Client Feedback Form, Daily Transaction Log Sheet		Printing Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Procurement officer issues approved Purchase Order	Conforms on the PO	None	2 minutes	Project Manager
	PM/Project Laborer records the transaction in the DTL sheet		3 minutes	<i>and/or</i> Project Laborer
Client fills up the Client Feedback Form			5 Minutes	



7. Delivery and acceptance of merchandise under approved Purchase Order

Office of Division:	DIGP – Printing Center			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Order, Billing Statement, Client Feedback Form, Daily Transaction Log Sheet		Printing Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client with the supply officer inspects and acknowledges the merchandise	Delivers order merchandise	None	15 minutes	Project Manager <i>and/or</i> Project Laborer
Client fills up the Client Feedback Form	Issues Billing Statement as attachment to the PO Submits copy of PO and Billing Statement to the DIGP secretary for payment processing Records transaction on the DTL sheet		10 minutes	
TOTAL			25 Minutes	



Providing Accommodation Services with Purchase Request

Office or Division:	DIGP – Accommodation Project			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	To All Customers			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Process request	1. Provide information on the availability of the guest room.	none	5 mins	IGP Secretary
2. Request for Quotation (RFQ) Signing	2. Quote and return the RFQ form to the client after the settlement of the client's queries.	none	3 mins	Project Manager
3. Purchase Order (PO) Confirmation	3. Check and sign the approved PO.	none	5 mins	Project Manager
4. Payments	4.1 Asses the billing based on the approved and ad-on services rendered.	Guesthouse – Php 450.00/ day Hostel – Php 450.00/day	5 mins	Project Manager
	4.2 Issue billing statement to the activity coordinator	Review Center – Php 350.00/day Hall – Php 2500.00/day	2 mins	IGP secretary



5. Payments monitoring	<p>5.1 Check if payments are processed by the IFSU procurement office.</p> <p>5.2 File a copy of the receipt as confirmation of the payment made by the client at the IFSU cashier in case the payment is made by a different government agency</p>	none	15 mins	IGP secretary
6. Fill-up feedback form		none	5 mins	IGP Secretary
Total Processing Time:			40 minutes	



Providing Catering Services Inside and Outside the school Premises

Office or Division:	DIGP – Food Service and Food Processing Project			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Any Government Agency and Private Organization			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
7. Process request	Provide information on menu prices and other services that the office may offer	none	5 mins	IGP Secretary
8. Request for Quotation (RFQ) Signing	Quote and return the RFQ form to the client after the settlement of the client's queries.	none	3 mins	Project Manager
9. Purchase Order (PO) Confirmation	Check and sign the approved PO.	none	5 mins	Project Manager
10. Payments	4.1 Asses the billing based on the approved and ad-on services rendered.	Snack – Php 60.00 Meals – Php 120.00	5 mins	Project Manager
	4.2 Issue billing statement to the activity coordinator		2 mins	
11. Payments monitoring	5.1 Check if payments are processed by the IFSU	none	15 mins	IGP secretary



	<p>procurement office.</p> <p>5.2 File a copy of the receipt as confirmation of the payment made by the client at the IFSU cashier in case the payment is made by a different government agency</p>			
12. Fill-up feedback form	Assist the client in signing the feedback form.	none	5 mins	IGP Secretary
Total Processing Time:			40 minutes	



Department of Planning and Information Management

1. Office Performance Planning and Commitment

This process provides the procedure of planning and agreement on the outputs that should be accomplished based on the goals and objectives of the organization. The Office Performance and Commitment and Review (OPCR) of all Delivery Units of the University shall be set, reviewed and concurred by concerned officials.

Office or Division:	Department of Planning and Information Management			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may Avail:	Performance Management Team (PMT), Heads of Delivery Units (HDUs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Budget Execution Document 2. Strategic Plan and/or Monitoring and Evaluation (M&E) Plan		Department of Planning and Information Management		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call for Target Setting and Cascading	1.1. Prepare and release appropriate correspondence Target Setting and Cascading	None	3 working days	DPIM personnel in-charge; Office of the University President; Records Section
2. Filling out of M&E Form	2.1. Provide the M&E Form	None	1 minute	DPIM Administrative Staff
	2.2. Consolidation and finalization of	None		DPIM personnel



	targets to the M&E Plan of the University		3 working days	in-charge; PMT Chairperson; University President
3. Cascading of targets to HDUs	3.1. Facilitate the cascading of targets to HDUs	None	1 working day	DPIM personnel
4. Submission of HDU-OPCR Targets (3 copies)	4.1. Receipt and initial review of HDU-OPCR Target	None	5 working days	DPIM Personnel Administrative Staff
	4.2. Approval of the HDU-OPCR Target	None		PMT Chairperson and University President
	4.3. Release of the approved HDU-OPCR Target (2 copies)	None	1 working day	DPIM Personnel Administrative Staff
			5 minutes	
TOTAL		None	13 working days and 6 minutes	



2. Performance Review and Evaluation

This procedure provides the assessment of office performance. The DPIM shall review and evaluate the initial performance assessment of HDUs based on the reported office accomplishments against success indicators. The result of the assessment shall be submitted to the PMT and recommendation to the University President. The Head of Agency shall determine the final rating of HDUs.

Office or Division:	Department of Planning and Information Management			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may Avail:	PMT, HDUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Office Performance and Commitment Review		Department of Planning and Information Management; IFSU Website		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCES SING TIME	PERSON RESPONSIBL E
1. Submission of HDU-OPCR Accomplishment Reports (2 copies) and supporting documents	1.1. Receipt and initial assessment of HDU-OPCR Accomplishment Reports	None	30 minutes	DPIM personnel in-charge



2. Review of HDU-OPCR Accomplishment Reports	2.1 Initial review and evaluation of HDU-OPCR Accomplishment Reports	None	20 working days	DPIM personnel in-charge
	2.2 Evaluation of HDU-OPCR Accomplishment Reports	None		PMT
	2.3 Preparation of Summary of Rating of HDUs and overall university performance	None	1 working day	DPIM personnel in-charge
	2.4 Approval and Rating of HDU-OPCR Accomplishment Reports	None	3 working days	PMT Chairperson and University President
	2.5 Release of the approved HDU-OPCR Accomplishment Reports	None	1 working day	DPIM Administrative Staff



			5 minutes	
TOTAL		None	25 working days and 35 minutes	

**Pursuant to CSC MC No. 6, s. 2012, the performance evaluation is shall be done semi-annually. The minimum performance evaluation period is at least ninety (90) calendar days or three (3) months while the maximum is not longer than one (1) calendar year.*



3. Simple Request for Data and/or Document

This process provides the procedure from the receipt of the request from client by the department and review to the concerned service and delivery unit up to the approval of the University President. In cases where the request is directly sent to the Office of the University President, the request letter and/or attached documents will be forwarded to the DPIM for recording and initial assessment.

Inquiries considered as simple transaction include the following: OPCR accomplishment reports, Budget Accountability Report, Annual Report, inquiries/requests which can be answered by readily available data without need for preparation of report or analysis.

Office or Division:	Department of Planning and Information Management			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may Avail:	Students/Alumni/Employees/Other clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form; or		Department of Planning and Information Management		
Request Letter with complete contact information		Client/Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishment of request form of the DPIM or send request letter to the DPIM	1.1. Receive the request and record the request in the log sheet	None	5 minutes	DPIM Administrative Staff
	1.2. Forward the request to the personnel in-charge	None	5 minutes	DPIM personnel in-charge Personnel in-charge; Director and HDU



	<p>1.3. Evaluate the request and prepare the data and/or document and necessary response</p> <p>1.4. Release of data and/or document</p>	<p>None</p>	<p>2 working days</p> <p>5 minutes</p>	<p>concerned; University President</p> <p>DPIM personnel in-charge</p>
	<p>TOTAL</p>	<p>None</p>	<p>2 working days and 15 minutes</p>	



4. Complex Request for Data and/or Document

This process provides the procedure from the receipt of the request from client by the department, referral to and review to the concerned service and delivery unit up to the approval of the University President. In cases where the request is directly sent to the Office of the University President, the request letter and/or attached documents will be forwarded to the DPIM for recording and initial assessment.

The DPIM shall provide response to the inquiries and requests received which requires preparation of data, reports, and documents as well as necessitates analysis of compliance data to be utilized for decision making, baselining and others.

Office or Division:	Department of Planning and Information Management			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may Avail:	Students/Alumni/Employees/Other clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form; or		Department of Planning and Information Management		
Request Letter with complete contact information		Client/Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishment of request form of the DPIM or send request letter to the DPIM	1.1. Receive the request and record the request in the log sheet	None	5 minutes	DPIM Administrative Staff
	1.2. Forward the request to the personnel in-charge	None	5 minutes	DPIM personnel in-charge or office concerned
		None		Personnel in-charge



	1.3. Evaluate the request and prepare the data and/or document	None		DPIM personnel in-charge
	1.4. Submit the requested data to the service and delivery unit concerned	None	4 working days	Director and HDU concerned; University President
	1.5. Review and approval of document	None	5 minutes	DPIM personnel in-charge; University President
	1.6. Preparation and signing of transmittal letter	None	2 working days	DPIM personnel in-charge
	1.7. Release of data and/or document		1 hour	



			5 minutes	
TOTAL TRANSACTION TIME		None	6 working days, 1 hour and 20 minutes	



Department of Planning and Information Management – Sustainable Project Management Section

Review of proposals (alignment to IFSU Goals and the Sustainable Development Goals)

The Department of Planning and Information Management – Sustainable Project Management Section ensures that all University programs, projects and activities are aligned to the vision, mission, goals and objectives of the University and the sustainable development goals.

Office of Division:	Department of Planning and Information Management – Sustainable Project Management Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	IFSU faculty and staff; IFSU students and organizations; IFSU Offices/Departments/Units/Sections			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Project proposal (1 hard copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCES SING TIME	PERSON RESPONSIBL E
1. Submit the project proposal to DPIM-SPMS	1.1 Receive the proposal and log in the log sheet.	None	1 minute	Administrativ e Staff
	1.2 Check if the proponent has no unsubmitted terminal/activity report. 1.2.a If clear, endorse to technical person for review	None	2 minutes	Administrativ e Staff



	<p>1.2.b If with unsubmitted terminal/activity report, return proposal until cleared.</p> <p>1.3 Review the proposal</p> <p>1.3.a. If not compliant, provide recommendations for enhancement to client.</p> <p>1.3.b If compliant, Input the proposal details in the database and write the proposal number on the project proposal.</p> <p>1.4 Log the proposal in the log sheet and return the proposal to the client.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>3 minutes</p> <p>30 minutes</p> <p>15 minutes</p> <p>5 minutes</p>	<p>Administrative Staff</p> <p>Technical person</p> <p>Technical person</p> <p>Administrative Staff</p>
2. Receive the proposal and sign the log sheet.	2.1 Assist the client		1 minute	Administrative Staff
Total processing time			Minimum: 5 minutes Maximum: 40 minutes	



Department of Planning and Information Management - Management Information System (DPIM-MIS) Section

1. Request for Posting and Publication

The Department of Planning and Information Management – Management Information System (DPIM-MIS) Section is dedicated to ensuring effective and transparent communication by providing services related to posting and publication. The purpose of this charter is to establish a streamlined process for government employees to request the posting and publication of information related to activity announcements, advertisements/promotions, job vacancies, public bidding, and other university activities. This will be considered exclusively for University-related activities. The DPIM-MIS Section reserves the right to reject requests that do not align with the University's vision, mission, goals, and objectives.

Office of Division:	Department of Planning and Information Management – Management Information System Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	Government Employees of IFSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Posting and Publication		DPIM-MIS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit a request form with all the necessary details for posting and publishing.	1.1. Receive and assess the request to ensure it aligns with guidelines and feasibility.	None	5 minutes	DPIM-MIS Section Personnel in-charge



	1.2. Mark as reviewed (if deemed eligible) and submit to the DPIM-MIS Section Head for approval.	None	2 minutes	DPIM-MIS Section Personnel in-charge
	1.3. Conduct a thorough review, either approve or disapprove based on adherence to University guidelines, and sign accordingly. Subsequently, forward the form to the DPIM personnel in-charge for the final steps of posting or publication.	None	5 minutes	DPIM-MIS Section Head
	1.4. Post or publish on the Facebook page or IFSU website.	None	10 minutes	DPIM-MIS Section Personnel in-charge
2. Fill out the Client Satisfaction Measurement Form		None	3 minutes	
Total time consumed			25 Minutes	



2. Request for Layout Design

The Department of Planning and Information Management – Management Information System (DPIM-MIS) Section is committed to providing timely services, particularly in layout design. This Citizens Charter outlines the step-by-step process for requesting a layout design and ensures that government employees of IFSU receive a well-crafted design tailored to their specific needs. The DPIM-MIS Section reserves the right to reject requests that do not align with the University's vision, mission, goals, and objectives.

Office of Division:	Department of Planning and Information Management – Management Information System Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	Government Employees of IFSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Layout Design		DPIM-MIS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out a request form with all the necessary details for the layout design. Include information such as purpose, dimensions, content, preferred color schemes, and any specific requirements.	1.1. Receive and assess the request	None	5 minutes	DPIM-MIS Section Personnel in-charge
	1.2. Mark as reviewed (if deemed eligible) and submit to the DPIM-MIS Section Head for approval.	None	2 minutes	DPIM-MIS Section Personnel in-charge



	1.3. Review the request and either approve or disapprove it. If approved, the request shall be forwarded to the Layout Artist. If disapproved, provide clear reasons for the decision.	None	5 minutes	DPIM-MIS Section Head
	1.4. Work on the design according to the provided guidelines.	None	6 hours	DPIM-MIS Personnel in-charge (Layout Artist)
	1.5. Send the finalized layout to the email address of the requestee. Alternatively, if the client prefers, they can be notified to pick up the layout at the office.	None	10 minutes	DPIM-MIS Personnel in-charge
Total time consumed			6 hours, 22 Minutes	



3. Request for News Coverage/Documentation

The Department of Planning and Information Management, specifically the Management Information System Section, is tasked with the responsibility of documenting various University activities for information dissemination, transparency, accountability, promotion of achievements, community engagement, educational value, and promotion of diversity and inclusion. While priority is given to significant University events, requests for coverage of student activities may be considered on a case-by-case basis.

Office of Division:		MANAGEMENT INFORMATION SYSTEM SECTION		
Classification:		Complex		
Type of Transaction:		G2G		
Who may Avail:		Students/Alumni/Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for News Coverage/Documentation		Department of Planning and Information Management-Management Information System Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the "Request for News Coverage/Documentation" form	1.1. Receive and assess the request	None	5 minutes	DPIM-MIS Personnel in-charge
	1.2. Mark as reviewed (if deemed eligible) and submit to the DPIM-MIS Section Head for approval.	None	2 minutes	DPIM-MIS Section Personnel in-charge



	<p>1.3. Review the request and either approve or disapprove it. In the case of approval, the DPIM-MIS Section Head will assign a writer and a photographer to cover the event. The necessary details will be forwarded to them. If disapproved, provide clear reasons for the decision.</p>	None	3 minutes	DPIM-MIS Section Head
	<p>2.3 Document and write news story on the activity subject to editing and approval of the immediate supervisor</p>	None	2 days	DPIM-MIS Personnel in-charge
Total time consumed			2 days and 10 minutes	



4. Request for Photos, Videos, & Other Pertinent Documents

The Department of Planning and Information Management – Management Information System (DPIM-MIS) Section is dedicated to ensuring the timely release of photos, videos, & other pertinent documents. It reserves the right to reject any request that contains confidential information. This precautionary measure is in place to maintain the integrity of our management information system.

Office of Division:		MANAGEMENT INFORMATION SYSTEM SECTION		
Classification:		Simple		
Type of Transaction:		G2G/G2C		
Who may Avail:		Students/Alumni/Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Photos, Videos, & Other Pertinent Documents		Department of Planning and Information Management-Management Information System Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the "Request for Photos, Videos, & Other Pertinent Documents" form	1.1. Receive and assess the request	None	5 minutes	DPIM-MIS Section Personnel in-charge
	1.2. Mark as reviewed (if deemed eligible) and submit to the DPIM-MIS Section Head for approval.	None	2 minutes	DPIM-MIS Section Personnel in-charge
	1.3. Review the request and either approve or disapprove it. In the case of approval,	None	3 minutes	DPIM-MIS Section Head



	forward to personnel responsible for releasing the requested materials. If disapproved, provide clear reasons for the decision.			
	1.4. Process the request	None	15 minutes	DPIM-MIS Section Personnel in-charge
1. Sign the "Received By" Section on the Form	2. Release requested materials	None	2 minutes	DPIM-MIS Section Personnel in-charge
2. Fill out the Client Satisfaction Measurement Form		None	3 minutes	
Total time consumed			30 minutes	



Department of Gender and Development Research and Resources Center

Office or Division	Gender and Development Research & Resource Center (GADRRC)
Classification	Simple
Type of Transaction	G2G - Government to Government G2C - Government to Client
Who may avail	Employees of IFSU

INTERNAL SERVICES

- 1. Review, evaluation and endorsement of GAD related programs, projects and activities.**

Gender and Development Research and Resource Center (GADRRC) reviews all GAD-related PPA's of the university that corresponds to the Gender Issues/Mandates indicated in the University GAD Plan and Budget (GPB)

A. Review and endorsement of proposed GAD-attributed program or project

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit GAD-attributed program or project proposal	1.1 Receive the proposed GAD-attributed program or project	None	1 minute	Office staff
	1.2 Review the proposal as to completeness of attachments	None	5 minutes	Office staff
	1.3 Assess the proposal per HGDC	None	30 minutes	Director



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Endorse proposal for approval to the University President through the Records Office	None	10 minutes	Office staff
Total			46 minutes	

B. Review and Endorsement of proposed GAD activity

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit GAD activity proposal	1.1 Receive the activity proposal	None	1 minute	Office staff
	1.2 Review the proposal as to its alignment to the GAD Plan and Budget	None	5 minutes	Office staff
	1.3 Assess the proposal in accordance to the GAD Plan and Budget	None	10 minutes	Director
	1.4 Endorse proposal for approval to the University President through the Records Office	None	5 minutes	Office staff
Total			21 minutes	



C. Evaluation of GAD-attributed program or project using HGDG

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit project or program report	1.1 Receive the program/project report	None	1 minute	Office staff
	1.2 Check the completion of supporting documents	None	5 minutes	Office staff
	1.3 Evaluate the program/project using the HGDG-PIMME	None	30 minutes	Director
	1.4 Endorse approval of the HGDG of the implemented program/project to the University President through the Records Office	None	5 minutes	Office staff
Total			41 minutes	

D. Preparation of Gender and Development (GAD) Accomplishment Report

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplishment reports	1.1 Receive accomplishment report (GAD Form 1 and 2, Approved proposal and accomplished attendance sheet	None	2 minutes	Office staff



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Check the completion of supporting documents	None	5 minutes	Office staff
	1.3 Evaluate the GAD attributed fund	None	30 minutes	Director
	1.4 Input the evaluated accomplishment reports in the M&E Form	None	1 day	Office staff
Total			8 hours and 37 minutes	



Information and Communications Technology Section

1. Request for Information and Communications Technology (ICT) Technical Assistance

A. VIA ONLINE HELPDESK

Office of Division:		Information and Communications Technology Section		
Classification:		Simple		
Type of Transaction:		G2G		
Who may Avail:		IFSU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Work Order Request		ICT Online Helpdesk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open the ICT Online Helpdesk portal		None	10 minutes	
2. Input Required Personal Information				
3. Select Request Category				
4. Input Device Property Number (if applicable)				
5. Input Request Details				
6. Input				



<p>Department or Office Code from the “GET CODE” button</p> <p>7. Click on “Submit Request” button</p>				
<p>2. Client checks the status of his/her request if approved or disapproved</p>	<p>2.1 Helpdesk Administrator will queue and tag request as “Approved” or “Disapproved”</p> <p>2.2 If approved, Helpdesk Administrator assign technical staff for the request</p> <p>2.3 If disapproved, Helpdesk Administrator issues reason/s for disapproval of request</p>	<p>None</p>	<p>3 minutes</p>	<p>Helpdesk Administrator</p>
<p>3 Client will give further details of the request</p>	<p>3.1 If approved, assigned technical staff will visit the concerned client and identify the details of the request.</p> <p>3.2 Take note of the further info</p>	<p>None</p>	<p>8 hours</p> <p>2 days</p>	<p>Assigned Technical Staff</p>



	<p>provided</p> <p>3.3 Determine possible solution</p> <p>3.4 Perform appropriate action/ recommendation</p>			
4. Client will check the status of the request	4. Update the request as "Completed", "In Progress", "Pending" or "Unresolved" accordingly.	None	3 minutes	Helpdesk Administrator
5. Fill-out Online Service Rating Form		None	10 minutes	
TOTAL			3 Days, 26 Minutes	

B. VIA WALK-IN REQUEST



Office of Division:		Information and Communications Technology Section		
Classification:		Simple		
Type of Transaction:		G2G		
Who may Avail:		IFSU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Work Order Request		Information and Communication Technology Section Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-in the Work Request Form of the ICT Section	Receive and assess the request	None	5 minutes	ICT Staff
2. Wait for the assessment of the ICT staff	Tag the request as "Approved" or "Disapproved" accordingly If "Approved", ICT Staff will assign technical staff to work on the request	None	5 minutes	ICT Staff
3. Client will give further details of the request to the technical staff	3.1 If approved, assigned technical staff will visit the concerned client and identify the details of the request. 3.2 Take note of the further info provided 3.3 Determine possible solution	None	8 hours 2 days	Assigned Technical Staff



	3.4 Perform appropriate action/ recommendation			
4. Client will check the status of the request	4. Update the request as “Completed”, “In Progress”, “Pending” or “Unresolved” accordingly.	None	3 minutes	Helpdesk Administrator
5. Fill-out Client Feedback Form		None	10 minutes	
TOTAL			3 Days, 23 Minutes	

Issuance of requested data/documents/files



Office of Division:		Information and Communications Technology Section		
Classification:		Simple		
Type of Transaction:		G2G		
Who may Avail:		IFSU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form Data/documents/files		ICT Online Helpdesk		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a filled-out request form of the ICT Section	1. Receive the request and prepare the data/documents/files requested	None	<ul style="list-style-type: none"> • Report/record that needs to prepare or compile: 3 working days • Report/record that no need to compile: 1 day • Other documents that need to be verified before release: within 3 working days 	ICT staff
		TOTAL	3 DAYS	

Lending of ICT Equipment



Office of Division:		Information and Communications Technology Section		
Classification:		Simple		
Type of Transaction:		G2G		
Who may Avail:		IFSU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
IFSU ID		ICT Online Helpdesk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-in borrowers' details on the logbook. 1.1 Surrender IFSU ID for tracking purposes	1. Receive the request and prepare requested equipment	None	10 minutes	ICT staff
2. Return the borrowed equipment A. Wait for the ICT staff to check the equipment. B. Retrieve ID if returned equipment is complete.	2.1 Inspect and check returned equipment 2.2 If equipment is complete, ICT staff will return the ID of the borrower and put "RETURNED" remarks on the logbook. 2.3 If equipment is missing/broken, borrower shall replace the item before returning the borrower's	None	5 minutes	ICT staff



	ID.			
3. Submit a filled-out request form of the ICT Section	3.1 Receive the request and prepare the data/documents/files requested	None	<ul style="list-style-type: none"> • Report/record that needs to prepare or compile: 3 working days • Report/record that no need to compile: 1 day • Other documents that need to be verified before release: within 3 working days 	ICT staff
TOTAL			10 MINUTES	



A. REGISTRATION

Office of Division:		Information and Communications Technology Section		
Classification:		Simple		
Type of Transaction:		G2G		
Who may Avail:		IFSU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
IFSU Employee ID		DIGP-Printing Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present IFSU Employee ID to ICT staff	1.1 Check Employee ID 1.2 Enter Employee details to the Attendance Management Program based on the presented ID	None	7 minutes	ICT staff
2. Decides on fingerprints to register in the program	2.1 Register desired fingerprint/s in the program	None	5 minutes	ICT staff
3. Take note on the short orientation	3.1 Orient the client on the correct way to use the Biometrics devices.	None	3 minutes	ICT staff
	3.2 Upload the newly registered fingerprints to the database.	None	3 minutes	ICT Staff
TOTAL			18 MINUTES	



B. UPDATING OF BIOMETRICS

Office of Division:		Information and Communications Technology Section		
Classification:		Simple		
Type of Transaction:		G2G		
Who may Avail:		IFSU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
IFSU Employee ID		DIGP-Printing Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present IFSU Employee ID to ICT staff	1.1 Check Employee ID	None	3 minutes	ICT staff
2. Provide details on the desired updates to the biometrics record	2.1 Update the provided details in the biometrics database	None	5 minutes	ICT staff
	2.2 Upload the updated details to the database.	None	3 minutes	ICT Staff
TOTAL			11 MINUTES	



4. WI-FI ACCOUNTS
A. ACQUIRE NEW WI-FI ACCOUNT

Office of Division:		Information and Communications Technology Section		
Classification:		Simple		
Type of Transaction:		G2G		
Who may Avail:		IFSU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form IFSU Employee ID		DIGP-Printing Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill in Request Form of the ICT Section and Present IFSU ID	Receive form and process request Assigns the network technician	None	5 minutes	ICT Staff
	Network technician will register the client to assigned WIFI connection depending on the client's classification (FACULTY, ADMIN, ADCO)	None	5 minutes	Network Technician
Take note of the WIFI Account details	Give the WIFI account details to the client and give a short orientation on the use and limit of the WIFI connection.	None	3 minutes	Network Technician
TOTAL			13 MINUTES	



B. CHANGING/RESETTING OF WIFI ACCOUNTS

Office of Division:		Information and Communications Technology Section		
Classification:		Simple		
Type of Transaction:		G2G		
Who may Avail:		IFSU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form IFSU Employee ID		DIGP-Printing Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill in Request Form of the ICT Section and Present IFSU ID	Receive form and process request Assigns the network technician	None	5 minutes	ICT Staff
Provide details of the request (change or reset WIFI account)	Change/reset the client's WIFI account	None	3 minutes	Network Technician
Wait for the completion of the request.	Inform the client that the WIFI account is successfully changed/reset.	None	3 minutes	Network Technician
TOTAL			11 MINUTES	



5. IFSU-EIS

A. ADDITIONAL/MODIFICATION OF FEATURES

Office of Division:		Information and Communications Technology Section		
Classification:		Simple		
Type of Transaction:		G2G		
Who may Avail:		IFSU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for System Development Form		Information and Communications Technology Section Office		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-in the request form of the ICT Section	1.1 Receive and assign to concern Computer Programmer	None	3 minutes	ICT Staff
2. Provide further details of the requested additional/modified features	1.2 Assess the requested additional/modifications and provide insights	None	15 minutes	Computer Programmer
3. Client will wait for the status of request	3.1 Evaluate the request if it can be done in the requested timeframe. SDA recommends "Approval" or "Disapproval" for action to the University ICT In-charge	None	2 days	Systems Development Administrator
	3.2 University ICT In-charge will "Approve" or			University ICT In-charge



	“Disapprove” the request			
	3.3 Final Approval of the Department Director			DPIM Director
4. Client will wait on the progress of request	<p>4.1 ICT staff will inform the client of the request’s status</p> <p>4.1.A If approved, computer programmer will work on the requested additional/modifications of features</p> <p>4.1.B If disapproved, computer programmer issues details for disapproval</p>	None	<p>5 minutes</p> <p>1 Month</p> <p><i>*(depending on the difficulty and scale of the requested new/modified features, timeframe may extend or be lessened)</i></p>	<p>ICT Staff</p> <p>Computer Programmer</p>
TOTAL			1 MONTH, 2 DAYS, 23 MINUTES	



Department of Library Services

Library Reference Assistance/Guidance

The university library as the heart of the University provides services to the 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.

1. Issuance of Library Borrower's Card (LBC)

Office or Division:	Department of Library Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student's ID		Department of Income Generating Project - Printing Office		
Assessment Form		Department of Registrar and Admission Services		
1 pc 1x1 ID picture with white background		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E



<p>14. Request for New Library Borrower's Card.</p>	<p>1.1. Assess the request & ask the client to present his/her enrollment form or ID for validation.</p> <p>1.2. Issue the Library Borrower's Card Form, and ask the client to fill-up and attach 1 copy 1x1 ID picture with white background .</p> <p>1.3. Prepare, Laminate and Issue the library card.</p> <p>1.4. Client signs the log sheet for LBC.</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Library Staff Front-Desk Officer</i></p>
<p>15. Request for Replacement of Library Borrower's Card (LBC)</p>	<p>2.1 Issue the Library Borrower's Card Form. Client to fill-up required</p>		<p>15 minutes</p>	<p><i>Library Staff</i></p>



	<p>information, and attach 1 copy 1x1 ID picture with white background.</p> <p>2.2 Payment by client of New Library Card.</p> <p>2.3 Prepare, Laminate and Release Library Borrower's Card.</p> <p>2.4 Signing of log sheet for LBC by Client.</p>	<p>P25.00</p>		<p><i>Front-Desk Officer</i></p>
<p>TOTAL TIME</p>			<p>15 MINUTES PER TRANSACTION</p>	



2. Request Assistance on the location of Material to be Used or Borrowed.

Office or Division:	Department of Library Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Faculty, Staff and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client ask for assistance on the location of material to be used or borrowed.	1.1 Assist client on the use of the OPAC.	None	3 minutes	<i>Library Staff</i> Circulation Section
	1.2 Note: If book is available, request client to fill up the call slip form.			
	1.3 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</i> Circulation Section



	<p>1.4 Locate book or material on the shelf. Instruct where to find the needed book or assist the client to the location of the needed book.</p>	None	2 minutes	Library Staff Circulation Section
TOTAL TIME			10 MINUTES	



3. Borrowing and Returning of Books/Materials

Office or Division:	Department of Library Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Faculty, Staff and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Borrower's Card (LBC)		Department of Library Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Borrowing of Library Materials 1. Presentation of Library Borrower's Card (LBC)	1.1. Scan the library materials and LBC in the automated circulation system. 1.2. For Room Use and Photocopy, release of materials immediately. 1.3. For Overnight Use, filling out of Book Card (Students), or Employees' Borrower's Form or EBF (Employees.) 1.4. Release the materials	None	5 minutes	<i>Library Staff</i> Circulation Section



	1.5. File the LBC and Book Card in the filing records for students and individual folder for faculty and staff.			
Return of Library Materials Presentation of library materials	<p>1.1 Accept the borrowed materials returned by the clients.</p> <p>1.2 Pull-out the LBC from the filing records, then scan in the automated circulation system</p> <p>1.3 If the client incurred over-due, client pays the corresponding fee to the circulation in charge before his library card is released and fill out the overdue fines log sheet.</p> <p>1.4 Return Library Borrower's Card (LBC)</p>	None	5 minutes	<i>Library Staff/ Circulation Section</i>
TOTAL TIME			5 Minutes per transaction	



4. Request on E-Resources Delivery

Office or Division:	Department of Library Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Faculty, Staff and Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for e-resources delivery • E-books • Printed books (scanned copy of 1 chapter)	1.1 Assess request from the clients. Check on the availability of e-books needed and sent it to the clients through email or messenger)	None	1 hour	<i>Library Staff</i> Circulation Section Virtual Librarian
	1.2 Scan the chapter requested by client and sent it through email or messenger)	None	1 hour	<i>Library Staff</i> Circulation Section Virtual Librarian
TOTAL TIME			2 HOURS	



5. AORA (Ask Online Reference Assistance)

Office or Division:	Department of Library Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Faculty, Staff and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sends questions/queries regarding library services, and or resources through the Library's Facebook page/SMS, then wait for further response.	1.1 Assess request and provide appropriate and substantial answers to the queries 1.2 Send response through Facebook, SMS or e-mail.	None	30 minutes	<i>Library Staff Online Delivery Officer Virtual Librarian</i>
TOTAL TIME			30 MINUTES	



6. TheResA (Thesis and Research Assistance)

Office or Division:	Department of Library Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Faculty, Staff and Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Sends queries/questions about topics on theses and dissertations through the library Facebook page/SMS and wait for any library staff to respond.	<p>1.1 Assess request & provide assistance in finding relevant literature, research format, citation format, how to cite, how to quote, etc.</p> <p>1.2 Send response through Facebook, SMS or email.</p>	None	1 hour	<p><i>Library Staff</i> <i>Online Delivery Officer</i> <i>Virtual Librarian</i></p>
TOTAL TIME			1 HOUR	



7. Online Database instruction

Office or Division:	Department of Library Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Faculty, Staff and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Requests for online database instructions about the online subscription of the library	1.1 Assess the request, set schedule and assign library staff to do the task. 1.2 Inform the clients on the schedule of the online database instruction.	None	5 minutes	<i>Library Staff Online Delivery Officer Virtual Librarian</i>
TOTAL TIME			5 MINUTES	



8. Request for Referral Letter

Office or Division:	Department of Library Services			
Classification :	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Faculty, Staff and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Request for Referral Letter	<p>1.1 Assess Request of client, then issue the referral request form, and ask the client to fill out the said form.</p> <p>1.2 Prepare the referral letter based on the information in the referral request form, then issue the signed referral letter and ask the client to sign the log sheet, then file the duplicate copy.</p>	None	15 minutes	<p><i>Librarian Chairperson for Library Services Director for Library Services</i></p>
TOTAL TIME			15 MINUTES	



9. Access to E-library

Office or Division:	Department of Library Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Faculty, Staff and Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Borrower's Card (LBC)			Department of Library Services	
Student ID			Department of Income Generating Project - Printing Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents his/her School ID or Library Borrower's Card.	1.1 Scan LBC/ID in the automated log-in system. 1.2 Assign client to a specific station available. 1.3 Inform the client to surf for one hour.	None	5 minutes 5 minutes	<i>Library Staff In-charge of E-library Section</i>
2. Requests for printing of document	2.1 Print and compute the corresponding printing fee and ask the client to pay and fill out the printing fee Log Sheet.	3 pesos per page		
TOTAL TIME			5 MINUTES PER TRANSACTION	



10. Reservation of Audio-Visual Room

Office or Division:	Department of Library Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Faculty, Staff and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request utilization of the Library AVR.	1.1 Assess the request and inform the client of the availability of the AVR, then issuance of reservation slip form. 1.2 Request the client to fill out reservation slip form. 1.3 Upon approval, record the reservation in the calendar.	None	5 minutes	<i>Library Staff/ In-charge of Audio Visual Room</i>
TOTAL TIME			5 MINUTES	



11. Signing of Clearance

Office or Division:	Department of Library Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Faculty, Staff and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of clearance form to Library Staff/Personnel	<p>1.1. Check the automated system for verification.</p> <p>1.2. If client is with existing obligation, advise the settlement of existing obligation.</p> <p>1.3. If client is clear of obligation, proceed to step 1.4.</p> <p>1.4. Place initial, then forward to</p>	None	5 minutes	<p><i>Library Staff Circulation Section</i></p> <p><i>Director for Library Services</i></p>



	the office of the librarian for signing.			
	1.5.Release of clearance.			
	TOTAL TIME		5 MINUTES	



Department of National Service and Training Program

ENROLLMENT AND ENLISTMENT OF NSTP (ROTC-CWTS) STUDENTS

Office or Division:	National Service Training Program			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Incoming NSTP (ROTC-CWTS) Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Summary of NSTP Enrolment/Enlistment		National Service Training Program (NSTP) Office		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E
1. Get a copy of the NSTP Registration form and fill-out needed data	1. Check name from the list of officially enrolled NSTP students and Provide registration form	None	5 Minutes	NSTP Staff
2. Submit filled-out form	2.1 Assess the registration form if properly filled-out and check completeness of data	None	3 Minutes	NSTP Staff
	2.2 Sign or approve the enrollment or			Director, NSTP



	registration form			
3. Secure the personal copy of the registration form	3. Issue the personal copy of the student newly enrolled	None	30 Seconds	NSTP Staff
4. Evaluate the enrollment/enlistment transaction	4. Provide the Client Satisfaction Measurement Form and assist when needed	None	2 Minutes	NSTP Staff
TOTAL			10 Minutes and 30 Seconds	



CERTIFICATION FOR NSTP (ROTC-CWTS) SERIAL NUMBER

Office or Division:	National Service Training Program			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	NSTP (ROTC-CWTS) Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Summary of NSTP Enrolment/Enlistment		National Service Training Program (NSTP) Office		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E
1. Present/submi t request for Certification of Serial Number	1.1 Receive/asses s the request letter for Serial Number Certification	None	1 Minute	NSTP Staff
2. Fill-out the Certification of Serial Number Log Sheet	2.1 Assist in the filling-out of the Log Sheet	None	1 Minute	NSTP Staff
3. Wait for the preparation of document	3.1 Check the official list of serial number released by CHED-CAR and enlistment order from ARESKOM	None	10 Minutes	NSTP Staff
	3.2 Prepare and print the document requested			
	3.3 Sign the Certification of Serial Number			Director, NSTP
4. Receive the copy of	4.1 Issue the document and	None	30 Seconds	NSTP Staff



Certification of Serial Number and sign the Log Sheet (received)	assure client signed the Log Sheet (received)			
5. Evaluate the Certification Transaction	5.1 Provide the Client Satisfaction Measurement Form and assist when needed	None	2 Minutes	NSTP Staff
TOTAL		14 Minutes and 30 Seconds		



SIGNING OF TREE PLANTING CLEARANCE FOR GRADUATION

Office or Division:	National Service Training Program			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Candidates for Graduation Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Summary of NSTP Enrolment/Enlistment		National Service Training Program (NSTP) Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Clearance Form and the Tree Planting Compliance Certificate	1.1 Receive and assess the Clearance Form and the Tree Planting Compliance Certificate	None	1 Minute	NSTP Staff
2. Fill-out the Tree Planting Clearance Log Sheet	2.1 Assist in the filling-out of the Log Sheet	None	1 Minute	NSTP Staff
3. Wait for the signing of Tree Planting Clearance Form	3.1 Bring or present the Tree Planting Clearance form to NSTP Director	None	1 Minute	NSTP Staff
	3.2 Sign the Clearance Form			Director, NSTP
4. Receive Clearance form and sign the Log Sheet (received)	4.1 Issue the signed Clearance Form and assure client signed the	None	30 Seconds	NSTP Staff



	Log Sheet (received)			
5. Evaluate the Clearance Transaction	5.1 Provide the Client Satisfaction Measurement Form and assist when needed	None	2 Minutes	NSTP Staff
TOTAL		5 Minutes and 30 Seconds		



Department of Registrar and Admission Services

Issuance of Certifications (Grades, Enrolment, Graduation, Earned Units, General Weighted Average, True Copy of Grades)

Office of Division:	DEPARTMENT OF REGISTRAR AND ADMISSION SERVICES			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	IFSU Students & Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School IDs / Valid IDs for Identification		Requesting Client		
Request For Document Form		Registrar and Admission Services Office		
Authorization letter, claimants ID (if client is not the owner of the document)		Authorized Person		
Official Receipt		IFSU Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the office of the document/s to be requested by presenting Students/valid ID and fill out the Request for Document Form <i>*Present Authorization Letter and Valid ID if representative</i>	1. Check completeness of the requirements and determine the type of request	None	3 Minutes	Registrar's Office Personnel
2. Present the Request for Document Form (RDF) to the Cashier and pay the fee/s	2. Receive the Request for Document Form (RDF) And issue Official Receipt (OR)	Certificate Fee – ₱ 30.00/copy	5 Minutes	Office Personnel



indicated and receive Official Receipt (OR)				
3. Proceed to the Registrar's Office and present Official Receipt (OR) and Request for Document Form (RDF)	3. Receive the Official Receipt (OR) and Request for Document Form (RDF) and prepare the requested documents	None	5 Minutes	Registrar's Office Personnel
4. Receive the document/s requested and fill out Log Sheet and Client Satisfaction Survey Form	4. Release the requested document/s	None	2 Minutes	Office Personnel
Total Processing Time:			15 Minutes	



Issuance of Certification, Authentication and Verification (CAV)

Office of Division:	DEPARTMENT OF REGISTRAR AND ADMISSION SERVICES			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	IFSU Students & Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School IDs / Valid IDs for Identification		Requesting Client		
Request For Document Form		Registrar and Admission Services Office		
Photocopy of OTR and/or Diploma		Requesting Client		
Official Receipt		Cashier		
Authorization letter, claimants ID (if client is not the owner of the document)		Authorized Person		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the office of the document/s to be requested by presenting Students/valid ID and fill out the Request for Document Form <i>*Present Authorization Letter and Valid ID if representative</i>	1. Check completeness of the requirements and determine the type of request	None	3 Minutes	Registrar's Office Personnel
2. Present the Request for Document Form (RDF) to the Cashier and pay the fee/s indicated and	2. Receive the Request for Document Form (RDF) and issue Official Receipt	CAV – ₱ 80.00 Authentication ₱ 30.00/set	5 Minutes	Office Personnel



receive Official Receipt (OR)				
3. Proceed to the Registrar's Office and present Official Receipt (OR) and Request for Document Form (RDF)	3. Receive the Official Receipt (OR) and Request for Document Form (RDF) and prepare the requested documents	None	8 Minutes	Registrar's Office Personnel
4. Receive the document/s requested and fill out Log Sheet and Client Satisfaction Survey Form	4. Release the requested document/s	None	2 Minutes	Office Personnel
Total Processing Time:			18 Minutes	



Application and Issuance of Official Transcript of Records

Office of Division:	DEPARTMENT OF REGISTRAR AND ADMISSION SERVICES (DRAS)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	IFSU Students & Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School IDs / Valid IDs for Identification		Requesting Client		
Request For Document Form		Department of Registrar And Admission Services		
Clearance Form		Department of Registrar And Admission Services		
Form 137/OTR from last school attended		Requesting Client		
Official Receipt		IFSU Cashier		
Documentary Stamp		BIR Office		
Claim Stub		Department of Registrar And Admission Services		
Authorization letter, claimants ID (if client is not the owner of the document)		Authorized Person		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out the Request for Document Form and present student/valid ID <i>*Present Authorization Letter and Valid ID if representative</i>	1. Check completeness of the requirement and student's records <i>* If requirements are incomplete: END OF TRANSACTION</i> <i>*If requirements are complete:</i>	None	5 Minutes	Registrar's Office Personnel



	<p><i>Issue Clearance Form</i></p> <p><i>*Students who graduated already are not required to process clearance form.</i></p>			
2. Process Clearance Form (Applicable for student who did not graduate only)	2.1. Sign Clearance as applicable	<p>Undergraduate – ₱ 50.00/page</p> <p>Graduate – ₱ 100.00/page</p>	2 hours (if it includes processing of clearance)	Head of Offices providing Clearance to Students
3. Present the Request for Document Form (RDF) to the Cashier and pay the fee/s indicated and receive Official Receipt (OR)	3.1 Receive the RDF payment and issue Official Receipt		5 minutes	
4. Proceed to the DRAS and present RDF, OR and/or duly signed Clearance Form and receive the Claim Stub	<p>4.1. Receive the RDF, OR and/or duly signed clearance form and release the Claim Stub</p> <p>4.2. Personnel prepare and route the OTR to signatories</p>	None	7 working days	Registrar's Office Personnel



	<p>Note: If the signatory is unavailable, the OTR will be processed until signed by the signatories and inform the client thru text, call or email</p> <p>*If the OTR is available earlier than the date stated in the claim stub, Registrar's Personnel will text or call the client or call the client for availability of his/her OTR</p>			
<p>5. Present claim stub and documentary stamp. Receive the document/s requested and fill out Log Sheet and Client Satisfaction Survey Form</p>	<p>5.1. Paste the documentary stamp, put the dry seal of the University and release the requested document</p>	<p>None</p>	<p>3 Minutes</p>	<p>Registrar's Office Personnel</p>
<p>Total Processing Time:</p>			<p>7 working days and 13 minutes</p>	



Application and Issuance of Diploma (2nd Copy)

Office of Division:	DEPARTMENT OF REGISTRAR AND ADMISSION SERVICES			
Classification:	Highly Technical Transactions			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	IFSU Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School IDs / Valid IDs for Identification		Requesting Client		
Request For Document Form		Department of Registrar and Admission Services Office		
Official Receipt		IFSU Cashier		
Affidavit of Loss		Law Office		
Documentary Stamp		BIR Office		
Claim Stub		Department of registrar and Admission Services		
Authorization letter, claimants ID (if client is not the owner of the document)		Authorized Person		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out the Request for Document Form, present student/valid ID and Affidavit of Loss <i>*Present Authorization Letter and Valid ID if representative</i>	Check completeness of the requirements <i>*If requirements are incomplete: END OF TRANSACTION</i> <i>*If requirements are complete proceed to the next step.</i>	None	3 Minutes	Registrar's Office Personnel
2. Present the Request for Document Form (RDF) to the cashier and pay	Receive the RDF, payment and issue Official Receipt	Diploma – ₱ 200.00	5 Minutes	Cashier Personnel



the fee/s indicated and receive Official Receipt (OR)				
3. Proceed to the DRAS and present OR, RDF and receive the Claim Stub	<p>3.1 Receive the OR, RDF and release the Claim Stub</p> <p>3.2 Personnel prepare and route the Diploma to signatories</p> <p>Note: <i>If the signatory is unavailable, the Diploma will be processed until signed by the signatories</i></p> <p><i>*If the diploma is available earlier than the date stated in the claim stub, Registrar's Personnel will text or call the client for the availability of his her diploma</i></p>	None	22 Working days	Registrar's Office Personnel
4. Present claim stub and documentary stamp. Receive the document/s requested and fill out Log Sheet and Client Satisfaction Survey Form	4.1 Paste the documentary stamp, put the dry seal of the University and release the requested document	None	3 Minutes	Office Personnel
Total Processing Time:			22 working days and 11 Minutes	



Application for Certificate of Transfer Credentials

Office of Division:	DEPARTMENT OF REGISTRAR AND ADMISSION SERVICES			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	IFSU Outgoing Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School IDs / Valid IDs for Identification		Requesting Client		
Request For Document Form		Department of Registrar and Admission Services Office		
Clearance Form		Department of Registrar and Admission Services Office		
Form 137/OTR from last school attended		Requesting Client		
Documentary Stamp		BIR Office		
Official Receipt		IFSU Cashier		
Authorization letter, claimants ID (if client is not the owner of the document)		Authorized Person		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform window-in-charge of document/s to be requested by filling out the Request for Documents <i>*Present Authorization Letter and Valid ID if representative</i>	1. Retrieve records and evaluate completeness of requirements <i>*If requirements are incomplete: END OF TRANSACTION</i> <i>*If non-academic requirements are complete: Issue Clearance Form</i>	None	3 Minutes	Registrar's Office Personnel



<p>2. Process Clearance for the request of Transfer Credentials and pay the necessary fees indicated in the clearance at the Cashier</p>	<p>2.1 Sign clearance as applicable</p>	<p>Transfer Credential Certificate- ₱50.00 True Copy of Grades- ₱30.00 Good Moral Certificate-- ₱30.00 Transcript of Records- ₱50.00/page (college level) ₱100.00/page (graduate school)</p>	<p>2 hours</p>	<p>Head of Offices providing Clearance to Students Cashier</p>
<p>3. Proceed to DRAS and submit request form, Official Receipt, documentary stamp and duly signed Clearance Form</p>	<p>3.1. Receive the Request Form with the Official Receipt, documentary stamp and duly signed clearance form and prepare the document/s being requested</p>	<p>None</p>	<p>5 minutes</p>	<p>Registrar's Office Personnel</p>
<p>4. Receive the document/s requested and fill out Log Sheet and Client Satisfaction Survey Form</p>	<p>Release the requested document</p>	<p>None</p>	<p>3 Minutes</p>	<p>Registrar's Office Personnel</p>
<p>Total Processing Time:</p>			<p>2 hours and 11 Minutes</p>	



Admission of NEW Incoming 1st Year College Students

Office of Division:	DEPARTMENT OF REGISTRAR AND ADMISSION SERVICES			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	IFSU New Students or incoming 1 st year college students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form 138-A Report Card (Original Copy)		School last attended		
Certificate of Good Moral Character (Original Copy)		School last 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 Statistic Authority		
Marriage Certificate for married students (photocopy)		Philippine Statistics Authority		
Certificate of Enrolment (2 copies)		Office of the Chairperson/Office of the College Dean		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Admission Requirements	1.1 Check the Completeness of the Admission requirements	None	2 Minutes	Office Personnel
2. Secure Application for Admission with Notice for Admission	2.1 If complete, issue the Application for Admission and Notice of Admission to be filled by the student	None	2 minutes	Office Personnel
	2.2 Check and sign the filled out form and attach the admission requirements		3 minutes	
			3 minutes	



	<p>2.3 If Incomplete, tick the lacking requirement in the Promissory Note and let be filled out by the student together with the Application for Admission and Notice of Admission</p> <p>2.4 Check and sign the filled out form and attach the submitted admission requirements</p>		2 minutes	
3. Enrolment Flow	<p>3. Instruct the student to go to the following:</p> <ul style="list-style-type: none"> a) Campus Chairperson – for the issuance of the Certificate of Enrolment (Enrolment Form) and courses to be enrolled b) NSTP –for registering CWTS c) Guidance counselor- for filling out the Personal Data d) Campus Clinic- for creation of Individual Health Record 	None	1 minute	Office Personnel
4. Submit properly accomplished Certificate of Enrolment	<p>4.1 Encode the courses to be enrolled by the student in the Student Information and Accounting Systems (SIAS) and stamp</p>	None	10 minutes 1 minute	Office Personnel



	<p>“registered” in the CoE and CoA</p> <p>4.2 Instruct the students to proceed to proceed to the following:</p> <p>a) Cashier- for issuance of Assessment</p> <p>b) IGP Printing Office – for printing and issuance of School ID</p> <p>c) University Library – for issuance of Library Card</p>			
5. Secure Validation Sticker	5.1 Issue Validation sticker upon presentation of the Assessment Form with marked “Enrolled” issued by the Accounting	None	1 minute	Office Personnel
Total Processing Time			25 Minutes	



Admission and Enrolment for Transferee Students

Office of Division:	DEPARTMENT OF REGISTRAR AND ADMISSION SERVICES			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Transferee Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Good Moral Character		School last attended		
Transfer Credential (Original Copy)		School/University last attended		
True Copy of Grades (Original Copy)		School/University last 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 Statistic Authority		
Marriage Certificate for married students (photocopy)		Philippine Statistics Authority		
Certificate of Enrolment (2 copies)		Office of the Chairperson/Office of the College Dean		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Admission Requirements	1.1 Check the Completeness of the Admission requirements	None	2 Minutes	Office Personnel
2. Secure Application for Admission with Notice for Admission	2. If complete, issue the Application for Admission and Notice of Admission to be filled by the student	None	2 minutes	Office Personnel
	2.1 Check and sign the filled out form and attach the admission requirements		3 minutes	
			3 minutes	



	<p>2.2 If Incomplete, tick the lacking requirement in the Promissory Note and let be filled out by the student together with the Application for Admission and Notice of Admission</p> <p>2.3 Check and sign the filled out form and attach the submitted admission requirements</p>		2 minutes	
3. Enrolment Flow	<p>3. Instruct the student to go to the following:</p> <ul style="list-style-type: none"> a) Campus Chairperson – for the issuance of the Certificate of Enrolment (Enrolment Form) and courses to be enrolled b) NSTP –for registering CWTS c) Guidance counselor- for filling out the Personal Data d) Campus Clinic- for creation of Individual Health Record 	None	1 minute	Office Personnel
4. Submit properly accomplished Certificate of Enrolment	<p>4.1 Encode the courses to be enrolled by the student in the Student Information and Accounting Systems (SIAS) and stamp</p>	None	10 minutes 1 minute	Office Personnel



	<p>“registered” in the CoE and CoA</p> <p>4.2 Instruct the students to proceed to proceed to the following:</p> <p>a) Cashier- for issuance of Assessment</p> <p>b) IGP Printing Office – for printing and issuance of School ID</p> <p>c) University Library – for issuance of Library Card</p>			
5. Secure Validation Sticker	5.1 Issue Validation sticker upon presentation of the Assessment Form with marked “Enrolled” issued by the Accounting	None	1 minute	Office Personnel
Total Processing Time:			25 Minutes	



Admission and Enrolment for Old Students

Office of Division:	DEPARTMENT OF REGISTRAR AND ADMISSION SERVICES			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	IFSU Old Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Semestral Grade Report		Office of the DSSD		
Certificate of Enrolment (2 copies)		Office of the Chairperson		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Grade Report for the previous semester	1.1 Print the Grade Report and submit to the campus chairperson to be used in the evaluation of grades by the Campus Chairperson during enrolment and to be issued to the students during enrolment period	None	2 Minutes	Office Personnel
2. Enrolment Flow	2. Instruct the student to go to the following: a) Campus Chairperson – for evaluation of grades of students as to the approved program curriculum and issue Certificate of Enrolment (Enrolment Form) and courses to be enrolled	None	1 minute	Office Personnel



	<ul style="list-style-type: none"> b) NSTP –for registering CWTS c) Guidance counselor- for filling out the Personal Data d) Campus Clinic- for creation of Individual Health Record 			
3. Submit properly accomplished Certificate of Enrolment	<p>3.1 Encode the courses to be enrolled by the student in the Student Information and Accounting Systems (SIAS) and stamp “registered” in the CoE and CoA</p> <p>2.2 Instruct the students to proceed to proceed to the following:</p> <ul style="list-style-type: none"> a) Cashier- for issuance of Assessment b) IGP Printing Office – for printing and issuance of School ID c) University Library – for issuance of Library Card 	None	10 minutes 1 minute	Office Personnel
5. Secure Validation Sticker	5.1 Issue Validation sticker upon presentation of the Assessment Form with marked “Enrolled” issued by the Accounting	None	1 minute	Office Personnel
Total Processing Time			15 Minutes	



Department of Culture and the Arts

IFSU-VPAA-DCA-POO3: BORROWING AND RETURNING OF CULTURAL ATTIRES, ACCESSORIES AND EQUIPMENT

Office or Division:	Department of Culture and the Arts			
Classification:	Simple			
Type of Transaction:	G2C/G2G			
Who may avail:	Students & Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID's Borrower Slip		Borrower DCA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the property custodian/staff what to borrow.	Visitors/client shall log in to the log sheet. Check on the items needed by the borrower if available	None	5 minutes	Property Custodian/Staff
2. If the item is available the borrower shall log-in.	Issue the borrower slip/form to the borrower and let it be accomplished	None	5 minutes	Client and Property Custodian/Staff
3. Present and give the valid ID to the property custodian/staff	Checks completeness of form and signs the approved by portion.	None	2 minutes	Head of DCA or Property Custodian/Staff
4. Receives the borrowed item/s.	Issues identified items to the borrower	None	2 minutes	Head of DCA or Property Custodian/staff



<p>5. Return borrowed cultural item/s to DCA.</p> <p><i>Note: Replace of items by the borrower if found damaged and no longer usable.</i></p>	<p>Check on the borrower slip/form the items to be returned and if there is no damage or problem, the property custodian will note/mark returned with date and then sign the borrowing form. Return the valid ID of the borrow</p>	<p>None</p>	<p>5 minutes</p>	<p>Head of DCA or Property Custodian/staff</p>
---	--	-------------	------------------	--



IFSU-VPAA-DCA-POO4: REQUESTING THE PERFORMING GROUP OF DCA FOR PRESENTATIONS

Office or Division:	Department of Culture and the Arts			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Government Employees of IFSU/Other Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Requesting Officer		
Valid ID		Requesting Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring approved request letter to DCA	Ask client to log in and receives the request letter. Inform the requesting agency/client that the availability of the performing group shall be checked first.	None	5 minutes	DCA Staff
2. Accomplish request slip	Receive the accomplished request slip if the performing group is available to present.	None	10 minutes	DCA Staff
3. Present Valid ID	Note details of the requesting officer and inform them that all requesting	None	10 minutes depending on the availability of the approving officer	DCA Director DCA Staff



	<p>office/agency shall shoulder meals or snacks of the performers during rehearsals and after presentation. If transportation is needed both shall take charge of vehicle to ferry the performers to and from the venue.</p>			
<p>4. Receives approved request form and Confirm performers</p>	<p>Approved request and ask requesting officer to prepare CA and Certificate of Participation for the performers after their presentation.</p>	<p>None</p>	<p>10 minutes (May extend)</p>	<p>DCA Director DCA Staff</p>



IFUGAO RICE CULTURAL MUSEUM

Guided Museum Tour

Visitors are guided and accompanied by the attending staff inside the gallery encouraging cultural exchange of ideas and conveying correct information of the artifacts displayed.

Office or Division:	Ifugao Rice Cultural Museum			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the front desk. <i>Note: Visitors must leave their bags at the baggage area outside the display area.</i>	2.1 . Assist in registration 2.2 Make sure the bags are secured	None	2 minutes	Frontline Staff



<p>2. Request for assistance from the front desk officer.</p>	<p>5.2 Check available staff to guide the client</p> <p>5.3 Available staff must orient the visitors on the rules being followed in visiting the museum</p>	<p>None</p>	<p>3 minutes</p>	<p>Frontline Staff</p>
<p>3. 3. Enter the display area.</p>	<p>5.4 Present and explain the rice cycle and other artifacts</p>	<p>None</p>	<p>15 minutes</p>	<p>Museum in-charge/ Museum staff</p>
<p>4. Fill out feedback form.</p>	<p>5.5 Secure feedback box</p>	<p>None</p>	<p>3 minutes</p>	<p>Museum in-charge/ Frontline staff</p>
TOTAL:			23 Minutes	



Accepting artifacts donation

The Ifugao Rice Cultural Museum accepts donation of artifacts related to Ifugao culture from any individual who is willing to contribute to the displayed artifacts in the museum.

Office or Division:	Ifugao Rice Cultural Museum			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the front desk.	1.1. Assist in registration	None	2 minutes	Frontline Staff
2. Present artifacts to be donated.	2.2 Inspect and assess artifacts donated	None	5 minutes	Museum in-charge/Curator
3. If donation is accepted, fill out donation form, otherwise proceed to the next step.	3.1 Fill-out acceptance form 3.2 Curate donated artifact 3.3 Catalog the donated artifact	None	10 minutes	Museum in-charge/Curator



4. Fill out feedback form.	4.1 Secure feedback box	None	5 minutes	Museum in-charge/ Frontline staff
TOTAL:			22 Minutes	



Accepting Scheduled Museum Tour

Visitors in larger group are encouraged to notify the museum staffs and make reservation of scheduled tour prior to the date of the visit.

Office or Division:	Ifugao Rice Cultural Museum			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the front desk.	1.1 Assist in registration	None	2 minutes	Frontline Staff
2. Request for reservation	2.1 Check available time	None	2 minutes	Frontline Staff
3. Fill-out reservation form and submit	3.1 Confirm and Update reservation schedule	None	3 minutes	Museum in-charge/ Frontline staff
4. Fill out feedback form.	5.6 Secure feedback box	None	3 minutes	Museum in-charge/ Frontline staff
TOTAL:			10 Minutes	



Department of Student Services and Development

ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER

The Department of Student Services and Development recognizes the benefit of issuing certificate of 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 relationships with the university community. The certificate will certainly indicate that a student is of good moral character.

Office or Division:	Department of Student Services and Development (DSSD)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students and Alumni of IFSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		Cash Section		
School ID or Valid ID		Requesting Client		
Authorization Letter (if representative)		Requesting Client		
Request for Good Moral Character		DSSD		
Certificate of Good Moral Character		Department of Student Services and Development (DSSD)		
Client Satisfaction Measurement form		DSSD		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Official Receipt and Valid ID/school ID <i>*Present authorization letter and valid ID if representative</i>	1.1. Verify Receipt, Valid ID/school ID, and other documents presented & issue Request for Good Moral Character form	None	2 minutes	DSSD Staff



<p>2. Fill up the request for good moral character form</p>	<p>2.1. Receive accomplished request form & prepare the certificate of good moral character by using the appropriate template (Categories A, B, C & D) for students with and without cases</p> <p>2.2. Forward the printed Good Moral Character to the DSSD Director/Chairpersons for signature.</p> <p>2.3. Affix the IFSU Official Seal.</p>	<p>None</p>	<p>2 minutes</p> <p>2 minutes</p> <p>1 minute</p>	<p>DSSD Staff</p> <p>DSSD Director/ DSSD Chairperson <i>*in case of the absence of the DSSD Director/Chairperson, the Guidance Counselor will sign the Certificate of GMRC</i></p> <p>DSSD Staff</p>
<p>3. Receive the Certificate of Good Moral Character and sign in the log sheet as acknowledgment</p>	<p>3.1. Assist the client in signing the Log Sheet</p>	<p>None</p>	<p>2 minutes</p>	<p>DSSD Staff</p>
<p>4. Evaluate the service via the Client Satisfaction Measurement Form</p>	<p>4.1. Instruct the client to evaluate and put in the client satisfaction measurement box</p>	<p>None</p>	<p>2 minutes</p>	<p>DSSD Staff</p>
<p>TOTAL</p>			<p>11 MINUTES</p>	



COMPLAINT AGAINST STUDENT (MINOR OFFENSES)

Student Services and Development recognizes the benefits of every student's right to be awarded when performance is exemplary, the right to be heard, and correct or 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.

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

Office or Division:		Department of Student Services and Development (DSSD)		
Classification:		Complex		
Type of Transaction:		G2C		
Who may avail:		Complainant (student/faculty/staff/and other stakeholder)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Form (2copies)		Department of Student Services and Development (DSSD)		
Client Satisfaction Measurement form		DSSD		
Interview Form		DSSD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. COMPLAINANT				
1. Log-in to the Student Discipline Log sheet, fill-up and submit the Complaint Form	1.1 Receive the duly accomplished complaint form and submit to the DSSD Director/ Chairperson	None	10 minutes 25 minutes	DSSD Staff DSSD Director/



	1.2 Interview the complainant for further information and action			Chairperson
2. Wait for the next call.	2.1. Summon violator via Call Slip	None	3 days	DSSD Director/ Chairperson
3. Evaluate the service via the Client Satisfaction Measurement Form	3.1. Instruct the client to evaluate and put in the client satisfaction measurement box	None	3 minutes	DSSD Staff
B. VIOLATOR				
1. Receive Call Slip and proceed to the DSSD office for interview and log in the Student Discipline Log Sheet	1.1. Assist the violator in signing the Log sheet and refer to the DSSD Director/ chairperson	None	4 hours	DSSD Staff
	1.2. Interview the violator for further action	None	25 minutes	DSSD Director/ Chairperson
2. Evaluate the service via the Client Satisfaction Measurement Form	2.1. Instruct the client to evaluate and put in the client satisfaction measurement box	None	3 minutes	DSSD Staff
C. COMPLAINANT & VOLATOR				
1. Proceed to the DSSD office for interview	1.1. Interview both complainant and	None	25 minutes	DSSD Director/ Chairperson



	violator to hear both side of the complaints			
2. Proceed to the Guidance Office for Counseling	2.1. Refer both complainant and violator to the Guidance office for counselling in a separate schedule when necessary.	None	1 hour	DSSD Director/ Chairperson
D. VIOLATOR				
1. Report to the DSSD office for the implementation of his/ her sanction	1.1 Monitor the implementation of the sanction of the violator based on Student Code and Conduct	None	4 hours	DSSD Staff
2. Submit letter of apology/promissory note to the DSSD office.	2.1 Receive, record and file the letter of apology.	None	10 minutes	DSSD Staff
TOTAL			4 days 3 hrs	



COMPLAINT AGAINST STUDENT (MAJOR OFFENSES)

Student Services and Development recognizes the benefits of every student's right to be awarded when performance is exemplary, the right to be heard, and correct or 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, and expulsion is imposed for 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 (DSSD)			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2C			
Who may avail:	Complainant (student/faculty/staff/other stakeholders)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Form (2copies)		Department of Student Services and Development (DSSD)		
Client Satisfaction Measurement form		DSSD		
Interview Form		DSSD		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. COMPLAINANT				
1. Log-in to the Student Discipline Log sheet and fill-up and submit the Complaint Form	1.1 Receive the duly accomplished complaint form and	None	10 minutes	DSSD Staff



	submit to the DSSD Director/ Chairperson		25 minutes	DSSD Director/ Chairperson
	1.2 Interview the complainant for further information and action			
2. Wait for the next call.	2.1. Summon violator via call slip	None	4 days	DSSD Director/ Chairperson
3. Evaluate the service via the Client Satisfaction Measurement Form	3.1. Instruct the client to evaluate and put in the client satisfaction measurement box	None	3 minutes	DSSD Staff
B. VIOLATOR				
4. Proceed to the DSSD office for interview and shall log-in to the Student Discipline	4.1. Assist the violator in signing the Log sheet and refer to the DSSD Director/ chairperson	None	4 hours	DSSD Staff
	4.2. Interview the violator for further action	None	25 minutes	DSSD Director/ Chairperson
	4.3. Schedule a meeting with the	None	30 minutes	DSSD Director/ Chairperson



	Student Grievance Committee with the presence of both parties for hearing. Parent/s guardians of both parties shall be invited.			
C. COMPLAINANT & VOLATOR				
5. Proceed to the DSSD office for interview	5.1. Interview both complainant and violator to hear both side of the complaints	None	25 minutes	DSSD Director/ Chairperson
6. Inform their parent/s guardians for the meeting.	6.1. Conduct a dialogue with the parents of both parties	None	3 hours	DSSD Director/ Chairperson & Grievance Committee
	6.2. Forward the result of hearing from the Grievance Committee to the Campus Executive Director (CED) for action.	None	4 days	DSSD Staff
7. Proceed to the Guidance Office for Counseling	7.1. Refer both complainant and violator to the Guidance	None	1 hour	DSSD Director/ Chairperson



	office for counselling in a separate schedule when necessary.			
8. Wait for the Final decision of the complaints from the Campus Executive Director	8.1. Copy furnishes both parties on the final decision of the complaints	None	30 minutes	DSSD director/ chairperson
D. VIOLATOR				
9. Report to the DSSD office for the implementation of his/ her sanction	9.1 Monitor the implementation of the sanction of the violator based on Student Code and Conduct	None	2 days	DSSD Director/chairperson/ DSSD Staff
10. Submit letter of apology/promissory note to the DSSD office.	10.1 Receive, record and file the letter of apology.	None	10 minutes	DSSD Staff
TOTAL			11 days 3 hrs.	



SUBMISSION AND APPROVAL OF 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:	Officers of the USSG, VLPCC and the Upland Farm Writers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Activity Proposal Form (Soft copy)		DSSD		
Email Address or Flash drive		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in on the client Log sheet	1.1. Assist the client in logging-in the log sheet	None	1 minute	DSSD Staff
2. Provide his/her email <i>*If email address is not applicable, provide flash drive</i>	2.1. Send the soft copy of the approve ISO Activity Proposal form to the email provided <i>*Save to the flash drive the soft copy of the approved ISO activity proposal form</i>	None	3 minutes	DSSD Staff
3. Receive the soft copy of the approve ISO Activity Proposal form	3.1. Instruct the student to prepare the activity proposal and let it be signed by the Organization Adviser, noted by the	None	2 days	DSSD Staff



	Section Chief of the Student Organization			
4. Submit duly accomplished activity proposal signed by the adviser and noted by the section chief/college dean (for campuses) and w/ fund ceiling	4.1. Record title of the activity proposal submitted 4.2. Act whether to endorse the Activity Proposal or not. The document goes back to the owner for revision/improvement, if not recommender.	None None	3 minutes 10 minutes	DSSD Staff DSSD director/ chairperson
5. Receive the signed Activity Proposal	5.1. Return the signed Activity Proposal by the DSSD director/ chairperson	None	2 minutes	DSSD Staff
6. Wait for the release of the approve Activity Proposal	6.1. Bring documents to the office of the Campus Executive Director (CED), Vice President for Academic Affairs (VPAA) for recommending approval and to the University President office for her approval	None	7 hours	DSSD Staff
7. Receive Approve Activity Proposal	7.1. Furnish a copy for the proponent of the approve proposal	None	5 minutes	DSSD Staff
TOTAL			2 days, 7 hrs, 24 mins	



APPLICATION AND RENEWAL FOR STUDENT HOUSING/DORMITORY

The student services and development recognize 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 (DSSD)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Undergraduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Dormitory Application form (new applicant)		Department of Student Services and Development (DSSD)		
Dormitory Renewal Form (Continuing dorm occupants)		Department of Student Services and Development (DSSD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in on the client log sheet and receive dormitory application form (new applicant) or dormitory renewal form (continuing)	1.1. Assist the client in logging-in the client log sheet	None	2 minutes	DSSD Staff/ Dormitory Staff
	1.2. Issue the dormitory application/renewal and instruct the client to fill up the form and let it be sign by the Dorm Matron	None	3 hours	Dorm Matron



dorm occupants)				
2. Submit accomplished dormitory application/renewal form to the DSSD office for Approval	2.1. Receive dormitory application/renewal form and forward to the DSSD Director/chairperson/section chief for housing for signing	None	1 minute	DSSD Staff
	2.2. Approve the Dormitory application/renewal form if recommended by the dorm matron	None	2 minutes	DSSD director/chairperson/section chief for housing
3. Proceed to the accounting office for signing of the dormitory application/renewal form	3.1. Sign the dormitory application/ renewal form	None	30 minutes	Accounting Staff
4. Proceed to the Cashier's section for payment (Mandatory 2 months advance payment)	4.1. Receive ₱700.00 from the student and issue official receipt	₱700.00	30 minutes	Cashier
	4.2. Get the Accounting copy after payment and forward to the accounting office	None	1 minute	Cashier
5. Return to the DSSD office and submits DSSD housing copy with	5.1. Receive accomplished form and record official receipt number, amount paid and date of payment for future reference	None	3 minutes	DSSD Staff



official receipt				
6. Submits dorm matron copy to the dorm manager's copy w/ receipt to the dorm matron	6.1. Receive the dorm manager's copy and assign the room to the dormitory applicant	None	20 minutes	Dorm Matron/ dormitory staff
7. Submits Official receipt at the end of the Semester (If did not pay the 5month contract)	7.1. Receive the official receipt and verify if the dorm occupant is cleared with his/her accounts	None	5 minutes	DSSD Staff/ dormitory staff/dorm matron
TOTAL			4 hours 37 minutes	



STUDENT LEADER'S ELECTION

The Department of Student Services and Development recognizes the benefits of providing opportunities to qualified students to exercise their leadership skills and participate in the selection of student leaders for the mandated organizations and other student organizations. It can also ensure that duly elected officers of the mandated organizations and other student organizations will govern and do their duties and responsibilities.

Office or Division:	Department of Student Services and Development (DSSD)			
Classification:	Complex Transaction			
Type of Transaction:	G2C			
Who may avail:	Undergraduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Candidacy		Department of Student Services and Development (DSSD)		
Photocopy of School ID		Candidate		
Certificate of Good Moral		Department of Student Services and Development (DSSD)		
Oath Forms		Department of Student Services and Development (DSSD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the client log sheet and receive Certificate of Candidacy	1.1. Assist the client in logging-in the client log sheet and issue Certificate of Candidacy (COC)	None	2 minutes	DSSD Staff
2. Submit accomplished Certificate of Candidacy (COC) with attachments	2.1. Receive accomplished COC from the client and check completeness of the requirements and forwarded to the DSSD director/	None	5 minutes	DSSD Staff



	chairperson for evaluation			
3. Wait for the official list of candidates	3.1. Evaluate the requirements submitted if the candidate qualify for the position based on the qualification	None	3 days	DSSD director/ chairperson/ COMSELEC
	3.2. Inform the candidates who qualify for the campaign and post on the official Facebook page of the DSSD	None	3 minutes	DSSD Staff
4. May start his/her campaign to student following the scheduled campaign period	4.1. Shall monitor the campaign period and print official ballots	None	1 day	DSSD Director/ chairperson/ DSSD Staff
	4.2. Shall monitor the election period	None	7 hours	COMSELEC
5. Wait for the result of the election	5.1. Shall monitor the canvassing of casted ballots to ensure that all ballots have been counted	None	5 hours	COMSELEC/ DSSD Staff/ DSSD director/ chairperson
	5.2. Shall proclaim the winners of the election activity through the final official result of student election signed by the COMSELEC	None	30 minutes	COMSELEC
6. Shall attend the oath taking	6.1. Shall schedule the induction ceremony, prepare	None	2 days	DSSD director/



ceremony (if candidate wins in the election)	program of the activity and invite speaker to conduct the oath taking ceremony of the elected officers 6.2. Print oath taking form to be distributed to all incoming officers	None		chairperson/ DSSD Staff DSSD Staff
TOTAL			6.96 days	



EXIGENCY PERMIT AND LEAVE OF ABSENCE FOR PREGNANT STUDENT

The Department of Student Services and Development recognizes the benefits of students being 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 them enough time to prepare for the upcoming new 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:	Pregnant Student			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
Exigency Permit Form (2copies)		Department of Student Services and Development (DSSD)		
Leave of Absence (3 copies)		Department of Student Services and Development (DSSD)		
Medical Certificate		Hospitals, RHU and private Clinic		
Maternity Book		Hospitals, RHU and private Clinic		
Waiver for Pregnant Student form		DSSD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. ISSUANCE OF EXIGENCY PERMIT				
1. Present Medical Certificate to the DSSD Office and log-in on the client log sheet	1.1. Verify medical certificate and assist the pregnant student in logging-in the log sheet	None	2 minutes	DSSD Staff
	1.2. Shall interview the pregnant student	None	15 minutes	DSSD director/ chairperson



2. Proceed to the Guidance office for counselling	2.1. Refer the client to the Guidance Counsellor for counseling (if necessary)	None	1 hour	DSSD director/ chairperson
3. Shall inform parents for an interview with the DSSD director/ chairperson <i>(applicable if the pregnancy were conceived w/o the knowledge of the parents of the pregnant student. Ex. Unmarried, Unengaged "Imbango" and etc.)</i>	3.1. Interview the parent on the situation of the pregnant student	None	30 minutes	DSSD director/ chairperson
4. Return to the DSSD office and receive the Waiver for Pregnant Student Form	3.1. Issue the Waiver for pregnant student form and instruct the pregnant students to let it sign by her parents/ guardians & Physician/OB	None	3 minutes	DSSD Staff
5. Submits the copy of the Maternity book and notarized signed Waiver for pregnant student form	4.1. Receive the given documents for filling and prepare the Exigency Permit and let it be sign by the DSSD director/chairperson	None	5 minutes	DSSD Staff & DSSD director/ chairperson
6. Receive the Exigency Permit	5.1. Issue the Exigency permit and instruct the pregnant student to	None	5 minutes	DSSD Staff



	return to the DSSD office every month for the monitoring of her pregnancy			
7. Evaluate the Service using the client satisfaction measurement form	7.1. Instruct the client to evaluate the service rendered to him/her and put in the client satisfaction measurement box	None	2 minutes	DSSD Staff
B. Monitoring of the Pregnant Student				
8. Return to the DSSD office every month (after pre-natal check-up)	7.1. Shall monitor monthly pre-natal check-up of the pregnant student	None	10 minutes	DSSD Staff
C. Issuance of Leave of Absence (LOA)				
9. Apply for Leave of Absence (LOA) 1 week before due date	8.1. Shall verify the record of the concerned student who is nearly giving birth, prepare for LOA Form and forward to the office of the DSSD director/ chairperson for signature	None	2 minutes	DSSD Staff
	8.2. Shall sign the LOA	None	1 minute	DSSD Director/ Chairperson
10. Receive signed LOA by the DSSD director and let it be sign by her college dean (1 copy for dean's office)	9.1. Forward LOA to the dean's office for signing	None	1 hour	DSSD Staff
11. Submits 1 copy of the signed	10.1. Receive signed LOA	None	5 minutes	DSSD Staff



LOA to the DSSD office	and filed copy			
12. Evaluate the Service using the client satisfaction measurement form	12.1. Instruct the client to evaluate the service rendered to him/her and put in the client satisfaction measurement box	None	2 minutes	DSSD Staff
TOTAL			3.36 hours	



ACCREDITATION OF STUDENT ORGANIZATIONS

The Department of Student Services and Development recognizes the benefits of students being part of any student organizations in the university. Students joining the different student organizations may provide an opportunity for them to broaden their horizons, learning new skills and meeting people who can further success as transition from college to the real world. Being part of at least one student organization complement the academic and curricular growth and development of the students through various student projects and activities such as socio-cultural activities, sports fests, academic festivals and the like. Accredited organizations may enjoy the use of available facilities in the university.

Office or Division:	Department of Student Services and Development			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Members and officers of all student Organizations			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
Student Organization Registration		Department of Student Services and Development (DSSD)		
Student Organization Profile		Department of Student Services and Development (DSSD)		
Advisor Acceptance Form		Department of Student Services and Development (DSSD)		
Accomplishment Report (for renewal)		Department of Student Services and Development (DSSD)		
Student Financial Statement Report (for renewal)		Department of Student Services and Development (DSSD)		
Student Organization Action Plan		Department of Student Services and Development (DSSD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in in the client log sheet and state the purpose	1.1. Assist the client in logging-in in the log sheet	None	1 minute	DSSD Staff
		None	3 minutes	DSSD staff



	1.2. Ask the client for his/her email address or flash drive for the soft copy of the different forms needed in the renewal and registration of student organizations			
2. Receive soft copies of the different forms	2.1. Instruct the client to fill up the form and let it be sign by the signatories	None	2 minutes	DSSD Staff
3. Submits signed requirements	3.1. Receive and verify the documents if all forms are signed by all signatories & instruct the client to wait for a message/call for their certificate of accreditation	None	7 minutes	DSSD Staff
		None	1 day	DSSD Staff



	3.2. Prepare certificate of accreditation and let it be sign by the DSSD director/ chairperson and the campus Executive director (CED)			
4. Receive the Certificate of Accreditation	4.1. Issue the Certificate of Accreditation	None	2 minutes	DSSD Staff
5. Evaluate the service via the Client Satisfaction Measurement Form	5.1. Instruct the client to evaluate and put in the client satisfaction measurement box	None	2 minutes	DSSD Staff



SIGNING OF CLEARANCE

The Department of Student Services acknowledges the importance of signing clearances before the release of any requested documents of the Students and Alumni of IFSU. Signed clearances portray that the student is cleared of any obligation to IFSU.

Office or Division:	Department of Student Services and Development			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Students and Alumni of IFSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance Form		Registrar Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the DSSD client Log Sheet	1.1. Shall check the clearance form if it is duly accomplished.	None	1 minute	DSSD Staff
	1.2. If the clearance purpose is for graduation and transfer of credentials, the staff shall instruct the client to proceed to the guidance for initial under the DSSD Director's/Chairperson's name.		5 minutes	DSSD Staff
	1.3. If the clearance purpose is just for claiming TOR & other purposes that are not		1 minute	DSSD Director/Chairperson



		mentioned above, the staff will bring the clearance to the DSSD Director for signing.			
2. Claiming the signed clearance form	2.1. Shall ask the client to fill up the client satisfaction measurement form 2.2. Shall release the signed form.	None	2 minutes	DSSD Staff	
TOTAL TIME			9 minutes		



REQUEST FOR THE USE OF THE HERITAGE CONVENTION HALL FOR INTERNAL CLIENT/S

The Reservation of the IFSU Heritage Convention Hall is on a first come first serve basis.

Office or Division:	Department of Student Services and Development			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Students and Employees of IFSU Lamut Campus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for the use of the Heritage Convention Hall Form for Internal Client/s		DSSD Office		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the DSSD client log sheet	1.1. Shall check the availability of the requested date. If the date is not available the staff will inform the client.	None	1 minute	DSSD Staff
2. Secure Heritage Convention Hall Reservation Form	2.1. If the date is available, the DSSD staff shall ask the client to fill out the reservation form.	None	2 minutes	DSSD Staff
	2.2. Approval of the duly		1 minute	



		accomplished form			
3. Fill up the Client satisfaction measurement form	1.1.	Shall instruct the client to fill up the Client satisfaction measurement form.	None	2 minutes	DSSD Staff
	1.2.	Shall give a photocopy of the approved form to the requesting client for submission to the General Services Office for Information and reservation of sound system and other facilities needed by the client.		1 minute	DSSD Staff
Total: 7 minutes					



REQUEST FOR THE USE OF THE HERITAGE CONVENTION HALL FOR EXTERNAL CLIENT/S

The Reservation of the IFSU Heritage Convention Hall is on a first come first serve basis. Reservation for the use of the Heritage Convention Hall requires IFSU's official receipt and request letter approved by the University President.

Office or Division:	Department of Student Services and Development			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Employees and other Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for the use of the Heritage Convention Hall Form for External Client/s		DSSD Office		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the DSSD client log sheet	1.1. Shall verify the availability of the facility through the reservation calendar. If the requested date is not available the process will not continue.	None	1 minute	DSSD Staff



Heritage Convention Reservation Form	<p>out the client satisfaction measurement form</p> <p>2.3 Shall instruct the client to go to the General Services office and submit the approved reservation form for information.</p>		1 minute	DSSD Staff
Total: 10 minutes				



APPLICATION FOR STUDENT LABORER/ ASSISTANT SCHOLARSHIP

The Student Assistantship Program of the Ifugao State University is a program that provides opportunities to undergraduate students who are financially incapacitated with the desire and dedication to finish their studies. Qualified students must have a general academic average of 80% and with all subject passing; provided that the student concerned shall carry not more than 24 units during the semester and six units during summer. Likewise, qualified students who are placed in the program are paid Php 50 per hour with a minimum work of 10 hours/week in the designated office.

Office or Division:	Department of Student Services & Development (DSSD)- Scholarship and Financial Assistance Unit			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Qualified Students of IFSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student Assistantship Form		DSSD- Scholarship Unit		
2. Certificate of good moral character		DSSD		
3. Schedule & Assessment of Fees (student copy) (with a maximum of 24 units and below and maximum of 6 units during summer)		Accounting		
4. Letter of Intent		Provided by Applicant		
5. 2 pcs. Passport ID		Provided by Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Student Assistantship Application Form	1. Provide the student Assistantship Application Form and the list of required documents/attachments	None	3 minutes	Scholarship Coordinator
2. Duly accomplish the Student Assistantship application	2. Assist applicant/s in filling up the student Assistantship application form	None	10 minutes	Scholarship Coordinator



with the complete attached requirements				
3. Submit complete requirements to the Scholarship Unit	3.1 Receive the duly accomplish requirements and check the SA form and attached documents	None	2 minutes	Scholarship Coordinator
	3.2 Assign the student to the requesting office for orientation and familiarization with the workplace	None	5 minutes	Scholarship Coordinator
4. fill up the client satisfaction form	4. Assist the client in the client satisfaction form	None	2 minutes	Scholarship Coordinator
TOTAL			22 minutes	



APPLICATION FOR SERVICE SCHOLARSHIP PROGRAM

The Service Scholarship Program of the Ifugao State University is a program that is given to the elected officers in the different organizations in the University. such as USSG Governor, ROTC Cadet Officers, Newsletter Editor-in-Chief, VLPCC Governor, Varsity Athletes are entitled to cash allowance equivalent to full tuition fee for the service rendered to the institution. Likewise, other USSG Officers, other VLPCC Officers, Editorial staff of the student publication, other sports club Officers and Member of the Drum and Lyre Corps are entitled to cash incentive allowance equivalent to 75% of the tuition fee for services rendered to the institution.

Office or Division:	Scholarship and Financial Assistance Unit			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Selected Officers in the different organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student Service Form		Scholarship Unit		
2. Certificate of grades in the preceding Semester		Registrar		
3. Certificate of Enrollment and Billing		Accounting		
4. Individual accomplishment report		Provided by applicant		
5. Letter of Intent		Provided by the Applicant		
6. 2 pcs. Passport ID		Provided by the Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Student Service Application Form	1. Provide the student Service Application Form and the list of required documents/attachments	None	3 minutes	Scholarship Coordinator
2. Duly accomplish the Student Service	2. Assist applicant/s in filling up the student Service application form	None	10 minutes	Scholarship Coordinator



application with the complete attached requirements				
3. Submit complete requirements to the Scholarship Unit	3.1 Receive the duly accomplish requirements and check the SS form and attached documents	None	2 minutes	Scholarship Coordinator
	3.2 Verify, validate and submit to accounting for approval	None	5 minutes	Scholarship Coordinator
4. Fill up the client satisfaction form	4. Assist the client in the client satisfaction form	None	2 minutes	Scholarship Coordinator
TOTAL			22 minutes	



APPLICATION FOR SOCIO-CULTURAL SCHOLARSHIP PROGRAM

The Socio-Cultural Scholarship Program is a privilege assistance to the IFSU Performing Arts like Musical Band/ Choral groups-singers, Theater Guild, Cultural Dance and other accredited dance troupes. The cash incentives will vary as follows: 1st year of membership: 25% cash incentive equivalent to the tuition fee, 2nd year of membership: 50% cash incentive equivalent to the tuition fee, 3rd-year membership: 75% cash incentive equivalent to the tuition fee and 4th year or more years of membership: 100% cash incentive equivalent to the tuition fee.

Office or Division:	Scholarship and Financial Assistance Unit			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	IFSU Performing Arts member			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student Service Form		Scholarship Unit		
2. Certificate of grades in the preceding Semester		Registrar		
3. Certificate of Enrollment and Billing		Accounting		
4. Certificate of membership		Director for Socio-cultural		
5. Letter of Intent		Provided by the Applicant		
6. 2 pcs. Passport ID		Provided by the Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Student Socio-cultural Application Form	1. Provide the student Service Application Form and the list of required documents/attachments	None	3 minutes	Scholarship Coordinator
2. Duly accomplish the Student Socio-cultural	2. Assist applicant/s in filling up the Socio-Cultural application form	None	10 minutes	Scholarship Coordinator



application with the complete attached requirements				
3. Submit complete requirements to the Scholarship Unit	3.1 Receive the duly accomplish requirements and check the Socio-Cultural form and attached documents then verify, validate and submit to accounting for approval	None	7 minutes	Scholarship Coordinator
4. Fill up the client satisfaction form	4. Assist the client in the client satisfaction form	None	2 minutes	Scholarship Coordinator
TOTAL			22 minutes	



APPLICATION FOR ENTRANCE SCHOLARSHIP PROGRAM

This Scholarship Program is given to freshmen students in the University who graduated with high honors and with honors. Entering freshmen students with highest honors are entitled to a cash incentive equivalent to the 100% tuition fee with additional Php1000.00 monthly allowance for one semester. Likewise, freshmen with honors are entitled to a cash incentives equivalent to 75% of the tuition fee for one semester.

Office or Division:	Scholarship and Financial Assistance Unit			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Incoming Freshmen Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Entrance Scholarship Form		Scholarship Unit		
2. Certified or authenticated photocopy of Form 138 or Senior High School Report Card		Last School Attended		
3. Certification from the Principal (indicates graduated student that have high honor or with honor)		Last School attended		
7. 2 pcs. Passport ID		Provided by the Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Entrance Scholarship Application Form	1. Provide the Entrance Scholarship Application Form and the list of required documents/attachments	None	2 minutes	Scholarship Coordinator
2. Duly accomplish the Entrance Scholarship application with the complete attached requirements	2. Assist applicant/s in filling up the Entrance Scholarship application form	None	10 minutes	Scholarship Coordinator
3. Submit complete	3.1 Receive the duly accomplish	None	2 minutes	Scholarship Coordinator



requirements to the Scholarship Unit	requirements and check the SS form and attached documents then verify, validate and submit to accounting for approval	None	5 minutes	Scholarship Coordinator
4. Fill up the client satisfaction form	Assist the client in the client satisfaction form	None	2 minutes	Scholarship Coordinator
TOTAL		21 minutes		



SUBMISSION OF REQUIREMENTS TO ALL EXTERNAL SCHOLARSHIP SERVICE

This Service is for the external grantees' students like TEAP, NCIP scholars who submit their requirements at the DSSD Office.

Office or Division:	Scholarship and Financial Assistance Unit			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	External Scholarship Grantees			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the client log sheet	1. Assist the client in writing the log sheet	None	1 minute	Scholarship Coordinator
2. Submitted complete required documents for processing incentives	2. Check the documents and prepare for transmittal to TEAP or NCIP Office	None	5 minutes	Scholarship Coordinator
3. Fill up the client satisfaction Form	3. Assist the client in answering the evaluation form	None	2 minutes	Scholarship Coordinator
TOTAL		8 minutes		



APPLICATION FOR STUDENT MUTUAL AID PROGRAM

The Student Group Insurance package / Student Mutual aid Program avail by students who met accident and illnesses. In case of death, benefits are: a) Accidental death or Loss of Life =P15, 000, b) Burial Expenses=P6, 000. For medical reimbursement, benefits are: a) Dismemberment and Disability benefit Major injury= P15, 000, Minor injury= P5, 000; Medical reimbursement= P5, 000; b) Hospital confinement= P500/day maximum of 5 days and for university-related activities P20, 000 shall be added to the benefit.

Office or Division:	Scholarship and Financial Assistance Unit			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Qualified Students of IFSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Dean’s report or Project in-charge report		College Dean Office		
2. Police report/ Barangay		Police Station/ Barangay where the incident happened		
3. Certificate of Enrolment sign by the registrar		Registrar Office		
4. Medical Bills		Hospital admitted		
5. Medical Certificate		Hospital admitted		
6. Official receipt		Provided by student		
7. Death Certificate (if loss of life)		Hospital admitted		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the log sheet	1. Assist client in the log sheet	None	1 minute	DSSD Staff
2. Submitted the complete required documents	2. Check and validate the documents	None	5 minutes	DSSD Staff
3. Fill up evaluation form	3. Assist client in the evaluation form	None	2 minutes	DSSD Staff
TOTAL		8 minutes		



ALUMNI, IFSU EMPLOYEES, DepED EMPLOYEES AND LAW ENFORCEMENT PERSONNEL DISCOUNT PROGRAM

This Alumni program is for graduates of IFSU who want to enroll for masteral/ doctorate shall avail of 25% discount on tuition fee. For IFSU employees' program, this is for regular IFSU employees who are enrolled in the Baccalaureate as well as in the graduate level shall be exempted from paying the tuition fee. The DepED-IFSU Scholarship refers to the DepEd workers (principals and cooperating Teachers) who enrolled in in the graduate programs of the University shall be granted 20% discount in the tuition fee. Likewise for Law Enforcement Personnels who wish to enroll in Ifugao State University shall enjoy discounts provided for by existing MOA. However, these scholarships can be availed for only one program.

Office or Division:	Department of Student Services and Development			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	IFSU Alumni, IFSU regular employees, DEpED workers and Law Enforcement Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Alumni Form (for Alumni)		Alumni Office		
2. ID (for Law Enforcer Personnel, IFSU Employees and DepEd Employees)		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the log sheet	1. Assist client in the log sheet	None	1 minute	DSSD Staff
2. Present the Alumni form or ID for discount	2. Enter the discount at IFSU AIMS portal	None	5 minutes	DSSD Staff
2. Fill up client satisfaction form	2. Assist client for the client satisfaction form	None	2 minutes	DSSD Staff
TOTAL		8 minutes		



HONOR STUDENTS' ASSISTANCE PROGRAM

This assistance refers to IFSU graduates with honors in the baccalaureate degree and master's degree who wants to enroll in the graduate program may avail of the following tuition fee discount:

Summa Cum laude- 100%; Magna Cum laude- 75%; Cum laude- 50%

The Scholarship may be renewed if the grantee carries a minimum load of 9 units and obtains an average of: 1.0: 100%-disc TF, 1.25: 75%-disc TF, 1.50: 50% and with no grade of 2.0

Office or Division:		Department of Student Services and Development		
Classification:		Simple		
Type of Transaction:		G2C		
Who may Avail:		Qualified Students of IFSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certification indicates that graduated with honor		Registrar		
2. Student ID		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the log sheet	1. Assist client in the log sheet	None	1 minutes	DSSD staff
2. Present the Certification from the registrar	2. Enter the discount at the IFSU AIMS portal	None	5 minutes	DSSD staff
3. Fill up client satisfaction form	3. Assist client for the client satisfaction form	None	2 minutes	DSSD staff
TOTAL		8 minutes		



Guidance and Counseling Center

EXTERNAL SERVICE:

A. GUIDANCE EXTENSION SERVICE

The office extends noble services to other communities/local government agencies and other schools through conduct of seminars, workshops, and trainings.

Office or Division:		Office of the Guidance and Counseling		
Classification:		Complex		
Type of Transaction:		G2G		
Who may avail:		1. Participants in other schools outside IFSU community 2. Participants in other local government units/ agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter for guidance extension service		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Delivers duly signed request letter to the Guidance Counselor's Office	1. Receives communication letter and discuss the details with client	None	15 minutes	Campus Guidance Counselor
2. Receives acceptance/ denial of request	2. Signify acceptance to the request. 3. Explains to client the reason for any denial of request.	None	5 minutes	Campus Guidance Counselor
3. Evaluates the service availed	4. Allows client to fill-out the Client Satisfaction Measurement Form	None	2 minutes	Campus Guidance Counselor



INTERNAL SERVICES:

A. INDIVIDUAL INVENTORY SERVICE

The office gathers relevant information about the students through Personal Data Inventory Form which are very useful during counseling, interview sessions, and intervention programs/ activities.

Office or Division:	Office of the Guidance and Counseling			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	All incoming new first year and transferee students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Passport Sized ID picture with name tag		Any studio		
2. Long Folder		Any school supply store		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives information on the schedule and venue of inventory service through college deans, program chairpersons, and subject teachers	1. Inform the students on the approved implementation of inventory service through communication letter and announcements	None	30 minutes	Campus Guidance Counselor
2. Fill-out completely all needed information on the Personal Data Inventory-Form (PDI-F), attach Passport Sized ID	2. Assists clients in the filling out of the PDI-F and ensure its completeness upon submission	None	30 minutes	Campus Guidance Counselor



picture, put in folder and submit				
-----------------------------------	--	--	--	--



B. INFORMATION AND ORIENTATION SERVICE

The office enhances the awareness of the students on personal, social, academic and career development through relevant information drives and orientation procedures.

Office or Division:		Office of the Guidance and Counseling		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		1. All enrolled students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the venue of the scheduled information and orientation activity	1. Facilitates registration of student participants in the attendance sheet	None	30 minutes	Campus Guidance Counselor
2. Actively participates in the program of activities	2. Facilitates/ Conducts the delivery of lecture/ module/ presentation	None	4 hours	Campus Guidance Counselor/ Resource Person
4. Evaluates the service availed	5. Facilitates the post evaluation of the activity	None	2 minutes	Campus Guidance Counselor



C. COUNSELING AND REFERRAL SERVICES

The office conducts counseling sessions to assist the student understand himself, plan, make his own decisions and cope with his problems through individual/ group counseling, peer counseling, and follow-up. The office likewise accept referrals and refers students to appropriate specialist and other helping agencies with cases beyond the expertise of the professional.

Office or Division:	Office of the Guidance and Counseling			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All enrolled IFSU students			
	Referring party (faculty, administrative staff, parent/guardian)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Counseling Appointment Form (for walk-in clients)		Office of the Guidance and Counseling		
2. Counseling Referral Form (for referring party)		Office of the Guidance and Counseling		
3. Issued Call Slip for Counseling (for call-in clients)		Office of the Guidance and Counseling		
4. Clearance Form for transferring-out and graduating students		Registrar's Office		
5. Dropping Form		Registrar's Office		
6. Leave of Absence Form (for FHE)		Unifast Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the office of the Guidance and Counseling and inform the Guidance Counselor of the purpose of visit	1. Interview, assess the priority level of client concern, and accomplish needed counseling service forms/ Client Logsheets	None	3 minutes	Campus Guidance Counselor
2. Undergo counseling session	2. Conduct counseling session with client	None	1 hour	Campus Guidance Counselor



3. Receive a referral to other appropriate specialist and helping agencies	3. Explains to client the need for referral and prepares Referral Form to other appropriate specialist	None	30 minutes	Campus Guidance Counselor
4. Student evaluates service availed	4. Allows the client to fill-out the Client Satisfaction Measurement Form	None	3 minutes	Campus Guidance Counselor



D. IFSU COLLEGE ADMISSION TESTING SERVICE

The office assists incoming first year and transferee students to become aware of their intellectual capabilities through available psychological testing materials.

STEP 1: IFSU CAT APPLICATION

Office or Division:	Office of the Guidance and Counseling			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Incoming First Year College and Transferee Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished IFSU CAT Application Form		Office of the Guidance and Counseling		
2. 1 piece passport size ID picture (studio shot, with name tag)		Any studio		
3. Photocopy of Form 138 or Senior High School Report Card (for incoming freshmen)		Last Senior High School attended		
4. Photocopy of TOR and Transfer Credential (for transfer-in students)		Last University/ College attended		
5. Official Receipt of Testing Fee amounting to P150 (for transferees from other state universities and colleges)		IFSU Cashier Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for IFSU-CAT Application Form, fill up needed information, attach needed requirements and submit	1. Verify the completeness of responses in the IFSU-CAT application form and the completeness of attached requirements	None	5 minutes	Campus Guidance Counselor
2. Receives IFSU-CAT Permit	2. Issue the IFSU-CAT Permit	None	1 minute	Campus Guidance Counselor



STEP 2. IFSU CAT ADMINISTRATION

Office or Division:	Office of the Guidance and Counseling			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Incoming first year college and transferee students with issued IFSU CAT Permit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Issued IFSU CAT Permit		Office of the Guidance and Counseling		
2. Pencil & ballpen		Any school supply store		
Any valid ID		Any issued school/ government ID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Testing venue as indicated in the issued Test Permit 15 minutes before the testing time and present the IFSU-CAT Permit	1. Verify Test Permit and assist client to register in the Client Logsheet and administer the test	None	3 minutes	Campus Guidance Counselor
2. Take the IFSU-CAT and submit IFSU-CAT booklet and answer sheet when done	2. Collects submitted IFSU CAT Booklet and Answer Sheet and issue IFSU CAT Result Claim Slip	None	2 hours	Campus Guidance Counselor
3. Receive IFSU CAT Result Claim Slip and wait for the release date	3. Check, interpret, and print IFSU-CAT Result ready for issuance	None	1 day	Campus Guidance Counselor



STEP 3. IFSU CAT RESULT ISSUANCE

Office or Division:	Office of the Guidance and Counseling			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Incoming First Year College and Transferee Students with issued IFSU CAT Result Claim Slip			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. IFSU CAT Result Claim Slip		Office of the Guidance and Counseling		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Guidance and Counseling Office and present IFSU CAT Result Claim Slip	1. Issue IFSU CAT Result (and discuss result when necessary)	None	10 minutes	Campus Guidance Counselor
2. Evaluates the service availed	2. Allow the client to fill-out the Client Satisfaction Measurement Form	None	2 minutes	Campus Guidance Counselor



E. PSYCHOLOGICAL TESTING SERVICE

The office assist students to become aware of their potentials, interests, values, and attitudes through available psychological testing materials. The office also supports the Human Resource Department through administration of available psychological testing materials to IFSU job applicants for evaluation, selection, and placement purposes.

STEP 1. PSYCHOLOGICAL TEST ADMINISTRATION

Office or Division:	Office of the Guidance and Counseling			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	1. Enrolled IFSU Students			
	2. IFSU Job Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notice of psychological testing (for IFSU Job Applicants)		Human Resource and Development Office		
2. Official Receipt of Testing Fee amounting to P150.00 (for IFSU Job Applicants)		IFSU Cashier Section		
3. Request for Psychological Testing of students (for enrolled IFSU Students)		College Dean/ Program Chairperson		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Guidance and Counseling Office and present requirements for psychological testing	1. Verify presented documents and assist client to register in the client logsheet	None	3 minutes	Campus Guidance Counselor
2. Take the psychological test and submit	2. Collects submitted answer	None	1 hour	Campus Guidance Counselor



answer sheet/booklet when done	sheet/booklet and issue Psychological Test Result Claim Slip			
3. Receive Psychological Test Result Claim Slip and wait for the release date	3. Check, interpret, and print IF Psychological Test Result ready for issuance	None	1 day	Campus Guidance Counselor

STEP 2. PSYCHOLOGICAL TEST RESULT ISSUANCE

Office or Division:	Office of the Guidance and Counseling			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	1. Enrolled IFSU Students with Psychological Test Result Claim Slip			
	2. IFSU Job Applicants with Psychological Test Result Claim Slip			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Psychological Test Result Claim Slip		Office of the Guidance and Counseling		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Guidance and Counseling Office and present Psychological Test Result Claim Slip	1. Issue Psychological Test Result (and discuss result when necessary)	None	30 minutes	Campus Guidance Counselor
2. Evaluates the service availed	2. Allow the client to fill-out the Client Satisfaction Measurement Form	None	2 minutes	Campus Guidance Counselor



F. CAREER DEVELOPMENT AND PLACEMENT SERVICE

The office enables graduating students become aware of the opportunities relative to their career and vocational interests through career seminars, job fairs, and other career-related activities.

Office or Division:		Office of the Guidance and Counseling		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All enrolled graduating students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the venue of the scheduled career development and placement activity	1. Facilitates the registration of clients in the Attendance Sheet	None	30 minutes	Guidance Counselor
2. Actively participates in the program of activities	2. Facilitates/ Conducts the delivery of lecture/ module/ presentation	None	4 hours	Campus Guidance Counselor/ Resource Person
3. Evaluates the service availed	3. Facilitates the post evaluation of the activity	None	2 minutes	Campus Guidance Counselor



IFSU-UniFAST Office

I. APPLICATION FOR LEAVE OF ABSENCE (LOA) FOR FREE HIGHER EDUCATION (FHE) BENEFICIARIES AND GRANTEES OF GOVERNMENT-FUNDED SCHOLARSHIPS/GRANTS

This applies to undergraduate students who are qualified in the Free Higher Education and government-funded scholarships/grants who do not want to enroll in the upcoming semester. This is to keep the beneficiaries/grantees from being delisted and not being included in the calculation of the Maximum Residency Rule (MRR) of their course/program.

Office or Division:	IFSU-UniFAST Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Student-beneficiaries of FHE and grantees of government-funded scholarships/grants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leave of Absence (LOA) Form		IFSU-UniFAST office		
Authorization letter, photocopy of school ID of student and valid ID of authorized person (if the beneficiary or grantee is not available to process the request in person)		Authorized person		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visits the UniFAST office and request for LOA.	1. Verify if the student is a beneficiary or a grantee.	None	2 minutes	<i>IFSU-UniFAST personnel</i>



	<ol style="list-style-type: none"> 2. Issues 4 copies of the LOA form to the student. 3. Briefly orients the student on the accomplishment of the LOA form. 			
<ol style="list-style-type: none"> 2. Let parent or guardian and campus Guidance Counselor sign the LOA forms. 	<ol style="list-style-type: none"> 1. Interviews the student and provide intervention if needed. 2. Signs the LOA forms. 	None	2 days	<i>Guidance Counselor</i>
<ol style="list-style-type: none"> 3. Submits the signed LOA forms to the IFSU-UniFAST office for approval. 	<ol style="list-style-type: none"> 1. Receives and check for completeness of the forms. 2. Signs the LOA forms. 3. Releases 3 copies of the approved LOA forms to the student. 4. Advises the student to furnish the Department of Registrar and Admission Services (DRAS) and his/her College Dean's office a copy of the approved LOA form. 	None	2 minutes	<i>IFSU-UniFAST personnel</i> <i>Campus focals for UniFAST</i>



4. Complete the Client Satisfaction Measurement Form.	1. Briefly orients the student on how to properly accomplish the Client Satisfaction Measurement Form.	None	1 minute	<i>Student and IFSU-UniFAST personnel</i>
TOTAL		None	2 days and 5 minutes	



II. CLIENT REQUEST FOR DOCUMENT

This procedure is to systematically implement the request for reports/data/documents from the clients either within the university or other agencies. The process below aims to ensure a smooth transaction and deliver the service efficiently.

Office or Division:	IFSU-UniFAST Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Students and employees of Ifugao State University Employees of other government agencies Community including parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Slip		IFSU-UniFAST office		
Request letter		Requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visits the UniFAST office and inform the UniFAST personnel regarding his/her request and provide a request letter.	1. Acknowledges the request and provides the document request slip to the client.	None	1 minute	<i>IFSU-UniFAST personnel</i>
2. Needs to fill out the document request slip.	1. Receives the document request slip and prepares the needed document/s.	None	1 day	<i>IFSU-UniFAST personnel</i>



	2. Records the requested document in the Outgoing Communication logsheet.			
3. Receives the document and signs the Outgoing Communications logsheet.	None	None	1 minute	<i>Client</i>
4. Completes the Client Satisfaction Measurement Form.	1. Briefly orients the client on how to properly accomplish the Client Satisfaction Measurement Form.	None	1 minute	<i>Client and IFSU- UniFAST personnel</i>
TOTAL		None	1 day and 3 minutes	



Office of the Vice President for Research, Development, Extension and Training

I. Document for Action of the Vice President for Research, Development, Extension, and Training as the Officer-In-Charge (OIC) – of the University President

The Office of the Vice President for Research, Development, Extension, and Training would like to ensure that all the data/documents/files to be released are well verified and analyzed before releasing to clients.

Office or Division:	Office of the Vice President for Research, Development, Extension, and Training			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	IFSU Employees and Employees from other agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documents must have reference code/s from the Records Section or the Office of the University President		Records Section / Office of the University President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents for OIC signing by the VPRDET.	1.1 Evaluate the document then forward to the VPRDET for action	None	3minutes	<i>Staff</i>
	1.2 Review and act on the document/s before returning to the staff for proper record system		5minutes	<i>VP for RDET</i> <i>Staff</i>



	<p>1.3 Perform proper recording and route the documents to the concerned office or employees</p>		<p>2 minutes</p>	
<p>Total Processing Time</p>			<p>10 minutes</p>	



II. Review and Recommendation of Proposals

The Office of the Vice President for Research, Development, Extension, and Training would like to ensure that all the data/documents/files to be released are well verified and analyzed before releasing to clients.

Office or Division:	Office of the Vice President for Research, Development, Extension, and Training			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	IFSU Employees and Employees from other agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Research/Extension Proposal Duly signed by the other signatories		The personnel (requester) will provide		
2. Must have fund ceiling		Campus Executive Director / Department of Research and Development / Department of Extension and Training		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit proposals/matters/letters by the Staff	1. VPRDET Staff Shall 1.1. receive the proposals 1.2. perform pre-assessment of the proposals 1.3. perform proper	None	3minutes	Staff



	<p>proponent for revision, and improvement.</p> <p>2.1.c forward to the OVRDET Staff</p> <p>3. VPRDET Staff shall</p> <p>3.1 release acted upon proposals to the concerned person/unit</p>			
	Total		10 minutes	



III. Incoming and Outgoing Communication for Approval and Recommendation of Various Documents

The Office of the Vice President for Research, Development, Extension, and Training would like to ensure that all the data/documents/files to be released are well verified and analyzed before releasing to clients.

Office or Division:	Office of the Vice President for Research, Development, Extension, and Training			
Classification:	Simple			
Type of Transaction:	G2G & G2C			
Who may avail:	IFSU Employees and Employees from other agencies & public clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documents must be duly signed by other signatories.		The personnel (requester) will provide		
2. Attachments: (2 copies of each document) (2 copies of each attachment)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents for signing by the VPRDET.	1. VPRDET Staff Shall 1.1 receive the document 1.2 evaluate the document 1.3 forward the document to the VPRDET for action	None	3minutes	<i>Staff</i>



Department of Extension and Training

I. Processing of Extension Project Proposal

This service involves the review and evaluation of extension projects proposed and submitted by the faculty, staff and students of Ifugao State University within the scope and resources of the University.

Office or Division:	Department of Extension and Training			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Extension project proponents of Ifugao State University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished extension project proposal form (4 copies)		Department of Extension and Training		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits project proposal to the Department of Extension and Training	1.1 Receives and checks the format and completeness of information <i>Note: If documents submitted are incomplete/incorrect, return and inform client what is lacking and what needs to be changed</i>	None	10 minutes	DET staff, Director for DET
	1.2 Initially reviews and evaluates the submitted extension project proposal and recommends for presentation in the University In-House Review	None	10 minutes	Director for DET



2. Presents extension project proposal	5.1 Conducts/facilitates UIHR as scheduled	None	2 days	DET staff, Director for DET
	5.2 Consolidates and summarizes reports of evaluation	None	5 working days	DET staff
	5.3 Releases comments and recommendations to the proponents	None	1 day	DET Staff
3. Submits revised proposal with incorporated comments/suggestions consolidated during the UIHR		None	15 working days	Proponent/s
TOTAL		None	23 days and 20 minutes	



II. Processing of Extension Training Proposal

This service involves review, and evaluation of extension trainings proposed and submitted by the faculty, staff and students of Ifugao State University within the scope and resources of the University.

Office or Division:	Department of Extension and Trainings			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Extension proponents of Ifugao State University Faculty of Ifugao State University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished extension training proposal form (2 copies)		Department of Extension and Trainings		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits training proposal to the Department of Extension and Training <i>Note: Training proposals should be submitted to DET seven (7) working days before the conduct of the training</i>	1.1 Receives training proposal, checks the format and completeness of information <i>Note: If documents submitted are incomplete/incorrect, return and inform client what is lacking and what needs to be changed.</i>	None	10 minutes	DET Staff
	1.2 Reviews the training proposal	None	10 minutes	Director for DET
	1.3 Requests fund ceiling and forward the proposal to GARRC, VP	None	3 days	DET staff



	RDET, and University President for further action			
	1.4 Receives proposal acted upon by the University President from the records section <i>Note: If approved/ disapproved, it will be returned to the proponent for appropriate action</i>	None	10 minutes	DET staff
TOTAL		None	3 days and 30 minutes	



III. Incoming Communications/Transactions/Endorsements Inside/Outside of Ifugao State University

This service facilitates the handling of incoming communications, transactions, and endorsements from other agencies/offices to the Department of Extension and Training. This involves information management that ensures effective and efficient coordination between agencies/offices in relation to extension/training programs and activities of the University.

Office or Division:	Department of Extension and Training			
Classification:	Simple			
Type of Transaction:	G2G G2C			
Who may avail:	Government employees, Students, Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Faculty workload		Provided by client		
2. Request Letter		Provided by client		
3. Letter of invitation		Provided by client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs in to DET logbook for incoming communications/ transactions/ endorsements	1.1 Receives and checks the document <i>Note: If documents submitted are incomplete/incorrect, return and inform client what is lacking and what needs to be changed.</i>	None	3 minutes	DET Staff
	1.2 Reviews and evaluates submitted document <i>Note: If approved/disapproved, it will be returned to the</i>	None	10 minutes	Director for DET



	<i>client for appropriate action.</i>			
TOTAL		None	13 minutes	



Department of Research and Development

I. Processing of Research Proposal

The service involves reviewing, evaluating, and potentially approving proposals submitted by faculty, researchers or staff for conducting research projects within the university's scope and resources.

I.A. Initial Evaluation of Research Proposals

Office or Division:	Department of Research and Development			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	IFSU Faculty Researchers, Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Research Proposal Form		Office of University Research and Development Department or Appendix B of DRD Manual of Operations		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished form to the Office of the Department Research and Development	1.1 Receives and checks the completeness of the submitted documents. <i>Note: Document with incomplete attachment will be returned to the client for completion</i>	None	3 minutes	<i>DRD Staff</i>
	1.2 Initial review and evaluation of the submitted	None	7 working days	<i>DRD Staff, Director of RD</i>



	research proposals.			
2. Receive the result of the initial evaluation	2.1 Releases the results of the initial evaluation to all concerned researchers or via email	None	1 working day	<i>DRD Staff</i>
TOTAL		None	8 working days and 3 minutes	



I.B. Research Evaluation

Office or Division:	Department of Research and Development			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	IFSU Faculty Researchers, Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Research Proposal Form (revised proposal if applicable)		Office of University Research and Development Department or Appendix B of DRD Manual of Operations		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of revised proposals to the Office of the Department Research and Development	1.1 Receives and checks the completeness of the submitted documents. <i>Note: Document with incomplete attachment will be returned to the client for completion</i>	None	3 minutes	<i>DRD Staff</i>
	1.2 Research evaluation and preparation for presentation.	None	10 working days	<i>DRD Staff</i>
2. Presentation of research paper	2.1 Presentation of Proposals in the Agency In-House Review.	None	2 working days	<i>DRD Staff, Director of RD, External Research Evaluators</i>



	2.2 Consolidate the ratings and recommendation	None	7 working days	<i>DRD Staff, Director of RD</i>
	2.3 Release the results of the evaluation to all concerned researchers.	None	1 working day	<i>DRD staff</i>
	TOTAL	None	20 working days and 3 minutes	



I.C. Approval of Research Proposal

Office or Division:	Department of Research and Development			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	IFSU Faculty Researchers, Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Research Proposal Form (revised proposal if applicable)		Office of University Research and Development Department or Appendix B of DRD Manual of Operations		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of revised proposals to the Office of the Department Research and Development	1.1 Receives and checks the completeness of the submitted documents. <i>Note: Document with incomplete attachment will be returned to the client for completion</i>	None	3 minutes	<i>DRD Staff</i>
	1.2 Prepare Work Financial Plan for researches	None	10 working days	<i>DRD Staff, Director of RD</i>
	1.3 Review and evaluate WFP	None	2 working days	<i>VP for RDET</i>
2. Receive and sign the Research Professional	2.2 Notification of the client regarding the approval of research with the Research	None	7 working days	<i>DRD Staff, Director of RD</i>



Service Contract	Professional Service Contract			
	2.3 Issues Notice to Implement Research to researchers	None	1 working day	<i>DRD Staff, Director of RD</i>
TOTAL		None	20 working days and 3 minutes	



I.D. Completed Researches

Office or Division:	Department of Research and Development			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	IFSU Faculty Researchers, Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Terminal Report		Office of University Research and Development Department or Appendix O of DRD Manual of Operations		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished form to the Office of the Department Research and Development	1.1 Receives and checks the completeness of the submitted documents. <i>Note: Document with incomplete attachment will be returned to the client for completion</i>	None	3 minutes	<i>DRD Staff</i>
	1.2 Evaluate and transmit approve researches to evaluators	None	10 working days	<i>DRD Staff, Director of RD, External Research Evaluators</i>
	1.3 Collate and summarize comments	None	5 working days	<i>DRD Staff, Director of RD</i>



2. Receive the result and revise terminal report	2.1 Notification of researcher	None	5 working days	<i>DRD Staff, Director of RD</i>
3. Submission of revised proposals to the Office of the Department Research and Development	3.1 Receives and checks the completeness of the submitted documents. <i>Note: Noncompliant or incomplete terminal report shall be returned. Complete terminal report will be notified to submit research manuscript</i>	None	10 minutes	<i>DRD Staff</i>
TOTAL		None	20 working days and 13 minutes	



II. Processing of Request for Test of Similarity

The service entails examining and comparing research papers or documents to ensure originality and identify any instances of plagiarism or similarity with existing works. This service ensures academic integrity and adherence to ethical standards in research output

Office or Division:	Department of Research and Development			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	IFSU Faculty Researchers, Personnel, Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		From College Dean/Research Coordinators		
2. Soft copy of the document to be subjected in plagiarism scan		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished form to the Office of the Department Research and Development	1.1 Receives and checks the completeness of the submitted documents.	None	3 minutes	<i>DRD Staff</i>
	1.2 Scan the submitted soft copy of the research paper to TURNITIN software.	None	3 working days	<i>DRD Staff</i>
	1.3 Release the result of the TURNITIN Scan.	None	10 minutes	<i>DRD Staff</i>



	<p>1.4 Prepare and issue certificate of compliance for those who passed the plagiarism scan in the first run.</p> <p><i>Note: Those who will not pass the scan are advised to revise their research paper and subject again to TURNITIN scan.</i></p>	None	20 minutes	<p><i>DRD Staff, Director of RD</i></p>
TOTAL		None	3 working days and 33 minutes	



III. Processing of Funding Request for Research Paper Presentation

The service involves assessing request from researchers to support their research findings that they will present to international, national, and regional conference/fora. The Office of the Department of Research and Development evaluates the relevance and significance of the presentation and allocate funds accordingly.

Office or Division:	Department of Research and Development			
Classification:	Complex Transaction			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	IFSU Faculty Researchers, Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter address to the University President		The client will provide		
2. Full copy of Paper/Abstract		The client will provide		
3. Invitation for presentation or acceptance letter		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished form to the Office of the Department Research and Development	1.1 Receives and checks the completeness of the submitted documents.	None	10 minutes	<i>DRD Staff</i>
	1.2 Evaluate the research whether it is already presented in the	None.	3 working days	<i>DRD Staff</i>



	University's In-House Review.			
	1.3 Check the correctness and verify the attached documents or evidence.	None	3 working days	<i>Director for RD</i>
	1.4 Approved/ Disapproved	None	10 minutes	<i>Director for RD</i>
	1.5 Review the requested amount as to the availability of funds. Once fund is available, request for fund ceiling.	None	30 minutes	<i>DRD Staff</i>
	1.6 Notification of the applicant/client regarding the approval of his/her request	None	3 minutes	<i>OUP Staff/ Records/ DRD Staff</i>
	TOTAL	None	6 working days and 53 minutes	



IV. Processing of Funding Request for Research Publication Fee

The service includes evaluating request from researchers to cover publication fees associated with publishing research papers in academic journals or other publications. The Office of the Department of Research and Development assesses the quality and impact of the research and provides funding support as deemed appropriate. Acceptance copy from the publishing journal.

Office or Division:	Department of Research and Development			
Classification:	Complex Transaction			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	IFSU Faculty Researchers, Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter address to the University President		The client will provide		
2. Full copy of Paper/Abstract		The client will provide		
3. Acceptance copy from the publishing journal		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished form to the Office of the Department Research and Development	1.1 Receives and checks the completeness of the submitted documents.	None	10 minutes	<i>DRD Staff</i>
	1.2 Evaluate the research whether it is already presented in the	None.	2 working days	<i>DRD Staff</i>



	University's In-House Review.			
	1.3 Check the correctness and verify the attached documents or evidence.	None	2 working days	<i>Director for RD</i>
	1.4 Approved/ Disapproved	None	10 minutes	<i>Director for RD</i>
	1.5 Review the requested amount as to the availability of funds. Once fund is available, request for fund ceiling.	None	30 minutes	<i>DRD Staff</i>
	1.6 Notification of the applicant/client regarding the approval of his/her request	None	3 minutes	<i>OUP Staff/ Records/ DRD Staff</i>
	TOTAL	None	4 working days and 53 minutes	



V. Incoming Communication and Transaction and/or endorsement from Inter-office to the Office of the Department of Research and Development

The service facilitates the handling of incoming communications, transactions and endorsements from inter-office sources to the Office of the Department of Research and Development involves managing the flow of information, documents and requests between various departments, offices, or units within the university. This ensures efficient coordination and collaboration in research-related activities and initiatives.

Office or Division:	Department of Research and Development			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	IFSU Faculty Researchers, Personnel, Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Various documents (Faculty Workload, Activity Proposal, etc.)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in of incoming communication and/or endorsement from other offices/ departments	1.1 Receives and checks the completeness of the submitted documents. <i>Note: If submitted documents are incomplete, return and inform what's lacking for completion.</i>	None	5 minutes	<i>DRD Staff</i>



	<p>1.2 Document with complete requirements will be recorded by the staff.</p> <p><i>Note: For returned document, rechecking will be utilized for further clarification.</i></p>	None	3 minutes	<i>DRD Staff</i>
	1.3 The Director will evaluate and act on the document.	None	3 working days	<i>Director for RD</i>
	1.4 Log-out of outgoing communication and/or endorsement	None	2 minutes	<i>DRD Staff</i>
	1.5 Log-out of outgoing communication and/or endorsement	None	2 minutes	<i>DRD Staff</i>
TOTAL		None	2 working days and 10 minutes	



Office of the University and Board Secretary

Issuance of Certifications

The Office of the University and Board Secretary (OUBS) of Ifugao State University (IFSU) recognizes the importance of issuing a Certification that helps employees climb the professional ladder, provides them with credibility, makes them feeling motivated, engaged, and confident in their professional status, and can also be a means for continuous education. With this, the process below serves as guide to the IFSU employees who are requesting for Certifications that they were proponents/co-proponents of proposals that were approved by the Board of Regents (BOR).

Office or Division:		Office of the University and Board Secretary		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		Government Employees of IFSU		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Request by the Personnel			N/A	
Certification			Office of the University and Board Secretary	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the Records Section his/her request letter for the issuance of a Certification to include the purpose of the request.	1.1. Receive the document following the process in receiving documents.	None	1 minute	Records Personnel
	1.2. Receive the request letter from the Records Personnel. Stamp the letter with	None	3 minutes	OUBS Personnel



	<p>“Received”, and ensure that it is scanned and recorded in the Incoming Communication Logsheet.</p>			
	<p>1.3. Forward the request to the University and Board Secretary (UBS) for appropriate action.</p>	None	1 minute	OUBS Personnel
	<p>1.4. Return to the OUBS Personnel in charge who shall do research to substantiate the request.</p>	None	1 minute	UBS
	<p>1.5. Do proper research, prepare the Certification, and forward it to the UBS for signing.</p>	None	3 hours	OUBS Personnel
	<p>1.6. Sign the Certification</p>	None	5 minutes	UBS
	<p>1.7. Receive and scan the signed Certification, and release it via the Records Section ensuring that it is properly logged in the</p>	None	10 minutes	OUBS Personnel



	Outgoing Communication Logsheet.			
	1.8. Bring/deliver the Certification to the IFSU Personnel (Client).	None	30 minutes	Records Personnel
2. Receive the Certification from the Records Personnel.	2.1. Ensure that the process of releasing documents is properly followed.	None	3 minutes	Records Personnel



Office of the Campus Executive Director

Fund Ceiling of Salary for COS Personnel Under OCED of Lamut Campus

This service facilitates the fund ceiling of salary for contract of service faculty and staff, and security guards in Lamut Campus.

Office or Division:	Office of the Campus Executive Director – Lamut Campus			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	COS faculties, college secretaries, college utility personnel, security guards			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For salary: 2. DTR 3. Duly accomplished MPOR 4. Sworn Statement 5. Approved Contract		DHRD Personal copy BIR DHRD		
Attachments (if needed): <ul style="list-style-type: none"> • Attendance in SWTs • Authority to Travel 		Concerned office/agency DHRD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Fill out the client's log sheet	None	None	1 minute	<i>None</i>
3. Submit the document (with attachments if needed) to the attending personnel	2.1 Receives the document and reviews the attachments before recording and fund ceiling	None	5 minutes	<i>Staff</i>



	<i>Note: Return the document if attachments are incomplete.</i>			
4.	Signs the DV and ORS/BURS	None	1 day	<i>Director</i>
5. Signs in the outgoing documents logbook	Releases the document	None	1 minute	<i>Staff</i>
	Total		1 day and 7 minutes	



Securing of Gate Pass

This service facilitates the securing of gate pass from the campus security services by IFSU employees and students with motor vehicle who regularly enters the campus.

Office or Division:	Campus Security Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G - Government to Government			
Who may avail:	Students and employees with motor vehicle, delivery trucks and riders who regularly enters the campus.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
6. Valid Driver's License; 7. LTO official receipt and certificate of registration of Motor Vehicle		Administration Guard Post		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Present the requirements at the administration building guard post	1.1 Receives and assess the presented requirement. 1.2 Fill out the gate pass form	None	5 minutes	<i>Guard on post</i>
7. Proceed to cashier section for payment	Receives payment and issue an official receipt	Motorcycle (40.00 pesos) Car/Truck (80.00 pesos)	20 minutes	<i>Cashier Staff</i>



8. Return to the admin building guard post and present the official receipt from the cashier's office.	3.1 Records all necessary information of the client 3.2 Install the gate pass sticker on the motor vehicle	None	10 minutes	<i>Guard on post</i>
	Total		35 minutes	



Receiving and Releasing of Routed Documents for Appropriate Actions of the CED of Lamut Campus

This service facilitates the action given by the Campus Executive Director regarding certain documents routed to the office, based on the enrolled ISO processes.

Office or Division:	Office of the Campus Executive Director – Lamut Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G - Government to Government			
Who may avail:	Concerned faculties, staffs, and students.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
8. Various Documents (CTO Form, Leave Form, Faculty Workload, Certificates, Diploma, Activity Proposals without Budgetary Requirements)		Concerned Offices/Colleges		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9. Fill out the client's log sheet	None	None	1 minute	<i>None</i>
10. Submit the document to the attending personnel	Receives the document and record it in documents logbook	None	5 minutes	<i>Staff</i>
11.	Reviews and signs the document	None	1 day	<i>Director</i>



12. Signs in the outgoing document logbook	Releases the document	None	1 minute	<i>Staff</i>
	Total		1 day and 7 minutes	



IRT-GIAHS

1. PROCEDURE IN REQUESTING PERTINENT DOCUMENTS AND MULTIMEDIA MATERIALS

This procedure describes the standard policies in requesting pertinent documents such as MOAs, MOUs, EOs, Annual Reports and other reports, Research abstracts, original and photocopies of copyright issued, photocopies of Memo issuances, copy of proposals, activity reports, certificates, softcopies of photos & videos in the R & D Center for the IRT-GIAHS. This covers any related document/s issued or given (as requested by the client) from the office and also this procedure covers the policies and responsibilities of the office for any documents that will be issued or given from the office.

Office or Division:	R & D Center for IRT-GIAHS	
Classification:	Complex	
Type of Transaction:	G2C – Government to Client G2G – Government to Government	
Who may avail:	<p>G2C – Students, Farmers, Local and International Organizations, Teachers, Researchers, Cooperatives, International Organizations, NGO/CSOs</p> <p>G2G – IFSU Researchers, Faculty, Non-teaching personnel; and Extensionists of IFSU and partners from LGUs and Line Agencies.</p> <p>G2G – PLGUs, LGUs, Government own Controlled Organizations (Landbank, GSIS, SSS), National Line Agencies (DENR, DA, DTI, DOST)</p>	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
9. Accomplished request form (G2C: IFSU clients)	<ul style="list-style-type: none"> • R & D Center for IRT-GIAHS • Online request (GIAHS webpage, IRT website) 	
10. Request letter from the requesting office (G2G: external clients) and Accomplished request form	Requesting Client	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ON-SITE				
13. Log in on the Visitor's Log sheet	1.1 Assist the client	None	3 minutes	<i>GIAHS Staff Requesting Client</i>
14. Accomplish the Request Form	2.1 Assist client	None	3 minutes	<i>Requesting Client</i>
15. Submit duly accomplished request form	3.1 Receive and review the completion of the request form 3.2 Check the availability of requested document/s	None	5 minutes	<i>GIAHS ARTA in-charge</i>
16. Receive of requested documents	4.1 Assist client to sign the receiving log-sheet	None	1 day	<i>GIAHS ARTA in-charge</i>
17. Signing of receiving of copies log-sheet	5.1 Assist client	None	3 minutes	<i>GIAHS ARTA in-charge</i>
18. Accomplish the client feedback form	6.1 Request the applicant to accomplish the client feedback form	None	2 Minutes	<i>GIAHS Staff Requesting Client</i>
Online				



<p>1. Download softcopy of request form</p> <p>This online request form is only limited to annual reports and research abstract)</p>	None	None	3 minutes	<i>GIAHS Staff Requesting Client</i>
<p>2. Submit accomplished request form</p>	<p>2.1 Receives and review request form</p> <p>2.2 Check the availability of requested document/s</p>	None	3 days	
<p>3. Wait for notification from the Office</p>	<p>3.1 Notify the client status of the request</p>	none	3 days	<i>GIAHS KM officer</i>
<p>4. Receive of requested documents</p>	<p>4.1 Request the applicant to accomplish the client feedback form</p>	none	5 minutes	<i>GIAHS KM officer</i>
TOTAL PROCESSING TIME			7 Days, 24 minutes	



2. PROCEDURE FOR BORROWING EQUIPMENTS AND MATERIALS

This procedure describes the standard policies in borrowing and returning of office equipment and materials in the R & D Center for the IRT-GIAHS. This covers any related borrowed equipment and materials (as requested by the client) from the office and also this procedure covers the policies and responsibilities of the office for any equipment and materials that will be borrowed from the office.

Office or Division:	R & D Center for IRT-GIAHS			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	<p>G2C – Students, Farmers, Local Organizations, Teachers, Researchers, Cooperatives, International Organizations, NGO/CSOs</p> <p>G2G – IFSU Researchers, Faculty, Non-teaching personnel; and Extensionists of IFSU and partners from LGUs and Line Agencies.</p> <p>G2G – PLGUs, LGUs, Government own Controlled Organizations (Landbank, GSIS, SSS), National Line Agencies (DENR, DA, DTI, DOST)</p>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fully Accomplished Borrowing form		R & D Center for IRT-GIAHS		
2. For Students and Partners from LGUs and Line Agencies: Present Student ID		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E



1. Log in on the Visitor's Log Sheet	1.1 Assist the Client	None	3 minutes	<i>GIAHS Supply officer in-charge</i>
2. Accomplish Borrowing Form	2.1 Assist the Client	None	5 minutes	<i>GIAHS Supply officer in-charge</i>
3. Submit accomplished borrowing form	3.1 Check the accomplished form and availability of the Equipment and Materials <ul style="list-style-type: none"> • Books/Learning Materials • Office Equipment 	None	5 minutes	<i>GIAHS Supply officer in-charge</i>
4. Receive the Book Requested	4.1 Issue the requested book Release of the Book Requested	None	1 minute	<i>GIAHS Supply officer in-charge</i>
5. Accomplish the client feedback form	5.1 Request the client to accomplish the client feedback form	None	2 Minutes	<i>GIAHS Supply officer in-charge</i>
Total Processing Time:			16 Minutes	



2.1 RETURNING OF EQUIPMENT AND MATERIALS

Office or Division:	R & D Center for IRT-GIAHS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	<p>G2C – Students, Farmers, Local Organizations, Teachers, Researchers, Cooperatives, International Organizations, NGO/CSOs</p> <p>G2G – IFSU Researchers, Faculty, Non-teaching personnel; and Extensionists of IFSU and partners from LGUs and Line Agencies.</p> <p>G2G – PLGUs, LGUs, Government own Controlled Organizations (Landbank, GSIS, SSS), National Line Agencies (DENR, DA, DTI, DOST)</p>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplish the inspection Form		R & D Center for IRT-GIAHS		
2. For Students and Partners from LGUs and other clients: Present Student ID for students and Request letter; Request letter for LGUs and other clients.		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in on the Visitor's Log Sheet	1.1 Assist the client	None	3 minutes	<i>Requesting Client</i>
2. Accomplish Inspection form	2.1 Assist the client	None	1 minute	<i>Requesting Client</i>



3. Submit accomplished Inspection form	3.1 Check the equipment and materials returned	None	5 minutes	<i>GIAHS Supply officer in-charge</i>
4. Accomplish the client feedback form	4.1 Request the applicant to accomplish the client feedback form	None	2 Minutes	<i>Requesting Client</i>
Total Processing Time:			11 Minutes	



1. IRT-GIAHS Training Programs

These procedures describe the standard policies in the implementation of the training programs in the R & D Center for the IRT-GIAHS.

Office or Division:	R & D for IRT-GIAHS Center			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Interested Local Community and DepEd Teachers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
11. Accomplished application form		IRT-GIAHS Center GIAHS Webpage IRT Website		
12. Attachments: • 2x2 I.D Picture		Clients		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Download application form from the GIAHS website or get application form from GIAHS areas corresponding LGUs and Division Office	1.1 Give a copy of Application Forms to their LGU offices and Division Office	None	5 minutes	Clients
2. Accomplish the application form	2.1 None	None	5 minutes	Clients
3. Submit duly accomplished application form	3.1 Receive & check completion form & necessary attachment/s;	None	10 minutes	Program Staff



	explain the procedures in the selection process of the training programs			
4. Wait for notification for further information or instruction	4.1 Screen qualified applicants and notify for their interview/screening	None	10 minutes	Program Staff
5. Wait for notification of interview/screening	5.1 Notify applicants for the schedule of interview/screening	None	15 working days	Program Staff
6. Attend for the interview/screening	6.1 Notify the Interview/screening committee	None	10 minutes	Program Staff
7. Wait for the notification	7.1 Notify the qualified applicants and non-qualified applicants on the result of the interview/screening	None	5 days	Program Staff
8. Qualified trainees will attend the TNA/LNA and all the scheduled training session, lecture session, skills training, and must accomplish their research projects	8.1 Implementation of the training programs <ul style="list-style-type: none"> • Prepare and send invitation letters to speakers, trainees and their immediate 	None	9 months	Program Staff



	supervisors if needed.			
9. Trainees to attend the graduation ceremony	9.1 Conduct of graduation ceremony <ul style="list-style-type: none"> • Issuance of Certificates of Completion 	None	3 hours	Program Staff
Total Processing Time			9 months, 20 days, 3 hrs. 40 mins	



Social Media and Website Inquiry

This procedure describes the standard policies in responding to questions or queries sent by clients through online (Emails, Facebook, Viber). This is to foster and maintain good relationship with clients. It is a powerful tool to connect with our community and represent our brand.

Office or Division:	R & D Center for IRT-GIAHS			
Classification:	Simple/Technical			
Type of Transaction:	G2C – Government to Client G2G – Government to Client			
Who may avail:	<p>G2C – Students, Farmers, Local and International Organizations, Teachers, Researchers, Cooperatives, International Organizations, NGO/CSOs</p> <p>G2G – IFSU Researchers, Faculty, Non-teaching personnel; and Extensionists of IFSU and partners from LGUs and Line Agencies.</p> <p>G2G – PLGUs, LGUs, Government own Controlled Organizations (Landbank, GSIS, SSS), National Line Agencies (DENR, DA, DTI, DOST)</p>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Social media		IRT GIAHS Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send message to IRT-GIAHS Center using its social media accounts.	<p>1.1 Read the message from clients.</p> <p>1.2 Refer to concern program about the query.</p>	None	5 minutes	<i>KM Officer</i>



2. Wait for reply from the Center	2.1 Center will reply during office hours (8am to 5pm)	None	Office Hours (8am-5pm) Monday-Friday	<i>KM Officer</i>
TOTAL			1 Day, 5 Minutes	



College of Advanced Education

Enrollment

This service, in collaboration with the Registrar's office, involves admitting students who qualify for any of the Advanced Education program. The College of Advanced Education office is open from Monday to Saturday; 8:00 am to 5:00 pm, excluding holidays.

Office or Division:		College of Advanced Education		
Classification:		G2C – Government to Citizens, and G2G – Government to Government		
Type of Transaction:		Simple transaction		
Who may avail:		Individuals/students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Freshmen/Incoming students				
1. Choose class schedule	Evaluate & Approve class schedule		3 minutes	Dean, Program Chairperson
End of transaction				
Total			3 minutes	
Old students (Onsite enrolment)				
1. Present copy of grades for the previous semester and other requirements as necessary	Assess general weighted average of professional and major courses (<i>if retention policies be approved</i>)		5 minutes	Dean/PC/Enrolling officer/Faculty in-charge
2. Fill out registration form using the google	Approve enrolled subjects		10 minutes	Dean/PC/



form (online & onsite enrollees)				Enrolling officer/Faculty in-charge
End of transaction				
Total			15 minutes	
Transferees/Shifters				
1. Present requirements	Evaluate and credit courses		5 minutes	Dean, Program Chairperson
2. Fill out enrolment form using SIAS (for old Shifter students only)	Approve courses to be enrolled		10 minutes	Dean, Program Chairperson
End of transaction				
Total			15 minutes	



Handling of Complaints

This procedure intends to ensure that the client's concerns, complaints, and grievances against the college services and officials and employees are immediately, efficiently, and responsibly addressed or referred to the proper offices.

Office or Division:	College of Advanced Education			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Individuals/students/organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complaint letter	Discuss issue/concern with the client		20 minutes	Dean, Program Chairperson
2. Wait for the endorsement of the complaint	Prepare endorsement correspondence to concerned office/individual		20 minutes	Dean, Program Chairperson
3. Receive feedback	Act on the complaint and provide feedback to the client		Within the day	Concerned office/individual
End of transaction				
Total			Within the day or more depending on gravity and extent of complaint	



Request for Technical Assistance, Training

Office or Division:	College of Advanced Education			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Individuals/students/organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement letter from the university president or Invitation/request channeled thru the Record's section				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the visitor's log. Submit request or invitation to the Record's section	Endorse the invitation or request to the college		20 minutes	Records section
2. Wait for the request or invitation to be processed	Process the request		20 minutes	Dean, program chairperson
3. Receive feedback/response about the request or invitation	Provide feedback to the client		10 minutes	Dean, program chairperson
End of transaction				
Total			50 minutes	



Students Consultation for Thesis/Dissertation

This service covers the face-to-face consultation by thesis/dissertation students of the various graduate programs with faculty of the college for guidance and recommendations towards the improvement and completion of the requirement.

Office or Division:	College of Advanced Education			
Classification:	Special Transaction			
Type of Transaction:	G2C, G2G			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of designation of adviser Copy of manuscript				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the office log book and at the consultation log book	Review designation papers		5 minutes	CAE Secretariat
2. Proceed to the consultation room.	Coordinate the client purpose to the concerned thesis/dissertation adviser.		10 minutes	CAE Secretariat
3. Face to face meeting/dialogue with designated Adviser	Provide conducive space for the academic discussion		1 hour	Program chairperson and adviser
4. Fill in feedback form	receive feedback form by dropping the same into the feedback form box		5 minutes	CAE Secretariat
End of transaction				
Total			1 hour and 20 minutes	



Application for Completion of Grades

This application relates to the compliance of requirements to complete grades that were marked “ INC”

Office or Division:	College of Advanced Education			
Classification:	Special Transaction			
Type of Transaction:	G2C			
Who may avail:	Individuals/students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished completion form from the Registrars' office Payment receipt for the completion of grades issued by the university Treasury				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to CAE Secretariat	Review requirement and contact the concerned faculty		10 mins	CAE Secretariat
2. Student consultation with Faculty	Student and Faculty identifies completion requirements		20 minutes	Program Chairperson and concerned Faculty
3. Accomplish of completion requirement	Wait for the submission of completion requirements by student		1 day	CAE secretariat
4. Submission of completion requirements by student	Receive and review requirement from students		20 minutes	Program chairperson and faculty
5. Issuance of Grades	Fill in Completion form		10 minutes	CAE Secretariat, Program Chairperson, concerned Faculty and Dean
6. Submission of forms to the University Registrar	Submission and filing of forms		10 minutes	CAE Secretariat



End of transaction				
Total			1 day and 1 hour and 20 minutes	



SECURING CLEARANCE FORM

To be able to assist and ensure that the students settled all their obligation in the College, they are required to obtain a clearance slip signed by the College Dean before they will be given test permit for purpose of taking Final Term Examinations.

Office or Division:	Office of the College Dean			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students of IFSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Clearance Form		College Dean's Office College Program Chairperson College Laboratory Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the visitor's logbook at the Dean's Office on the approved schedule for signing of clearance	1. Assists the student logbook and gives a copy of clearance form	None	1 minute	College Staff
2. Inquire direction about routing of clearance slip	2. Assists student to the proceed in Program Chairperson's Office	None	1 minute	College Staff
3. Proceed to the Program Chairperson's Office for signing	3. Checks student's evaluation record for the Completion of any Incomplete Grades	None	3 minutes	Program Chairperson
4. Proceed to the College	4. Checks if the tools and equipment	None	3 minutes	College Laboratory Technician



Laboratory Office for signing	borrowed by the student have returned to the College Laboratory Office			
5. Submit clearance slip to the Dean's Office	5. Checks and submits clearance slip to the Dean for signing	None	1 minute	College Staff
6. Accomplish feedback form and get the clearance slip for routing	6. Gives client feedback form to the student and return signed clearance slip for routing	None	1 minute	College Staff
7. Inquire Dean's Office for the routing of clearance slip	7. Gives the Campus Directory for routing of clearance slip	None	1 minute	College Staff
	TOTAL		10 minutes	



College of Arts and Sciences

Enrollment

This procedure involves the admission of students in the different programs of the College of Arts and Sciences. This is in collaboration with the Department of Admission and Registrar Services.

Office or Division	Department of Political Science Department of Psychology Department of Tourism Management Department of Social Work
Classification	G2C – Government to Citizens, and G2G – Government to Government
Type of Transaction	Simple transaction
Who may avail:	Individuals/students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Prospectus	Dean’s Office/ Program Chairpersons -CAS
List of Grades AIMS Account (for new students)	Department of Registrar and Admission Services (DRAS)
Entrance Examination Result (for new students)	Department of Student Services and Development (DSSD)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>Freshmen/Incoming Students (AIMS Enrolled)</i>				
1. Choose Class Schedule	Evaluate and Approve class schedule	None	3 minutes	Dean, Program Chairperson
	Total		3 minutes	
<i>Old Student (Onsite Enrollment)</i>				
1. Present copy of grades for the previous semester and other requirements as necessary	Assess general weighted average of professional and major courses	None	5 minutes	Dean/Enrolling officer/Faculty-in-charge
2. Fill out registration form	Approve enrolled subjects	None	10 minutes	Dean/Enrolling officer/Faculty-in-charge



	Total		15 minutes	
<i>Transferees/Shifters</i>				
1. Present requirements	Evaluate and credit courses	None	5 minutes	Dean, Program Chairperson
2. Fill out enrollment form	Approve subjects to be enrolled	None	10 minutes	Dean, Program Chairperson
	Total		minutes	



Removal of In-Progress (IP) and Incomplete (INC)

Removal of the “IP” and “INC” must be done within the prescribed time by meeting all the requirements of the course, after which the student shall be given a final grade.

Office or Division	Dean’s Office
Classification	G2C – Government to Citizens, and G2G – Government to Government
Type of Transaction	Simple transaction
Who may avail:	Individuals/students who have IP or INC remarks

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
IP Form	Dean’s Office
INC Form	Department of Admission and Registrar Services

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the Visitor’s Logbook	1. Interviews/ evaluates the client/ student if their grade is under IP or INC 2. If under IP Proceed to Step 2 3. If under INC, Client will have to pay at the cashier and get Completion of Grades (INC) Form at the Registrar then proceeds to Step 2	None PHP 30.00	1 minute 5 minutes	College Staff Department of Admission and Registrar Services
2. Requests and fills out	Receives accomplished	None	3 minutes	College Staff



Removal of In-Progress (IP) and Completion of Grades (INC) Forms	Removal of IP form and Completion of Grades (INC) form			
3. Proceeds to their respective teachers for completion of requirements	Secures the Removal of IP/INC Form and properly accomplish the completion form.	None	5 minutes	Respective Teachers
4. Proceeds to the Dean's Office	4.1. Checks the Form for correctness and accuracy	None	1 minute	College Staff
	4.2. Signs the Removal of In-Progress (IP) form		1 minute	College Dean
	4.3. Records and submit the form to the Registrar's Office		1 minute	College Staff
	Total		17 minutes	



Issuance of Admission Slip

This process includes the issuance of admission slips to students who are late or absent in their class.

Office or Division	Program Chairperson's Office/ Faculty Office
Classification	G2C – Government to Citizens, and G2G – Government to Government
Type of Transaction	Simple transaction
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Guardian's Letter (With ID of the Signatory)	Guardian
Medical certificate for health-related reasons Or Death certificate of family member	Medical Health Facilities (Hospital, RHUs, School clinic, etc.)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	Provide admission slip	None	1 minute	Program Chairperson
2. Fill out needed information in the admission slip and submit to the person-in-charge	2.1. Evaluate the requirements 2.2. Interviews the student and decide if the reason of absence/s is/ are "Excused" or "Unexcused"		5 minutes	Program Chairperson
Receive the signed admission slip	Record the data in the admission form of the student		1 minute	Program Chairperson
	Total		7 minutes	



College of Computing Sciences

Pre-enrollment of Students

The college of Computing Sciences processes pre-enrollment for old students, shiftees and transferees. Enrollment shall conclude at the Department of Registrar and Admission Services (DRAS).

Office or Division:	College of Computing Sciences				
Classification :	Simple transaction				
Type of Transaction:	G2C- Government to Citizen				
Who may avail:	Returning students, Shiftees, transferees				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
<i>For Returning /old students:</i> Copy of grades (for returning students)			Department of Registrar and Admission Services (DRAS)		
<i>For Shiftees:</i> Shifting form Copy of grades			DRAS		
<i>For transferees:</i> Certificate of Transfer Credential (CTC) Original Transcript of Records (TOR) Original copy of Good Moral Character Result of Admission Exam			Last school attended IFSU Guidance Office		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E	



Proceed to Admission Office/room and present admission credentials & Other requirements for evaluation and enlistment	verifies and evaluates the validity and completeness of the presented admission credentials Evaluates credited subjects Encodes information to the program Issues Pre-Registration/assessment Form for enrollment Seeks approval of the Dean/Prog. Chair	none	30 mins	College enrolling Officer Dean/Program Chairperson
For Shiftees: Present shifting form for approval of the College Dean where previously enrolled and the accepting College Dean.	Checks shifting form	none	1 minute	College enrolling Officer College Dean
Proceed to Admission Office/room and present grades and shifting form to the enrolling officer.	Evaluates credited subjects Encodes information to the program Issues Pre-Registration/assessment Form for enrollment Seeks approval of the Dean/Prog. Chair approves shifting of program		30 minutes	Enrolling officer/ Dean/Program Chairperson
End of Transaction	Total	none	minutes	



Completion of Grade/s

Office or Division:	College of Computing Sciences			
Classification:	Simple transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All enrolled students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Completion form			DRAS	
Official receipt			Accounting	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits accomplished completion Form with attached receipt to course teacher (This is assumed that lacking course requirements have been submitted one week before).	Checks details of the form Enters grade Submits form for approval	None	3 minutes	course teacher/ College Dean
End of Transaction	Total	none	3 minutes	



Issuance of Admission Slip

This service is provided for the issuance of admission slips. A computer system is provided for the processing of this service, otherwise, issuance is provided manually.

Office or Division:	College of Computing Sciences			
Classification:	Simple transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All enrolled students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Proof /evidence of absence			Parent/ Guardian	
Admission Slip			College Secretary	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Manual: Presents accomplished admission slip Electronic: Logs-in to the student portal , fill-out form and prints admission slip	Checks form for validity of reason/s Signs admission slip	None	5 minutes	Adviser/Dean
End of Transaction	Total	none	minutes	



Request for Special Subject/Course

This service facilitates the offering of special subjects in-order that students could catch-up with the regular offering of courses.

Office or Division:	College of Computing Sciences			
Classification:	Simple transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All enrolled students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Special course offering form Evaluation form Certification from course teacher			Office of the Dean	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Special Course offering form	Prints form Issues College evaluation form Attaches certification from the course teacher 1.4 Checks completeness of requirements Seeks approval of the Dean	none	10 minutes	course teacher/ secretary/prog. Chair/dean
End of Transaction	Total	none	minutes	



Consultation

This service provides students and other clientele consultation time for academic and other concerns to be addressed by the College.

Office or Division:	College of Computing Sciences			
Classification:	Simple transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All enrolled students and other stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
none				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
client logs-in at the logbook located at the Secretary's table	1.1 College Secretary informs concerned official/faculty regarding the request/concern. 1.2 Faculty/concerned official attends to the client's concerns/requests	none	5 minutes	course teacher/ secretary/ program Chair/dean
Accomplishes Client Satisfaction Survey and drops form at the box provided for in front of the secretary's table.	2.1 issues client satisfaction form	none	2 minutes	College Secretary/ faculty
End of Transaction	Total	none	minutes	



College of Criminal Justice Education

Enrollment

This service, in collaboration with the Registrar's office, involves enrollment of courses by clients who qualify for the Criminology program.

Office or Division:	College of Criminal Justice Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens, and G2G – Government to Government			
Who may avail:	Students / other Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
* <i>General Weighted Average (GWA) passing the existing admission and retention policy</i>		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>Students enrolled in AIMS</i>				
Tick on available schedule / section	Verify GWA Evaluate & approve class schedule	None	3 minutes	Dean, Program Chairperson (PC)
End of transaction				
		Total	3 minutes	
<i>Regular Students enrolled in SIAS</i>				
Fill out the enrollment form with pre-determined schedules	Check GWA Approve schedule and advice student	None	5 minutes	Dean/PC/ Enrolling officer/Faculty in-charge
End of transaction				
		Total	5 minutes	
<i>Irregular Students enrolled in SIAS</i>				
Select course and schedules and fill	Check GWA	None	5 minutes	Dean/PC/



out the enrollment form	Check course pre-requisites and schedules Approve schedule and advice student			Enrolling officer/Faculty in-charge
End of transaction				
		Total	5 minutes	



Consultation by Student/Client

This service involves consultation of students or clients with faculty, adviser, or personnel in the College.

Office or Division:		College of Criminal Justice Education		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens, and G2G – Government to Government		
Who may avail:		Students / other Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approach the faculty, adviser, or personnel and relay concern	Accommodate and advise student / client Note advise or action taken (<i>if necessary</i>)	None	30 minutes	Dean, Program Chairperson (PC)
Fill out the transaction log sheet and client feedback form	Indicate action taken in the transaction log sheet Coordinate with concerned personnel / offices / units / agencies (<i>if necessary</i>) Follow-up on the student / client (<i>if necessary</i>)	None	5 min (<i>Within the day/3 days</i>)	
End of transaction				
		Total	35 mins; (<i>Within the day/3 days</i>)	



Handling of Complaints

This procedure intends to ensure that the client’s concerns, complaints, and grievances against the college services and officials and employees are immediately, efficiently, and responsibly addressed or referred to the proper offices.

Office or Division:		College of Criminal Justice Education		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens, and G2G – Government to Government		
Who may avail:		Students / Other Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint letter		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complaint letter	Discuss the issue/concern with the client	None	30 minutes	Dean, Program Chairperson
Fill out the transaction log sheet and client feedback form	Indicate action taken in the transaction log sheet Verify on the issue / complaint Notify concerned individuals <i>(if necessary)</i> Endorse / refer the matter to concerned office / unit <i>(if necessary)</i>	None	5 min <i>(Within the day/3 days)</i>	Dean, Program Chairperson
Receive feedback	Provide feedback and advise client	None	<i>(Within the day/3 days)</i>	Concerned office/individual
End of transaction				
		Total	<i>(Within the day/3 days)</i>	



Issuance of Admission slip

This procedure shows the steps in issuing admission slip for students upon reporting back to school.

Office or Division:		College of Criminal Justice Education		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of reason (letter from guardian, certificates, photograph, etc)		Dean's / OIC office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit filled-out admission slip with attached proof/ requirements	Verify / evaluate reason and presented document / proof	None	3 minutes	Dean / OIC
Fill out the transaction log sheet and client feedback form	Inscribe remark on admission slip and advise student	None	2 minutes	Dean / OIC
End of transaction		Total	5 minutes	



College of Education

College of Reading Center Services

The College of Education provides venues for students learning not only inside the classroom but also for self-study. The reading center serves as a mini library of the students. Reading materials are provided for them and they can also work on their academic tasks here.

Office or Division:	College of Education			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students of IFSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student ID		IFSU Printing Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Student signs his/her name in the logbook located near the entrance door before proceeding to the main area of the Reading Center. Time in and time out are indicated in the logbook.	Checks if logbook is properly filled-up including log-in time	None	1 minute	<i>In-charge Reading Center</i>
Student proceeds to the reference/reading materials section arranged according to major areas.	Assists student in looking for the needed reference / reading material	None	3 minutes	<i>In-charge Reading Center</i>
Student borrows reading/reference material, leaves his / her ID and signs the borrower's slip	Records the name and course of student	none	2 minutes	<i>In-charge Reading Center</i>
Student can borrow reference materials for photocopying	Records the student's ID number, his/her	None	3 minutes	<i>In-charge Reading Center</i>



after doing the following: Signs his/ her name in the logbook leaves a promissory note to return the reference material after photocopying leaves his/ her school ID to the librarian	professor's name, time and due date of the reading material			
Returns the reading/ reference materials at their respective shelves	Checks if the borrowed materials are in proper order and returned to the proper shelves.	None	3 minutes	<i>In-charge Reading Center</i>
Takes back the ID logs out	Returns ID of the student; checks record book if student indicated his/ her logged- out time.	None	3 minutes	<i>In-charge Reading Center</i>



Consultation/Guidance Services

To be able to assist the students in their needs such as emotional, psychological and spiritual needs among others, the College consultation/guidance services is in place with the designation of a guidance representative

Office or Division:	College of Education			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students of IFSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Write his/ her name in the consultation logbook at the Dean's Office	Gives the consultation logbook and confirm the client's name.	none	1 minute	<i>College Clerk</i>
Refer the client to the faculty/staff concerned	Give directions/directories to where the client should head to.	none	1-2 minutes	<i>College Clerk</i>
Communicates with the faculty concern	Consultation proper	none	30 minutes or more (depends on the concern)	<i>Faculty/staffs in charge</i>
Accomplish the feedback form at the Dean's Office	Hands over the feedback form to the client	none	2 minutes	<i>College Clerk</i>



Securing Clearance Form

To make sure that the students settled all their obligation in the College, they are required to let their clearance form be signed by the College Dean before they will be given whatever documents they are requesting

Office or Division:	College of Education			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students of IFSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure and accomplish form	Prepares the log book for students' clearance	none	1 minute	<i>College staff</i>
Routes the clearance slip to the different offices		none	Depends on the student	
Submits to the Dean's Office		none	5 minutes	<i>College staff</i>
Verifies/checks received clearance forms**.	Receives and files the list of names	None	1 minute	<i>College staff</i>

** - Seeking the signatures from the University Registrar's Office, Accounting Office and University Library are done individually.



College of Health Sciences

Issuance of Certificate of Undertaking, Summary of Related Learning Experience (RLE) Hours, Academic Hours and other RLE-Related Documents Prescribed by External Agencies

This service covers the provision of information/data on the number of hours spent by the BSN/Midwifery students during their exposure in the Nursing skills laboratory and clinical and community areas from first year to fourth year. Further, the certificate specifically mentions that the College, under pains of legal sanctions vouches to the completeness of all competency-requirements of its graduates and therefore were allowed to graduate as proof of their having complied thereto.

Office or Division	College of Health Sciences (CHS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Graduates, Students, Authorized Representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Case slips and Summary of cases (for Certificate of Undertaking) (1 copy)		Requesting individual		
Photocopy of Transcript of Record (TOR)/Certificate (for Summary of RLE Hours & Academic Hours) (1 copy)		Registrar's office		
Vaccination card (for Certificate of Vaccination) (1 copy)		Requesting individual		
Official receipt (original) (1 copy)		Cashier's office		
Contact details of the requesting individual or authorized representative (1 copy)		Requesting individual		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form	Ensure the completeness of data as well as the	None	2 minutes	<i>College Secretary</i> CHS



	provision of contact details Indicate the amount to be paid			
Proceed to the Cashier's office for payment.	Receive and process payment Issue official receipt (OR)	Certification fee PHP 30.00	3 minutes	Cashier Finance Department
Return to the College & submit the required documents with the OR. TOR/ Certificate of grades for Summary of RLE hours. Academic Hours, Clock Hours Case slips & Summary of cases for Certificate of Undertaking Vaccination card for Certificate of vaccination	Assess the validity of the TOR/ Certificate of grades/ vaccination card Check completion of cases	None	3 minutes	BSN Chairperson & Chairperson for Clinical Instruction CHS
Wait for the update from the College thru call, text or messenger.	Prepare the document/s for certification Ensure certification of the document/s Inform the requesting party	None	1 day	BSN Chairperson CHS Dean CHS University Registrar IFSU



	on the availability of the document/s			<i>College Secretary</i> CHS
Pick the requested document.	Record the issuance of the document in the log sheet.	None	2 minutes	<i>College Secretary</i> CHS
Evaluate the service of the College	Record the feedback of the client	None	2 minutes	<i>College Secretary</i> CHS
TOTAL		PHP 30.00	1 day, 12 minutes	



Completion for Make-up Duties

Make-up duties refer to remedial intervention that allows students to complete their deficits in RLE incurred as a result of their absence subject to approved RLE guidelines. This service intends to standardize the process of conducting make-up clinical duties for Nursing and Midwifery students.

Office or Division	College of Health Sciences (CHS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Students with absences in the RLE			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter (2 copies)		Requesting student		
Consent form (2 copies)		CHS Office of the Dean		
Official Receipt		Cashier's office		
Completion form (2 copies)		CHS Office of the Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for make-up duties	1.1 Validate the number of days of make-up duty 1.2 Coordinate with a clinical instructor to supervise the make-up duty 1.3 Approve the request	None	1 hour	<i>Chairperson for Clinical Instruction</i> CHS <i>Dean</i> CHS
2. Approach the concerned CI for validation	2. Accomplish the consent form.	None	3 minutes	<i>Clinical Instructor</i> CHS
3. Proceed to the Cashier for payment	3.1 Receive and process payment 3.2 Provide official receipt	Make-up duty fee (depends on the hourly rate of the CI)	5 minutes	<i>Cashier</i> Finance Department



4. Submit official receipt to the CHS office	4. Coordinate with the hospital/affiliating agency for schedule of MUD	None	2 hours	<i>Chairperson for Clinical Instruction</i> CHS
5. Report to the clinical area	5.1 Facilitate the RLE activities of students assigned in the clinical area 5.2 Submit completion form to the Chairperson for clinical instruction	None	Based on MUD hours	<i>Clinical Instructor</i> CHS
TOTAL		Fee depends on the hourly rate of the CI	3 hours, 8 minutes plus MUD hours	



Utilization of the Simulation and Skills Laboratory

IFSU provides a well-established learning environment for all levels of Nursing and Midwifery students. Each skills laboratory is used to support and facilitate psychomotor learning. It is the hands-on experience in these labs that Nursing and Midwifery students use to develop competencies in multiple simulated health care settings that cross the human life span. Activities that mimic the reality of a clinical environment and are designed to demonstrate procedures, decision-making, and critical thinking are performed in the Simulation Laboratory. This service standardizes the proper utilization and maintenance of the Nursing Arts/Skills Laboratory to support a safe environment for teaching and learning.

Office or Division	College of Health Sciences (CHS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Clinical instructors; Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Nursing skills laboratory reservation form (1 copy)		Office of the Laboratory in-charge		
Skills laboratory requisition and return slip (1 copy)		Office of the Laboratory in-charge		
CHS Skills laboratory agreement template (1 copy)		Office of the Laboratory in-charge		
Confidentiality agreement form (1 copy)		Office of the Laboratory in-charge		
Laboratory clearance form (1 copy)		Office of the Laboratory in-charge		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the skills laboratory and simulation room booking form and the borrowing slip/form if materials were to be used	1.1 Validate schedule of clinical instructor 1.2 Prepare equipment/ materials that will be used in the scheduled activity	None	30 minutes	<i>College Laboratory in-charge</i> CHS



2. Log-in together with the students/users	2.1 1 st time users - Conduct orientation on the goals of the Skills Laboratory, lay-out, rules & regulations, equipment safety and safety hazards 2.2 Regular users - Ensure the implementation of the Skills Laboratory guidelines	None	30 minutes	<i>College Laboratory in-charge</i> CHS
3. Conduct activity such as demonstration & return demonstration, simulation activities & others.	3. Monitor the implementation of the activities	None	Based on RLE hours	<i>Chairperson for Clinical Instruction</i> CHS
4. Return all borrowed materials and perform aftercare of manikins, equipment and devices	4. Check completeness and functionality of borrowed materials	None	10 minutes	<i>College Laboratory in-charge</i> CHS
5. Facilitate evaluation of laboratory services	5.1 Record the evaluation findings	None	5 minutes	<i>College Laboratory in-charge</i> CHS
TOTAL		None	1 hour, 15 minutes plus RLE hours	



Substituting a Clinical Instructor

A clinical instructor has to take over a class or a group for a co-worker who is on short-term leave or on CTO. He/she shall teach and supervise students in the clinical area or in the classroom.

Office or Division	College of Health Sciences (CHS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Clinical instructors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leave/CTO form (1 copy)		Department of Human Resource & Development		
Request form (1 copy)		Dean's office		
Substitution form (1 copy)		Dean's office		
Acceptance form (1 copy)		Dean's office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished request form, substitution form and acceptance form together with approved leave/CTO	1.1 Check validity of forms 1.2 Approve request 1.3 Endorse the approved request to the BSN chairperson and the chairperson for Clinical Instruction for lecture and RLE courses respectively	None	10 minutes	<i>Dean</i> CHS
2. Wait for feedback.	2. Validate approval of the CI who will relieve or substitute	None	30 minutes	<i>BSN chairperson</i> CHS <i>Chairperson for Clinical Instruction</i> CHS



3. Handle classes for lecture or group/s for RLE - provide effective instruction and assessment during lecture periods or clinical practice	3.1 Monitor the class or RLE activity 3.2 Evaluate the performance of the CI	None	Per schedule	<i>Chairperson for Clinical Instruction</i> CHS
TOTAL		None	40 minutes plus RLE/lecture hours	



Conduct of Information Education Campaign (IEC)

The College of Health Sciences integrates information dissemination in its curricular programs and projects, extension and training services/activities. This activity is a joint endeavor among students and faculty and between the College & the Department of Extension & Training.

Office or Division	College of Health Sciences (CHS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2G- Government to Government			
Who may avail:	Groups; Individuals; Students; Organizations; LGUs; Community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Activity plan		Involved group/individuals		
Correspondence for coordination with concerned audience/participants		Involved group/individuals		
Travel Order		Office of the Dean		
Certificate of Appearance		Recipients of the IEC		
Activity report		Involved group/individual		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit activity plan 1.2 Integrate recommendations as needed	1.1 Check the activity plan 1.2 Give recommendations if needed	None	10 minutes	Dean, Chairpersons, Extension & Training coordinator CHS
2.1 Make necessary communication letters. 2.2 Coordinate with concerned persons/ group/ school/ organization	2. Support by recommending the activity	None	1 hour	Dean CHS
3.1 Prepare appropriate, participant	3. Provide materials/ resources that	None	1/2 day	IEC leader/ proponent/ clinical instructor



sensitive & responsive materials 3.2 Practice or conduct dry-run in preparation for the activity 3.3 Process travel order for activities conducted outside the University	are available in the College			CHS
4. Implement the IEC activity	4. Monitor the implementation of the IEC	None	No. of hours in the program	Dean, Chairpersons, Extension & Training coordinator CHS
5.1 Facilitate post-activity conference 5.2 Plan for future activities incorporating insights from the post-activity	5. Recommend area/site for the conference as needed	None	After the IEC, within the day of the activity	Dean, Chairpersons, Extension & Training coordinator CHS
6. Submit activity report.	6. Check/evaluate the completeness of the report	None	10 minutes	Chairpersons, E& T coordinator CHS
TOTAL		None	5 hours, 20 minutes plus the IEC hours	



Completion of Cases by Graduating Students

Prior the awarding of Certificate of Undertaking to graduates who will be applying for the Nurse Licensure Examination, IFSU requires the students to develop the competencies equivalent to a beginning nurse. The competencies include among others Maternal and Child Health and Perioperative Nursing. Relative to this, the students are required to handle at least three (3) cases each on the following areas: Cord care, Actual delivery, Assist delivery, Scrub nurse, and Circulating nurse; for a total of 15 cases. Given the limitations in the number of students per clinical duty and the number of clients in the operating room and pregnant women in labor, the students might not complete the required number of cases before they graduate.

Office or Division	College of Health Sciences (CHS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Graduating students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter for completion of cases		Student		
Correspondence with healthcare facilities		Office of the Dean		
Case slips (2 copies)		Office of the Dean		
Completion form (1 copy)		Office of the Dean		
Summary of Cases (1 copy)		Student		
Waiver form (1copy)		Office of the Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward request for completion of cases with suggested/ preferred hospital or other healthcare facility for the clinical duty primarily for acquisition of cases. (DOH-	1.1 Validate number of cases 1.2 Prepare request letter addressed to the chief of hospital/ administrative officer of the facility	None	20 minutes	<i>Chairperson for clinical instruction</i> CHS <i>Dean</i> CHS



<i>recognized facility)</i>				
2.1 Deliver request letter to the preferred facility for approval. 2.2 Submit to the CHS office the approved request. 2.3 Accomplish and submit the waiver form.	2.1 Receive the approved request and process the start of completion duty. 2.2 File the documents submitted	None	1 day	<i>Chairperson for clinical instruction</i> CHS <i>College secretary</i> CHS
3. Report to the area fully cognizant of the guidelines of the hospital	3. Maintain communication with the student for monitoring purposes	None	Until all cases are completed	<i>Chairperson for clinical instruction</i> CHS
4. Submit the following documents after the clinical duties: 4.1 completion form 4.2 case slips 4.3 summary of cases	6. Check and file the documents.	None	10 minutes	<i>Chairperson for clinical instruction</i> CHS
TOTAL		None	Until cases are completed	



Handling of Requests/ Letters/ Invitations/ Correspondence

The College handles letters/correspondence received thru email, courier, or personal delivery. It covers activities from receipt of letter up to sending a reply/response letter. Operating hours: Monday to Friday; 8:00 am to 5:00 pm (No Noon Break)

Office or Division	College of Health Sciences (CHS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All internal & external clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter / invitations / programs (whichever is available)		Requesting individual/office/agency		
Receiving copy, checklist / record / proof of receipt (whichever is available)				
Contact details of the sender or authorized representative				
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. A. Send letter / invitation / request to official email address of CHS ifsu.chs.zoom@gmail.com or</p> <p>B. Courier/Personal Delivery: Submit the letter / invitation / request to the Office of the Dean</p>	<p>1. A. Open/Check email. Acknowledge/forward/ refer to and coordinate with offices/persons concerned appropriate</p> <p>B. Check/screen/ receive the letter/correspondence and forward/refer to or coordinate with offices/persons concerned for appropriate action.</p>	None	<p>Urgent – Same day upon receipt</p> <p>Non-urgent – Same day upon receipt or up to 1 day</p>	College Secretary CHS



2. Confirm/ acknowledge response to letter/ correspondence/ email	2. Provide the client with the name of office, contact number/person and other details related to the letter/correspondence, as deemed necessary	None	Urgent – Same day upon receipt Non-urgent – Same day upon receipt or up to 1 day	<i>College secretary</i> CHS
TOTAL		None	Urgent – Same day upon receipt Non-urgent – Same day upon receipt or up to 1 day	



College Deans

PROCESS FOR THE UTILIZATION OF FACILITIES UNDER COLLEGES

(Classrooms, Hostel, Computer Laboratory, AVR and Speech Lab)

Office or Division		Dean's Office		
Classification		Simple		
Type of Transaction		G2C		
Who may avail		Transacting Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form		College		
Receipt		Cashier		
Feedback form		College		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form	1.1 Review availability of requested facility	None	3 minutes	Designated Personnel
	1.2 Inform client on approval/disapproval of request	None	15mins	
	1.3 Preparation of facility	None		
2. Pay fees at the cashier	2. Direct client to the Cashier for payment	Hostel: Deluxe: 350.00 per head/night Business: 300.00 per head/night Economy : 250.00	5 minutes	Designated personnel



		per head/night Others: None		
3. Present receipt to designated personnel	3. Record payment and confirm reservation	None	2 minutes	
4. Utilization of requested facility	4. Monitor and assist the client throughout the utilization of the facility/ies	None	Depends on duration of requested utilization	
5. Inform designated personnel regarding end of utilization 5.1 Payment of penalty fee in the event of damages or loss of property.	5.1 Inspect facility/ies for damages or loss 5.2 In case of damages or loss, compute total penalty and issue billing 5.3	None	Hostel: 5 minutes Others: 15 minutes	
6. Pay fee at the cashier	6. Issue official receipt	Refer to existing policy guidelines	5 minutes	
7. Present official receipt to designated personnel	7. Record payment and confirm completion of transaction	None	3 minutes	Designated personnel
8. Fill out feedback client satisfaction form	8. Orient client regarding the feedback form	None	2 minutes	Designated personnel



End of Transaction			
Total		50 minutes	



UTILIZATION OF COLLEGE EQUIPMENT AND MATERIALS

Office or Division		Dean's Office		
Classification		Simple		
Type of Transaction		G2C		
Who may avail		IFSU Employees and Students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Logbook		Dean's Office		
Feedback form		Dean's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the utilization of materials or equipment	Check availability of requested equipment or material	None	1 minute	Designated Personnel
2. Fill out the columns Name and Time Borrowed in the logbook	Release requested equipment or material	None	1 minute	Designated personnel
3. Utilize equipment with care	None	None	Depends on approved period of utilization	Client
4. Return borrowed equipment or material Note: In case of loss or damage, provide replacement	Inspect condition of equipment or material.	None	2 minutes	Designated personnel
5. Fill out the Time Returned column in the log book	Verify the date and time recorded, and confirm completion of transaction.	None	1 minute	Designated personnel
6. Fill out the feedback form	Orient client regarding the feedback form	None	2 minutes	
TOTAL			7 minutes	



Feedback Mechanism

The University maintains a mechanism for clients to give feedback on the services they avail from the various Offices. A client satisfaction rating form is readily available in every Office which the client shall accomplish and indicate his/her assessment on the services rendered by employees /service providers. Comments and suggestions are encouraged from the clients for the improvement of the services. The forms shall be dropped in designated drop boxes.

The Department of Human Resources and Development collects all the forms every after each month, processes the data and furnishes each office concerned for proper feedback. Feedback to individual employees are directed to the individuals concerned as well as comments and suggestions for process and office improvements shall be discussed during meetings and/or shall be forwarded to management for appropriate action.

Complaints Mechanism

A Public Assistance Complaints Desk (PACD) is established and managed by the Department of Human Resources and Development (DHRD), the Information and Communication Technology (ICT) and the Department of Communications, Public and International Affairs (DCPIA) to receive complaints and feedback where clients can adequately express their complaints, comments or suggestions.