



Republic of the Philippines
CAVITE STATE UNIVERSITY
Imus Campus
Student Development Services
CENTRAL STUDENT GOVERNMENT
cvsuimus.csg@gmail.com



Resolution No. 022, A.Y. 2025 – 2026
ESTABLISHMENT OF THE CHAT.CSG OFFICIAL FACEBOOK PAGE

WHEREAS, the Central Student Government recognizes the need for a centralized platform to address students grievances, concerns and inquiries, for all bonafide students of Cvsu-Imus.

WHEREAS, Chat.CSG aims to provide a reliable and effective platform for students to raise their concerns and seeks assistance; and

WHEREAS, Chat.CSG aims to eliminate the dependence on informal platforms that may not provide a consistent and accurate responses that may cause a trouble to the studentry.

NOW, THEREFORE, BE IT RESOLVED, that the Central Student Government approves the establishment of **Chat.CSG** as an official platform for addressing student grievances, concerns and inquiries of all Bonafide students with the following rules and regulations:

RULE NO.1
CHAT.CSG STRUCTURE

- **Handle:** the official facebook page shall be named "Chat.CSG"
- **Head:** The Officer In Charge that handles the Student's Affairs and Concerns (CSAC), shall be the one to oversee the overall operations and administrations of the Chat.CSG facebook page.
- **Specific Roles and Responsibilities:**
 - **Officer In Charge:** Responsible for final oversight of Chat.CSG operations, handling escalations, and making policy decisions related to the platform
 - **CSAC Secretaries:** Responsible for the initial response to inquiries, gathering necessary information, and attempting to resolve concerns in a fair and timely manner
- **Succession planning:** In the event of unavailability or the end of term of the current officers, the incoming officers holding the same positions within the Central Student Government shall assume these responsibilities.
- **Moderation Guidelines:** Administrators and moderators of the Chat.CSG Facebook page will adhere to established community guidelines that promote respectful, constructive, and productive interactions on the platform.

RULE NO.2
VENUE AND DURATION

- **Venue:** The primary venue for Chat.CSG shall be the official page. Additionally, the office of the Central Student Government within the Student Center shall serve as a physical avenue for students to raise their concerns.

The Chat.CSG Google sheet will serve as the secure internet log for all pending and archived concerns.

- **Duration:** Chat.CSG will operate throughout the Academic Year 2025-2026 and will continue beyond this period based on its demonstrated efficiency and effectiveness in serving the student body, as determined by the Central Student Government.
- **Response Time Expectation:** The administrators of Chat.CSG will aim to provide an initial acknowledgement of inquiries within 24 to 48 hours of receipt.
- **Archiving and Data Retention:** Records in the Chat.CSG Google sheet will be retained for the duration of the Academic year and potentially for one academic year thereafter for the purpose of analyzing recurring issues and generating reports, while adhering to data privacy guidelines.
- **Evaluation of Effectiveness:** The effectiveness of Chat.CSG will be evaluated by the Central Student Government Board at the end of the Academic Year 2025-2026 to determine its continuation, necessary adjustments, or potential improvements for future academic years.
- **Linkage to Other Organization Initiatives:** Chat.CSG may serve as a point of contact and referral to other relevant initiatives and resources offered by the Central Student Government.

RULE NO.3 PROCEEDINGS STRUCTURE

- **Facebook Page as Primary Point of Contact:** The Chat.CSG Facebook page will serve as the main platform for all students to submit their inquiries and concerns through direct messaging or designated posting mechanisms.
- **Multiple Avenues for Submission:** Students may also raise their concerns in person at the Central Student Government Office in the Student Center during designated office hours.
- **Centralized Logging:** All grievances, concerns, and inquiries received through the Facebook page and in person shall be promptly and accurately recorded in the secure Chat.CSG Google Sheet.
- **Confidentiality and Privacy:** The Central Student Government shall ensure the anonymity and individuality of students raising concerns and shall protect and safeguard their privacy in accordance with the University's data privacy policies and relevant regulations.
- **Fair and Timely Addressing:** The Student's Rights and Welfare secretaries shall be responsible for addressing all student grievances, concerns, and inquiries fairly, objectively, and in a timely manner, seeking clarification or additional information when necessary. An initial response should be provided within three (3) days of receipt. In accordance with the IASCC Section 8, **If a student fails to respond to a request for clarification or additional information within three (3) days of the initial response, their concern may be considered closed or subject to rejection.**
- **Student Concerns and Grievances Dismissal Power.** In accordance with the IASCC Section 6, The Central Student Government being the highest student body is vested the power to dismiss a certain student concern and grievance being raised. The grievant/complainant shall be acquainted that such dismissal power is effective.

The following shall serve as the grounds for dismissing a filed concern or grievance:

1. Lack of sufficient and credible basis.
 - a. Absence of adequate and reasonable grounds
 - b. Absence of sufficient supporting proofs
 - c. Absence of adequate and verifiable evidence
 2. The issue has already been resolved or settled.
 3. Voluntary withdrawal of the concern or grievance by the complainant.
 - a. The withdrawal must be formally confirmed through a signed letter of withdrawal submitted to the Central Student Government.
 4. Failure of the complainant to provide the necessary cooperation.
 - a. Lack of cooperation for six (6) consecutive days without a valid reason.
 - b. Application of the "3-strike rule," wherein two (2) straight days of non-cooperation without justification constitutes one (1) strike out of three (3) required for dismissal.
 5. Failure of Identity Verification.
 - a. The complainant refuses or fails to verify their identity through an official or legitimate account when requested by the CSG.
 - b. The account used is proven to be fake, newly created solely for the complaint, impersonating another student, or lacking sufficient proof of ownership.
 - c. The account cannot be linked to any enrolled CvSU-Imus student after reasonable verification attempts.
 7. Insufficient Supporting Information.
 - a. Lack of verifiable details or context due to anonymity or refusal to disclose necessary information.
 - b. Failure to provide screenshots, documents, or any proof that can be authenticated.
 - c. Submission of altered, cropped, edited, or unverifiable digital evidence.
- **Student Concerns and Grievances Rejection Power.** In accordance with the IASCC Section 7, The Central Student Government being the highest student body has vested the power to reject a certain student concern and grievance being raised.

The following shall constitute the grounds for rejecting a submitted concern or grievance:

1. Lack of sufficient and substantial proof or evidence to support the claim.
2. Insufficient seriousness or relevance of the issue raised.
 - a. The concern is too minor or insignificant for the Central Student Government to address.
 - b. The issue can be resolved without the intervention of the Central Student Government.
 - c. The concern is found to be a joke, prank, spoof, or hoax.
 - d. The matter does not pertain to the rights, welfare, or interests of the students.
3. The concern raised falls outside the scope and jurisdiction of the Central Student Government as defined by its Constitution and By-laws.

- **Escalation Process:** If a student is not satisfied with the initial response or proposed resolution, they may escalate their concern to the President of the Central Student Government. Further escalation pathways within the Central Student Government or to relevant university offices will be provided upon request.
- **Types of Concerns Handled:** Chat.CSG is primarily intended to address academic concerns, logistical questions, minor grievances, and general inquiries. Complex or serious issues may be referred to the appropriate university offices or personnel.
- **Information Sharing Protocols:** Responses and resolutions to student concerns will typically be communicated directly to the student through a private message on the Chat.CSG Facebook page or via other appropriate communication channels as deemed necessary and secure.
- **Upholding Student Welfare:** In all proceedings and decisions related to Chat.CSG, the Central Student Government shall uphold the principles of prioritizing and safeguarding the welfare, interests, and rights of the students, while adhering to all applicable University Protocols and Standards.

RULE NO.4 DATA PRIVACY AND SECURITY

- All student data collected through Chat.CSG and stored in the Google Sheet will be treated with the utmost confidentiality and will only be used for the purpose of addressing and resolving student concerns, analyzing trends to improve student support, and generating relevant reports. Access to this data will be restricted to authorized officers of the Central Student Government who are directly involved in the management of Chat.CSG and will be handled in compliance with the University's data privacy policies and relevant legal frameworks.

RULE NO.5 AMENDMENTS TO THE RESOLUTION

- Any proposed amendments to this resolution must be presented to the Central Student Government Board and shall require a two-thirds majority vote for approval.

This resolution shall take effect immediately upon approval. Adopted on , by the Central Student Government.

Signed in Cavite State University – Imus Campus on the 3rd day of December

CENTRAL STUDENT GOVERNMENT
Executive Board of Officers

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Public Relations Officer

Recommending Approval: 

ALFE M. SOLINA, DBA
CSG Adviser

JENNY DANICA P. ABAYARI, MAEd
CSG Adviser

ARMAND G. ATON, Ph.D
SDS Coordinator

Approved:

KAREN M. TILAN, MAEd
OSAS Head