DAVAO DEL NORTE STATE COLLEGE

New Visayas, Panabo City

ADMINISTRATIVE MANUAL OF OPERATIONS

Volume No. 1, 2024 Issue

BOT - Approved by Virtue of Resolution No. 117, Series of 2023

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STATE COLLEGE

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Produced by

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Davao del Norte State College
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Davao del Norte State College

ADMINISTRATIVE MANUAL OF OPERATIONS

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VISION

A premiere higher institution in agri-fisheries and socio-cultural development in the ASEAN Region

Davao del Norte State College envisions being one of the pillars of higher education system by becoming a premier higher institution that provides agri-fisheries and socio-cultural development in the ASEAN region.

To attain this, the College strives to become a University with recognized center of development and excellence; to be a beacon of knowledge; to lead innovation on uplifting lives of every Filipino family; and to be a strong advocate of nature preservation especially the agriculture and aquatic resources of the country and beyond.

MISSION

DNSC strives to produce competent human resource, generate and utilize knowledge and technology, uphold good governance and quality management system for sustainable resources and resilient communities.

The College strives to achieve greater goals by becoming a University that upholds high standards in education, research, extension and production. Particularly, the College commits to:

1. Deliver in the areas of instruction, research, extension and production, and good governance;
2. Influence development through research, extension and production in collaboration with stakeholders; and
3. Uphold good governance and quality management system through optimum participation, accountability, transparency and adherence to the rule of law.

CORE VALUES

The College commits to pursue our vision, accomplish our mission and achieve our goals through our core values of:

Excellence, Integrity, Innovativeness, Stewardship, Love of God and Country

GRADUATE ATTRIBUTES

Our graduates carry DNSC's values into their workplaces as competent, collaborative workers, and socially connected ethical leaders. They adhere to professional ethics and seek solutions to workplace problems. They are creative, critical thinkers, and resilient to cross-cultural environment.

QUALITY POLICY

We, at Davao del Norte State College (DNSC), commit to provide quality, excellent, and timely services responsive to the needs of our Clients and Stakeholders following the principles of good governance, and in adherence to our core values.

We likewise commit to assess the delivery of our services, manage risks, and maximize opportunities to guarantee the highest professional and ethical standards as we continually improve our Quality Management System.

We, the Top Management, further commit to review the Quality Policy for its continuing suitability and ensure that his is communicated and understood within the organization.

FOREWORD

On behalf of Davao del Norte State College, it is with great pleasure and anticipation that I introduce the Administrative Manual of Operations (AdMoP). This comprehensive document serves as a guiding beacon, illuminating the principles, policies, and procedures that underpin the administrative functions of our esteemed institution.

The AdMoP is a testament to DNSC's commitment to transparency, efficiency, and excellence in governance. It is designed to empower our administrators, faculty, staff, and stakeholders with a comprehensive understanding of the standards and protocols governing our administrative operations. As DNSC continues to evolve and grow, this manual will act as a dynamic resource to reflect the ever-changing landscape of higher education.

I extend my heartfelt appreciation to the dedicated individuals who contributed their time, expertise, and insights to the development of this manual. Their collective efforts have resulted in a document that not only mirrors the ethos of DNSC but also aligns with our vision for the future.

May the Administrative Manual of Operations serve as a cornerstone for effective administration, fostering a culture of accountability, innovation, and continuous improvement. As we embark for continuous quality improvement, let us embrace the principles laid out herein and collectively strive for the advancement and sustained excellence of Davao del Norte State College.

JOY M. SORROSA, PhD
SUC President III

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MESSAGE OF THE VICE-PRESIDENT FOR ADMINISTRATION AND FINANCE

I am delighted to announce the revised administrative manual, which intends to improve the efficiency of services, promote a collaborative work environment, standardize processes, and provide a clear understanding of administrative procedures. This manual is a significant milestone in the journey toward streamlined operations and ensures compliance with College goals, objectives, and values. It is a step forward in the direction of more efficient operations. The manual is a guide that will serve as the cornerstone for excellence in the College's administrative operations and our commitment to efficiency, accountability, and transparency.

In addition, I want to express my heartfelt gratitude and commendation for the teamwork of the different unit heads under the direction of the director of administrative services, who actively participated in the review and revision process. Finally, I invite all of you to strengthen your passion and dedication for the College as we set out on this path toward organizational excellence and efficiency.

RCutad

REIR ERLINDA E. CUTAD, DIT
Vice-President for Administration and Finance

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ACKNOWLEDGEMENT

We extend our sincere gratitude to all those who contributed to the development of the Administrative Manual of Operations at Davao del Norte State College. This collaborative effort reflects the dedication and commitment of numerous individuals who played pivotal roles in shaping this comprehensive guide to our administrative processes.

We would like to express our appreciation to the members of the administrative cluster (OVPAF, ASD, GSU, PSU, SPMU, SSU, BASD, HRMD, and ICTSD) whose expertise and tireless efforts were instrumental in crafting the content and ensuring its alignment with the values and goals of DNSC. Particularly, we extended our appreciation to the following personnel:

- Dr. Joy M. Sorrosa, *College President*
- Dr. Reir Erlinda E. Cutad, *Vice-President for Administration and Finance*
- Engr. Denny Luz F. Fabia, *General Services Unit Head*
- Engr. Rogelio O. Flores, Jr., *Procurement Services Unit Head*
- Ms. Jinnah T. Enumerables, *Supply and Property Management Unit Head*
- Mr. Edison C. Molina, *Security Services Unit Head*
- Ms. Kristine P. Bellosillo, *Project Development Officer I*
- Ms. Raquel J. Edjec, *Human Resource Management Unit Head*
- Mr. Ian Jay T. Padios, *Technology Support Services Unit Head*
- Dr. Ariel O. Gamao, *Former Technology Support Services Unit Head*
- Dr. Marilou D. Junsay, *College Editor for Manuals*
- Mr. Jomarie Dave B. Java, *Quality Assurance Officer II*

Special thanks to the College Management Team, faculty, staff, and students, who provided valuable insights, feedback, and recommendations during the creation and review process. Furthermore, we extend our thanks to all DNSC stakeholders for their unwavering support and engagement in the development of the AdMoP. Your commitment to the principles of transparency, accountability, and continuous improvement has been integral to the success of this initiative.

As we embark on this journey of enhanced administrative governance, we recognize that the AdMoP is a living document that will evolve in response to the changing needs of our institution. Your ongoing collaboration and feedback will be essential in ensuring the relevance and effectiveness of the AdMoP in the years to come.

Thank you for your dedication to the advancement of Davao del Norte State College.

LEO D. RAYON, JR., PhD
AdMoP Committee Chairperson
Director for Administrative Services Division

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RATIONALE OF MANUAL

The creation of the Administrative Manual of Operations (AdMoP) at Davao del Norte State College (DNSC) is propelled by the need for strategic and responsive administrative frameworks in light of the transformative phase the institution is undergoing. Under the leadership of Dr. Joy M. Sorrosa, DNSC has witnessed substantial growth in various facets, necessitating an administrative paradigm that aligns with the evolving landscape of higher education in the Philippines.

The surge in enrollment brought about by Republic Act No. 10931 underscores the urgency to streamline administrative processes to effectively manage resources and infrastructure. The AdMoP is conceptualized as a dynamic tool to articulate, standardize, and adapt administrative procedures, ensuring their relevance in the face of technological advancements and the changing educational milieu. It seeks to address the complexities of the organizational climate and usher in innovative strategies that enhance institutional productivity and academic service delivery.

Moreover, the AdMoP is characterized by its relevance, responsiveness, and robustness. It is designed through a consultative and participatory approach, involving key stakeholders such as faculty, staff, students, and other relevant contributors. By embracing transformative governance, the manual aims to contribute to the plight of making DNSC a proactive 'academic community player' and a driving force for regional development, fostering engagement, fiscal efficiency, and the delivery of quality public service.

In embracing the perils and potentials of the educational landscape, the AdMoP, aligned with the second term of Dr. Sorrosa's strategic directions, positions DNSC to proactively meet the criteria for universityhood. By facilitating a more engaged decision-making process and providing a comprehensive guide to administrative functions, the AdMoP serves as a catalyst for DNSC's journey towards academic excellence and heightened community impact. Finally, the proposed Administrative Manual of Operations for Davao del Norte State College is a comprehensive document designed to streamline administrative processes, enhance operational efficiency, ensure compliance with legal and regulatory standards, and commit to continuous quality improvement.

Objectives

1. **Enhanced Governance**
   The AdMoP aims to establish a robust governance framework, providing clear policies and procedures that align with the College's vision and mission.

2. **Legal Compliance**
   The AdMoP aims to ensure strict adherence to national laws and regulations governing higher education to mitigate legal risks and uphold institutional integrity.

3. **Operational Efficiency**
   The AdMoP aims to streamline administrative processes to enhance efficiency, reduce redundancy, and optimize resource utilization.

4. **Stakeholder Engagement**
   Fostering a culture of collaboration by involving faculty, staff, students, and relevant stakeholders in the development, review, and enhancement of administrative policies.

Key Components

1. **Comprehensive Policies**
   The AdMoP encompasses a range of meticulously crafted policies, ensuring legal compliance and providing a standardized approach to administrative functions, fostering consistency in decision-making and operations.

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2. **Contextualized Organizational Structures**
   The manual delineates organizational structures, clarifying reporting lines and responsibilities within administrative units to promote efficient communication, collaboration, and harmonious operations.

3. **ISO-Patterned Processes**
   Adopting ISO-patterned processes, the manual aims to optimize resource utilization, reduce redundancy, and uphold quality standards, contributing to a culture of excellence and continuous improvement.

4. **Strategic Communication and Dissemination Plan**
   The AdMoP includes a dynamic plan utilizing various channels to communicate and disseminate administrative guidelines, fostering transparency, collaboration, and stakeholder engagement.

LEGAL BASES

The creation and development of the Administrative Manual of Operations is based on the following statutory documents:

Primary Bases

1. Republic Act No. 8292 or otherwise known as the Higher Education Modernization Act of 1997;
2. DNSC Code v.2004
3. CHED Memorandum Order No. 12, Series of 2018
4. CHED Memorandum Order No. 09, Series of 2019
5. Enhanced Revised Organizational Structure and Staffing Standards for SUCs (ROSSSS v.7, dated 03 May 2018);
6. CSC Memorandum Circular No. 3, s. 2012
7. DBM National Budget Circular No. 589 dated May 25, 2022; and
8. DNSC College Organizational Structure 2019

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TABLE OF CONTENTS

Cover Page i
Copyright Page ii
Institutional Statements iii
Foreword by the College President iv
Message of the Vice-President for Administration and Finance v
Acknowledgement vi
Rationale vii
Table of Contents ix
List of Processes xiii
List of Figures xiv

Chapter 1. Office of the Vice-President for Administration and Finance 1

Purpose 1
Scope 1
Terms and Definitions 1
Administrative Supervision 1
Organizational Diagram 1

Policy Statements 1
Article 1. Governance and Administration of OVPAF 1
Article 2. Objectives and Scope of the OVPAF 3
Article 3. Divisions Under the OVPAF 4
Article 4. Administrative Personnel under the OVPAF 5

Processes 7
Approval of Administrative-Related Policies 8
Processing and Approval of Construction-Related Billings 10

Chapter 2. Administrative Services Division 12

Purpose 12
Scope 12
Terms and Definitions 12
Administrative Supervision 12
Organizational Diagram 12

Policy Statements 12
Article 1. Governance and Administration of ASD 12
Article 2. Objectives and Scope of the ASD 15
Article 3. Units Under the ASD 16
Article 4. Administrative Personnel under the ASD 16

Processes 18
Handling of Administrative Service Requests 19
Handling of Facility Reservation Requests 21

Chapter 3. General Services Unit 23

Purpose 23
Scope 23
Terms and Definitions 23
Administrative Supervision 23
Organizational Diagram 23

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A premier Higher Institution in Agri-Fisheries and Socio-cultural Development in the ASEAN Region.

MISSION
DNSC strives to produce competent human resource, generate, and utilize knowledge and technology, uphold good governance and quality management system for sustainable resources and resilient communities.

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Integrity
Innovativeness
Stewardship
Love of God and Country

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SOCOTEC ISO 9001
CERTIFICATE NO. SCP000278Q

Policy Statements 23
Article 1. Governance and Administration of GSU 23
Article 2. Objectives and Scope of the GSU 25
Article 3. Sections Under the GSU 26
Article 4. Administrative Personnel under the GSU 27

Processes 37
Handling of Request for Administrative Repairs and Other Miscellaneous Works 38
Preventive Maintenance of Buildings and Other Structures 40
Preventive Maintenance of Electrical Systems 42
Preventive Maintenance of HVAC-R Systems 44
Preventive Maintenance of Mechanical Systems 46
Preventive Maintenance of Plumbing Systems 48

Chapter 4. Procurement Services Unit 50

Purpose 50
Scope 50
Terms and Definitions 50
Administrative Supervision 50
Organizational Diagram 50

Policy Statements 50
Article 1. Governance and Administration of PSU 50
Article 2. Objectives and Scope of the PSU 52
Article 3. Sections Under the PSU 53
Article 4. Administrative Personnel under the PSU 54

Processes 61
Distribution and Collection of Request for Quotations 62
Preparation, Approval, and Serving of Purchase Orders 63
Processing of Approved Purchase Orders 65

Chapter 5. Supply and Property Management Unit 67

Purpose 67
Scope 67
Terms and Definitions 67
Administrative Supervision 67
Organizational Diagram 67

Policy Statements 67
Article 1. Governance and Administration of SPMU 67
Article 2. Objectives and Scope of the SPMU 69
Article 3. Sections Under the SPMU 70
Article 4. Administrative Personnel under the SPMU 70

Processes 77
Delivery, Inspection, and Acceptance of Supplies, Materials, and Equipment 78
Disposal of Unserviceable Property 80
Issuance of Supplies, Materials, and Equipment 82

Chapter 6. Security Services Unit 84

Purpose 84
Scope 84
Terms and Definitions 84

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A premier Higher Institution in Agri-Fisheries and Socio-cultural Development in the ASEAN Region.

MISSION
DNSC strives to produce competent human resource, generate, and utilize knowledge and technology, uphold good governance and quality management system for sustainable resources and resilient communities.

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Excellence
Integrity
Innovativeness
Stewardship
Love of God and Country

BAGONG PILIPINAS
SOCOTEC ISO 9001
CERTIFICATE NO. SCP000278Q

Administrative Supervision 84
Organizational Diagram 84

Policy Statements 84
Article 1. Governance and Administration of SSU 84
Article 2. Objectives and Scope of the SSU 86
Article 3. Sections Under the SSU 87
Article 4. Administrative Personnel under the SSU 87

Processes 91
Preparation and Endorsement of Security Monitoring Reports 92

Chapter 7. Business and Auxiliary Services Division 94

Purpose 94
Scope 94
Terms and Definitions 94
Administrative Supervision 94
Organizational Diagram 94

Policy Statements 94
Article 1. Governance and Administration of BASD 94
Article 2. Objectives and Scope of the BASD 97
Article 3. Units Under the BASD 98
Article 4. Administrative Personnel under the BASD 99

Processes 100
Application for Rental of College Facilities 101

Chapter 8. Human Resource Management Division 103

Purpose 103
Scope 103
Terms and Definitions 103
Administrative Supervision 103
Organizational Diagram 103

Policy Statements 103
Article 1. Governance and Administration of HRMD 103
Article 2. Objectives and Scope of the HRMD 106
Article 3. Units Under the HRMD 107
Article 4. Administrative Personnel under the HRMD 108

Processes 111
Application for Leave of Absence 114
Hiring and Selection of Faculty Employees 115
Hiring and Selection of Non-Teaching Employees 117
Request for Human Resource and Employment-Related Documents 119

Chapter 9. ICT Services Division 121

Purpose 121
Scope 121
Terms and Definitions 121
Administrative Supervision 121
Organizational Diagram 121

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MISSION
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Stewardship
Love of God and Country

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SOCOTEC ISO 9001
CERTIFICATE NO. SCP000027BQ

Policy Statements 121
Article 1. Governance and Administration of ICTSD 121
Article 2. Objectives and Scope of the ICTSD 123
Article 3. Units Under the ICTSD 125
Article 4. Administrative Personnel under the ICTSD 125

Processes 131
Development of Information Systems 132
Handling of ICT Service Requests 134
Preparation and Issuance of Institutional (DNSC) Emails 136
Preventive Maintenance of ICT-Related Equipment, Software, and Systems 137

Chapter 10. Communication and Dissemination Plan and Effectivity 139

Purpose 139
Scope 139
Target Stakeholders 139
Modes of Communication 139
Dissemination Timeline 140
Continuous Quality Improvement 140
Revision Clause 141
Repealing Clause 142
Effectivity Clause 142
AdMoP Committee Certification 142

Appendices 143

Appendix A. Office Special Order No. 127, s. 2023 144

Appendix B. Office Memorandum No. 91, s. 2023 145

Appendix C. Matrix of Benchmarking of AdMoPs from Other SUCs 146

Appendix D. SETI Scorecard of the Administrative Manual of Operations 147

Appendix E. GAD Scoring Evaluation of the Administrative Manual of Operations 148

Appendix F. Legal Review of the Administrative Manual of Operations 149

Appendix G. Editor's Certification for the Administrative Manual of Operations 150

Appendix H. BOT Resolution No. 117, Series of 2023 151

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A premier Higher Institution in Agri-Fisheries and Socio-cultural Development in the ASEAN Region.

MISSION
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LIST OF PROCESSES

Office of the Vice-President for Administration and Finance (OVPAF)

Approval of Administrative-Related Policies 8
Processing and Approval of Construction-Related Billings 10

Administrative Services Division (ASD)

Handling of Administrative Service Requests 19
Handling of Facility Reservation Requests 21

General Services Unit (GSU)

Handling of Request for Administrative Repairs and Other Miscellaneous Works 38
Preventive Maintenance of Buildings and Other Structures 40
Preventive Maintenance of Electrical Systems 42
Preventive Maintenance of HVAC-R Systems 44
Preventive Maintenance of Mechanical Systems 46
Preventive Maintenance of Plumbing Systems 48

Procurement Services Unit (PSU)

Distribution and Collection of Request for Quotations 62
Preparation, Approval, and Serving of Purchase Orders 63
Processing of Approved Purchase Orders 65

Supply and Property Management Unit (SPMU)

Delivery, Inspection, and Acceptance of Supplies, Materials, and Equipment 78
Disposal of Unserviceable Property 80
Issuance of Supplies, Materials, and Equipment 82

Security Services Unit (SSU)

Preparation and Endorsement of Security Monitoring Reports 92

Business and Auxiliary Services Division (BASD)

Application for Rental of College Facilities 101

Human Resource Management Division (HRMD)

Application for Leave of Absence 114
Hiring and Selection of Faculty Employees 115
Hiring and Selection of Non-Teaching Employees 117
Request for Human Resource and Employment-Related Documents 119

Information and Communication Technology Services Division (ICTSD)

Development of Information Systems 132
Handling of ICT Service Requests 134
Preparation and Issuance of Institutional (DNSC) Emails 136
Preventive Maintenance of ICT-Related Equipment, Software, and Systems 137

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MISSION
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CERTIFICATE NO. SCP000278Q

LIST OF FIGURES

Fig. 1. Organizational Diagram of the OVPAF 1

Fig. 2. Organizational Diagram of the ASD 12

Fig. 3. Organizational Diagram of the GSU 23

Fig. 4. Organizational Diagram of the PSU 50

Fig. 5. Organizational Diagram of the SPMU 67

Fig. 6. Organizational Diagram of the SSU 84

Fig. 7. Organizational Diagram of the BASD 94

Fig. 8. Organizational Diagram of the HRMD 103

Fig. 9. Organizational Diagram of the ICTSD 121

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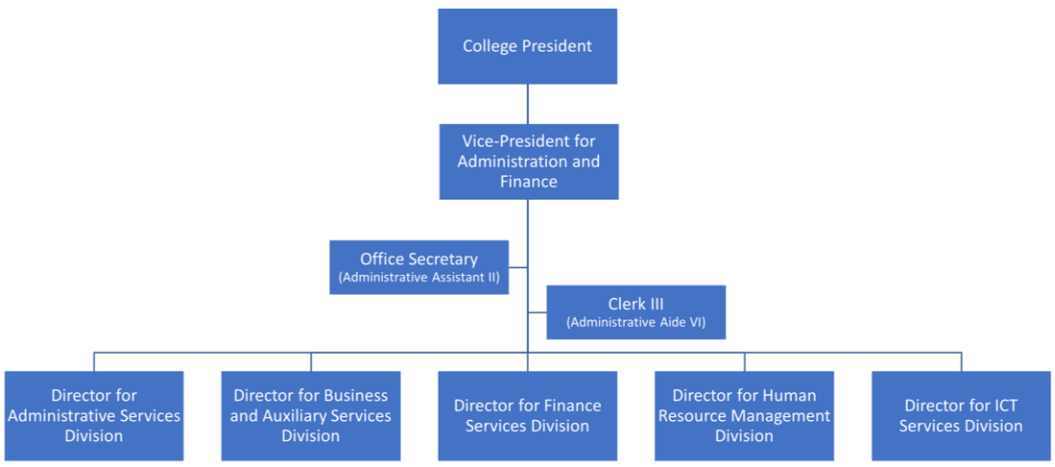
CHAPTER I.
OFFICE OF THE VICE-PRESIDENT FOR ADMINISTRATION AND FINANCE (OVPAF)

Purpose	This chapter establishes the governance and administration framework for the Office of the Vice-President for Administration and Finance (OVPAF) at Davao del Norte State College. This policy aims to ensure effective and efficient management of administrative and financial affairs, promote transparency, and enhance accountability within the College.
Scope	This policy covers all activities, roles, and responsibilities associated with the Office of the Vice-President for Administration and Finance at Davao del Norte State College. It shall encompass the governance, administration, and oversight of administrative and financial matters. This policy extends to all faculty, staff, students, and stakeholders involved in or affected by the functions of the Vice-President for Administration and Finance.
Terms and Definitions	The following terms are defined to establish operational use and understanding: ASD — Administrative Services Division BASD — Business and Auxiliary Services Division. AdCo — Administrative Council CMT — College Management Team DNSC — Davao del Norte State College FSD — Finance Services Division GB — Governing Board HRMD — Human Resource Management Division OVPAF — Office of the Vice-President for Administration and Finance ICTSD — Information and Communications Technology Services Division VPAF — Vice-President for Administration and Finance
Administrative Supervision	Administrative Services Division Business and Auxiliary Services Division Finance Services Division Human Resource Management Division ICT Services Division
Organizational Diagram	 *Fig. 1. Organizational Diagram of the OVPAF*
Policy Statements	**ARTICLE 1. GOVERNANCE AND ADMINISTRATION OF THE OFFICE THE VICE-PRESIDENT FOR ADMINISTRATION AND FINANCE** Section 1. The Vice-President for Administration and Finance, as head of the OVPAF, is directly responsible to the College President for the management, direction, control, and coordination of all administrative and financial activities of the College. The VPAF provides leadership and direction for financial and administrative services and its operational staff including budgeting and accounting, student accounts, purchasing, human resources, physical plant operations, auxiliary enterprises, and capital planning and operations. The VPAF sits as a regular member of the College Management Team (CMT) and serves as the Vice-Chairperson of the College Administrative Council (AdCo).

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Section 2. *Term of Office of the Vice-President for Administration and Finance*.

2.1 For administrative and finance affairs and services, the Vice-President for Administration and Finance shall be appointed by the Governing Board upon the recommendation of the College President.

2.2 The term of office of the Vice-President for Administration and Finance shall be four (4) years with eligibility for reappointment upon the recommendation of the College President and approval of the Governing Board (GB).

2.3 The designation of the VPAF shall be co-terminus with the tenure of Office of the College President. This scheme encourages rotational leadership and ensures institutional harmony and stability.

2.4 The VPAF shall be entitled to receive the salary and other benefits enjoyed by the position, subject to existing government accounting and auditing rules and regulations.

Section 3. *Minimum Qualifications of the Vice-President for Administration and Finance*.

3.1 A holder of doctorate degree from a reputable and recognized higher education institution;

3.2 At least three (3) years of administrative experience in the development and implementation of innovative organizational initiatives, preferably with experience as Dean, Director, Head of Office/Unit or Department/Program Chairperson;

3.3 Must hold a permanent appointment and must be a bonafide member of the academic community with at least one (1) year residency;

3.4 Demonstrated excellence in administrative leadership or scholarly service consistent with the academic values of the College; and

3.5 Excellent leadership qualities and a strong record of commitment to advancing diversity, inclusion, and equity and skill in working with diverse populations of faculty, students, and staff.

Section 4. *Terms of Reference of the Vice-President for Administration and Finance*.

4.1 Serves as the Vice-Chairperson of the Administrative Council (AdCo) in formulating viable guidelines affecting the planning, implementation, and evaluation of administrative and finance activities;

4.2 Develops, implements, and enforces administrative policies and procedures through systems that will improve the overall operation and effectiveness of the College;

4.3 Recommends and develops policies, procedures, and systems to meet College's administrative objectives;

4.4 Plans, develops, organizes, implements, directs, and evaluates the College's fiscal functions;

4.5 Ensures timely and accurate budget analysis and financial reporting for the College Management Team (CMT), College President. and Governing Board (GB);

4.6 Plans, prepares, and supervises the development of the College' annual administrative budget for presentation to the College Management Team, College President, and Governing Board;

4.7 Ensures that financial resources support the institutional strategic plan and priorities;

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CERTIFICATE NO. SCP000278Q

4.8 Ensures compliance with appropriate regulatory agencies by continually monitoring operations, programs, and physical resources;

4.9 Disseminates information within the College on budgetary processes and procedures related to operating and capital expenditures;

4.10 Recommends to the College President and the Management Team long range financial and administrative planning;

4.11 Provides strategic support to the other Vice-Presidents, Deans, Directors, and Heads of Offices/Units;

4.12 Provides leadership and guidance regarding the development and implementation of capital planning and operations projects as well as the maintenance of the physical plant and grounds;

4.13 Provides leadership and guidance to human resources and assures policies and procedures are in accordance with collective bargaining, government laws, and goals and objectives of the College;

4.14 Provides leadership to the sustainability of administrative and fiscal programs of the College;

4.15 Evaluates the administrative and finance services structure and team plan for continual improvement of the efficiency and effectiveness;

4.16 Collaborates with internal departments and external agents and constituencies to provide financial information/reports in order to accomplish strategic initiatives;

4.17 Represents the College at meetings and functions as requested by the College President;

4.18 Exercises general supervision, direction, monitoring and evaluation, and coordination of the operations and activities of the following divisions;

a. Administrative Services Division;
b. Business and Auxiliary Services Division;
c. Finance Services Division;
d. Human Resource Management Division; and
e. ICT Services Division

4.19 Performs other functions as delegated by the College President.

ARTICLE II. OBJECTIVES AND SCOPE OF THE OFFICE OF THE VICE-PRESIDENT FOR ADMINISTRATION AND FINANCE

Section 1. The Office of the Vice-President for Administration and Finance (OVPAF) is responsible for overseeing the overall administrative and financial operations of the College. The OVPAF shall ensure that the resources of the College are used effectively and efficiently to support the academic mission of the institution.

Section 2. The Office of the Vice-President for Administration and Finance plays the critical role in managing the budget, allocating resources, and ensuring compliance with legal and regulatory requirements. It is responsible for developing and implementing policies and procedures that promote good governance, transparency, and accountability to ensure that the College is able to achieve its strategic goals while maintaining fiscal responsibility and operational efficiency.

Section 3. The Office of the Vice-President for Administration and Finance provides a strong administrative and financial leadership that supports the College's academic mission, enhances its reputation, and ensures long-term sustainability.

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Section 4. The Office of the Vice-President for Administration and Finance's scope of work, principles, and objectives include, but are not limited to:

4.1 *Accountability and Transparency*. The OVPAF ensures accountability and transparency in the university's financial and administrative operations. This involves providing regular financial reports to stakeholders, overseeing the maintenance of accurate and complete financial records, and ensuring that the College complies with all relevant laws and regulations.

4.2 *Budget Management*. The OVPAF manages the budget of the College effectively. This includes overseeing the preparation and monitoring of budgets and expenses, ensuring that financial resources are used efficiently and in accordance with legal and regulatory requirements.

4.3 *Financial Planning*. The OVPAF is responsible for developing long-term financial plans that ensure the financial sustainability of the College. This includes forecasting revenue and expenses, identifying potential risks and opportunities, and developing strategies to manage financial challenges.

4.4 *Operational Management*. The OVPAF oversees the operational management of the College, including facilities management, procurement, human resources, and other administrative functions. This involves developing and implementing policies and procedures that promote efficiency, effectiveness, and compliance with applicable laws and regulations.

4.5 *Resource Allocation*. The OVPAF allocates resources in a way that supports the strategic goals and academic mission of the College. This involves assessing the needs of different offices, divisions, and units and making decisions about how to allocate resources in a fair and equitable manner.

ARTICLE III. DIVISIONS UNDER THE OFFICE OF THE VICE-PRESIDENT FOR ADMINISTRATION AND FINANCE

Section 1. The Office of the Vice-President for Administration and Finance exercises direct supervisory and administrative powers of the following divisions:

1.1 *Administrative Services Division (ASD)*. This division is responsible for managing and overseeing the administrative aspects of the College, namely: physical maintenance and general services, procurement services, supply and property management, and security services.

1.2 *Business and Auxiliary Services Division (BASD)*. This division is responsible for managing and organizing the business, auxiliary, and asset affairs and services of the College to reach financial sustainability.

1.3 *Finance Services Division (FSD)*. This division focuses on the financial and fiscal affairs and services of the College to ensure equitable, transparent, and accountable management of budget.

1.4 *Human Resource Management Division (HRMD)*. This division is responsible for the management of personnel and human resource of the College to ensure supportive and productive work environment.

1.5 *Information and Communications Technology Services Division (ICTSD)*. This division is responsible for managing and maintaining the information technology infrastructure and services of the College to support the institutional technological needs.

Section 2. The divisions under the Office of the Vice-President for Administration and Finance shall be a headed by a *Director*.

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Section 3. The Vice-President for Administration and Finance is the primary endorsing authority in the selection and designation of the division directors to the Office the College President.

ARTICLE IV. ADMINISTRATIVE PERSONNEL UNDER THE OFFICE OF THE VICE-PRESIDENT FOR ADMINISTRATION AND FINANCE

Section 1. The administrative personnel provide the day-to-day office operation and support to the VPAF. The effective operation of the office includes:

1.1 *Office Management and Administrative Support*. The personnel assist and support the general operation and organization of the OVPAF, including maintaining office supplies, equipment, and workspace. They provide administrative support to the VPAF and manage the schedule, meetings, appointments, and correspondences on behalf of the office.

1.2 *Communication, Record Keeping, and Document Management*. The personnel are responsible for maintaining records and documents, including official communications, reports, and other administrative files. They facilitate the communication within the OVPAF, its divisions, and with other offices in the College. Also, they assist in disseminating information, handle inquiries, and ensure that communication flows smoothly. The are responsible for organizing, maintaining, and managing important documents, ensuring that they are readily accessible when needed by the VPAF.

1.3 *Coordination and Stakeholder Relations*. The personnel act as a liaison between the OVPAF and other offices to ensure that administrative matters are coordinated and executed efficiently. They also engage with stakeholders, including faculty, staff, students, and stakeholders within the academic community by addressing inquiries and concerns.

1.4 *Budget Planning and Preparation*. The personnel assist the VPAF in budget preparation, financial record-keeping, and expenditure tracking of the office. This includes processing of financial transactions, such as purchase orders, vouchers, and reimbursements, under the direction of the VPAF.

1.5 *Data Entry and Reporting*. The personnel are tasked with data entry, collecting data, and generating reports that the VPAF uses for decision-making, providing logistical and administrative support as needed.

1.6 *Policy and Procedure Compliance*. The personnel ensure that the procedures, processes, mechanism, and policies established by the VPAF and its divisions are followed by the relevant personnel and stakeholders. This may likewise include monitoring compliance and reporting any administrative issues under the directive of the VPAF.

Section 2. *Administrative Positions of the Personnel and their Terms of Reference.*

2.1 *Administrative Assistant III* (Office Secretary). The Administrative Assistant III (Office Secretary) serves as the secretary of the Office of the Vice-President for Administration and Finance and plays a key role in providing administrative support, managing office operations, and facilitating efficient communication within the office and with various stakeholders. The position requires a high degree of organization, attention to detail, and the ability to handle multiple tasks simultaneously.

2.2 *Terms of Reference of the Administrative Assistant III (Office Secretary).*

a. Provides comprehensive administrative support to the Vice-president for Administration and Finance, including managing his/her schedule, preparing documents, and handling inquiries;

b. Manages communication effectively within the office and ensures that messages and information are relayed promptly and accurately;

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c. Handles incoming and outgoing correspondence, including emails and phone calls, responding professionally, and directing inquiries to the appropriate parties;

d. Assists in the planning and coordination of meetings, conferences, and events, ensuring logistical support and timely execution;

e. Supports the OVPAF's financial operations, including budget tracking, expense reporting, and processing financial transactions in collaboration with the relevant offices, divisions, and units;

f. Maintains an organized and efficient office environment, overseeing office supplies, equipment, and facilities to ensure smooth operations;

g. Inputs and manages accurately data related to office activities and projects, and generates reports as needed using software applications;

h. Interacts with faculty, staff, and stakeholders by providing information and assistance, and representing the OVPAF professionally;

i. Assists in the planning, execution, and coordination of projects and initiatives as directed by the VPAF;

j. Ensures that the office policies and procedures are adhered to and reports any violations or concerns as necessary; and

k. Performs other functions as delegated by the Vice-President for Administration and Finance or any higher competent authority.

2.3 *Administrative Aide VI (Clerk III)*. The Administrative Aide VI (Clerk III) provides administrative support, manages office operations, and facilitates efficient communication within the office and with various stakeholders. The position requires a high degree of organization, attention to detail, and the ability to handle multiple tasks simultaneously.

2.4 *Terms of Reference of the Administrative Aide VI (Clerk III)*

a. Provides comprehensive administrative support to the Vice-President of Administration and Finance, including managing his/her schedule, preparing documents, and handling inquiries;

b. Manages communication effectively within the office and ensures that messages and information are relayed promptly and accurately;

c. Handles incoming and outgoing correspondence, including emails and phone calls, responding professionally, and directing inquiries to the appropriate parties;

d. Assists in the planning and coordination of meetings, conferences, and events, ensuring logistical support and timely execution;

e. Supports the OVPAF's financial operations, including budget tracking, expense reporting, and processing financial transactions in collaboration with the relevant offices, divisions, and units;

f. Maintains an organized and efficient office environment, overseeing office supplies, equipment, and facilities to ensure smooth operations;

g. Inputs and manages accurately data related to office activities and projects, and generates reports as needed using software applications;

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	h. Interacts with faculty, staff, and stakeholders by providing information and assistance, and representing the OVPAF professionally; i. Assists in the planning, execution, and coordination of projects and initiatives as directed by the VPAF; j. Ensures that the office policies and procedures are adhered to and reports any violations or concerns as necessary; and k. Performs other functions as delegated by the Vice-President for Administration and Finance or any higher competent authority.
Processes	The Office of the Vice-president for Administration and Finance manages two (2) processes/services within the College, namely: ▪ **Approval of Administrative-Related Policies.** This process is a systematic and consultative procedure overseeing the formulation, scrutiny, and endorsement of policies crucial to the efficient functioning of the institution. Led by an Ad Hoc Committee, the process entails comprehensive research, stakeholder consultations, and adherence to legal and equity requisites. After formulating a proposed policy, it undergoes a rigorous review, including legal, Gender and Development (GAD), and Science, Engineering, Technology, and Innovation (SETI) considerations. The VPAF meticulously assesses the policy and, if found suitable, endorses it for further consideration by the Administrative Council and subsequent approval by the Governing Board. The process ensures not only the approval of sound policies but also their effective communication and implementation throughout the College. ▪ **Processing and Approval of Construction-Related Billings.** This process is a meticulous procedure aimed at scrutinizing and endorsing billing documents tied to construction projects, specifically within the context outlined in this thread. This process involves a comprehensive review of the submitted billing materials, ensuring compliance with contractual obligations, alignment with project milestones, and adherence to budgetary constraints. The VPAF collaborates with pertinent committees to assess the accuracy and completeness of the documents, thereby facilitating transparent financial practices. The ultimate goal is to secure the institution's fiscal integrity by guaranteeing that construction-related expenses are effectively managed, approved, and paid in accordance with established protocols.

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OFFICE OF THE VICE-PRESIDENT FOR ADMINISTRATION AND FINANCE

APPROVAL OF ADMINISTRATIVE-RELATED POLICIES

Process Title	**APPROVAL OF ADMINISTRATIVE-RELATED POLICIES**
Purpose	▪ To establish a structured framework for reviewing, evaluating, and approving institutional policies; ▪ To ensure that administrative policies align with the institution's vision, mission, goals, and strategic plans while adhering to applicable regulatory requirements prescribed relevant agencies; ▪ To foster communication and dissemination mechanisms of approved policies to all stakeholders of the College; ▪ To maintain a dynamic and responsive administrative policy framework, adapt to the evolving needs of the institution, and ensure a standardized, well-informed, and compliance approach to administrative and financial management; and ▪ To facilitate comprehensive scrutiny, review, assessment, and approval of administrative policies to guarantee clarity, consistency, and effectives in policy formulation, fostering a harmonized organizational approach to governance, compliance, and operational procedures.
Scope	This process covers the entire lifecycle of policy development for administration and finance affairs and matters, encompassing from committee deliberation, drafting, submission, endorsement, and approval of appropriate authority and involves systematic review by relevant stakeholders, including legal and compliance experts, to ensure alignment with institutional goals and compliance with relevant laws and regulations, and communication and dissemination strategies of approved administrative-related policies.
Process Owner	Vice-President for Administration and Finance
Form(s)	Completed-Staff-Work Requisites
Output(s)	Policies Endorsed/Approved by Relevant College Councils, Policies Approved by the Governing Board,

	Process Flow/Activities	Responsible Unit/ Person	Details
Step 1	Formulate the proposed policy and document activities related to the formulation	Committee/Office	Note 1
Step 2	Conduct stakeholders' consultation and present benchmark data of the proposed policy	Committee/Office	Note 2
Step 3	Subject the proposed policy for the required review requisites (legal, GAD, SETI)	Committee/Office	Note 3
Step 4	Submit the proposed policy and its CSW documents to the VPAF	Committee/Office	Note 4
Step 5	Review the proposed policy and its CSW documents	VPAF	Note 5
Step 6	Endorse and submit the proposed policy and its CSW documents to the College and Board Secretary for agenda inclusion in the AdCon and BOT Meetings	VPAF	Note 6
Step 7	Present the proposed policy to the Administrative Council for appropriate endorsement to the Governing Board	VPAF	Note 7
Step 8	Endorse the proposed policy for Governing Board's approval	Administrative Council	Note 8

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Step 9	Approve the proposed policy	Governing Board	Note 9
Step 10	Issue implementation order of the approved policy	College President	Note 10
Step 11	Implement communication and dissemination plan of the approved policy	VPAF/Committee/ Office	Note 11

Description of Notes	
Note 1	▪ The Committee/Office takes the lead in formulating the proposed administrative-related policy, meticulously documenting all activities related to its formulation. This involves comprehensive research, analysis, and collaborative efforts to ensure the policy aligns with institutional objectives.
Note 2	▪ The Committee/Office conducts consultations with relevant stakeholders, gathering input and feedback. Additionally, the committee presents benchmark data to contextualize and support the proposed policy, ensuring it reflects industry best practices and meets the organization's unique needs.
Note 3	▪ The Committee/Office initiates a thorough review process, subjecting the proposed policy to legal, Gender and Development (GAD), and Science, Engineering, Technology, and Innovation (SETI) requisites. This ensures compliance with legal standards, gender considerations, and ethical implications
Note 4	▪ The Committee/Office formally submits the proposed policy, accompanied by the fully prepared Completed Staff Work (CSW) documents, to the Vice-President for Administration and Finance (VPAF) for thorough examination.
Note 5	▪ The VPAF conducts a meticulous review of the proposed policy and the associated Completed Staff Work (CSW) documents. This ensures alignment with institutional objectives, compliance with legal standards, and the inclusion of stakeholder feedback in a comprehensive and ready-to-implement format. If found not in order, the VPAF returns the proposed policy to the Ad Hoc Committee for compliance.
Note 6	▪ The VPAF endorses and forwards the reviewed proposed policy and its Completed Staff Work (CSW) documents to the College and Board Secretary if all found in order. This is to include these items in the agenda for both the Administrative Council and Board of Trustees (BOT) meetings.
Note 7	▪ The VPAF presents the proposed policy to the College Administrative Council, facilitating discussions and seeking endorsement for its subsequent approval by the Governing Board. This step involves a thorough presentation of the policy's merits and considerations, fostering a collaborative review process within the Administrative Council before forwarding the endorsement for the final approval of the Governing Board.
Note 8	▪ Following discussions and considerations, the Administrative Council endorses the proposed policy for approval by the Board of Trustees if all is found in order. If the proposed policy lacks requisites, the College and Board Secretary returns the proposed policy to the VPAF for compliance.
Note 9	▪ The Governing Board approves the proposed administrative-related policy after careful consideration of its merits and alignment with institutional goals.
Note 10	▪ Upon approval, the College President issues an implementation order outlining the necessary steps and procedures to execute the approved policy effectively.
Note 11	▪ The VPAF and the Committee/Office collaborate to implement a comprehensive communication and dissemination plan for the approved policy, ensuring that all relevant stakeholders are informed and aware of the policy's details and implications.

Prepared by:	Reviewed by:	Approved by:
VICE-PRESIDENT FOR ADMINISTATION AND FINANCE Process Owner	**LEO D. RAYON, JR.** Chairperson, AdMoP Committee	**JOY M. SORROSA** College President

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OFFICE OF THE VICE-PRESIDENT FOR ADMINISTRATION AND FINANCE

PROCESSING AND APPROVAL OF CONSTRUCTION-RELATED BILLINGS

Process Title	**PROCESSING AND APPROVAL OF CONSTRUCTION-RELATED BILLINGS**
Purpose	▪ To ensure accuracy, compliance, and fair assessment of construction-related billings, including their required documents and attachments; ▪ To establish a systematic and transparent framework for the evaluation, recommendation, and approval of billings associated with construction projects, upholding financial integrity, transparency, and effective project management in construction activities; and ▪ To facilitate a meticulous review and recommendation process, contributing to effective financial management, project accountability, timely disbursement of funds and up-to-date completion of construction endeavors.
Scope	This process covers a thorough examination, evaluation, and assessment of billings, along with the supporting documentation, and compliance with contractual agreements linked to construction projects. Additionally, it involves providing recommendations for the processing and approval of these billings, ensuring strict alignment with project milestones, adherence to budgetary constraints, and conformity with organizational financial protocols. The scope aims to uphold meticulous financial oversight, guaranteeing that all construction-related transactions are in line with predetermined parameters and organizational standards.
Process Owner	Vice-President for Administration and Finance
Form(s)	Certificate of Payment, Liquidated Damages (If applicable), Inspection Report, SWA, Accomplishment Report, Statement of Time Elapsed, Pictures, Letter of Request of the Contractor, Contractor's Affidavit, SWA from Contractor, Variation Order (If applicable), Time Extension (If applicable), Punch List Report (If applicable), As-Built Plan (If the Project is Completed), Certificate of Completion (If the Project is Completed)
Output(s)	Approved Billing for Construction-Related Projects

Process Flow/Activities		Responsible Unit/ Person	Details
Step 1	Receive and check the completeness of the billing documents for construction-related projects	OVPAF Personnel	Note 1
Step 2	Examine the billing documents based on the institutionalized requisites	VPAF	Note 2
Step 3	Recommends the processing and approval of the billing by the College President	VPAF	Note 3
Step 4	Approve the billing of construction-related projects for payment	College President	Note 4

Description of Notes	
Note 1	▪ Upon receipt, OVPAF personnel meticulously examine and verify the completeness of billing documents associated with construction-related projects. This initial step ensures that all necessary documentations are in order.
Note 2	▪ The VPAF meticulously examines billing documents, ensuring adherence to institutional requisites. This process involves a comprehensive review to validate accuracy, compliance, and alignment with established financial and contract of agreement's standards. If all documents meet the required standards, the VPAF recommends the processing and approval of the billing. In cases where discrepancies are identified, the VPAF, facilitated by the staff, initiates the return of billing documents for necessary requisites compliance.
Note 3	▪ Following the examination, the VPAF endorses the billing for processing and approval to the College President. This step involves conveying a comprehensive recommendation based on the thorough scrutiny of the billing documents.
Note 4	▪ The College President, after considering the endorsement from the VPAF, provides final approval for the billing of construction-related projects, authorizing the payment process. This crucial step ensures the financial transaction aligns with organizational objectives and meets all necessary criteria for disbursement. If all documents meet the required

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	standards, the College President approves the processing and payment of the billing. In cases where discrepancies are identified, the College President, facilitated by the staff, initiates the return of billing documents to the VPAF for necessary requisites compliance.

Prepared by:	Reviewed by:	Approved by:
VICE-PRESIDENT FOR ADMINISTRATION AND FINANCE Process Owner	**LEO D. RAYON, JR.** Chairperson, AdMoP Committee	**JOY M. SORROSA** College President

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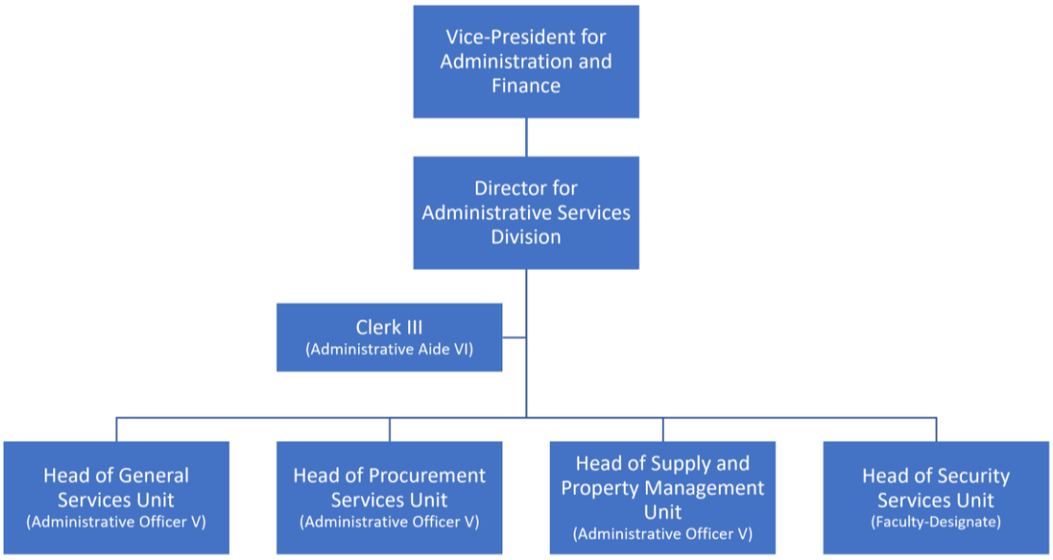
CHAPTER II.
ADMINISTRATIVE SERVICES DIVISION (ASD)

Purpose	This chapter establishes the governance and administrative framework for the Administrative Services Division (ASD) at Davao del Norte State College. This policy is designed to ensure the effective and efficient management of administrative functions, foster transparency, and strengthen accountability within the division.
Scope	This policy defines the nature of work of the Administrative Services Division at Davao del Norte State College and outlines the framework for the supervision and monitoring of the general administrative services, procurements services, supply and property management services, and security services. This externs to all faculty, staff, students, and stakeholders involved in or affected by the function of the ASD.
Terms and Definitions	The following terms are defined to establish operational use and understanding: ASD — Administrative Services Division DASD — Director for Administrative Services Division DNSC — Davao del Norte State College GSU — General Services Unit PSU — Procurement Services Unit SPMU — Supply and Property Management Unit SSU — Security Services Unit
Administrative Supervision	General Services Unit Procurement Services Unit Supply and Property Management Unit Security Services Unit
Organizational Diagram	 *Fig. 2. Organizational Diagram of the ASD*
Policy Statements	**ARTICLE I. GOVERNANCE AND ADMINISTRATION OF THE ADMINISTRATIVE SERVICES DIVISION** Section 1. The Director for Administrative Services Division is in-charge of the College's operational service requirements covering general administrative services, procurement services, supply and property management services, and security services. The DASD sits as a regular member of the College Management Team. Section 2. The Director for Administrative Services Division is tasked to effectively provide the critical support system for the general administrative and operational requirements of the College. The DASD's responsibilities encompass strategic planning, policy development, budget management, leadership, stakeholder engagement, collaboration, risk management, supervision and evaluation, facility

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management and building administration, safety and security, property management, performance management, compliance, and continuous improvement.

Section 3. *Term of Office of the Director for Administrative Services Division*.

3.1 The Director for Administrative Services Division shall be appointed/designated by the Governing Board through the recommendation of the Vice-President for Administration and Finance and endorsement of the College President.

3.2 The term of office of the Director for Administrative Services Division shall be four (4) years with eligibility for reappointment, subject to the recommendation of the Vice-President for Administration and Finance, endorsement of the College President, and approval of the Governing Board.

3.3 The designation of the Director for Administrative Services Division shall be co-terminus with the tenure of office of the Vice-President for Administration and Finance. This scheme encourages rotational leadership and ensures institutional harmony and stability.

3.4 The Director for Administrative Services Division shall be entitled to emoluments and other remunerations allowed by existing government accounting and auditing rules and regulations.

Section 4. *Minimum Qualifications of the Director for Administrative Services Division*.

4.1 A holder of masters or doctorate degree from a reputable and recognized higher education institution;

4.2 At least one (1) year of administrative experience in the development and implementation of innovative organizational initiatives, preferably with experience as Head of Office/Unit or Department/Program Chairperson;

4.3 Must hold a permanent appointment and must be a bonafide member of the academic community with at least one (1) year residency;

4.4 Demonstrated administrative leadership and service consistent with the academic values of the College; and

4.5 Has leadership qualities and a strong record of commitment to advancing diversity, inclusion, and equity and skill in working with diverse populations of faculty, students, and staff.

Section 5. *Terms of Reference of the Director for Administrative Services Division*.

5.1. Develops and implements strategic plans for the ASD, aligning goals with the overall objectives of the College;

5.2. Formulates, reviews, and updates policies related to general administrative and operational services of the College;

5.3. Manages the budget of the ASD, ensuring effective allocation of resources to support the division's functions and initiatives;

5.4. Provides leadership to the ASD and its units, fostering a culture of collaboration, innovation, and continuous improvement;

5.5. Establishes and maintains effective communication channels with internal and external stakeholders, promoting transparency and addressing concerns;

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	5.6. Collaborates with other offices and divisions, particularly the Business and Auxiliary Services Division, Finance Services Division, Human Resource Management Division, and ICT Services Division, to ensure seamless integration of administrative functions; 5.7. Identifies potential risks in administrative processes and implement risk mitigation strategies to safeguard the college's interests; 5.8. Oversees the performance of units within the ASD, conducting regular evaluations and providing feedback for continuous improvement; 5.9. Ensures the effective administration, management, and maintenance of College facilities, including buildings, grounds, and utilities; 5.10. Provides guidance on procurement processes, ensuring compliance with relevant laws, regulations, and ethical standards; 5.11. Supervises the supply and property management functions, including inventory control, distribution, and disposal of assets; 5.12. Oversees the implementation of security protocols, emergency response plans, and safety measures to protect the college community and assets; 5.13. Manages the acquisition, utilization, and disposal of administrative-related properties, ensuring proper documentation and adherence to legal requirements; 5.14. Engages with external agencies, government bodies, and institutions to enhance collaborative efforts and optimize administrative services; 5.15. Implements initiatives for continuous improvement in administrative processes, utilizing feedback and data-driven strategies; 5.16. Develops and monitors key performance indicators (KPIs) to assess the efficiency and effectiveness of administrative services; 5.17. Ensures compliance with government regulations, labor laws, and other relevant policies in all administrative operations; 5.18. Oversees and coordinates special projects related to administrative services, ensuring timely completion and successful outcomes; 5.19. Facilitates training programs for ASD personnel to enhance their skills, knowledge, and capabilities; 5.20. Explores and implements technology solutions to streamline administrative processes and enhance overall efficiency; 5.21. Oversees the establishment and maintenance of proper records and documentation within the ASD; 5.22. Fosters positive relationships with the local community, promoting the College's image and contributing to community development; 5.23. Develops and implements crisis management plans to address unforeseen events that may impact administrative functions; 5.24. Establishes and manages relationships with community stakeholders, ensuring quality of administrative services; 5.25. Prepares and submits regular reports to higher management on the performance and achievements of the ASD;

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5.26. Exercises general supervision, direction, monitoring and evaluation, and coordination of the operations and activities of the following administrative units:

a. General Services Unit (GSU);
b. Procurement Services Unit (PSU);
c. Supply and Property Management Unit (SPMU); and
d. Security Services Unit (SSU)

5.27. Performs other functions as delegated by the Vice-President for Administration and Finance or any higher competent authority.

ARTICLE II. OBJECTIVES AND SCOPE OF THE ADMINISTRATIVE SERVICES DIVISION

Section 1. The Administrative Services Division is rooted in the principles of good governance of Davao del Norte State College. These principles guide the ASD's role in supporting the mission of the College and the OVPAF, serving its stakeholders, and upholding transparency and accountability.

Section 2. The Administrative Services Division aims to provide essential support for the College's core functions, ensure efficiency, meet the administrative needs of the faculty, staff, and stakeholders, and operate effectively to safeguard compliance with applicable government standards and regulations.

Section 3. The Administrative Services Division's scope of work, key principles, and objectives include, but are not limited to:

3.1 *Service-Oriented Governance*. The ASD commits to providing efficient and effective administrative services to meet the needs of all faculty, staff, students, and stakeholders. The ASD upholds the principle of public services, placing the interests and satisfaction of service clients at the forefront of its operations.

3.2 *General Administrative Services*. The ASD provides a broad spectrum of services, including civil works, mechanical works, electrical works, plumbing works, and other miscellaneous works to maintain and improve the infrastructure and facilities within DNSC.

3.3 *Transparency and Accountability*. In line with the principles of accountability and transparency, the ASD maintains open and accessible records, ensures compliance with relevant laws and regulations, and reports its activities in a clear and comprehensible manner. This is aimed to build trust and confidence among stakeholders.

3.4 *Leadership and Team Management*. The ASD provides leadership and guidance to personnel within the division, fostering a collaborative and ethical work environment, and ensuring staff uphold the highest standards of conduct and professionalism.

3.5 *Resource Optimization*. The ASD is responsible for managing physical resources such as general services supplies, equipment, and physical facilities and infrastructure. The ASD aims to optimize the use of available resources and ensuring that they are utilized cost-effectively.

3.6 *Support to Core Functions*. The ASD is responsible for the execution of the administrative services to ensure smooth operation of the core functions of the College, whether they are related to academic activities, research, and other institutional goals. The ASD provides the necessary support to facilitate the achievement of these core functions.

3.7 *Operational Effectiveness*. The ASD contributes to the overall operational effectives of the College. By efficiently managing administrative services, the ASD allows other offices, divisions, and units to focus on their core functions, thereby improving the College's overall effectiveness and attainment of the strategic plans.

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3.8 *Building and Facilities Management*. The ASD manages and maintains the College's buildings and facilities, including infrastructure development, repair, maintenance, and optimization of space utilization.

3.9 *Security and Safety Management*. The ASD ensures the safety and security of DNSC's faculty, staff, students, stakeholders, and properties through the implementation of security measures, safety protocols, and emergency response procedures.

3.10 *Continuous Improvement*. The ASD is responsible for continually assessing and improving the administrative processes, procedures, and mechanisms of the College. This includes adopting best practices, implementing innovative programs and solutions, and staying updated on institutional standards for quality.

ARTICLE III. UNITS UNDER THE ADMINISTRATIVE SERVICES DIVISION

Section 1. The Administrative Services Division exercises direct supervisory and administrative powers of the following units:

1.1 *General Services Unit (GSU)*. The GSU is responsible for ensuring the general cleanliness and maintenance of the College. The responsibilities encompass facility management, custodial services, logistics and event support, and cleaning and maintenance services.

1.2 *Procurement Services Unit (PSU)*. The PSU is responsible for the efficient and ethical procurement of goods and services needed by the College. The responsibilities encompass procurement planning, supplier sourcing and management, purchase order processing, and procurement compliance and reporting.

1.3 *Supply and Property Management Unit (SPMU)*. The SPMU is responsible for issuing and managing the supplies, equipment, and properties of the College. The responsibilities encompass inventory management, property management, resource allocation, supply and property tracking, and disposal and retirement.

1.4 *Security Services Unit (SSU)*. The SSU is responsible for maintaining a safe and secure environment in the College. The responsibilities encompass campus security, access control, surveillance and monitoring, emergency response, incident investigation, and security awareness.

Section 2. The units under the Administrative Services Division shall be directed by a *Unit Head*.

Section 3. The Director for Administrative Services Division is the primary endorsing authority in the selection and designation of the unit heads to the Office of the Vice-President for Administration and Finance and/or Office the College President.

ARTICLE IV. ADMINISTRATIVE PERSONNEL UNDER THE ADMINISTRATIVE SERVICES DIVISION

Section 1. The administrative personnel provide the day-to-day office operation and support to the DASD. The effective operation of the office includes:

1.1 *Office Management and Administrative Support*. The personnel assist and support the general operation and organization of the ASD, including maintaining office supplies, equipment, and workspace. They provide administrative support to the DASD and manage the schedule, meetings, appointments, and correspondences on behalf of the division.

1.2 *Communication, Record Keeping, and Document Management*. The personnel are responsible for maintaining records and documents, including official communications, reports, and other administrative files. They facilitate the communication within the ASD, its units, and with other offices in the College. Also, they assist in disseminating information, handle inquiries, and ensure that communication flows smoothly. The are

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responsible for organizing, maintaining, and managing important documents, ensuring that they are readily accessible when needed by the DASD.

1.3 *Coordination and Stakeholder Relations*. The personnel act as a liaison between the ASD and other offices and divisions to ensure that administrative matters are coordinated and executed efficiently. They also engage with stakeholders, including faculty, staff, students, and stakeholders within the academic community by addressing inquiries and concerns.

1.4 *Budget Planning and Preparation*. The personnel assist the ASD in budget preparation, financial record-keeping, and expenditure tracking of the division. This includes processing of financial transactions, such as purchase orders, vouchers, and reimbursements, under the direction of the ASD.

1.5 *Data Entry and Reporting*. The personnel are tasked with data entry, collecting data, and generating reports that the ASD uses for decision-making, providing logistical and administrative support as needed.

1.6 *Policy and Procedure Compliance*. The personnel ensure that the procedures, processes, mechanism, and policies established by the ASD and its units are followed by the relevant personnel and stakeholders. This may likewise include monitoring compliance and reporting any administrative issues under the directive of the ASD.

Section 2. *Administrative Positions of the Personnel and their Terms of Reference.*

2.1 *Administrative Aide VI (Clerk III)*. The Administrative Aide VI (Clerk III) serves as the secretary of the Director for Administrative Services Division and plays a key role in providing administrative support, managing office operations, and facilitating efficient communication within the office and with various stakeholders. The position requires a high degree of organization, attention to detail, and the ability to handle multiple tasks simultaneously.

2.2 *Terms of Reference of the Administrative Aide VI (Clerk III).*

a. Provides comprehensive administrative support to the DASD, including managing his/her schedule, preparing documents, and handling inquiries;

b. Manages communication effectively within the office and ensures that messages and information are relayed promptly and accurately;

c. Handles incoming and outgoing correspondence, including emails and phone calls, responding professionally, and directing inquiries to the appropriate parties;

d. Assists in the planning and coordination of meetings, conferences, and events, ensuring logistical support and timely execution;

e. Supports the ASD's financial operations, including budget tracking, expense reporting, and processing financial transactions in collaboration with the relevant offices, divisions, and units;

f. Maintains an organized and efficient office environment, overseeing office supplies, equipment, and facilities to ensure smooth operations;

g. Inputs and manages accurately data related to office activities and projects, and generates reports as needed using software applications;

h. Interacts with faculty, staff, and stakeholders by providing information and assistance, and representing the ASD professionally;

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	i. Assists in the planning, execution, and coordination of projects and initiatives as directed by the DASD; j. Ensures that the office policies and procedures are adhered to and reports any violations or concerns as necessary; and k. Performs other functions as delegated by the DASD or any higher competent authority.
Processes	The Administrative Services Division manages two (2) processes/services within the College, namely: ▪ **Handling of Administrative Service Requests.** This process involves a structured approach to address various administrative service needs. Clients initiate the process by submitting an Administrative Service Request Form, which undergoes meticulous review by ASD personnel for completeness. Once approved by the ASD Director, personnel are assigned to execute the requested services, ranging from civil works to maintenance tasks. The issuance of a work order facilitates efficient task execution. The process prioritizes client satisfaction and feedback, ensuring continuous improvement in service quality. Through this methodical workflow, the ASD strives to provide timely and effective administrative services, contributing to the smooth functioning of institutional facilities and operations. ▪ **Handling of Facility Reservation Requests.** This process involves a systematic procedure for clients seeking to reserve institutional facilities. Clients initiate the process by submitting a Facility Reservation Form with required attachments, which undergoes thorough review by ASD personnel for completeness. After approval by the ASD Director, the schedule is recorded in the ASD Facility Calendar, and the Facility Reservation Confirmation Form is issued to the internal client. The process ensures accurate scheduling, efficient use of facilities, and client satisfaction, as evidenced by the evaluation through client satisfaction surveys. Additionally, clients are encouraged to submit photo documentation with captions after the event, contributing to the comprehensive record-keeping of facility usage within the institution.

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ADMINISTRATIVE SERVICES DIVISION

HANDLING OF ADMINISTRATIVE SERVICE REQUESTS

Process Title	**HANDLING OF ADMINISTRATIVE SERVICE REQUESTS**
Purpose	▪ To efficiently manage and respond to various administrative service needs within the College which include coordinating and overseeing civil works, plumbing works, mechanical works, HVAC-R works, electrical works, cleaning and maintenance works, as well as addressing miscellaneous works; ▪ To address potential issues before they escalate, thereby minimizing disruptions to daily operations, contributing to the overall well-being of the organization and its stakeholders; and ▪ To provide timely and effective administrative solutions to ensure the smooth functioning of facilities and services within the College.
Scope	The scope of this process encompasses the coordination, evaluation, and execution of administrative service requests related to civil works, plumbing works, mechanical works, HVAC-R works, electrical works, cleaning and maintenance works, and other miscellaneous works. ASD is responsible for receiving, assessing, and prioritizing these requests, allocating necessary resources, and supervising the completion of the requested services. The process involves collaboration with relevant departments, vendors, and service providers to ensure that all administrative service requests are handled promptly, efficiently, and in accordance with established standards and regulations.
Process Owner	Director for Administrative Services Division
Form(s)	Administrative Service Request Form 1A and 1B [ASD-ASRF-01]
Output(s)	Completed Administrative Service Request (1A), Work Order Issuance (1B), Client Satisfaction Survey

Process Flow/Activities		Responsible Unit/ Person	Details
Step 1	Accomplish and submit Administrative Service Request Form 1A	Client	Note 1
Step 2	Receive and review the completeness of the details indicated in Form 1A and assigns tracking number	ASD Clerk	Note 2
Step 3	Review and approve the Form 1A and assign personnel to carry out the request	ASD Director	Note 3
Step 4	Issue work order through Form 1B to the GSU Head	ASD Director	Note 4
Step 5	Evaluate the ASD's service through client satisfaction survey	Client	Note 5

Description of Notes	
Note 1	▪ Initiating the process, the client fills out and submits Administrative Service Request Form 1A, providing comprehensive details about the required administrative service.
Note 2	▪ Upon receiving the request, the ASD clerk meticulously reviews the submitted Administrative Service Request Form 1A, ensuring that all necessary information is complete. Subsequently, a tracking number is assigned to facilitate seamless monitoring of the service request.
Note 3	▪ The ASD Director reviews and approves Administrative Service Request Form 1A. Simultaneously, personnel are strategically assigned to execute the service, ensuring a streamlined delivery of service.
Note 4	▪ Following the approval, the ASD Director issues a work order through Administrative Service Request Form 1B, directing the GSU Head on the specific details and requirements of the requested service.

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Note 5	▪ The client evaluate the delivery of service of the ASD through a satisfaction survey, providing valuable feedback on the quality and effectiveness of the administrative service received. This step not only gauges client contentment but also serves as a continuous improvement mechanism for refining the administrative service delivery process.

Prepared by:	Reviewed by:	Approved by:
ASD DIRECTOR Process Owner	**LEO D. RAYON, JR.** Chairperson, AdMoP Committee	**JOY M. SORROSA** College President

ADMINISTRATIVE SERVICES DIVISION

HANDLING OF FACILITY RESERVATION REQUESTS

Process Title	**HANDLING OF FACILITY RESERVATION REQUESTS**
Purpose	▪ To facilitate the systematic and efficient management of facility reservations in the College; ▪ To provide a centralized mechanism for individuals or groups seeking to reserve specific facilities, ensuring a fair and transparent allocation process; and ▪ To streamline the reservation workflow, maintain accurate records, and enhance overall user satisfaction by offering a responsive and well-organized facility reservation service.
Scope	This process covers the coordination and administration of requests for reserving various facilities by employees and students within the College. Facilities include but not limited to meeting rooms, auditoriums, sports facilities, or any designated spaces available for use and rental. The process covers the submission of reservation requests, their review and approval, scheduling, communication of reservation details, and post-reservation evaluations. The ASD serves as the central hub for managing facility reservations, fostering an environment conducive to effective communication, collaboration, and optimal utilization of institutional spaces.
Process Owner	Director for Administrative Services Division
Form(s)	Facility Reservation Form [ASD-FRF-02]
Output(s)	Faculty Reservation Confirmation Form, Client Satisfaction Survey

	Process Flow/Activities	Responsible Unit/ Person	Details
Step 1	Accomplish and submit Facility Reservation Form with the required attachments	Client	Note 1
Step 2	Receive and review the completeness of the details indicated in the form and its attachments and assign tracking number	ASD Clerk	Note 2
Step 3	Review and approve the form	ASD Director	Note 3
Step 4	Record the schedule of the event in the ASD's Facility Calendar and issue the Facility Reservation Confirmation Form to the internal clients	ASD Clerk	Note 4
Step 5	Evaluate the ASD's service through client satisfaction survey	Client	Note 5
Step 6	Submit endeavor's photo documentation with captions after its conduct to ASD	Client	Note 5

Description of Notes	
Note 1	▪ Clients initiate the process by completing the Facility Reservation Form, providing all necessary details for the requested reservation. Required attachments, such as Request Letter and Activity Design, are submitted along with the form.
Note 2	▪ Upon submission, the ASD clerk receives and meticulously review the form and its attachments for completeness. A tracking number is assigned to facilitate efficient monitoring and organization of the reservation requests.
Note 3	▪ The ASD Director assesses the reservation request, ensuring alignment with organizational policies and availability of the requested facility. Once satisfied, the form is approved.
Note 4	▪ The approved reservation details are recorded in the ASD's Facility Calendar, securing the designated space for the requested date and time. A Facility Reservation Confirmation Form is then issued to the internal client (employee or student), confirming the reservation.

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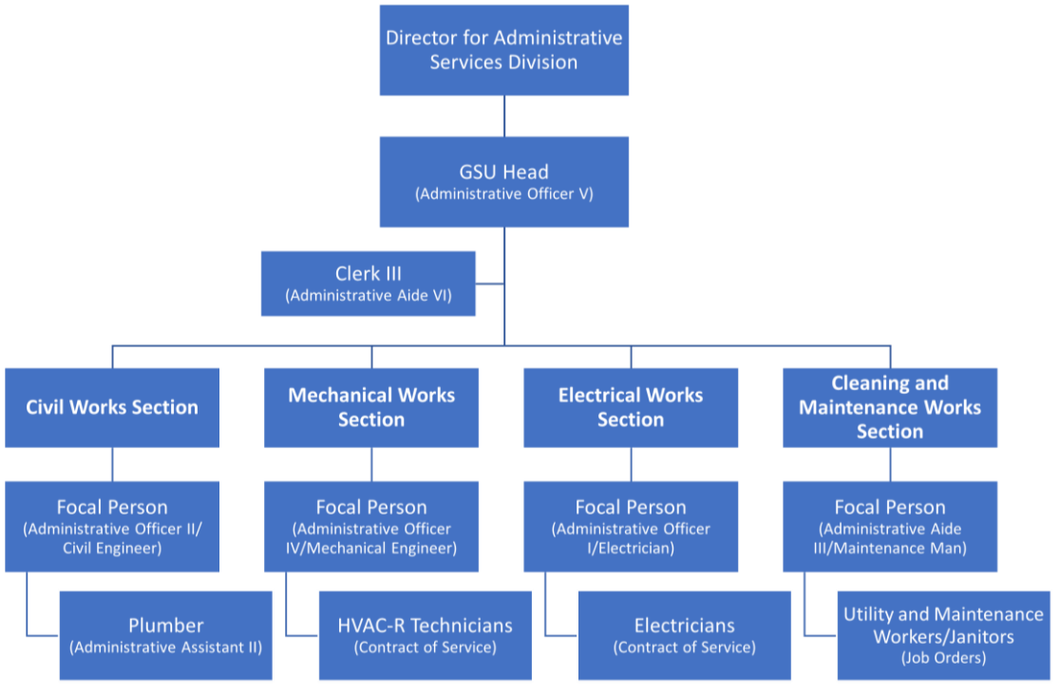
Note 5	▪ The client provides feedback on the ASD's services through a satisfaction survey, enabling continuous improvement and enhancing the overall reservation experience.
Note 6	▪ Clients are encouraged to submit photo documentation with captions of the event 3 working days after the undertaking to the ASD, contributing to the organization's records and potentially showcasing successful endeavors in various communication channels.

Prepared by:	Reviewed by:	Approved by:
ASD DIRECTOR Process Owner	**LEO D. RAYON, JR.** Chairperson, AdMoP Committee	**JOY M. SORROSA** College President

CHAPTER III.
GENERAL SERVICES UNIT (GSU)

Purpose	This chapter establishes the nature and rationale of work for the General Services (GSU) under the Administrative Services Division at Davao del Norte State College. The policy aims to define the scope of work, responsibilities, and principles governing the GSU's activities, ensuring the efficient management of physical facilities, buildings, and infrastructures, promoting safety, and providing support in the College.
Scope	This policy applies to all activities, roles, and responsibilities associated with the General Services Unit within Davao del Norte State College. It encompasses the governance, administration, and oversight of the GSU's functions, which include civil and plumbing works, mechanical and HVAC-R works, electrical works, cleaning and maintenance works, and other miscellaneous works. This policy extends to all faculty, staff, students, and stakeholders involved in or affected by the functions of the GSU.
Terms and Definitions	The following terms are defined to establish operational use and understanding: CWS Civil Works Section CMWS Cleaning and Maintenance Works Section DNSC Davao del Norte State College DASD Director for Administrative Services Division EWS Electrical Works Section GSU General Services Unit MWS Mechanical Works Section
Administrative Supervision	Civil Works Section Mechanical Works Section Electrical Works Section Cleaning and Maintenance Works Section
Organizational Diagram	 *Fig. 3. Organizational Diagram of the GSU*
Policy Statements	**ARTICLE I. GOVERNANCE AND ADMINISTRATION OF THE GENERAL SERVICES UNIT** Section 1. The General Services Unit is directed by a *Head*. The GSU Head holds the plantilla position of Administrative Officer V (Civil Engineer). Section 2. The GSU Head ensures the effective management of the College's physical infrastructure, safety, and security. The responsibilities encompass leadership and strategic planning, facility maintenance and renovation, budget management, safety and security, regulatory compliance, project

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management, team management, resource allocation, communication and stakeholders' relations, and continuous improvement.

Section 3. *Terms of Reference of the GSU Head.*

3.1 Provides leadership to the General Services Unit, setting strategic goals, priorities, and a long-term plans for the efficient management of facilities, buildings, and infrastructures in the College;

3.2 Develops and implements policies and procedures that ensure the proper functioning and maintenance of the physical infrastructures of the College;

3.3 Oversees the planning, scheduling, and supervision of maintenance, repair, and renovation projects for facilities of the College, including classrooms, offices, laboratories, and common areas;

3.4 Ensures that projects are executed efficiently, within budget, and in compliance with safety standards and regulations;

3.5 Develops and manages the GSU's budget, tracking expenditures, optimizing resource allocation, and ensuring cost-effective facility management;

3.6 Recommends budget allocations for maintenance, repair, and construction projects;

3.7 Implements safety measures and security protocols to create a safe and secure environment for all the stakeholders of the College;

3.8 Develops and updates emergency response plans, conduct safety assessments, and coordinates with security and disaster response personnel;

3.9 Ensures that all facilities of the College comply with relevant laws, regulations, and safety standards, including building codes, environmental regulations, and health and safety guidelines;

3.10 Stays informed about changes in regulations and takes necessary steps for compliance;

3.11 Plans and oversees construction, repair, and renovation projects, define project scopes, budgeting, and monitor project progress;

3.12 Ensures that projects are completed on time, within budget, and meet quality standards;

3.13 Supervise the GSU team, which includes supervisors, technicians, support staff, and utility and maintenance workers;

3.14 Oversees training, performance evaluations, and fosters a collaborative and productive work environment;

3.15 Allocates resources, including budgets, personnel, and equipment, to ensure that the GSU has the necessary tools and support to carry out its functions effectively;

3.16 Maintains open and effective communication with the DNSC's community and other external stakeholders regarding facility-related matters;

3.17 Addresses inquiries and concerns related to the GSU's functions and ensures stakeholders are informed and engaged;

3.18 Assesses and improves facility management processes, safety measures, and operational efficiency;

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3.19 Stays updates on industry trends and innovations and applies this knowledge to enhance facility management;

3.20 Provides and implements beautification initiatives and programs in the College;

3.21 Coordinates with the Engineering and Infrastructure Unit for campus development planning, development, construction, and execution;

3.22 Exercises general supervision, direction, monitoring and evaluation, and coordination of the operations and activities of the following sections:

a. Civil Works Section (CWS);
b. Mechanical Works Section (MWS);
c. Electrical Works Section (EWS); and
d. Cleaning and Maintenance Works Section (CMWS)

3.23 Performs other functions as delegated by the DASD or any higher competent authority.

ARTICLE II. OBJECTIVES AND SCOPE OF THE GENERAL SERVICES UNIT

Section 1. The GSU ensures the efficient management of safety and secure physical infrastructure within the College, supporting and maintaining a functional and conducive environment for learning, teaching, and administrative operations. The GSU ensures that facilities meet the needs of the academic community while adhering to safety standards and regulations.

Section 2. The responsibilities of GSU encompass facility management, custodial services, logistics and event support, safety and security for facilities, support to academic and administrative functions with efficiency and cost-effectiveness. With this, GSU institutes the following:

2.1 *Maintenance of Physical Infrastructure*. GSU ensures the maintenance, repairs, and upkeep of the physical infrastructure of the College, including buildings, facilities, and grounds. This is aimed to create a conducive learning and working environment.

2.2 *Safety and Security for Facilities*. One of the primary responsibilities of the GSU is to enhance safety and security within the campus. This includes implementing measures to prevent accidents, respond to emergencies, and protect the welfare of faculty, staff, students, and stakeholders.

2.3 *Support to Academic and Administrative Functions*. GSU provides indispensable support to the academic and administrative functions of the College. By maintaining facilities and addressing infrastructure-related needs, GSU enables the smooth operation of classroom, offices, laboratories, and other spaces.

2.4 *Operational Efficiency*. GSU's work ensures the efficient functioning of the physical assets of the College. This efficiency is vital for the overall effectiveness of DNSC, enabling cost-effective resource management and minimizing disruptions to academic and administrative processes.

2.5 *Resource Optimization*. By optimizing the use of resources, GSU contributes to the responsible to the responsible fiscal management of the College. Efficiently managed resources lead to cost savings, allowing the College to allocate its financial resources more effectively.

2.6 *Regulatory Compliance*. GSU ensures compliance with all relevant laws, regulations, and safety standards related facility maintenance. It must stay informed about changes in regulations and take the necessary steps to ensure compliance of the College.

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Section 3. The GSU's scope of work includes, but are not limited to:

3.1 *Civil Works*. The GSU oversees internally-funded construction, repair, renovation, and maintenance projects within the College. This includes the development of infrastructure, buildings, and facilities. The unit ensures projects are executed efficiently, within budget, and in compliance with building codes and safety regulations.

3.2 *Plumbing Works*. The GSU manages plumbing works, including the installation, maintenance, and repair of plumbing systems to ensure the availability of clean water and efficient waste disposal.

3.3 *Mechanical Works*. The GSU is responsible for the operation, maintenance, and repair of mechanical systems, equipment, and machinery within the College, ensuring optimal functionality.

3.4 *Heat, Ventilation, Air-Conditioning, and Refrigeration Works*. The GSU oversees heating, ventilation, air-conditioning, and refrigeration systems, maintaining a comfortable and climate-controlled environment within the facilities of the College.

3.5 *Electrical Works*. The GSU supervises electrical works, including the installation, repairs, and maintenance of electrical systems and equipment to ensure the safety and reliability of electrical infrastructure.

3.6 *Cleaning and Maintenance Works*. The GSU is responsible for custodial services, sanitation, waste management and disposal, and the general cleanliness of the campus. This includes routine cleaning, upkeep, and repairs.

3.7 *Other Miscellaneous Works*. The GSU manages various miscellaneous works, addressing any administrative projects and tasks necessary for the effective operation of the College.

ARTICLE III. SECTIONS UNDER THE GENERAL SERVICES UNIT

Section 1. Based on the scope of works, the following are the sections under the General Services Unit:

1.1 *Civil Works Section (CWS)*. The CWS is responsible for the physical maintenance, repair, and rehabilitation of all buildings, infrastructures, facilities, and other amenities of the College. The cluster is also designated to maintain and repair the plumbing systems of the College.

1.2 *Mechanical Works Section (MWS)*. The MWS is responsible for the maintenance, repair, and rehabilitation of all machines, machineries, and other mechanical setups and systems of the College. The cluster is also tasked to maintain all heat, ventilation, air-conditioning, and refrigeration equipment and systems of the College.

1.3 *Electrical Works Section (EWS)*. The EWS is responsible for the maintenance, repair, and rehabilitation of all electrical systems and equipment of the College.

1.4 Cleaning and Maintenance Works Section *(CMWS)*. The CMWS is responsible for the general cleaning and maintenance of the College. Part of the section is the delivery of other miscellaneous works needed for the optimum operation of the College.

Section 2. The sections under the General Services Unit is headed by a *Section Focal Person*.

Section 3. The GSU Head is the primary endorsing authority in the selection and designation of the section focal persons to the DASD.

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ARTICLE IV. ADMINISTRATIVE PERSONNEL UNDER THE GENERAL SERVICES UNIT

Section 1. The administrative personnel provide the day-to-day office operation and support to the GSU head. The effective operation of the unit includes:

1.1 *Office Management and Administrative Support*. The personnel assist and support the general operation and organization of the GSU, including maintaining office supplies, equipment, and workspace. They provide administrative support to the GSU Head and manage the schedule, meetings, appointments, and correspondences on behalf of the unit.

1.2 *Communication, Record Keeping, and Document Management*. The personnel are responsible for maintaining records and documents, including official communications, reports, and other administrative files. They facilitate the communication within the GSU, its clusters, and with other offices/divisions in the College. Also, they assist in disseminating information, handle inquiries, and ensure that communication flows smoothly. The are responsible for organizing, maintaining, and managing important documents, ensuring that they are readily accessible when needed by the GSU Head.

1.3 *Coordination and Stakeholder Relations*. The personnel act as a liaison between the GSU and other units and divisions to ensure that administrative matters are coordinated and executed efficiently. They also engage with stakeholders, including faculty, staff, students, and stakeholders within the academic community by addressing inquiries and concerns.

1.4 *Budget Planning and Preparation*. The personnel assist the GSU Head in budget preparation, financial record-keeping, and expenditure tracking of the unit. This includes processing of financial transactions, such as purchase orders, vouchers, and reimbursements, under the direction of the GSU.

1.5 *Data Entry and Reporting*. The personnel are tasked with data entry, collecting data, and generating reports that the GSU uses for decision-making, providing logistical and administrative support as needed.

1.6 *Policy and Procedure Compliance*. The personnel ensure that the procedures, processes, mechanism, and policies established by the GSU and its clusters are followed by the relevant personnel and stakeholders. This may likewise include monitoring compliance and reporting any administrative issues under the directive of the GSU Head.

1.7 *Inventory and Supply Management*. The personnel help manage inventory by keeping updated records of supplies, materials, and equipment required for GSU's operation.

Section 2. *Administrative Positions of the Personnel and their Terms of Reference.*

2.1 *Administrative Officer IV (Mechanical Engineer)*. The Administrative Officer IV (Mechanical Engineer) serves as the Section Focal for Mechanical and HVAC-R Works in the College. This staff is responsible for the supervision and coordination of mechanical systems and HVAC-R projects. The responsibilities encompass mechanical systems maintenance, project management, safety and compliance, energy efficiency, maintenance records, preventive compliance, budget management, staff training, emergency response, and technical expertise.

2.2 *Terms of Reference of the Administrative Officer IV (Mechanical Engineer).*

a. Conducts regular inspections and maintenance of mechanical systems, including HVAC-R systems, elevators, generators, and other mechanical equipment;

b. Diagnoses and troubleshoots mechanical issues, addressing them promptly to prevent disruptions and ensure the functionality of systems;

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c. Plans and oversees mechanical maintenance and repair projects within the facilities of the College, ensuring that projects are executed efficiently, within budget, and in compliance with safety standards and regulations;

d. Coordinates with contractors and vendors for the procurement of mechanical equipment and services;

e. Ensures that mechanical systems and equipment adhere to safety and regulatory standards which include conducting safety assessments, inspections, and audits to identify and rectify potential hazards;

f. Develops and implements safety protocols and procedures for mechanical systems and equipment;

g. Identifies opportunities for improving the energy efficiency of mechanical systems, making recommendations for upgrades or modifications that reduce energy consumption and operational costs;

h. Implements energy conservation measures and monitor their effectives;

i. Maintains comprehensive records and documentation related to mechanical maintenance, repairs, and equipment which include logging work performed, documenting equipment specifications, and creating maintenance schedules;

j. Develops and implements preventive maintenance programs for mechanical equipment to extend their lifespan and minimize breakdowns;

k. Establishes maintenance schedules and perform routine checks on equipment to identify issues before they become critical;

l. Assists in the preparation and management of the GSU's budget related to mechanical systems which include tracking expenditures, ensuring cost-effectiveness, and recommending budget allocations for maintenance and repair projects;

m. Provides training and guidance to GSU personnel and relevant stakeholders on the proper operation and maintenance of mechanical systems and equipment;

n. Promotes safety awareness and best practices among the team;

o. Plays a key role in emergency response efforts related to mechanical system failures or other infrastructure-related crises;

p. Develops and implements contingency plans and procedures to address mechanical emergencies;

q. Stays updated on industry trends, innovations, and advancements in mechanical engineering to improve efficiency and reliability of mechanical systems within the College; and

r. Performs other functions as delegated by the GSU Head or any higher competent authority.

2.3 *Administrative Officer II (Engineering Assistant)*. The Administrative Officer II (Engineering Assistant) serves as the Section Focal for Civil and Plumbing Works in the College. This staff is responsible for the supervision and coordination of civil and plumbing maintenance and construction projects. The responsibilities encompass project supervision, resource allocation, team leadership, safety and quality control, project documentation, technical

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expertise, stakeholder communication, regulatory compliance, budget management, and continuous improvement.

2.4 *Terms of Reference of the Administrative Officer II (Engineering Assistant).*

a. Oversees civil and plumbing maintenance, repair, and internally-funded constructions projects within the College, ensuring that projects are executed efficiently, within budget, and in compliance with safety standards and regulations;

b. Coordinates project scheduling, including planning, initiation, execution, monitoring, and project closure;

c. Allocates resources, including budgets, personnel, materials, and equipment, for civil and plumbing projects, ensuring that the necessary resources are available and effectively utilized;

d. Prepares project cost estimates and recommend allocations to the GSU Head;

e. Supervises and provides leadership to a team of civil and plumbing workers;

f. Coordinates work assignments, ensures that tasks are completed on schedule, and monitors quality of works;

g. Implements safety and quality and quality control procedures to maintain a safe and secure working environment for project personnel and the College community;

h. Conducts safety inspections, assesses potentials hazards, and ensures compliance with safety standards;

i. Maintains comprehensive project documentation, including project plans, progress reports, and work orders;

j. Records project-related data, expenses, and materials used;

k. Provides technical expertise in civil engineering and plumbing works to ensure that projects meet quality standards and are completed successfully;

l. Troubleshoots and addresses technical issues that arise during project execution;

m. Communicates with stakeholders, including academic and administrative personnel, to understand their facility-related needs and provide updates on project progress;

n. Addresses inquiries and concerns related to civil and plumbing projects;

o. Ensures that all civil and plumbing projects comply with relevant laws, regulations, and safety standards, including building codes, environmental regulations, and health and safety guidelines;

p. Stays informed about changes in regulations and takes necessary steps for compliance;

q. Assists in budget-related tasks and financial records for civil and plumbing works;

r. Ensures that expenses are aligned with project budgets;

s. Evaluates project processes and outcomes to identify opportunities for improvement in efficiency and quality;

t. Stays updated on industry trends and best practices in civil engineering and plumbing works; and

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u. Performs other functions as delegated by the GSU Head or any higher competent authority.

2.5 *Administrative Assistant III (Electrician Foreman)*. The Administrative Assistant III (Electrician Foreman) serves as the Section Focal for Electrical Works and the College Electrician of the institution. This staff is responsible for the supervision and coordination of electrical maintenance and construction projects. The responsibilities encompass project supervision, resource allocation, team leadership, safety and quality control, project documentation, technical expertise; stakeholder communication, regulatory compliance, budget management, and continuous improvement.

2.6 *Terms of Reference of the Administrative Assistant III (Electrician Foreman).*

a. Oversees electrical maintenance, repair, and construction projects within the College, ensuring that projects are executed efficiently, within budget, and in compliance with safety standards and regulations;

b. Coordinates project scheduling, from planning and initiation to execution, monitoring, and project closure;

c. Allocates resources for electrical projects, including budgets, personnel, materials, and equipment, ensuring that the necessary resources are available and effectively utilized;

d. Prepares project budgets and recommend allocations to the GSU Head;

e. Supervises and provides leadership to a team of electrical technicians, electricians, and contractors;

f. Coordinates work assignments, ensures that tasks are completed on schedule, and monitors the quality of work;

g. Implements safety measures and quality control procedures to maintain a safe and secure working environment for project personnel and the College community;

h. Conducts safety inspections, assess potential hazards, and ensure compliance with safety standards;

i. Provides technical expertise in electrical systems to ensure that electrical projects meet quality standards and are completed successfully;

j. Troubleshoots and addresses technical issues that arise during project execution;

k. Maintains comprehensive project documentation, including project plans, progress reports, and work orders;

l. Records project-related data, expenses, and materials used;

m. Communicates with stakeholders, including academic and administrative personnel, to understand their electrical facility-related needs and provide updates on project progress;

n. Addresses inquiries and concerns related to electrical projects;

o. Ensures that all electrical projects comply with relevant laws, regulations, and safety standards, including electrical codes, environmental regulations, and health and safety guidelines;

p. Stays informed about changes in regulations and takes necessary steps for compliance;

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q. Assists in budget-related tasks and financial records for electrical works;

r. Ensures that expenses are aligned with project budgets.

s. Evaluates project processes and outcomes to identify opportunities for improvement in efficiency and quality;

t. Stays updated on industry trends and best practices in electrical systems and maintenance; and

u. Performs other functions as delegated by the GSU Head or any higher competent authority.

2.7 *Administrative Assistant II (Plumber)*. The Administrative Assistant II (Plumber) serves as the College Plumber and works under the Focal for Civil Works Section. This staff is responsible for maintaining and ensuring the proper functioning of plumbing systems within the College. The responsibilities encompass plumbing repairs and maintenance, installation and upgrades, water quality and efficiency, emergency response, equipment maintenance, safety and quality control, inventory management, stakeholder communication, regulatory compliance, and record keeping.

2.8 *Terms of Reference of the Administrative Assistant II (Plumber).*

a. Performs routine inspections of plumbing systems, including pipes, fixtures, drains, and valves, to identify issues and areas that require maintenance or repair;

b. Carries out repairs to fix leaks, clogs, and other plumbing issues promptly to prevent disruptions and ensure a consistent water supply;

c. Installs and replaces plumbing fixtures, pipes, and components as needed, including sinks, faucets, toilets, water heaters, and water supply lines;

d. Assesses the suitability of plumbing systems and make recommendations for upgrades or improvements;

e. Monitors water quality and pressure, ensuring that plumbing systems provide clean and safe water for the college community;

f. Implements measures to improve water efficiency and reduce wastage, such as installing low-flow fixtures;

g. Responds to plumbing emergencies, such as burst pipes or severe leaks, by quickly assessing the situation and taking appropriate corrective actions;

h. Implements emergency response procedures to address plumbing-related crises effectively;

i. Maintains and repairs plumbing-related equipment, including pumps, sewage systems, water heaters, and irrigation systems;

j. Conducts routine inspections to identify equipment issues and perform necessary maintenance;

k. Implements safety measures to ensure a safe and secure working environment, including following safety protocols and using personal protective equipment;

l. Ensures the quality and integrity of plumbing installations and repairs, adhering to relevant industry standards and regulations;

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m. Maintains an inventory of plumbing supplies, tools, and equipment, ensuring that necessary plumbing materials are stocked and readily available;

n. Tracks the usage of supplies and reports replenishment needs to Civil Works Cluster Supervisor;

o. Communicates with academic and administrative personnel and the GSU leadership to understand plumbing-related needs and coordinate repairs or installations;

p. Addresses inquiries and concerns related to plumbing issues and provides updates on work progress;

q. Ensures that all plumbing work complies with relevant laws, regulations, and safety standards, including plumbing codes, environmental regulations, and health and safety guidelines;

r. Stays informed about changes in regulations and take necessary steps for compliance;

s. Maintains records and documentation related to plumbing repairs, maintenance, and installations, including logging work performed, documenting equipment specifications, and creating maintenance schedules; and

t. Performs other functions as delegated by the Civil Works Section Focal, GSU Head or any higher competent authority.

2.9 *Administrative Aide VI (Clerk III)*. The Administrative Aide VI (Clerk III) serves as the secretary of the GSU Head and plays a key role in providing administrative support, managing office operations, and facilitating efficient communication within the office and with various stakeholders. The position requires a high degree of organization, attention to detail, and the ability to handle multiple tasks simultaneously.

2.10 *Terms of Reference of the Administrative Aide VI (Clerk III).*

a. Provides comprehensive administrative support to the GSU Head and GSU Focal Persons, including managing their schedule, preparing documents, and handling inquiries;

b. Manages communication effectively within the office and ensures that messages and information are relayed promptly and accurately;

c. Handles incoming and outgoing correspondence, including emails and phone calls, responding professionally, and directing inquiries to the appropriate parties;

d. Assists in the planning and coordination of meetings, conferences, and events, ensuring logistical support and timely execution;

e. Supports the GSU's financial operations, including budget tracking, expense reporting, and processing financial transactions in collaboration with the relevant offices, divisions, and units;

f. Maintains an organized and efficient office environment, overseeing office supplies, equipment, and facilities to ensure smooth operations;

g. Inputs and manages accurately data related to office activities and projects, and generates reports as needed using software applications;

h. Interacts with faculty, staff, and stakeholders by providing information and assistance, and representing the GSU professionally;

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i. Assists in the planning, execution, and coordination of projects and initiatives as directed by the GSU Head;

j. Ensures that the office policies and procedures are adhered to and reports any violations or concerns as necessary; and

k. Performs other functions as delegated by the GSU Head or any higher competent authority.

2.11 *Administrative Aide III (Maintenance Man)*. The Administrative Aide III (Maintenance Man) serves as the Cleaning and Maintenance Works Section Focal. This staff is responsible for maintaining and ensuring the proper functioning of plumbing systems within the College. The responsibilities encompass supervision and team leadership, cleaning and sanitation, maintenance and repairs, inventory and supplies management, safety and quality control, budget management, reporting and documentation, stakeholder communication, regulatory compliance, and continuous improvement.

2.12 *Terms of Reference of the Administrative Aide III (Maintenance Man).*

a. Oversees a team of utility and maintenance workers (UMWs), providing leadership, guidance, and support to ensure that tasks are completed efficiently and effectively;

b. Assigns work tasks, schedule shifts, and monitor staff performance, ensuring that cleaning and maintenance standards are met;

c. Coordinates and supervises utility and maintenance workers in cleaning and sanitizing college facilities, including classrooms, offices, restrooms, common areas, and outdoor spaces;

d. Ensures that cleaning activities are conducted in accordance with established schedules and standards;

e. Oversees maintenance and repair tasks related to college facilities, including minor repairs, such as fixing leaks, changing light bulbs, and addressing minor electrical or plumbing issues in coordination the College Electrician and College Plumber;

f. Coordinates with specialized maintenance personnel for larger repair projects;

g. Manages custodial and maintenance supplies and equipment, including cleaning products, tools, and safety gear;

h. Monitors inventory levels, orders supplies as needed, and ensures that necessary materials are readily available to staff;

i. Implements safety measures and quality control procedures to maintain a safe and secure working environment for custodial and maintenance staff and the college community;

j. Conducts safety inspections and ensures that safety protocols are followed;

k. Assists in budget-related tasks, such as tracking expenditures for cleaning and maintenance supplies and equipment;

l. Ensures that expenses are aligned with the GSU's budget for custodial and maintenance services;

m. Maintains records and documentation related to cleaning, maintenance, and repair tasks, including work orders, maintenance schedules, and reports on completed tasks;

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n. Provides regular reports to GSU leadership on the status of cleaning and maintenance activities;

o. Communicates with academic and administrative personnel, as well as the GSU leadership, to understand facility-related needs and coordinate cleaning, maintenance, and repair tasks;

p. Addresses inquiries and concerns related to cleaning and maintenance issues and provide updates on work progress;

q. Ensures that all cleaning and maintenance activities comply with relevant laws, regulations, and safety standards, including environmental regulations, health and safety guidelines, and sanitation standards;

r. Stays informed about changes in regulations and takes necessary steps for compliance;

s. Evaluates cleaning and maintenance processes and outcomes to identify opportunities for improvement in efficiency and quality;

t. Stays updated on industry best practices and innovations in custodial and maintenance services; and

u. Performs other functions as delegated by the GSU Head or any higher competent authority.

2.13 *HVAC-R Technician (Contract of Service)*. A HVAC-R Technician is a GSU-personnel hired under contract of service and reports under the Mechanical Works Section Focal Person. The role encompasses equipment installation, system troubleshooting, preventive maintenance, system testing, refrigerant handling, documentation, emergency repairs, energy efficiency, safety compliance, and collaboration.

2.14 *Terms of Reference of the HVAC-R Technician (Contract of Service).*

a. Installs, maintains, and repairs heating, ventilation, air conditioning, and refrigeration (HVAC-R) systems, ensuring proper functionality and adherence to safety standards;

b. Diagnoses and troubleshoots issues in HVAC-R systems, identifying and resolving problems related to components such as compressors, motors, thermostats, and ductwork;

c. Performs routine preventive maintenance on HVAC-R systems, including cleaning coils, checking refrigerant levels, lubricating moving parts, and replacing filters to extend equipment lifespan;

d. Conducts tests on HVAC-R systems to assess performance, energy efficiency, and compliance with environmental regulations, making adjustments and recommendations as needed;

e. Handles and disposes refrigerants safely according to environmental regulations, ensuring compliance with legal requirements;

f. Maintains accurate records of HVAC-R maintenance activities, including service logs, equipment specifications, and inventory of spare parts;

g. Responds to emergency calls for HVAC-R system failures, providing timely and effective repairs to minimize downtime and maintain a comfortable environment;

h. Recommends and implements energy-efficient practices and upgrades for HVAC-R systems, contributing to cost savings and environmental sustainability;

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i. Adheres to safety guidelines and regulations during all HVAC-R maintenance and repair activities, promoting a secure working environment;

j. Coordinates with other members of the General Services Unit, including electricians, plumbers, and maintenance personnel, to ensure integrated and efficient facility management; and

k. Performs other functions as delegated by the Mechanical Works Section Focal Person or any higher competent authority.

2.15 *Electrician (Contract of Service)*. An Electrician is a GSU-personnel hired under contract of service and reports under the Electrical Works Section Focal Person. The role encompasses electrical installations, troubleshooting, preventive maintenance, safety compliance, blueprint interpretation, equipment upgrades, emergency repairs, electrical panel maintenance, collaboration, and documentation.

2.16 *Terms of Reference of the Electrician (Contract of Service).*

a. Installs, maintains, and repairs electrical systems, wiring, lighting fixtures, and other electrical components in accordance with safety codes and regulations;

b. Diagnoses and troubleshoots electrical issues, utilizing testing equipment to identify faults, short circuits, and other malfunctions, and implement corrective measures;

c. Performs routine inspections and preventive maintenance on electrical systems to ensure their reliability, including checking for loose connections, inspecting circuit breakers, and testing voltage levels;

d. Adheres to electrical safety protocols and regulations, including the proper use of personal protective equipment (PPE) and ensuring compliance with electrical codes;

e. Reads and interprets electrical blueprints, schematics, and diagrams to plan and executes electrical installations and repairs accurately;

f. Upgrades electrical systems and components to meet changing needs and technological advancements, ensuring compatibility and adherence to standards;

g. Responds to emergency calls for electrical failures or hazards, promptly addressing issues to minimize disruptions and maintain a safe environment;

h. Inspects and maintains electrical distribution panels, ensuring proper functioning, labeling circuits, and addressing issues such as tripped breaker;

i. Coordinates with other members of the General Services Unit, including HVAC-R technicians, plumbers, and maintenance personnel, to ensure integrated and efficient facility management;

j. Maintains accurate records of electrical maintenance activities, including service logs, equipment specifications, and inventory of spare parts; and

k. Perform other functions as delegated by the Electrical Works Section Focal Person or any higher competent authority.

2.17 *Utility and Maintenance Worker/Janitor (Job Order)*. A Utility and Maintenance Worker/Janitor is a GSU-personnel hired under job order employment and reports under the Cleaning and Maintenance Works Section Focal Person. The role encompasses general cleaning, minor repairs and maintenance, waste disposal, restroom maintenance, maintenance of cleaning equipment, grounds maintenance, garden and landscaping, event support, safety measures, and reporting maintenance issues.

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	2.18 *Terms of Reference of the Utility and Maintenance Worker/Janitor (Job Order).* a. Performs routine cleaning tasks, including sweeping, mopping, dusting, and vacuuming, to maintain cleanliness in offices, classrooms, hallways, and other college facilities; b. Collects, segregates, and disposes waste and recyclables in accordance with environmental regulations and college policies; c. Cleans and sanitizes restrooms, replenishing supplies such as soap, paper towels, and toilet tissue as needed; d. Strips, waxes and polishes floors using appropriate equipment and cleaning solutions to ensure a well-maintained and polished appearance; e. Cleans windows, glass partitions, and mirrors to maintain a clear and presentable environment; f. Performs minor maintenance tasks, such as fixing leaky faucets, changing light bulbs, and repairing minor damages, contributing to the overall upkeep of facilities; g. Undertakes garden and landscaping tasks, including trimming, planting, and maintaining the greenery around the college premises for an aesthetically pleasing environment; h. Inspects and maintains cleaning tools and equipment, such as vacuum cleaners and mops, ensuring they are in good working condition; i. Assists in outdoor maintenance tasks, including sweeping sidewalks, picking up litter, and maintaining the overall appearance of the college grounds; j. Provides cleaning support before, during, and after special events or activities held within the college premises; k. Adheres to safety guidelines while using cleaning chemicals and equipment, ensuring a secure working environment; l. Reports maintenance issues, damages, and the need for repairs to appropriate personnel for timely resolution; and m. Performs other functions as delegated by the Cleaning and Maintenance Works Focal Person or any higher competent authority.

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Processes	The General Services Unit manages six (6) processes/services within the College, namely: ▪ **Handling of Requests For Administrative Repairs And Other Miscellaneous Works**. This process involves a systematic approach to addressing repair and maintenance needs within Davao del Norte State College. Initiated through the submission of work orders and personnel assignments, the process includes assessments, minor repairs, and documentation of maintenance activities. A crucial step involves the evaluation of work accomplished, ensuring quality and adherence to standards. Action plans for major repairs are developed and submitted for approval, contributing to the continuous improvement of maintenance services. The process emphasizes efficiency, accountability, and responsiveness to the college community's administrative repair needs. ▪ **Preventive Maintenance of Buildings and Other Structures.** This process involves a comprehensive approach aimed at ensuring the optimal condition and longevity of facilities at Davao del Norte State College. Scheduled on a quarterly basis, the process involves assigning maintenance teams, conducting visual inspections, and identifying both minor and major issues. The teams perform necessary repairs and adjustments, meticulously document maintenance activities, and submit reports with photographs for assessment. Action plans for major repairs are developed and submitted for approval, contributing to the continuous improvement of maintenance services. The process underscores the importance of proactive measures to uphold the integrity and functionality of the college's infrastructure. ▪ **Preventive Maintenance of Electrical Systems.** This process involves a systematic and proactive approach to ensure the optimal functioning and safety of electrical infrastructure at Davao del Norte State College. Scheduled on a quarterly basis, the process involves assigning maintenance teams to conduct visual inspections, identify minor electrical issues, and perform necessary repairs and adjustments. The meticulous documentation of maintenance activities, including photographs, contributes to the comprehensive preventive maintenance strategy. The process also includes the development of action plans for major electrical repairs, emphasizing a proactive stance towards continuous improvement and the sustained efficiency of the college's electrical systems. ▪ **Preventive Maintenance of HVAC-R Systems.** This process involves a structured and recurring approach aimed at preserving the optimal functionality and efficiency of heating, ventilation, air conditioning, and refrigeration systems at Davao del Norte State College. Spearheaded by the Mechanical Works Section, the process includes scheduling quarterly preventive maintenance, assigning skilled maintenance personnel, conducting visual inspections, identifying and rectifying minor HVAC-R issues, and thoroughly documenting all maintenance activities. This proactive strategy not only ensures the sustained performance of HVAC-R systems but also involves the development of action plans for major repairs, aligning with the unit's commitment to continuous improvement and overall system reliability. ▪ **Preventive Maintenance of Mechanical Systems.** This process involves a systematic and scheduled approach designed to ensure the optimal functioning and longevity of various mechanical systems at Davao del Norte State College. Spearheaded by the Mechanical Works Section, the process involves quarterly scheduling of preventive maintenance, assigning skilled maintenance personnel, conducting visual inspections, identifying and addressing minor mechanical issues, and thoroughly documenting all maintenance activities. This comprehensive strategy aims to proactively maintain the efficiency of mechanical systems, with a focus on continuous improvement and the development of action plans for major repairs to enhance the overall reliability of these systems. ▪ **Preventive Maintenance of Plumbing Systems**. This process involves a structured and recurring approach dedicated to maintaining the integrity and functionality of plumbing systems across Davao del Norte State College. Led by the Civil Works Section, this process involves the quarterly scheduling of preventive maintenance, assigning a team of skilled maintenance personnel, conducting visual inspections, identifying and rectifying minor plumbing issues, and thoroughly documenting all maintenance activities. The primary goal is to proactively address plumbing concerns, ensure optimal system performance, and develop action plans for major repairs when necessary, contributing to the overall efficiency and reliability of plumbing infrastructure within the college premises.

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GENERAL SERVICES UNIT

HANDLING OF WORK ORDERS FOR ADMINISTRATIVE AND MISCELLANEOUS REQUESTS

Process Title	**HANDLING OF WORK ORDERS FOR ADMINISTRATIVE AND MISCELLANENOUS REQUESTS**
Purpose	▪ To promptly handle and address work orders related to minor repairs and miscellaneous works in the College; ▪ To ensure longevity, safety, and optimal functionality of facilities, amenities, buildings, and other structures of the College by facilitating timely repairs, implementing enhancements, and carrying out improvements; ▪ To establish a systematic and efficient approach to maintain and enhance the overall physical infrastructure of the College; and ▪ To create an environment conducing to learning, working, and overall well-being of all stakeholders in the College.
Scope	This process covers all minor, urgent, and internally-funded repairs, planned enhancements, and strategic improvements of facilities, amenities, buildings, and other structures of the College.
Process Owner	General Services Unit Head
Form(s)	ASD Form 1B
Output(s)	Completed Administrative Service Request, Administrative Services Request Assessment Form 1B, Client Satisfaction Survey

Process Flow/Activities		Responsible Unit/ Person	Details
Step 1	Receive Work Order and Personnel Assignment from DASD thru ASD Form 1A	GSU Head	Note 1
Step 2	Assess the work order based on available materials and skilled workers	Assigned GSU Personnel	Note 2
Step 3	Accomplish the work order based on the approved time frame	Assigned GSU Personnel	Note 3
Step 4	Submit work accomplishment/assessment thru ASD Form 1B with photographs	Assigned GSU Personnel	Note 4
Step 5	Evaluate the work accomplished by the assigned personnel and submit it to ASD	Requester	Note 5

Description of Notes	
Note 1	▪ The process commences with the General Services Unit (GSU) Head receiving a Work Order and Personnel Assignment from the Director for Administrative Services Division (DASD) through ASD Form 1. The GSU Head serves as the primary point of contact for initiating administrative repairs and miscellaneous works.
Note 2	▪ Upon receipt of the work order, the assigned GSU personnel is responsible for assessing the requirements of the task. This involves evaluating the availability of materials and determining the skill set of assigned workers to ensure the feasibility and efficiency of the planned repairs or miscellaneous works.
Note 3	▪ The assigned GSU personnel proceeds to execute the assigned task within the approved time frame. They coordinate the efforts of skilled personnel, arrange for necessary materials, and adhere to the specified timeline to ensure timely completion of the administrative repairs or miscellaneous works.
Note 4	▪ Following the completion of the task, the assigned GSU personnel is responsible for documenting the work accomplishment and assessment through ASD Form 1B. This documentation is supplemented with photographs and submitted to the GSU Head for review.
Note 5	▪ The final step involves the requester (originator of the work order) evaluating the quality and effectiveness of the work accomplished by the assigned GSU personnel using Client's Feedback Survey Form. The requester assesses whether the repairs and miscellaneous works meet the specified end-user standards and expectations outlined in the initial work

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	order. This evaluation feedback contributes to the continuous improvement efforts within the Administrative Services Division.

Prepared by:	Reviewed by:	Approved by:
GSU HEAD Process Owner	**LEO D. RAYON, JR.** Chairperson, AdMoP Committee	**JOY M. SORROSA** College President

GENERAL SERVICES UNIT

PREVENTIVE MAINTENANCE OF BUILDINGS AND OTHER STRUCTURES

Process Title	**PREVENTIVE MAINTENANCE OF BUILDINGS AND OTHER STRUCTURES**
Purpose	▪ To prevent potential issues, damages, and deterioration by conducing regular inspections, minor repairs, and adjustment of buildings and other structures; ▪ To ensure the optimal condition, functionality, and longevity of the College's physical facilities; ▪ To minimize the risk of expected breakdowns, reduce the need for major repairs, and promote the efficient use of resources in the management of its physical assets; and ▪ To enhance overall quality and safety of College's buildings and other structures, providing a conducive environment for academic and administrative activities.
Scope	This process covers the quarterly inspection and preventive maintenance of all buildings and other structures in the College and involves a systematic and scheduled approach to maintenance activities, encompassing visual inspections, identification of minor issues and adjustments, immediate repairs, and the development of action plans for major repairs.
Process Owner	Civil Works Section Focal Person
Form(s)	Preventive Monitoring Plan Form, Preventive Maintenance Checklist for Buildings and Other Structures, Inventory of Building Facilities, Master List of Buildings and Other Structures
Output(s)	Action Plans for Major Repairs and Adjustments, Updated Inventory of Building Facilities

Process Flow/Activities		Responsible Unit/ Person	Details
Step 1	Schedule the Quarterly Preventive Maintenance for Buildings & Other Structures	CWS Focal Person	Note 1
Step 2	Assign a Team of Maintenance Personnel	CWS Focal Person	Note 2
Step 3	Conduct Visual Inspection	CWS Team	Note 3
Step 4	Identify Minor Buildings Issues and Repairs	CWS Team	Note 4
Step 5	Perform Necessary Minor Buildings Repairs and Adjustments	CWS Team	Note 5
Step 6	Document Maintenance Activities	CWS Focal Person	Note 6
Step 7	Submit Preventive Maintenance Documents with Photographs to GSU Head	CWS Focal Person	Note 7
Step 8	Develop Action Plans for Major Buildings Repairs and Adjustments	GSU Head	Note 8
Step 9	Submit Action Plans for Major Buildings Repairs and Adjustments to DASD	GSU Head	Note 9

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Step 10	Update Preventive Maintenance Schedule for Buildings & Other Structures	CWS Focal Person	Note 10

Description of the Notes	
Note 1	▪ The CWS Focal Person, in coordination with the GSU Head, initiates the preventive maintenance process by scheduling quarterly maintenance for buildings and other structures and plans and coordinates the quarterly conduct of preventive maintenance activities to ensure regular inspections and upkeep.
Note 2	▪ The CWS Focal Person assigns and leads a team of CWS EWS Team personnel with specific skills and responsibilities. The team is tasked with conducting preventive maintenance activities on various buildings and structures according to the schedule.
Note 3	▪ The CWS Team conducts visual inspections of buildings and structures to identify any potential issues, damages, signs of wear and tear, and pest infestation. This step involves a comprehensive assessment of the overall condition of the buildings and other structures.
Note 4	▪ During the inspection, the CWS Team identifies minor issues and repairs that can be addressed immediately. These may include small damages, adjustments, or replacements needed to maintain the optimal functioning of the buildings and other structures.
Note 5	▪ The CWS Team executes necessary minor repairs and adjustments on a given timeline. This ensures that identified issues are promptly resolved, preventing them from escalating into more significant problems.
Note 6	▪ As maintenance activities are carried out, the CWS Focal Person documents each task performed. This documentation includes details of repairs, adjustments, and any other activities conducted during the preventive maintenance process.
Note 7	▪ After completing the preventive maintenance activities, the CWS Focal Person submits comprehensive documentation, including photographs, to the GSU Head. This documentation serves as a record of the maintenance efforts.
Note 8	▪ Based on the findings during preventive maintenance, the GSU Head, with the assistance of CWS Focal Person, develops action plans for major repairs and adjustments. These plans outline the steps, resources, and timeline required to address significant issues.
Note 9	▪ The GSU Head submits the developed action plans for major repairs and adjustments to the Director of Administrative Services Division (DASD) for appropriate actions. This ensures alignment with broader administrative objectives.
Note 10	▪ The CWS Focal Person, in coordination with the GSU Head, updates the preventive maintenance schedule based on the outcomes of the maintenance activities. This may involve adjusting the frequency of inspections or incorporating new findings into the preventive maintenance plan.

Prepared by:	Reviewed by:	Approved by:
CWS FOCAL PERSON Process Owner	**LEO D. RAYON, JR.** Chairperson, AdMoP Committee	**JOY M. SORROSA** College President

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GENERAL SERVICES UNIT

PREVENTIVE MAINTENANCE OF ELECTRICAL SYSTEMS

Process Title	**PREVENTIVE MAINTENANCE OF ELECTRICAL SYSTEMS**
Purpose	▪ To prevent electrical failures, disruptions, and potential hazards by implementing regular inspections, testing, and maintenance activities; ▪ To ensure reliability, safety, and optima performance of the College's electrical infrastructure; ▪ To enhance safety, reduce the risk of electrical failures, and comply with electrical standards and regulations; and ▪ To safeguard the electrical systems that power various facilities and equipment within the College, supporting uninterrupted academic and administrative operations.
Scope	This process covers the quarterly inspection and preventive maintenance of all electrical systems, components, and associated equipment in the College and involves a systematic and scheduled approach to maintenance tasks, such as visual inspections, testing of electrical components, replacement of work-out parts, and addressing minor issues before they escalate.
Process Owner	Electrical Works Section Focal Person
Form(s)	Preventive Monitoring Plan Form, Preventive Maintenance Checklist for Electrical Systems, Inventory of Electrical Systems and Equipment, Masterlist of Electrical Systems
Output(s)	Action Plans for Major Electrical Repairs and Adjustments, Updated Inventory of Electrical Systems

Process Flow/Activities		Responsible Unit/ Person	Details
Step 1	Schedule the Quarterly Preventive Maintenance for Electrical Systems	EWS Focal Person	Note 1
Step 2	Assign a Team of Maintenance Personnel	EWS Focal Person	Note 2
Step 3	Conduct Visual Inspection	EWS Team	Note 3
Step 4	Identify Minor Electrical Issues and Repairs	EWS Team	Note 4
Step 5	Perform Necessary Minor Electrical Repairs and Adjustments	EWS Team	Note 5
Step 6	Document Maintenance Activities	EWS Focal Person	Note 6
Step 7	Submit Preventive Maintenance Documents with Photographs to GSU Head	EWS Focal Person	Note 7
Step 8	Develop Action Plans for Major Electrical Repairs and Adjustments	GSU Head	Note 8
Step 9	Submit Action Plans for Major Electrical Repairs and Adjustments to DASD	GSU Head	Note 9

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Step 10	Update Preventive Maintenance Schedule for Electrical	EWS Focal Person	Note 10

Description of Notes	
Note 1	▪ The EWS Focal Person, in coordination with the GSU Head, initiates the preventive maintenance process by scheduling quarterly activities for the inspection and upkeep of the electrical systems, ensuring a proactive approach to system maintenance.
Note 2	▪ The EWS Focal Person takes charge of assigning and leading a team of EWS personnel, distributing responsibilities based on expertise and specific areas of the electrical systems, ensuring a systematic and thorough approach.
Note 3	▪ The EWS Team conducts a visual inspection of electrical systems, scrutinizing components such as distribution panels, wiring, outlets, and lighting fixtures to identify potential issues and assess the overall condition.
Note 4	▪ The EWS Team identifies and documents minor electrical issues, ensuring a detailed record of potential problems that may require immediate attention or future monitoring.
Note 5	▪ The EWS Team addresses the identified minor electrical issues promptly by executing necessary repairs and adjustments to maintain the optimal functioning of the electrical systems
Note 6	▪ The EWS Focal Person comprehensively documents all preventive maintenance activities related to electrical systems, including details of repairs, adjustments made, and any parts replaced, ensuring a transparent and organized record.
Note 7	▪ The EWS Focal Person compiles a thorough documentation package, including written reports and accompanying photographs, and submits it to the GSU Head for review and further action.
Note 8	▪ The GSU Head, after analyzing the findings and in coordination with EWS Focal Person, develops detailed action plans for major electrical repairs or adjustments, outlining necessary steps and resources required to address significant issues.
Note 9	▪ The GSU Head submits the developed action plans for major electrical repairs and adjustments to the Director for Administrative Services Division (DASD) for appropriate actions.
Note 10	▪ Based on completed activities and any major electrical repairs or adjustments, the EWS Focal Person, in coordination with the GSU Head, updates the preventive maintenance schedule to ensure alignment with the overall maintenance strategy and compliance with scheduled activities.

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EWS FOCAL PERSON Process Owner	**LEO D. RAYON, JR.** Chairperson, AdMoP Committee	**JOY M. SORROSA** College President

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GENERAL SERVICES UNIT

PREVENTIVE MAINTENANCE OF HVAC-R SYSTEMS

Process Title	**PREVENTIVE MAINTENANCE OF HVAC-R EQUIPMENT SYSTEMS**
Purpose	▪ To proactively identify and address potential issues, minimize unexpected breakdowns, and enhance the overall efficiency and performance of HVAC-R systems; ▪ To conduct routinary inspection, lubrication, adjustments, and documentation of HVAC-R systems in the College; and ▪ To ensure the optimal functional, reliability, and longevity of heating, ventilation, air-conditioning, and refrigeration systems in the College.
Scope	This process covers the quarterly inspection and preventive maintenance activities for all HVAC-R systems installed across the buildings and facilities of the College and involves the identification and resolution of minor issues before they escalate into major issues and problems, ensuring a continuous and reliable HVAC-R operation.
Process Owner	Mechanical Works Section Focal Person
Form(s)	Preventive Monitoring Plan Form, Preventive Maintenance Checklist for HVAC-R Systems, Inventory of HVAC-R Systems, Masterlist of HVAC-R Systems
Output(s)	Action Plans for Major HVAC-R Repairs and Adjustments, Updated Inventory of HVAC-R Systems

Process Flow/Activities		Responsible Unit/ Person	Details
Step 1	Schedule the Quarterly Preventive Maintenance for HVAC-R Systems	MWS Focal Person	Note 1
Step 2	Assign a Team of Maintenance Personnel	MWS Focal Person	Note 2
Step 3	Conduct Visual Inspection	HVAC-R Team	Note 3
Step 4	Identify Minor HVAC-R Issues and Repairs	HVAC-R Team	Note 4
Step 5	Perform Necessary Minor HVAC-R Repairs and Adjustments	HVAC-R Team	Note 5
Step 6	Document Maintenance Activities	MWS Focal Person	Note 6
Step 7	Submit Preventive Maintenance Documents with Photographs to GSU Head	MWS Focal Person	Note 7
Step 8	Develop Action Plans for Major HVAC-R Repairs and Adjustments	GSU Head	Note 8
Step 9	Submit Action Plans for Major HVAC-R Repairs and Adjustments to DASD	GSU Head	Note 9
Step 10	Update Preventive Maintenance Schedule for HVAC-R Systems	MWS Focal Person	Note 10

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Description of Notes	
Note 1	▪ The EWS Focal Person, in coordination with the GSU Head, initiates the scheduling of quarterly preventive maintenance activities specifically tailored for heating, ventilation, air conditioning, and refrigeration (HVAC-R) systems.
Note 2	▪ The EWS Focal Person assigns and leads a team of HVAC-R personnel, ensuring skilled and qualified individuals are available to carry out the HVAC-R preventive maintenance tasks.
Note 3	▪ The HVAC-R Team conducts a thorough visual inspection of HVAC-R systems, assessing their condition and identifying any visible issues that may require attention.
Note 4	▪ The HVAC-R Team pinpoints minor issues related to HVAC-R systems, focusing on early detection to prevent escalation.
Note 5	▪ The HVAC-R Team takes proactive measures to address identified minor issues by executing necessary repairs and adjustments to maintain optimal HVAC-R functionality.
Note 6	▪ The MWS Focal Person systematically documents all preventive maintenance activities related to HVAC-R systems, maintaining a comprehensive record for future reference and analysis.
Note 7	▪ Following preventive maintenance, the MWS Focal Person submits documented reports, including photographs, to the GSU Head for thorough review and documentation.
Note 8	▪ The GSU Head, in coordination with the MWS Focal Person, leads the development of action plans specifically tailored for major repairs or adjustments required for HVAC-R systems, ensuring a strategic approach to addressing significant issues.
Note 9	▪ The GSU Head submits action plans for major HVAC-R repairs and adjustments to the Director for Administrative Services Division for appropriate actions.
Note 10	▪ The MWS Head, in coordination with the GSU Head, updates the overall preventive maintenance schedule, specifically focusing on HVAC-R systems, to incorporate any changes, improvements, or adjustments based on the completed activities and action plans.

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MWS FOCAL PERSON Process Owner	**LEO D. RAYON, JR.** Chairperson, AdMoP Committee	**JOY M. SORROSA** College President

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GENERAL SERVICES UNIT

PREVENTIVE MAINTENANCE OF MECHANICAL SYSTEMS

Process Title	**PREVENTIVE MAINTENANCE OF MECHANICAL SYSTEMS**
Purpose	▪ To proactively identify, address, and prevent mechanical issues through quarterly inspections, adjustments, and necessary repairs, contributing to the overall sustainability and reliability of the College's mechanical infrastructure; ▪ To minimize downtime, prevent unexpected failures, and optimize the overall performance of critical mechanical systems; and ▪ To ensure the optimal functionality, efficiency, reliability, and longevity of mechanical systems across the College
Scope	This process covers the quarterly inspection and preventive maintenance activities for all mechanical systems and involves identification and resolution of minor repairs, adjustments, and enhancements for machineries, generators, pumps, elevators, and other mechanical components, supporting the College's commitment to providing a conducive and safe environment.
Process Owner	Mechanical Works Section Focal Person
Form(s)	Preventive Monitoring Plan Form, Preventive Maintenance Checklist for Mechanical Systems, Inventory of Mechanical Systems, Masterlist of Mechanical Systems
Output(s)	Action Plans for Major Mechanical Repairs and Adjustments, Updated Inventory of Mechanical Systems

Process Flow/Activities		Responsible Unit/ Person	Details
Step 1	Schedule the Quarterly Preventive Maintenance for Mechanical Systems	MWS Focal Person	Note 1
Step 2	Assign a Team of Maintenance Personnel	MWS Focal Person	Note 1
Step 3	Conduct Visual Inspection	Mechanical Team	Note 3
Step 4	Identify Minor Mechanical Issues and Repairs	Mechanical Team	Note 4
Step 5	Perform Necessary Minor Mechanical Repairs and Adjustments	Mechanical Team	Note 5
Step 6	Document Maintenance Activities	MWS Focal Person	Note 6
Step 7	Submit Preventive Maintenance Documents with Photographs to GSU Head	MWS Focal Person	Note 7
Step 8	Develop Action Plans for Major Mechanical Repairs and Adjustments	GSU Head	Note 8
Step 9	Submit Action Plans for Major Mechanical Repairs and Adjustments to DASD	GSU Head	Note 9
Step 10	Update Preventive Maintenance Schedule for Mechanical Systems	MWS Focal Person	Note 10

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Description of Notes	
Note 1	▪ The MWS Focal Person, in coordination with the GSU Head, plans and schedules quarterly preventive maintenance activities specifically tailored for mechanical systems.
Note 2	▪ The MWS Focal Person organizes and leads a team of mechanical personnel responsible for executing the scheduled preventive maintenance tasks on various mechanical systems. The selection is based on the team members' expertise in handling mechanical equipment and components.
Note 3	▪ The MWS Team conducts a visual inspection of mechanical systems, thoroughly examining components for signs of wear, damage, or any issues that might affect their performance. This step involves a detailed examination to identify potential problems.
Note 4	▪ Based on the visual inspection, the Mechanical Team identifies minor issues and areas requiring repairs or adjustments within the mechanical systems. This step aims to address smaller issues promptly to prevent them from escalating.
Note 5	▪ The Mechanical Team executes the necessary minor repairs and adjustments to address the identified issues within the mechanical systems. These tasks may include lubrication, tightening, or calibration to ensure optimal performance.
Note 6	▪ The MWS Focal Person oversees the documentation of all maintenance activities conducted on mechanical systems. This includes detailed records of inspections, repairs, and adjustments for future reference and evaluation.
Note 7	▪ The MWS Focal Person submits comprehensive preventive maintenance documents, along with photographs capturing the maintenance activities, to the GSU Head. This step ensures transparency and facilitates proper monitoring.
Note 8	▪ The GSU Head, in collaboration with the MWS Focal Person, develops action plans addressing major repairs or adjustments needed for mechanical systems based on the preventive maintenance findings.
Note 9	▪ The GSU Head submits the developed action plans for major mechanical repairs and adjustments to the Director for Administrative Services Division for appropriate actions.
Note 10	▪ The MWS Focal Person, in coordination with the GSU Head, updates the preventive maintenance schedule for mechanical systems, incorporating any changes or recommendations resulting from the preventive maintenance activities. This step ensures the ongoing efficiency of mechanical systems within the specified preventive maintenance framework.

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GENERAL SERVICES UNIT

PREVENTIVE MAINTENANCE OF PLUMBING SYSTEMS

Process Title	**PREVENTIVE MAINTENANCE OF PLUMBING SYSTEMS**
Purpose	▪ To proactively identify, assess, and address potential issues in the plumbing systems before they lead to disruptions, failures, or safety concerns; ▪ To minimize risk of plumbing-related disruptions, promote water conservation, and contribute to the overall functionality of facilities in the College; ▪ To ensure a continuous and optimal water supply, effective wastewater management, and a sanitary environment in the College; and ▪ To enhance the operational efficiency, reliability, and longevity of the plumbing system within the College
Scope	This process covers the quarterly inspection and preventive maintenance of all plumbing systems in the College and involves testing, lubrication, cleaning, and adjustments to plumbing components, including pipes, fixtures, valves, pumps, and sewage systems, ensuring functionality of all facilities in the College.
Process Owner	Civil Works Section Focal Person
Form(s)	Preventive Monitoring Plan Form, Preventive Maintenance Checklist for Plumbing Systems, Inventory of Plumbing Systems, Masterlist of Plumbing Systems
Output(s)	Action Plans for Major Plumbing Repairs and Adjustments, Updated Inventory of Plumbing Systems

Process Flow/Activities		Responsible Unit/ Person	Details
Step 1	Schedule the Quarterly Preventive Maintenance for Plumbing Systems	CWS Focal Person	Note 1
Step 2	Assign a Team of Maintenance Personnel	CWS Focal Person	Note 1
Step 3	Conduct Visual Inspection	Plumbing Team	Note 3
Step 4	Identify Minor Plumbing Issues and Repairs	Plumbing Team	Note 4
Step 5	Perform Necessary Minor Plumbing Repairs and Adjustments	Plumbing Team	Note 5
Step 6	Document Maintenance Activities	CWS Focal Person	Note 6
Step 7	Submit Preventive Maintenance Documents with Photographs to GSU Head	CWS Focal Person	Note 7
Step 8	Develop Action Plans for Major Plumbing Repairs and Adjustments	GSU Head	Note 8
Step 9	Submit Action Plans for Major Plumbing Repairs and Adjustments to DASD	GSU Head	Note 9
Step 10	Update Preventive Maintenance Schedule for Plumbing Systems	CWS Focal Person	Note 10

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Description of Notes	
Note 1	▪ The CWS Focal Person initiates the process by scheduling quarterly preventive maintenance for plumbing systems, ensuring systematic and timely assessments.
Note 2	▪ The CWS Focal Person assembles and leads a team of plumbing personnel, assigning roles and responsibilities for the upcoming preventive maintenance tasks.
Note 3	▪ The Plumbing Team conducts a visual inspection of the plumbing systems to identify any potential issues or areas requiring attention.
Note 4	▪ The Plumbing Team, having identified minor plumbing issues, collaborates to formulate effective and efficient solutions for repairs and adjustments.
Note 5	▪ The Plumbing Team performs the necessary minor repairs and adjustments to address the identified issues and ensure optimal functionality.
Note 6	▪ The CWS Focal Person meticulously documents all maintenance activities, recording details of inspections, repairs, and adjustments for future reference and analysis.
Note 7	▪ The CWS Focal Person submits comprehensive preventive maintenance documents, complete with photographs, to the GSU Head for documentation and verification
Note 8	▪ The GSU Head, in coordination with the CWS Focal Person takes charge of developing action plans for any major plumbing repairs and adjustments, ensuring a proactive approach to potential challenges.
Note 9	▪ The GSU Head submits the action plans for major plumbing repairs and adjustments to the Director for Administrative Services Division for appropriate actions and alignment with broader administrative considerations.
Note 10	▪ The CWS Focal Person, in coordination with the GSU Head, updates the preventive maintenance schedule for plumbing systems, incorporating any adjustments or recommendations from the maintenance activities, ensuring an informed and adaptive approach to future maintenance cycles.

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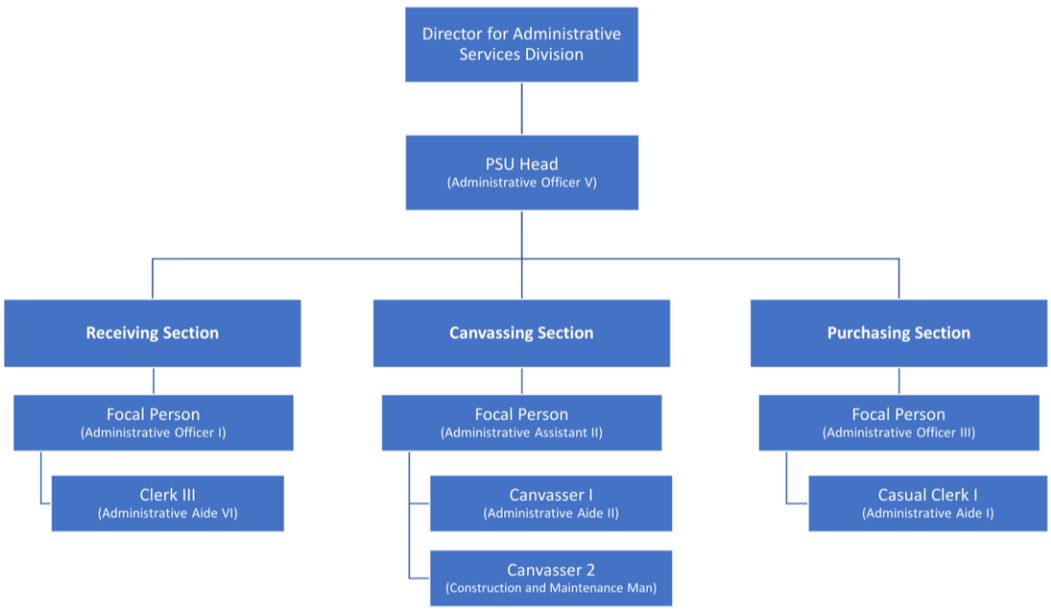
CHAPTER IV.
PROCUREMENT SERVICES UNIT (PSU)

Purpose	This chapter defines the nature of work, objectives, and operational framework of the Procurement Services Unit (PSU) at Davao del Norte State College. This policy aims to establish transparent, efficient, and accountable procurement practices that align with legal and regulatory requirements while promoting cost-effectiveness and the delivery of quality goods and services to support to College's mission.
Scope	This policy applies to all activities and responsibilities associated with the procurement of goods, services, and works for Davao del Norte State College. It encompasses governance, administration, and oversight of procurement matters. This policy extends to all PSU personnel, faculty, staff, students, and stakeholders involved in or affected by the procurement functions.
Terms and Definitions	The following terms are defined to establish operational use and understanding: CS — Canvassing Section DASD — Director for Administrative Services Division DNSC — Davao del Norte State College POs — Purchase Orders PS — Purchasing Section PSU — Procurement Services Unit RFQs — Request for Quotations RS — Receiving Section
Administrative Supervision	Receiving Section Canvassing Section Purchasing Section
Organizational Diagram	 *Fig. 4. Organizational Diagram of the PSU*
Policy Statements	**ARTICLE I. GOVERNANCE AND ADMINISTRATION OF THE PROCUREMENT SERVICES UNIT** Section 1. The Procurement Services Unit (PSU) is directed by a *Head*. The PSU Head holds the plantilla position of Administrative Officer V (Procurement Officer III). Section 2. The PSU Head ensures the effective and efficient procurement practices within Davao del Norte State College. The PSU Head ensures the transparent, efficient, cost-effective, and compliant procurement practices.

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Section 3. The PSU Head manages and oversees procurement activities to ensure that the goods, services, and works are acquired efficiently, ethically, and in compliance with applicable laws and regulations. The responsibilities encompass procurement planning, supplier evaluation, procurement processes, contract management, regulatory compliance, ethics and transparency, stakeholder collaboration, record keeping and documents, and continuous improvement.

Section 4. *Terms of Reference of the PSU Head.*

4.1 Develops and implements the approved procurement plans in collaboration with various offices and units to align procurement activities with institutional needs and objectives;

4.2 Ensures that procurement plans are comprehensive and compliant with legal and regulatory requirements;

4.3 Evaluates and assesses potential suppliers and service providers to determine their qualifications, reliability, and capacity to meet DNSC's requirements;

4.4 Collaborates with stakeholders to define specifications and criteria for supplier selection;

4.5 Manages the full procurement cycle, including preparing procurement documents and conducting evaluations;

4.6 Ensures that all procurement activities adhere to Philippine procurement laws, primarily the Government Procurement Reform Act and its implementing rules and regulations;

4.7 Oversees the administration of contracts to ensure that vendors fulfill their obligations, quality standards are met, and projects are delivered on time and within budget;

4.8 Monitor contract performance, resolves issues, and enforce terms and conditions;

4.9 Conducts cost analysis and negotiations with suppliers and service providers to achieve cost-efficiency;

4.10 Develops strategies to optimize procurement resources while minimizing unnecessary costs;

4.11 Stays informed about changes in regulations and takes necessary steps for compliance;

4.12 Upholds the highest standards of ethics and integrity in all procurement activities, avoiding conflicts of interest, and corrupt practices;

4.13 Maintains transparency in procurement processes, providing access to information for stakeholders;

4.14 Collaborates closely with academic and administrative departments to understand their procurement needs and ensures that these needs are met effectively and in alignment with College's objectives;

4.15 Communicates with stakeholders to provide updates on procurement activities and addresses inquiries and concerns;

4.16 Maintains records and documentation related to procurement activities, including procurement plans, contracts, bidding documents, and reports;

4.17 Ensures that documentation is complete, accurate, and accessible for auditing and reporting purposes;

4.18 Reviews and improves procurement practices continuously to enhance efficiency, transparency, and effectiveness;

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4.19 Stays updated on changes in procurement laws, regulations, and best practices in procurement management;

4.20 Exercises general supervision, direction, monitoring and evaluation, and coordination of the operations and activities of the following sections:

a. Receiving Section (RS);
b. Canvassing Section (CS); and
c. Purchasing Section (PS)

4.21 Performs other functions as delegated by the DASD or any higher competent authority.

ARTICLE II. OBJECTIVES AND SCOPE OF THE PROCUREMENT SERVICES UNIT

Section 1. The PSU ensures that the acquisition of essential goods, services, and works required for the operation of the College. It operates within the framework of good governance and compliance with Philippine procurement laws, regulations, and guidelines.

Section 2. By adhering to ethical and transparent procurement practices, PSU aims to contribute to:

2.1 *Efficiency*. The PSU ensures a streamlined procurement processes, eliminating redundancy, and optimizing resource allocation, DNSC can make most of its financial resources.

2.2 *Quality*. The PSU ensures effective procurement in the acquisition of high-quality goods, services, and works that meet the College's standards, fostering a conducive environment for teaching, learning, and working.

2.3 *Transparency and Accountability*. The PSU safeguards transparent procurement practices to enhance trust and accountability among all stakeholders, minimizing the potential for corruption and mismanagement.

2.4 *Cost-Efficiency*. The PSU aims to practice well-managed procurement processes and cost savings initiatives, enabling the College to allocate resources responsibly.

Section 3. The responsibilities of the PSU encompass the following:

3.1 *Procurement Planning*. The PSU develops and implements procurement plans and activities that align with the needs of the College.

3.2 *Supplier Evaluation*. The PSU evaluates and assesses potential suppliers and service provides to determine their qualifications, reliability, and capacity to meet the requirements of the College. It collaborates with stakeholders to define specifications and criteria for supplier evaluation.

3.3 *Procurement Processes*. The PSU manages the full procurement cycle, including preparing of procurement documents and canvassing, ensuring that all procurement activities adhere to legal and regulatory frameworks.

3.4 *Contract Management*. The PSU oversees the administration of contracts to ensure that suppliers fulfill their obligations, quality standards are met, and supplies and goods are delivered on time and within budget. It monitors contract performance, resolves issues, and enforces terms and conditions.

3.5 *Budget Management*. The PSU conducts cost analysis on prices of items commonly procured by College, optimizing resource allocations while minimizing unnecessary costs.

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3.6 *Regulatory Compliance*. The PSU ensures that all procurement activities comply with the Government Procurement Reform Act and its implementing rules and regulations. PSU shall stay inform about changes in regulations and takes necessary steps for compliance.

3.7 *Ethics and Transparency*. The PSU upholds the highest standards of ethics and integrity in all procurement activities, avoiding conflicts of interest and corrupt practices. PSU maintains transparency in procurement processes, providing access to information for stakeholders.

3.8 *Stakeholder Collaboration*. The PSU collaborates closely with the academic and administrative personnel to understand their procurement needs. It communicates with stakeholders to provide updates on procurement activities and addresses inquiries and concerns.

3.9 *Record Keeping and Documentation*. The PSU maintains records and documentation related to procurement activities, including procurement plans, contracts, bidding documents, and reports. It ensures that documentation is complete, accurate, and accessible for auditing and reporting purposes.

3.10 *Continuous Improvement*. The PSU reviews and improve procurement services to enhance efficiency, transparency, and effectiveness. It stays updated on changes in procurement laws, regulations, and best practices.

ARTICLE III. SECTIONS UNDER THE PROCUREMENT SERVICES UNIT

Section 1. Based on the scope of works, the following are the sections under the Procurement Services Unit:

1.1 *Receiving Section (RS)*. The RS manages and handles the receipt and processing of procurement documents, collaborating closely with the Purchasing Section to reconcile deliveries with these documents, promptly addressing discrepancies, and facilitating the smooth flow of goods into the College's inventory. The section is committed to accuracy and efficiency which contributes significantly to the integrity of the entire procurement process.

1.2 *Canvassing Section (CS)*. The CS is tasked with gathering price quotations, product specifications, and other relevant information from potential suppliers. This section ensures a fair and competitive bidding process. It contributes to the integrity of the procurement system, fostering healthy supplier relationships, and supporting the PSU in making informed decisions during the procurement cycle by maintaining a transparent and documented canvassing procedure.

1.3 *Purchasing Section (PS)*. The PS engages in comprehensive market analysis, vendor negotiations, and contract management to secure cost-effective and quality purchases. The Purchasing Section ensures adherence to procurement policies and regulations, collaborates closely with the Receiving Section for seamless order fulfillment, and contributes to the overall efficiency of the procurement process by maintaining accurate records and fostering strong supplier relationships.

Section 2. The sections under the Procurement Services Unit is headed by a *Section Focal Person*.

Section 3. The PSU Head is the primary endorsing authority in the selection and designation of the section focal persons to the DASD.

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ARTICLE IV. ADMINISTRATIVE PERSONNEL UNDER THE PROCUREMENT SERVICES UNIT

Section 1. The administrative personnel provide the day-to-day office operation and support to the PSU Head. The effective operation of the unit includes:

1.1 *Office Management and Administrative Support*. The personnel assist and support the general operation and organization of the PSU, including maintaining office supplies, equipment, and workspace. They provide administrative support to the PSU Head and manage the schedule, meetings, appointments, and correspondences on behalf of the unit.

1.2 *Communication, Record Keeping, and Document Management*. The personnel are responsible for maintaining records and documents, including official communications, reports, and other administrative files. They facilitate the communication within the PSU, its sections, and with other offices and divisions in the College. Also, they assist in disseminating information, handle inquiries, and ensure that communication flows smoothly. The are responsible for organizing, maintaining, and managing important documents, ensuring that they are readily accessible when needed by the PSU Head.

1.3 *Coordination and Stakeholder Relations*. The personnel act as a liaison between the PSU and other units and divisions to ensure that administrative matters are coordinated and executed efficiently. They also engage with stakeholders, including faculty, staff, students, and stakeholders within the academic community by addressing inquiries and concerns.

1.4 *Budget Planning and Preparation*. The personnel assist the PSU Head in budget preparation, financial record-keeping, and expenditure tracking of the unit. This includes processing of financial transactions, such as purchase orders, vouchers, and reimbursements, under the direction of the PSU.

1.5 *Data Entry and Reporting.* The personnel are tasked with data entry, collecting data, and generating reports that the PSU uses for decision-making, providing logistical and administrative support as needed.

1.6 *Policy and Procedure Compliance*. The personnel ensure that the procedures, processes, mechanism, and policies established by the PSU and its sections are followed by the relevant personnel and stakeholders. This may likewise include monitoring compliance and reporting any administrative issues under the directive of the PSU Head.

1.7 *Inventory and Supply Management*. The personnel help manage inventory by keeping updated records of supplies, materials, and equipment required for PSU's operation.

Section 2. *Administrative Positions of the Personnel and their Terms of Reference.*

2.1 *Administrative Officer III (Programmer)*. The Administrative Officer III (Programmer) serves as the Purchasing Section Focal and holds programming expertise with procurement responsibilities, ensuring efficient and technology-driven procurement processes. The responsibilities encompass software development and programming, database management, procurement activities, system integration, IT support, reporting and data analysis, software documentation, software updates and maintenance, security and data privacy, and training and knowledge sharing.

2.2 *Terms of Reference of the Administrative Officer III (Programmer).*

a. Develops and maintains software applications, tools, and systems that streamline and automate various aspects of the procurement process within the PSU;

b. Collaborates with PSU staff to identify software needs and design solutions to enhance procurement efficiency;

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c. Manages and updates the PSU's procurement database, ensuring it contains accurate and up-to-date information on suppliers, contracts, procurement plans, and related data;

d. Implements data security measures to protect sensitive information and ensure data integrity;

e. Participates in the procurement process, including the preparation of procurement documents, canvassing, and evaluation of suppliers' qualifications;

f. Assists in vendor selection and contract management, ensuring compliance with procurement laws and regulations;

g. Integrates procurement software applications with other systems and databases used by DNSC to facilitate seamless data flow and information sharing;

h. Ensures compatibility and data consistency across various platforms;

i. Provides technical support to PSU personnel, helping them resolve IT-related issues, troubleshoots software problems, and optimizes software usage;

j. Assists in the selection and implementation of IT tools and solutions that improve procurement processes;

k. Develops and generates reports and analytics on procurement activities, expenditures, and performance indicators to support data-driven decision-making;

l. Identifies trends and patterns in procurement data for cost-saving strategies;

m. Creates and maintains documentation for software applications, including user manuals, technical documentation, and training materials, ensuring that PSU staff can effectively use the software and understand its functionality;

n. Updates and maintains the PSU's software applications regularly to address software bugs, security vulnerabilities, and improvements, ensuring that software functions efficiently and securely;

o. Implements security measures to protect the integrity and confidentiality of procurement data, adhering to data privacy regulations and best practices;

p. Safeguards the PSU's IT systems against cyber threats and ensures data security;

q. Provides training and guidance to PSU staff on using software applications effectively and efficiently;

r. Shares knowledge and best practices related to software usage and data management;

s. Collaborates with other PSU sections and units to understand their IT needs and integrate software solutions that enhance their operations;

t. Works closely with the PSU head and other team members to align IT initiatives with PSU's objectives and overall procurement goals;

u. Performs other functions as delegated by the PSU Head or any higher competent authority.

2.3 *Administrative Officer I (Procurement Officer I)*. The Administrative Officer I (Procurement Officer I) serves as the Receiving Section Focal and provides support to managing procurement activities. This role involves various related to procurement processes, supplier coordination, and contract management. The responsibilities encompass

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CERTIFICATE NO. SCP000278Q

procurement process support, supplier coordination, contract management, procurement records, regulatory compliance, ethics and transparency, budget management support, stakeholder communication, and continuous improvement.

2.4 *Terms of Reference of the Administrative Officer I (Procurement Officer I).*

a. Assists in the preparation of procurement documents, including requests for quotations, bids, and proposals;

b. Participates in the development of procurement plans, ensuring that they align with the needs and objectives of DNSC and adheres to budgetary requirements;

c. Assists in the evaluation and selection of vendors, contractors, and service providers by assessing their qualifications, reliability, and capacity to meet DNSC's requirements;

d. Maintains contact with suppliers, providing information, clarifications, and addressing inquiries during the procurement process;

e. Supports contract management activities, including the monitoring of contract performance, ensuring vendors fulfill their obligations, and tracking project progress;

f. Collaborates with the PSU team to resolve contract-related issues and disputes;

g. Maintains accurate and up-to-date records related to procurement activities, including procurement plans, supplier information, bidding documents, and contracts;

h. Ensures the proper organization and accessibility of procurement documentation for auditing and reporting purposes;

i. Assists in ensuring that all procurement activities comply with relevant Philippine procurement laws, primarily the Government Procurement Reform Act and its implementing rules and regulations;

j. Stays informed about changes in procurement regulations and helps implement necessary updates;

k. Upholds high ethical standards in all procurement activities, avoiding conflicts of interest and promoting transparency and accountability;

l. Ensures that procurement processes are conducted with integrity and in accordance with DNSC's policies.

m. Assists in managing procurement budgets effectively, tracking expenditures, and optimizing resource allocation to achieve cost-efficiency;

n. Collaborates with the PSU team to conduct cost analysis and negotiations with suppliers and service providers;

o. Communicates with academic and administrative personnel to understand their procurement needs and provides assistance in aligning procurement activities with departmental objectives;

p. Acts as a point of contact for stakeholders, addressing inquiries and concerns regarding procurement activities;

q. Participates in the review and improvement of procurement practices to enhance efficiency, transparency, and effectiveness;

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BAGONG PILIPINAS
SOCOTEC ISO 9001
CERTIFICATE NO. SCP000278Q

r. Stays updated on changes in procurement laws and best practices in procurement management; and

s. Performs other functions as delegated by the PSU Head or any higher competent authority.

2.5 *Administrative Assistant I (Buyer)*. The Administrative Assistant I (Buyer) serves as the Canvassing Section Focal and is responsible for the procurement of goods and services, playing a pivotal role in supporting the procurement processes. The responsibilities encompass supplier coordination, procurement process support, procurement records, purchase order management, regulatory compliance, ethics and transparency, budget management support, stakeholder communication, and continuous improvement.

2.6 *Terms of Reference of the Administrative Assistant I (Buyer).*

a. Communicates with vendors, suppliers, and service providers to obtain quotations, bids, or proposals for goods and services;

b. Maintains vendor relationships, providing information, clarifications, and addressing inquiries during the procurement process;

c. Assists in the preparation of procurement documents, including requests for quotations (RFQs) and purchase orders (POs);

d. Collaborates with the PSU team to develop procurement plans and ensure they align with DNSC's needs and objectives;

e. Maintains accurate and up-to-date records related to procurement activities, including vendor information, quotations, bid submissions, and purchase orders;

f. Ensures the proper organization and accessibility of procurement documentation for auditing and reporting purposes;

g. Creates and manages purchase orders for approved procurement activities, ensuring that they accurately reflect the terms and conditions of the procurement, including quantities, specifications, and delivery dates;

h. Tracks the status of purchase orders and coordinate with suppliers to ensure timely delivery of goods and services;

i. Assists in ensuring that all procurement activities comply with relevant Philippine procurement laws, primarily the Government Procurement Reform Act and its implementing rules and regulations;

j. Stays informed about changes in procurement regulations and help implement necessary updates;

k. Upholds high ethical standards in all procurement activities, avoiding conflicts of interest and promoting transparency and accountability;

l. Ensures that procurement processes are conducted with integrity and in accordance with DNSC's policies;

m. Assists in managing procurement budgets effectively, tracking expenditures, and optimizing resource allocation to achieve cost-efficiency;

n. Collaborates with the PSU team to conduct cost analysis and negotiations with suppliers and service providers;

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CERTIFICATE NO. SCP000278Q

o. Communicates with academic and administrative personnel to understand their procurement needs and provides assistance in aligning procurement activities with departmental objectives;

p. Acts as a point of contact for stakeholders, addressing inquiries and concerns regarding procurement activities;

q. Participates in the review and improvement of procurement practices to enhance efficiency, transparency, and effectiveness;

r. Stays updated on changes in procurement laws and best practices in procurement management; and

s. Performs other functions as delegated by the PSU Head or any higher competent authority.

2.7 *Administrative Aide VI (Clerk III)*. The Administrative Aide VI (Clerk III) serves under the Receiving Section Focal and plays a key roles in providing administrative support, managing office operations, and facilitating efficient communication within the office and with various stakeholders. The position requires a high degree of organization, attention to detail, and the ability to handle multiple tasks simultaneously.

2.8 *Terms of Reference of the Administrative Aide VI (Clerk III).*

a. Maintains organized and up-to-date records of procurement activities, including documents related to requests for quotations (RFQs), purchase orders (POs), supplier information, and bid responses;

b. Ensures the proper organization and accessibility of procurement documentation for auditing and reporting purposes;

c. Assists in the preparation of procurement documents, including RFQs, POs, and other documentation required for the procurement process;

d. Ensures that documents are formatted correctly, accurate, and comply with DNSC's procurement policies and procedures.

e. Encodes data into procurement databases or software applications accurately, including supplier information, pricing details, and other procurement-related data;

f. Ensures that data is recorded and maintained in an organized manner;

g. Maintains a systematic filing system for procurement documents, making it easy to retrieve specific documents when needed;

h. Facilitates quick access to records and information for the procurement team;

i. Assists in communicating with vendors and suppliers to request quotations or to provide clarifications and additional information during the procurement process;

j. Collaborates with PSU staff to relay information to and from vendors as needed;

k. Ensures that all administrative tasks related to procurement activities comply with relevant Philippine procurement laws and regulations;

l. Adheres to DNSC's procurement policies and ethical guidelines in all administrative processes;

m. Upholds high ethical standards in all administrative tasks, promoting transparency and accountability;

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SOCOTEC ISO 9001
CERTIFICATE NO. SCP000278Q

n. Maintains records in a manner that ensures transparency and integrity in procurement operations;

o. Provides administrative support to procurement officers, including assisting with document preparation, document retrieval, and information dissemination;

p. Collaborates with the procurement team to ensure that administrative tasks are aligned with procurement objectives;

q. Assists in tracking procurement budgets by recording expenditures and monitoring resource allocation;

r. Collaborates with the PSU team to maintain cost records and track budget-related information;

s. Collaborates with the PSU team to identify opportunities for improving administrative processes and enhancing efficiency;

t. Stays informed about best practices and developments in procurement management; and

u. Performs other functions as delegated by the PSU Head or any higher competent authority.

2.9 *Administrative Aide II (Canvasser)/Construction and Maintenance Man (Canvasser)*. Administrative Aide II (Canvasser)/*Construction and Maintenance Man* (Canvasser) serves under the Canvassing Section Focal and performs essential tasks related to supplier coordination and the collection of quotations during the procurement process. This staff is responsible for gathering pricing information and facilitating the initial stages of procurement. The responsibilities encompass supplier coordination, canvassing and quotation collection, records managements, document preparation, communication, regulatory compliance, ethics and transparency, support to procurement officers, data entry, and continuous improvement.

2.10 *Terms of Reference of Administrative Aide II(Canvasser)/Construction and Maintenance Man (Canvasser)*.

a. Contacts potential vendors, suppliers, and service providers to inform them of procurement opportunities and collect quotations or bids;

b. Maintains courteous and professional communication with vendors and responds to their inquiries during the canvassing process;

c. Conducts canvassing activities to collect quotations, bids, and pricing information for goods, services, and works required for DNSC's procurement needs;

d. Ensures that the canvassing process is transparent, fair, and in accordance with DNSC's procurement policies and procedures;

e. Maintains organized records of quotations, bids, and pricing information received from vendors;

f. Ensures that collected documents are accurate, complete, and easily accessible for reference and reporting purposes;

g. Assists in the preparation of procurement documents, including requests for quotations (RFQs), as well as other documentation related to vendor inquiries and responses;

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CERTIFICATE NO. SCP000278Q

h. Collaborates with PSU staff and procurement officers to relay vendor responses and pricing information;

i. Communicates any relevant details provided by vendors to the procurement team for further evaluation;

j. Ensures that all canvassing and information collection activities comply with relevant Philippine procurement laws and regulations;

k. Adheres to DNSC's procurement policies and ethical guidelines during the canvassing process;

l. Maintains the highest ethical standards during canvassing activities, promoting transparency and integrity in vendor interactions;

m. Avoids conflicts of interest and unethical practices;

n. Provides assistance to procurement officers in evaluating suppliers' responses and determining the best value for DNSC in terms of price, quality, and service;

o. Inputs suppliers' responses accurately and pricing information into procurement databases or software applications;

p. Ensures that data is recorded and maintained in an organized manner;

q. Collaborates with the PSU team to identify opportunities for improving the canvassing process and enhancing efficiency;

r. Stays informed about best practices and developments in procurement management; and

s. Performs other functions as delegated by the PSU Head or any higher competent authority.

2.11 *Administrative Aide I (Casual Clerk)*. The Administrative Aide I (Casual Clerk) serves under the Purchasing Section Focal and performs essential administrative and clerical tasks that support the smooth operation of the procurement process. The responsibilities encompass record keeping, document preparation, data entry, filing and retrieval, communication, regulatory compliance, ethics and transparency, support to procurement officers, budget tracking support, and continuous improvement.

2.12 *Term of Reference of Reference of Administrative Aide I (Casual Clerk).*

a. Provides comprehensive administrative support to the PSU Head, including managing his/her schedule, preparing documents, and handling inquiries;

b. Manages communication effectively within the office and ensures that messages and information are relayed promptly and accurately;

c. Handles incoming and outgoing correspondence, including emails and phone calls, responding professionally, and directing inquiries to the appropriate parties;

d. Assists in the planning and coordination of meetings, conferences, and events, ensuring logistical support and timely execution;

e. Supports the PSU's financial operations, including budget tracking, expense reporting, and processing financial transactions in collaboration with the relevant offices, divisions, and units;

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CERTIFICATE NO. SCP000278Q

	f. Maintains an organized and efficient office environment, overseeing office supplies, equipment, and facilities to ensure smooth operations; g. Inputs and manages accurately data related to office activities and projects, and generates reports as needed using software applications; h. Interacts with faculty, staff, and stakeholders by providing information and assistance, and representing the PSU professionally; i. Assists in the planning, execution, and coordination of projects and initiatives as directed by the PSU Head; j. Ensures that the office policies and procedures are adhered to and reports any violations or concerns as necessary; and k. Performs other functions as delegated by the PSU Head or any higher competent authority.
Processes	The Procurement Services Unit manages three (3) processes/services within the College, namely: ▪ **Distribution and Collection of Request for Quotations (RFQs).** This process is a crucial step in the procurement workflow. It begins with the preparation of purchase orders for the suppliers, followed by the submission of these orders to the Accounting Unit for endorsement and further approval by the College President. After receiving approval, the purchase orders are served to suppliers for confirmation. The confirmed purchase orders are then submitted to the Commission on Audit for acknowledgment and subsequent endorsement to the Budget Unit for the obligation of funds. This process ensures a systematic and transparent approach to procurement, aligning with regulatory requirements and contributing to the effective management of the institution's financial resources. ▪ **Preparation, Approval, and Serving of Purchase Orders (POs).** This process involves a series of organized steps to facilitate the procurement of goods and services. The designated procurement personnel initiates the process by drafting purchase orders for suppliers, adhering to the specifications outlined in the resolution or Notice of Award issued by the BAC Office. After preparing the purchase orders, they are submitted to the Accounting Unit for endorsement and subsequent approval by the College President. Once approved, the purchase orders are served to the suppliers for confirmation. The confirmed purchase orders are then submitted to the Commission on Audit for acknowledgment, and the cycle is completed with the subsequent steps of receiving, serving, and processing the confirmed purchase orders. This systematic approach ensures compliance with procurement regulations, transparency, and efficiency in the procurement of goods and services for the institution. ▪ **Processing of Approved Purchase Requests (PRs).** This process begins with the receipt of approved purchase requests (PRs) from various departments. The designated PSU personnel meticulously review the accompanying attachments to ensure completeness. Subsequently, the approved PRs are classified based on whether the items are for the Department of Budget and Management (DBM), local suppliers, or PhilGEPS posting. Following this classification, at least three requests for quotations (RFQs) are prepared, depending on the PR classification. The process diverges based on the type of procurement: for DBM items, the assigned PSU personnel check the availability in the DBM database and prepares the Agency Procurement Request; for local suppliers, RFQs are distributed to suppliers through assigned canvassers; and for PhilGEPS posting, RFQs are prepared for PhilGEPS. After this, the PSU staff takes further action depending on the procurement type, ensuring a systematic and streamlined approach to meet the institution's procurement needs.

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PROCUREMENT SERVICES UNIT

DISTRIBUTION AND COLLECTION OF REQUEST FOR QUOTATIONS

Process Title	**DISTRIBUTION AND COLLECTION OF REQUEST FOR QUOTATIONS**
Purpose	▪ To distribute and collect efficiently and promptly request for quotations to and from suppliers, ensuring that procurement activities are conducted in a transparent, competitive, and fair manner; ▪ To establish an organized and efficient framework for the dissemination of request for quotations to potential suppliers and the subsequent systematic collection of their quotations; and ▪ To streamline the communication with suppliers, facilitate the bidding process, and contribute to the selection of the most advantageous procurement offers.
Scope	This process covers the comprehensive management of the distribution and collection activities related to request for quotations to and from DBM, local suppliers, and PhilGEPS. It includes the strategic dissemination of RFQs to potential suppliers, ensuring widespread coverage and extends to the meticulous collection and recording of quotations received from suppliers, promoting accuracy and transparency in the procurement evaluation process.
Process Owner	Procurement Services Unit Head
Form(s)	Request for Quotations (RFQs) (FM-DNSC-PUR-05)
Output(s)	Abstract of Quotations (AQs) with Winning Bidders

Process Flow/Activities		Responsible Unit/ Person	Details
Step 1	Endorse the Agency Procurement Request (APR) for DBM items to DBM Distribute Request for Quotations (RFQs) for Local Suppliers Endorse Request for Quotations to the BAC Secretariat for PhilGEPS Posting	PSU Personnel and Canvassers	Note 1
Step 2	Collect the Request for Quotations	PSU Personnel and Canvassers	Note 2
Step 3	Endorse the sealed RFQs to Bids and Awards Committee for evaluation	PSU Personnel	Note 3

Description of Notes	
Note 1	▪ Initiating the process, the PSU personnel and canvassers meticulously endorse the Agency Procurement Request (APR) for items to be procured from the Department of Budget and Management. Subsequently, if the items are marked as non-available by the Department of Budget and Management (DBM) through the Certification of Non-Availability of Supplies (CNAS), the canvassers distribute then the Request for Quotations (RFQs) to local suppliers for items with the total amount of less than PhP50,000.00. For items PhP50,000.00 and above, the PSU personnel endorse the RFQs to the Bids and Awards Committee (BAC) Secretariat for Philippine Government Electronic Procurement System (PhilGEPS) posting.
Note 2	▪ Following the distribution, the PSU personnel and canvassers proceed to collect the sealed Request for Quotations (RFQs) from the potential suppliers. This crucial step involves systematic retrieval of bids to facilitate the subsequent evaluation process.
Note 3	▪ The PSU personnel diligently endorse sealed RFQs to the Bids and Awards Committee for comprehensive evaluation. This ensures an impartial assessment of the quotations received, contributing to a fair and transparent procurement process.

Prepared by:	Reviewed by:	Approved by:
PSU HEAD Process Owner	**LEO D. RAYON, JR.** Chairperson, AdMoP Committee	**JOY M. SORROSA** College President

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PROCUREMENT SERVICES UNIT

PREPARATION, APPROVAL, AND SERVING OF PURCHASE ORDERS

Process Title	**PREPARATION, APPROVAL, AND SERVING OF PURCHASE ORDERS**
Purpose	▪ To prepare accurately, process the timely approval, and serve purchase orders promptly to the different suppliers, ensuring a transparent and reliable procurement process; ▪ To ensure that procurement activities align with institutional policies, financial regulations, and legal standards; ▪ To establish a systematic and transparent framework for the creation, endorsement, approval, and distribution of purchase orders (POs); and ▪ To streamline the procurement workflow, guarantee accuracy in purchase order documentation, and foster a reliable mechanism for communication between the institution and winning bidders.
Scope	The process covers the meticulous preparation of Purchase Orders (PO) in accordance with the received Abstract of Quotations and the issued BAC Resolutions. It also involves a thorough checking process. Additionally, it encompasses the crucial step of securing approval for the Purchase Orders from the College President.
Process Owner	Procurement Services Unit Head
Form(s)	Appendix 60 (COA Form)
Output(s)	Purchase Orders (FM-DNSC-PUR-07)

Process Flow/Activities		Responsible Unit/ Person	Details
Step 1	Prepare purchase orders (POs) of winning bidders	PSU Personnel	Note 1
Step 2	Submit the purchase orders to Accounting Unit for fund check and endorsement	PSU Personnel	Note 2
Step 3	Endorse the purchase orders for College President's approval	Accounting Unit	Note 3
Step 4	Receive the approved purchase orders from the Office of the College President	PSU Personnel	Note 4
Step 5	Serve approved purchase orders to the winning bidders for confirmation	PSU Personnel	Note 5
Step 6	Submit confirmed purchase orders to Commission on Audit	PSU Personnel	Note 6
Step 7	Acknowledge receipt of the confirmed purchase orders and returns them to PSU	COA	Note 7
Step 8	Endorse purchase orders received by COA to the Budget Unit for the obligation of funds	PSU Personnel	Note 8

Description of Notes	
Note 1	▪ The PSU personnel initiates the process by meticulously preparing purchase orders (POs) for the different suppliers in accordance with the BAC Resolution or Notice of Award. This involves a comprehensive compilation of details and specifications to ensure accuracy. The purchase orders include comprehensive information about the company, its address, TIN, delivery dates, method of procurement, quantity, unit pricing, and the overall cost.

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Note 2	▪ Following the preparation, PSU personnel submits the purchase orders to the Accounting Unit for necessary endorsement, ensuring financial alignment and compliance.
Note 3	▪ The Accounting Unit takes charge of endorsing the purchase orders for approval by the College President, ensuring that all financial considerations and approvals are in order.
Note 4	▪ Upon approval, the PSU personnel receives the endorsed purchase orders from the Office of the College President, signifying official approval.
Note 5	▪ The PSU personnel serves the approved purchase orders to the different suppliers, facilitating a confirmation process to ensure mutual understanding and agreement.
Note 6	▪ The confirmed purchase orders are then submitted to the Commission on Audit (COA) for their record and verification, ensuring transparency and compliance with auditing standards.
Note 7	▪ The COA acknowledges the receipt of confirmed purchase orders and returns them to the PSU, signifying completion of the auditing process.
Note 8	▪ The PSU personnel endorses the purchase orders to the Budget Unit for the obligation of funds, ensuring financial responsibility and accountability.

Prepared by:	Reviewed by:	Approved by:
PSU HEAD Process Owner	**LEO D. RAYON, JR.** Chairperson, AdMoP Committee	**JOY M. SORROSA** College President

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PROCUREMENT SERVICES UNIT

PROCESSING OF APPROVED PURCHASE REQUESTS

Process Title	**PROCESSING OF APPROVED PURCHASE REQUESTS**
Purpose	▪ To process accurately and promptly the approved and verified purchase requests from the Procurement Management Systems (PMS) for the initiation of the procurement process; ▪ To establish a systematic and efficient workflow for transforming approved purchase requests into actionable procurement activities; ▪ To ensure that all approved purchase requests undergo a structured and compliant progression, contributing to effective procurement management within the organization. ▪ To guarantee that requested goods or services are procured in compliance with institutional regulations, financial guidelines, and legal standards; and ▪ To streamline the transition from request approval to the commencement of procurement activities, promoting transparency, accountability, and adherence to established procurement protocols.
Scope	This process covers the comprehensive handling of approved purchase requests from the point of approval to the initiation of procurement processes and involves the careful verification of approved purchase requests and the required attachments (PPMPs, Activity Designs), the creation of corresponding procurement documents, and the necessary endorsement for further procurement actions. It includes coordination with relevant units to facilitate a smooth and seamless transition from purchase request approval to procurement initiation.
Process Owner	Procurement Services Unit Head
Form(s)	Appendix 60 (COA Form), Project Procurement Management Plan, Agency Procurement Request
Output(s)	Request for Quotations (RFQs) (FM-DNSC-PUR-05)

Process Flow/Activities		Responsible Unit/ Person	Details
Step 1	Checking the approved purchase requests (PRs) and check the corresponding attachments	PSU Personnel	Note 1
Step 2	Print and record the verified PRs with their tracking codes	PSU Personnel	Note 2
Step 3	Classify approved PRs if items are for DBM, Local Suppliers, or PhilGEPS Posting	PSU Personnel	Note 3
Step 4	Prepare at least 3 request for quotations (RFQs) based on PR classification	PSU Personnel	Note 4

Description of Notes	
Note 1	▪ The PSU personnel initiates the process by meticulously receiving and verifying approved purchase requests (PRs) along with their corresponding attachments. This ensures that all requisite documentation and approvals are in place before proceeding further.
Note 2	▪ Upon verification, the PSU personnel assigns and meticulously records tracking codes for the approved purchase requests (PRs). This strategic step facilitates systematic organization and swift retrieval during subsequent stages of the procurement process.
Note 3	▪ The PSU personnel classifies the approved PRs based on their destination, distinguishing between those intended for the Department of Budget and Management (DBM), local suppliers, or necessitating posting on the Philippine Government Electronic Procurement System (PhilGEPS). This systematic classification with the use of the Procurement Management System (PMS) ensures the identification of appropriate procurement channels.
Note 4	▪ Following the classification, PSU Personnel initiates the preparation of a minimum of three Requests for Quotations (RFQs). (a) DBM: The assigned PSU personnel checks the availability of items in the DBM database and prepares the

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	Agency Procurement Request; (b) Local Suppliers: RFQs are meticulously prepared for distribution to our suppliers through assigned canvassers; and (c) PhilGEPS Posting: RFQs are crafted for posting on PhilGEPS. These are all meticulously crafted communications sent to potential suppliers to solicit competitive bids, fostering transparency and healthy competition in the procurement process.

Prepared by:	Reviewed by:	Approved by:
PSU HEAD Process Owner	**LEO D. RAYON, JR.** Chairperson, AdMoP Committee	**JOY M. SORROSA** College President

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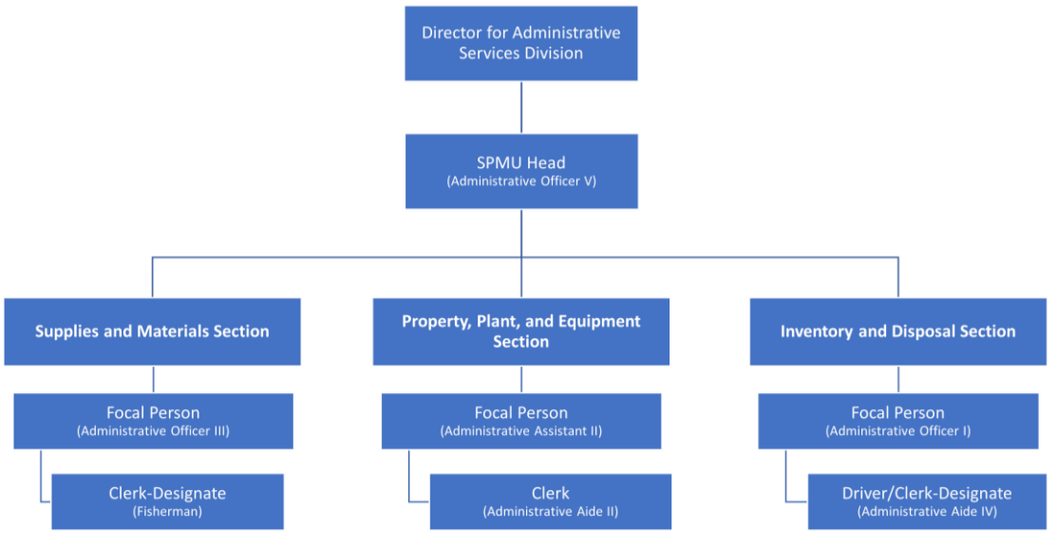
CHAPTER V.
SUPPLY AND PROPERTY MANAGEMENT UNIT (SPMU)

Purpose	This chapter defines the nature of work and responsibilities of the Supply and Property Management Unit at Davao del Norte State College. This policy aims to establish a clear framework for the SPMU's operations, ensuring efficient, and transparent management of supplies and property in line with DNSC's objectives and regulatory requirements.
Scope	This policy applies to all activities, roles, and responsibilities associated with the Supply and Property Management Unit at Davao del Norte State College. It encompasses the governance, administration, and oversight of supply and property management. This policy extends to all faculty, staff, students, and stakeholders involved in affected by the functions of the SPMU.
Terms and Definitions	The following terms are defined to establish operational use and understanding: DASD Director for Administrative Services Division DNSC Davao del Norte State College IDS Inventory and Disposal Section PPES Property, Plant, and Equipment Section SMS Supplies and Materials Section SPMU Supply and Property Management Unit
Administrative Supervision	Supplies and Materials Section Property, Plant, and Equipment Section Inventory and Disposal Section
Organizational Diagram	 *Fig. 5. Organizational Diagram of the SPMU*
Policy Statements	**ARTICLE I. GOVERNANCE AND ADMINISTRATION OF THE SUPPLY AND PROPERTY MANAGEMENT UNIT** Section 1. The Supply and Property Management Unit (SPMU) is directed by a *Head*. The SPMU Head holds the plantilla position of Administrative Officer V (Supply Officer III). Section 2. The SPMU ensures the efficient supply management, effective property management, transparent property management, compliance and accountability, and cost-efficiency. Section 3. The SPMU aims to manage, store, and distribute supplies and materials required for academic, administrative, and research purposes efficiently, minimizing wastage and ensuring availability when needed.

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Section 4. *Terms of Reference of the SPMU Head*.

4.1 Develop and implement management plans for the procured supplies, properties, and constructed buildings and facilities of the College;

4.2 Oversees the compliance with pertinent Philippine laws in the issuance and release of supplies, goods, and other properties of the College;

4.3 Maintains accurate and up-to-date records of supply inventory, including quantities, specifications, and storage locations;

4.4 Monitors stock levels, forecast demand, and evaluate supplies as necessary to prevent shortages and overstock situations;

4.5 Implements efficient inventory control measures to minimize waste, prevents pilferage, and avoids overstock or stockout situations;

4.6 Monitors stock levels and forecast demand to enable timely replenishment;

4.7 Oversees the management and maintenance of DNSC's non-consumable materials, such as equipment, furniture, and non-expendable items;

4.8 Ensures property, plant, and equipment are properly labeled for accurate identification;

4.9 Implements depreciation calculations and tracking to account for property value and condition;

4.10 Supervises the management and control of DNSC's property, plant, equipment, and other facilities;

4.11 Complies with zoning and land use regulations and ensure that properties are utilized efficiently and maintained in accordance with Philippine laws and regulations;

4.12 Collaborates with property maintenance and security teams to address property-related issues;

4.13 Ensures that all supply and property management activities comply with Philippine procurement laws and regulations, including ethical standards;

4.14 Upholds transparency, integrity, and fairness in supply and property management;

4.15 Avoids conflicts of interest and maintain impeccable ethical conduct;

4.16 Maintains transparent and organized records of all procurement and property management activities, including supply inventories, property information, and property-related documents;

4.17 Prepares and submit timely reports and documentation for auditing, transparency, and accountability;

4.18 Manages procurement budgets, track expenditures, and optimize resource allocation effectively to achieve cost-efficiency;

4.19 Collaborates with the SPMU team to conduct cost analysis, negotiations with suppliers, and budget compliance;

4.20 Leads and supervises SPMU staff, providing guidance, training, and support to ensure efficient and compliant supply and property management;

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4.21 Fosters a collaborative and productive work environment, aligning staff with DNSC's mission and goals;

4.22 Identifies opportunities for improving supply and property management processes, taking into account evolving best practices and developments in the field;

4.23 Stays informed about changes in procurement laws and other relevant regulations in the Philippine context;

4.24 Exercises general supervision, direction, monitoring and evaluation, and coordination of the operations and activities of the following sections:

a. Supplies and Materials Section (SMS);
b. Property, Plant, and Equipment Section (PPES); and
c. Inventory and Disposal Section (IDS)

4.25 Performs other functions as delegated by the DASD or any higher competent authority.

ARTICLE II. OBJECTIVES AND SCOPE OF THE SUPPLY AND PROPERTY MANAGEMENT UNIT

Section 1. The SPMU ensures that responsible management of supplies and properties to support effective delivery of educational services, research activities, and support functions. It contributes to financial stewardship and accountability, aligning with the principles of good governance in the Philippines.

Section 2. The objectives of the Supply and Property Management Unit at Davao del Norte State College are as follows:

2.1 *Efficient Supply Management*. SPMU aims to receive, store, and distribute supplies and materials required for academic, administrative, and research purposes efficiently, minimizing wastage, and ensuring availability when needed.

2.2 *Effective Property Management*. SPMU manages and maintains DNSC's property, including equipment, furniture, and other non-consumable items, to extend their useful life and maximize value.

2.3 *Transparent Property Management*. SPMU oversees the management and control of DNSC's real properties and facilities, ensuring their proper utilization and maintenance.

2.4 *Compliance and Accountability*. SPMU adheres to all relevant laws, regulations, and policies, governing supply and property management in the Philippines, promoting transparency, and accountability.

2.5 *Cost-Efficiency*. SPMU optimizes resource allocation by managing supplies and properties in a manner that minimizes costs while maintaining quality.

Section 3. The SPMU's scope of works includes, but not limited to:

3.1 *Supply Management*. The SPMU is responsible for the receipt, storage, and distribution of supplies and materials required for DNSC's operations. It maintains accurate records of supply inventory and ensures timely release of items as needed.

3.2 *Property Management*. The SPMU oversees the management of DNSC's property, including equipment, furniture, and non-consumable items. It maintains an updated inventory of properties and tracks their conditions, depreciation, and ensures compliance with property disposal procedures.

3.3 *Compliance and Transparency*. The SPMU complies with all relevant supply and property management laws and regulations. It maintains transparent records and documentation,

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allowing for easy auditing and reporting as need. Also, it complies with ethical standards, avoids conflicts of interest, and upholds transparency.

3.4 *Cost-Efficiency and Sustainability*. The SPMU strives for cost-efficient utilization of supplies, and properties. It considers sustainability principles in resource management, aiming to reduce environmental impact. It balances cost-effectives with the quality of supplies, and property management.

ARTICLE III. SECTIONS UNDER THE SUPPLY AND PROPERTY MANAGEMENT UNIT

Section 1. Based on the scope of works, the following are the sections under the Supply and Property Management Unit:

1.1 *Supplies and Materials Section (SMS)*. The SMS oversees the management of all procured supplies and materials. This section is responsible for the systematic receipt, storage, and distribution of goods, ensuring that inventory levels are maintained accurately and collaborates closely with the Procurement Services Unit to verify the quality and quantity of received items, promptly addressing any discrepancies. Additionally, the section plays a vital role in managing requisitions, issuing materials to various departments, and maintaining up-to-date records to facilitate effective supply chain management.

1.2 *Property, Plant, and Equipment Section (PPES)*. The PPES is dedicated to the efficient management and maintenance of the College's physical properties. This section oversees the acquisition, registration, and tracking of property, plant, and equipment (PPE) throughout their lifecycle and ensures compliance with relevant regulations, conducts regular inventories, and coordinates with other offices to address maintenance needs. Additionally, the section plays a crucial role in developing and implementing strategies for the disposal of obsolete or surplus equipment and properties in adherence to disposal guidelines and environmental considerations in coordination with the IDS.

1.3 *Inventory and Disposal Section (IDS)*. The IDS is responsible for conducting systematic inventories of supplies, materials, equipment, and other properties, ensuring accurate record-keeping. This section collaborates with the SMS and PPES to reconcile inventory records, identify discrepancies, and propose corrective measures and handles the responsible disposal of unserviceable or obsolete items, following established guidelines to maximize efficiency and minimize environmental impact. The section is committed to maintaining accurate inventory data and ensuring proper disposal practices contributes significantly to the overall effectiveness of the SPMU.

Section 2. The sections under the Supply and Property Management Unit is headed by a *Section Focal Person*.

Section 3. The SPMU Head is the primary endorsing authority in the selection and designation of the section focal persons to the DASD.

ARTICLE IV. ADMINISTRATIVE PERSONNEL UNDER THE SUPPLY AND PROPERTY MANAGEMENT UNIT

Section 1. The administrative personnel provide the day-to-day office operation and support to the SPMU Head. The effective operation of the unit includes:

1.1 *Office Management and Administrative Support*. The personnel assist and support the general operation and organization of the SPMU, including maintaining office supplies, equipment, and workspace. They provide administrative support to the SPMU Head and manage the schedule, meetings, appointments, and correspondences on behalf of the unit.

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1.2 *Communication, Record Keeping, and Document Management*. The personnel is responsible for maintaining records and documents, including official communications, reports, and other administrative files. They facilitate the communication within the SPMU, its sections, and with other offices and divisions in the College. Also, they assist in disseminating information, handle inquiries, and ensure that communication flows smoothly. The are responsible for organizing, maintaining, and managing important documents, ensuring that they are readily accessible when needed by the SPMU Head.

1.3 *Coordination and Stakeholder Relations*. The personnel act as a liaison between the SPMU and other units and divisions to ensure that administrative matters are coordinated and executed efficiently. They also engage with stakeholders, including faculty, staff, students, and stakeholders within the academic community by addressing inquiries and concerns.

1.4 *Budget Planning and Preparation*. The personnel assist the SPMU Head in budget preparation, financial record-keeping, and expenditure tracking of the unit. This includes processing of financial transactions, such as purchase orders, vouchers, and reimbursements, under the direction of the SPMU.

1.5 *Data Entry and Reporting*. The personnel is tasked with data entry, collecting data, and generating reports that the SPMU uses for decision-making, providing logistical and administrative support as needed.

1.6 *Policy and Procedure Compliance*. The personnel ensure that the procedures, processes, mechanism, and policies established by the SPMU and its sections are followed by the relevant personnel and stakeholders. This may likewise include monitoring compliance and reporting any administrative issues under the directive of the SPMU Head.

1.7 *Inventory and Supply Management*. The personnel help manage inventory by keeping updated records of supplies, materials, and equipment required for SPMU's operation.

Section 2. *Administrative Positions of the Personnel and their Terms of Reference.*

2.1 *Administrative Officer III (Supply Officer II)*. The Administrative Officer IV (Supply Officer II) serves as Supplies and Materials Section Focal and is responsible for efficient management and distribution of supplies and materials used in the operation of the College. This role ensures distribution planning, inventory monitoring, distribution scheduling, prioritization, quality control, storage management, distribution records, communication, emergency response, and reporting.

2.2 *Terms of Reference of the Administrative Officer III (Supply Officer II).*

a. Develops and implements a distribution plan to ensure the timely and equitable allocation of supplies and materials to different college departments and units;

b. Monitors inventory levels continuously to determine the availability of supplies and materials and identify areas where replenishment is necessary;

c. Creates and maintains a schedule for the regular distribution of supplies, considering the specific needs and consumption patterns of each department;

d. Prioritizes distribution based on urgency, critical needs, and departmental requirements to ensure that essential supplies are delivered promptly;

e. Implements quality control measures to ensure that supplies and materials meet the required standards before distribution;

f. Manages the storage and organization of supplies and materials, ensuring that they are stored in a way that preserves their quality and integrity;

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g. Maintains accurate and up-to-date records of all distributed supplies and materials, including quantities, recipients, and dates of distribution;

h. Liaises with department heads and staff to understand their specific supply needs, address any concerns or issues, and provide guidance on efficient use;

i. Develops contingency plans for the rapid distribution of critical supplies and materials in case of emergencies or unexpected shortages;

j. Prepares regular reports on distribution activities, including distribution schedules, quantities distributed, and any issues or challenges encountered; and

k. Performs other functions as directed or delegated by the SPMU Head or any higher competent authority.

2.3 *Administrative Officer I (Supply Officer I)*. The Administrative Officer I (Supply Officer I) serves as the Inventory and Disposal Section Focal and plays a pivotal role in the efficient management of inventory and disposal of supplies, materials, equipment, and properties. This role ensures inventory control, property management, inventory updates, inventory audits, disposal planning, obsolete and surplus identification, disposal methods and records, legal compliance, and documentation reporting.

2.4 *Terms of Reference of the Administrative Officer I (Supply Officer I).*

a. Implements and maintains an efficient inventory control system to monitor and manage the stock of supplies, materials, equipment, and properties;

b. Maintains accurate records and documentation of all College's properties, including tracking their acquisition, usage, and disposal;

c. Updates inventory records regularly to reflect changes in stock levels, locations, and statuses of equipment and properties;

d. Conducts periodic physical audits of supplies, materials, property, plant, and equipment to verify their existence, condition, and location;

e. Develops and implements disposal plans, ensuring that properties are disposed of in compliance with relevant laws and regulations;

f. Identifies obsolete, surplus, or unserviceable items, or properties for disposal, ensuring that they do not unnecessarily occupy space or resources;

g. Selects appropriate disposal methods, which may include sale, auction, recycling, or environmentally responsible disposal, depending on the type of item;

h. Maintains detailed records of all disposal activities, including the method, date, proceeds (if applicable), and responsible parties;

i. Ensures that disposal activities comply with legal and regulatory requirements, including documentation, notifications, and approvals;

j. Prepares regular reports on inventory status, disposal activities, and recommendations for improvements or cost-saving measures; and

k. Performs other functions as delegated by the SPMU Head or any higher competent authority.

2.5 *Administrative Assistant II*. The Administrative Assistant II serves as the Property, Plant, and Equipment Focal and plays the important role in the management and distribution of property, plant, and equipment used by the College. The role ensures inventory

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management, distribution planning, recording and tracking, property identification, assignment documentation, PPE compliance, proper storage, disposal planning, and reporting and documentation.

2.6 *Terms of Reference of the Administrative Assistant II.*

a. Maintains an accurate and up-to-date inventory of all PPE owned by the College, including detailed records of each item's specifications and location;

b. Plans and executes the distribution of PPE to various departments, units, and staff members based on established guidelines and needs;

c. Keeps detailed records of all PPE assignments, including the responsible parties, their condition, and any changes in location or usage;

d. Labels or marks all PPE clearly for easy identification and tracking;

e. Prepares and maintains records of all PPE assignments, including who is responsible for each item and its location;

f. Ensures that all PPE meet safety and regulatory standards and that necessary permits or certifications are in place;

g. Manages the storage of PPE to ensure they are well-organized and well-maintained to preserve their quality and integrity;

h. Collaborates with the Inventory and Disposal Section Focal Person to identify and plan for the disposal of PPE that have become obsolete or unserviceable;

i. Prepares and maintains reports on the status of PPE, their utilization, assignment, and any issues or concerns; and

j. Performs other functions as delegated by the SPMU Head or any higher competent authority.

2.7 *Administrative Aide VI (Clerk III)*. The Administrative Aide VI (Clerk III) serves as the secretary of the SPMU Head and plays a key role in providing administrative support, managing office operations, and facilitating efficient communication within the office and with various stakeholders. The position requires a high degree of organization, attention to detail, and the ability to handle multiple tasks simultaneously.

2.8 *Terms of Reference of the Administrative Aide VI (Clerk III).*

a. Provides comprehensive administrative support to the SPMU Head and SPMU Focal Persons, including managing their schedule, preparing documents, and handling inquiries;

b. Manages communication effectively within the office and ensures that messages and information are relayed promptly and accurately;

c. Handles incoming and outgoing correspondence, including emails and phone calls, responding professionally, and directing inquiries to the appropriate parties;

d. Assists in the planning and coordination of meetings, conferences, and events, ensuring logistical support and timely execution;

e. Supports the SPMU's financial operations, including budget tracking, expense reporting, and processing financial transactions in collaboration with the relevant offices, divisions, and units;

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f. Maintains an organized and efficient office environment, overseeing office supplies, equipment, and facilities to ensure smooth operations;

g. Inputs and manages accurately data related to office activities and projects, and generates reports as needed using software applications;

h. Interacts with faculty, staff, and stakeholders by providing information and assistance, and representing the SPMU professionally;

i. Assists in the planning, execution, and coordination of projects and initiatives as directed by the SPMU Head;

j. Ensures that the office policies and procedures are adhered to and reports any violations or concerns as necessary; and

k. Performs other functions as delegated by the SPMU Head or any higher competent authority.

2.9 *Administrative Aide IV (Driver/Clerk-Designate)*. The Administrative Aide IV (Driver/Clerk-Designate) serves under the Inventory and Disposal Section Focal and provides a supporting role in the efficient management and disposal of supplies, materials, equipment, and properties. This role involves a combination of driving responsibilities and clerical duties, including transportation, pick-up and delivery, materials and equipment transfer, documentation, clerical support, inventory assistance, disposal support, maintenance checks, safety compliance, and reporting.

2.10 *Terms of Reference of the Administrative Aide IV (Driver/Clerk-Designate).*

a. Operates a college vehicle safely and responsibly to facilitate the transportation of supplies, materials, equipment, and properties as required.

b. Performs pick-up and delivery tasks, ensuring that items are collected and distributed efficiently and on schedule;

c. Assists in transferring materials and equipment between offices and units within the College, ensuring proper documentation and record-keeping;

d. Maintains detailed records of all transportation and delivery activities, including item descriptions, locations, and recipient information;

e. Provides clerical support to the Inventory and Disposal Section Focal Person, including data entry, record-keeping, and document filing;

f. Assists in conducting physical inventory audits and property verifications, including the update of inventory records;

g. Assists in the disposal of obsolete or surplus supplies, materials, equipment, and properties by transporting items to designated disposal locations;

h. Conducts routine checks and basic maintenance of the assigned vehicle to ensure it remains in good working condition;

i. Adheres to all safety regulations and road rules while operating the college vehicle, promoting a culture of safety;

j. Interacts with the unit staff and stakeholders professionally and courteously when performing transportation and delivery tasks;

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k. Provides regular reports on transportation and delivery activities and assist in the preparation of disposal reports; and

l. Performs other functions as delegated by the SPMU Head or any higher competent authority.

2.11 *Fisherman (Clerk-Designate)*. The Fisherman serves as a Clerk-Designate and reports under the Supplies and Materials Section Focal. This clerk-designate is responsible for providing administrative support for the efficient management of supplies, materials, and non-expendable properties. This role ensures records management, data entry, inventory updates, document preparation, supply requests, correspondence, receipt verification, reporting, distribution assistance, communication, and document filing.

2.12 *Terms of Reference of the Fisherman (Clerk-Designate).*

a. Maintains accurate and up-to-date records of all supplies and materials, including quantities, specifications, and locations;

b. Enters data into inventory and record-keeping systems, ensuring that information is current and accurate;

c. Updates inventory records regularly to reflect changes in locations, and any disposals or acquisitions;

d. Assists in the preparation of documents related to the receipt, distribution, and disposal of supplies and materials;

e. Processes supply requests from various college departments and ensure timely and accurate delivery;

f. Handles routine correspondence, emails, and phone calls related to supplies and materials;

g. Verifies the accuracy of received supplies and materials against purchase orders and delivery receipts;

h. Prepares reports on inventory status, supply requests, and any discrepancies for the Supplies and Materials Section Focal Person;

i. Provides support in the distribution of supplies and materials to college departments, ensuring that items are distributed accurately and on schedule;

j. Liaises with the unit head and staff to gather information on supply needs, address concerns, and coordinate deliveries effectively;

k. Organizes and maintains physical and electronic records, making them easily accessible for reference; and

l. Performs other functions as delegated by the SPMU Head or any higher competent authority.

2.13 *Administrative Aide II (Clerk)*. The Administrative Aide II (Clerk) serves under the Property, Plant, and Equipment Section and provides administrative support that contributes to the effective management of PPE. The role ensures records management, data entry, inventory updates, document preparation, receipt verification, items assignment, correspondence, reporting, maintenance support, and document filing.

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	2.14 *Terms of Reference of the Administrative Aide II (Clerk).* a. Assists in maintaining and updating accurate records related to PPE, including details on specifications, locations, and conditions; b. Enters data into PPE tracking systems and databases, ensuring that information is consistently updated and accurate; c. Updates inventory records regularly to reflect changes in the status, location, and condition of PPE items; d. Prepares and assists in the completion of documents related to the acquisition, assignment, and maintenance of PPE; e. Verifies that received PPE items match purchase orders and other relevant documentation; f. Assists in the assignment of PPE items to various college departments and staff members, ensuring proper documentation; g. Handles routine correspondence and inquiries related to PPE, responding promptly and professionally; h. Prepare reports on the status and utilization of PPE, discrepancies, and updates for the PPE Focal Person. i. Provides support in scheduling and tracking routine maintenance and inspections of PPE; j. Organizes and maintains both physical and electronic records, ensuring that they are readily accessible for reference; and k. Performs other functions as delegated by the SPMU Head or any higher competent authority.

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Processes	The Supply and Property Management Unit manages three (3) processes/services within the College, namely: ▪ **Delivery, Inspection, and Acceptance of Supplies, Materials, and Equipment.** This process initiates with the delivery of goods and items to the SPMU by the supplier. Upon receipt, the SPMU personnel meticulously inspect the delivered goods and items based on specified criteria, including specifications, quantity, and terms and conditions. Subsequently, the inspection process involves signing the Inspection and Acceptance Report (IAR) by the SPMU personnel, Inspectorate Team, and/or end-user. Once the inspection is complete and the acceptance is confirmed, the SPMU personnel proceed to store the goods and items for subsequent release or distribution. The release is facilitated by the SPMU personnel, ensuring that the goods and items are handed over to the designated end-users, marking the completion of the comprehensive process for the procurement and acceptance of supplies, materials, and equipment. ▪ **Disposal of Unserviceable Property.** This process commences with the preparation of the Inventory and Inspection Report for Unserviceable Property (IIRUP) and Waste Material Report (WMR) by the SPMU personnel. This report encompasses a detailed inventory of unserviceable property, including plant, equipment, spare parts, and semi-expendable materials. The Inspectorate Team then conducts a thorough inspection to assess the physical condition of the property slated for disposal. Subsequently, the Appraisal Committee appraises the value of the unserviceable property to provide an estimate or opinion of its worth. Following this, the SPMU forwards the IIRUP and related documents to the Disposal Committee, responsible for determining the appropriate mode of disposal that aligns with government regulations. The disposal modes may include competitive bidding, with the Bid and Awards Committee (BAC) overseeing the process. Ultimately, the BAC recommends the highest complying bidder to the Head of the Agency for approval, ensuring a systematic and compliant approach to the disposal of unserviceable property. ▪ **Issuance of Supplies, Materials, and Equipment**. This process involves several systematic steps. Initially, the designated procurement staff drafts purchase orders for winning bidders based on the resolution or Notice of Award issued by the Bids and Awards Committee (BAC). The Purchase Order includes crucial information such as the company's details, address, TIN number, delivery dates, method of procurement, quantity, unit pricing, and overall cost. Subsequently, the Purchase Orders are submitted to the Accounting Unit for endorsement, and upon approval by the College President, they are received by the SPMU personnel. The SPMU staff then serves the approved Purchase Orders to the winning bidders for confirmation. After confirmation, the SPMU submits the confirmed Purchase Orders to the Commission on Audit (COA) and, upon acknowledgment, endorses them to the Budget Unit for the obligation of funds. This comprehensive process ensures the organized and efficient issuance of supplies, materials, and equipment in adherence to established procurement protocols.

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SUPPLY AND PROPERTY MANAGEMENT UNIT

DELIVERY, INSPECTION, AND ACCEPTANCE OF SUPPLIES, MATERIALS, AND EQUIPMENT

Process Title	**DELIVERY, INSPECTION, AND ACCEPTANCE OF SUPPLIES, MATERIALS, AND EQUIPMENT**
Purpose	▪ To ensure the quality, quantity, and conformity of delivered supplies, materials, and equipment with the specified procurement requirements; ▪ To establish a systematic and thorough framework for receiving, inspecting, and accepting supplies, materials, and equipment procured by the institution; ▪ To establish a robust and standardized approach to handling delivered supplies, materials, and equipment, ensuring compliance with procurement specifications and safeguarding the institution's interests; and ▪ To facilitate a seamless transition from the procurement phase to the physical possession of supplies, materials, and equipment, promoting accountability, transparency, and adherence to institutional standards.
Scope	This process covers the comprehensive management of activities related to the delivery, inspection, and acceptance of supplies, materials, and equipment procured by the College and includes the organized receipt of deliveries, thorough inspection processes to validate quality and quantity, and the formal acceptance of items into the institution's inventory. The process further extends to the accurate documentation of the received supplies, materials, and equipment and the initiation of necessary actions in case of discrepancies.
Process Owner	Supply and Property Management Unit head
Form(s)	Inspection and Acceptance Report (IAR)
Output(s)	Received Supplies, Materials, and Equipment, Updated Inventory for Supplies, Materials, and Equipment

Process Flow/Activities		Responsible Unit/ Person	Details
Step 1	Deliver supplies, materials, and equipment to the SPMU	Supplier	Note 1
Step 2	Inspect the delivered supplies, materials, and equipment based on specifications, quantity, and terms and conditions and sign the Inspection and Acceptance Report	SPMU Personnel /Inspectorate Team/End-User	Note 2
Step 3	Accept the delivered supplies, materials, and equipment	SPMU Personnel	Note 3
Step 4	Store supplies, materials, and equipment until subsequent release	SPMU Personnel	Note 4
Step 5	Release the supplies, materials, and equipment to the end-user	SPMU Personnel	Note 5

Description of Notes	
Note 1	▪ The supplier initiates the process by delivering supplies, materials, and equipment to the Supply and Property Management Unit, marking the beginning of the procurement fulfillment phase.
Note 2	▪ Upon receipt, the SPMU personnel conducts a meticulous inspection of the delivered supplies, materials, and equipment, thoroughly assessing compliance with specifications, quantity, and terms and conditions. The Inspection and Acceptance Report (IAR) is then signed by the responsible personnel, which may include SPMU personnel, members of the inspectorate team, or end-users.
Note 3	▪ Following a successful inspection and verification process, the SPMU personnel formally accepts the delivered supplies, materials, and equipment. This step marks the acknowledgment of the items meeting the specified procurement requirements.
Note 4	▪ The accepted supplies, materials, and equipment are then securely stored by SPMU personnel, ensuring proper inventory management and safeguarding the items until they are ready for release.

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Note 5	▪ The SPMU personnel releases the stored supplies, materials, and equipment to the designated end-user. This ensures a seamless transition from procurement fulfillment to practical utilization within the institution.

Prepared by:	Reviewed by:	Approved by:
SPMU HEAD Process Owner	**LEO D. RAYON, JR.** Chairperson, AdMoP Committee	**JOY M. SORROSA** College President

SUPPLY AND PROPERTY MANAGEMENT UNIT

DISPOSAL OF UNSERVICEABLE PROPERTY

Process Title	**DISPOSAL OF UNSERVICEABLE PROPERTY**
Purpose	▪ To dispose government property which are unserviceable, unneeded, obsolete, and uneconomical to the College, contributing to sustainability and responsible resource management within the institution. ▪ To establish a structured and accountable framework for the systematic disposal of property that has become unserviceable, obsolete, or no longer economically viable for the institution; ▪ To ensure the proper and ethical handling of such property, aligning with environmental regulations and institutional policies; and ▪ To efficiently manage the removal, disposal, or recycling of unserviceable property while adhering to legal and ethical considerations.
Scope	This process covers the comprehensive management of activities related to the identification, evaluation, and disposal of unserviceable property and includes the careful assessment of property conditions, determination of disposal methods, and adherence to relevant legal and environmental standards. The process further extends to the documentation of disposal activities and, when applicable, generating revenue from the sale of salvageable materials.
Process Owner	Supply and Property Management Unit Head
Form(s)	Inventory and Inspection Report for Unserviceable Property (IIRUP), Waste Material Report (WMR)
Output(s)	Decrease of Accountability, Dropping the Unserviceable Property from the Book of Accounts

Process Flow/Activities		Responsible Unit/ Person	Details
Step 1	Prepare Inventory and Inspection Report for Unserviceable Property (IIRUP) and Waste Material Report (WMR)	SPMU Personnel	Note 1
Step 2	Inspect of the unserviceable property	Inspectorate Team	Note 2
Step 3	Appraise the value of the unserviceable property	Appraisal Committee	Note 3
Step 4	Determine the mode of disposal of the unserviceable property	Disposal Committee	Note 4
Step 5	Sell unserviceable property through competitive bidding	BAC	Note 5

Description of Notes	
Note 1	▪ The SMPU personnel initiates the process by meticulously preparing the Inventory and Inspection Report for Unserviceable Property (IIRUP) and the Waste Material Report (WMR). These reports encompass a detailed listing of unserviceable property, plant, equipment, semi-expendable equipment, spare parts, and remnants salvaged from damaged fixed property and equipment. The SPMU Head signs these reports, seeking approval of the College President.
Note 2	▪ The Inspectorate Team plays a pivotal role in conducting a thorough inspection of the unserviceable property. This step involves observing the physical condition of the property slated for disposal, ensuring alignment with the descriptions outlined in the IIRUP.
Note 3	▪ The Appraisal Committee takes charge of appraising the unserviceable property, providing an estimate or opinion of its value. This crucial step contributes to establishing a fair and informed approach to the subsequent disposal process.

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Note 4	▪ The SPMU personnel forwards the IIRUP and related documents to the Disposal Committee. The committee determines the most appropriate mode of disposal that is deemed advantageous to the government.
Note 5	▪ For the actual sale of unserviceable property, the Bids and Awards Committee (BAC) on Disposal recommends the highest complying bidder to the College President for awarding. This step ensures a fair and competitive process in the disposition of unserviceable property.

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SPMU HEAD Process Owner	**LEO D. RAYON, JR.** Chairperson, AdMoP Committee	**JOY M. SORROSA** College President

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SUPPLY AND PROPERTY MANAGEMENT UNIT

ISSUANCE OF SUPPLIES, MATERIALS, AND EQUIPMENT

Process Title	**ISSUANCE OF SUPPLIES, MATERIALS, AND EQUIPMENT**
Purpose	▪ To ensure that supplies, materials, and equipment are issued and accounted efficiently, aligning with the needs of various departments or units, establishing a streamlined and transparent approach to the issuance of resources, fostering efficiency and accountability within the institution. ▪ To establish a systematic and accountable framework for the organized and controlled distribution of essential resources within the institution; and ▪ To facilitate the timely and accurate issuance of resources while maintaining accurate inventory records and upholding transparency and accountability in the distribution process.
Scope	This process covers the organized and controlled distribution and issuance of equipment, semi-expendable supplies, expendable supplies, and materials in the College and extends to meticulous documentation of each issuance, updating inventory records, and ensuring strict adherence to established guidelines, promoting efficiency and resource optimization within the institution.
Process Owner	Supply and Property Management Unit Head
Form(s)	Requisition and Issue Slip (RIS), Inventory Custodian Slip (ICS), Property Acknowledgement Receipt (PAR)
Output(s)	Issuance and Receipt of Supplies, Materials, and Equipment to the End-User

Process Flow/Activities		Responsible Unit/ Person	Details
Step 1	Prepare and issue Requisition and Issue Slip (RIS), Inventory Custodian Slip (ICS), and Property Acknowledgement Receipt (PAR)	SPMU Personnel	Note 1
Step 2	Sign the RIS, ICS, or PAR of the supplies, materials, and equipment	End-User/SPMU Head/DASD/College President	Note 2
Step 3	Release the supplies, materials, and equipment to the end-user	SPMU Personnel	Note 3
Step 4	Submit the report on supplies, materials, and equipment to the Accounting Unit for posting	SPMU Personnel	Note 4

Description of Notes	
Note 1	▪ Supply and Property Management Unit shall prepare and issue the Property Acknowledgement Receipt (PAR) to end-user for Property, Plant and Equipment with a value of P50,000.00 and above, Inventory Custodian Slip (ICS) for semi-expendable with a value of P50,000.00 below and Requisition and Issue Slip (RIS) for the expendable, semi-expendable and Property, Plant and Equipment
Note 2	▪ The Requisition and Issue Slip (RIS) is signed by the end-user and requires approval from the Director for Administrative Services Division (DASD). On the other hand, the Property Acknowledgement Receipt (PAR) and Inventory Custodian Slip (ICS) necessitate approval from the College President. All issuances are signed by the SPMU Head.
Note 3	▪ The SPMU personnel releases the supplies, materials, and equipment to the end-user for utilization and consumption.
Note 4	▪ The SPMU personnel submits the Report on Supplies and Materials Issued to Accounting Office for posting.

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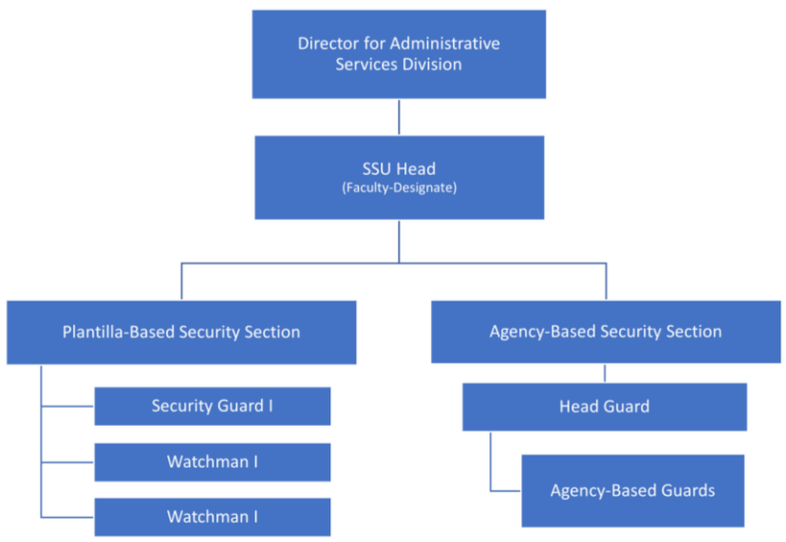
Prepared by:	Reviewed by:	Approved by:
SPMU HEAD Process Owner	**LEO D. RAYON, JR.** Chairperson, AdMoP Committee	**JOY M. SORROSA** College President

CHAPTER VI.
SECURITY SERVICES UNIT (SSU)

Purpose	This chapter defines the nature of work and responsibilities of the Security Services Unit (SSU) at Davao del Norte State College. This policy aims to establish a clear framework for the unit's operations, ensuring the safety and security of the College, its community, and its properties
Scope	This policy applies to all activities, roles and responsibilities associated with Security Services Unit. It encompasses the governance, administration, and oversight of security and safety matters. The policy extends to all faculty, staff, stakeholders, and visitors involved in or affected by the functions of the SSU.
Terms and Definitions	The following terms are defined to establish operational use and understanding: ABSS Agency-Based Security Section DASD Director for Administrative Services Division DNSC Davao del Norte State College PBSS Plantilla-Based Security Section SSU Security Services Unit
Administrative Supervision	Agency-Based Security Section Plantilla-Based Security Section
Organizational Diagram	 *Fig. 6. Organizational Diagram of the SSU*
Policy Statements	**ARTICLE I. GOVERNANCE AND ADMINISTRATION OF THE SECURITY SERVICES UNIT** Section 1. The Security Services Unit (SSU) is directed by a *Head*. The SSU Head is an appointed or designated position coming from either faculty or staff of the College. Section 2. The SSU Head plays a pivotal role in ensuring the safety and security of the College and its community members, aligning with the regulatory context of the Philippines. Section 3. The appointment or designation of the SSU Head is co-terminus with the tenure of the Director for Administrative Services Division, without prejudice of being re-appointed by the DASD successor. Section 4. The responsibilities of the SSU Head encompass security management, personnel supervision, campus patrol and surveillance, emergency response planning, asset protection, regulatory compliance, community engagement, ethical conduct, crises management, and reporting and documentation, and continuous improvement. Section 5. *Terms of Reference of the SSU Head*. 5.1 Oversees and manage the daily operations of the SSU, ensuring that all security activities, programs, and policies are carried out effectively and efficiently;

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	5.2 Develops, implements, and continuously updates security policies, procedures, and guidelines in line with Philippine laws and regulations, particularly those related to campus security; 5.3 Recruits, trains, and supervises security personnel, ensuring they are well-trained, disciplined, and capable of fulfilling their security duties; 5.4 Assign responsibilities and shifts to security personnel, ensuring proper coverage of all areas of the campus; 5.5 Organizes and monitors regular security patrols and surveillance of the college campus, including buildings, grounds, and parking areas; 5.6 Ensures that security personnel respond promptly to security breaches, disturbances, and other incidents, taking appropriate actions as required; 5.7 Develops and implements emergency response plans for various security and safety incidents, such as fires, medical emergencies, and security breaches; 5.8 Conducts drills and training for security personnel and the DNSC community to ensure preparedness; 5.9 Oversees measures to protect DNSC's assets, infrastructure, and property from theft, damage, and vandalism; 5.10 Implements access control, security measures, and surveillance systems as needed to safeguard assets; 5.11 Ensures strict compliance with Philippine laws and regulations governing campus security and other relevant statutes; 5.12 Stays updated on any changes to the regulatory environment and ensures that security measures align with new requirements; 5.13 Fosters a collaborative relationship with the DNSC community, promoting awareness and cooperation regarding security and safety; 5.14 Establishes communication channels for community members to report safety concerns and incidents; 5.15 Upholds the highest ethical standards, professionalism, and integrity in all security operations; 5.16 Ensures that all security personnel conduct themselves ethically, treating all individuals with respect and gender fairness and sensitivity; 5.17 Develops crisis management plans for handling extraordinary events that may affect campus safety, such as natural disasters or civil disturbances; 5.18 Collaborates with local authorities, emergency response teams, and relevant government agencies for crisis coordination; 5.19 Maintains organized records and documentation of security activities, including incident reports, training records, and compliance documents; 5.20 Prepares and submits timely reports for auditing, transparency, and accountability;

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5.21 Identifies opportunities for improving security and safety measures within the DNSC campus proactively;

5.22 Assesses the effectiveness of security policies and procedures regularly and seeks ways to enhance them;

5.23 Collaborates with security personnel to gather feedback and suggestions for improvement and implement best practices and innovative solutions;

5.24 Exercises general supervision, direction, monitoring and evaluation, and coordination of the operations and activities of the following sections:

a. Agency-Based Security Section (ABSS); and
b. Plantilla-Based Security Section (PBSS)

5.25 Perform other functions as delegated by the DASD or any higher competent authority.

ARTICLE II. OBJECTIVES AND SCOPE OF THE SECURITY SERVICES UNIT

Section 1. The SSU aims to provide and promote a safe, secure, and conducive learning and working environment, aligning with the Philippine laws and regulations related to campus security.

Section 2. The SSU ensures to manage and maintain the following:

2.1 *Campus Safety*. The SSU aims to provide a safe and secure campus environment for all members of the DNSC community.

2.2 *Asset Protection*. The SSU guarantees to protect the assets, infrastructure, and properties of DNSC from theft, damage, and vandalism.

2.3 *Regulatory Compliance*. The SSU ensures to comply with Philippines laws and regulations governing campus security and safety and other relevant statutes.

2.4 *Emergency Response*. The SSU is responsible for developing and implementing emergency response plans to address various security and safety incidents effectively.

2.5 *Community Engagement*. The SSU fosters a collaborative relationship with the DNSC community by promoting awareness, cooperation, and reporting mechanisms related to safety and security.

Section 3. The SSU's scope of works includes, but not limited to:

3.1 *Campus Security and Safety*. The SSU is responsible for the overall security and safety of DNSC's campus, including the protection of people and property.

3.2 *Personnel and Training*. The SSU ensures that hired security personnel are trained with competence and ethics and well-prepared and ready to handle security and safety matters. Security personnel are required to receive regular training to stay updated on best practices and emergency response procedures.

3.3 *Patrolling and Surveillance*. The SSU is responsible for conducting regular patrols and surveillance of campus facilities and grounds to deter criminal activities and respond promptly to incidents.

3.4 *Emergency Response*. The SSU develops and implements emergency response plans to address security and safety incidents, including fires, medical emergencies, and security breaches. Trainings and drills are conducted to ensure preparedness.

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3.5 *Community Engagement*. The SSU engages with the DNSC community to promote awareness and cooperation in matters related to security and safety. It establishes reporting mechanisms for safety concerns and incidents and communicates to them to all stakeholders.

3.6 *Regulatory Compliance*. The SSU complies with all relevant Philippine laws and regulations governing campus security and safety. Regular audits and assessments are conducted to ensure compliance.

3.7 *Ethical Conduct*. The SSU ensures that all security personnel conduct themselves ethically, upholding the highest standards of professionalism, integrity, and fairness. All interactions are respectful and free from discrimination.

ARTICLE III. SECTIONS UNDER THE SECURITY SERVICES UNIT

Section 1. Based on the scope of works, the following are the sections under the Security Services Unit:

1.1 *Agency-Based Security Section (ABSS)*. The ABSS is tasked with the oversight of security personnel contracted through external security agencies. This section is responsible for coordinating with the contracted security service providers to ensure the deployment of qualified and trained security guards across the college premises. The section implements and enforces security protocols, conducts regular inspections, and collaborates with the home agency to address security concerns promptly. Additionally, the section plays a crucial role in liaising with external security providers to maintain a high level of vigilance and adherence to security standards.

1.2 *Plantilla-Based Security Section (PBSS)*. The PBSS operates with the permanent security personnel directly employed by Davao del Norte State College. This section is responsible for managing the day-to-day security operations on campus, including monitoring access points, conducting regular patrols, and responding to security incidents. The section collaborates closely with ABSS within the Security Services Unit to maintain a unified and effective security strategy. Additionally, the section ensures that security personnel receive appropriate training, enforces college policies, and contributes to creating a safe and secure environment for students, faculty, and staff.

Section 2. The sections under the Security Services Unit is headed by a *Section Focal Person*.

Section 3. The SSU Head is the primary endorsing authority in the selection and designation of the section focal persons to the DASD.

ARTICLE IV. ADMINISTRATIVE PERSONNEL UNDER THE SECURITY SERVICES UNIT

Section 1. The security personnel (plantilla and agency-based) provide the day-to-day office operation and support to the SSU Head. The effective operation of the unit includes:

1.1 *Office Management and Administrative Support*. The personnel assist and support the general operation and organization of the SSU, including maintaining office supplies, equipment, and workspace. They provide administrative support to the SSU Head and manage the schedule, meetings, appointments, and correspondences on behalf of the unit.

1.2 *Communication, Record Keeping, and Document Management*. The personnel are responsible for maintaining records and documents, including official communications, reports, and other administrative files. They facilitate the communication within the SSU, its sections and with other offices or divisions in the College. Also, they assist in disseminating information, handle inquiries, and ensure that communication flows smoothly. The are responsible for organizing, maintaining, and managing important documents, ensuring that they are readily accessible when needed by the SSU Head.

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1.3 *Coordination and Stakeholder Relations*. The personnel act as a liaison between the SSU and other units and divisions to ensure that administrative matters are coordinated and executed efficiently. They also engage with stakeholders, including faculty, staff, students, and stakeholders within the academic community by addressing inquiries and concerns.

1.4 *Budget Planning and Preparation*. The personnel assist the SSU Head in budget preparation, financial record-keeping, and expenditure tracking of the unit. This includes processing of financial transactions, such as purchase orders, vouchers, and reimbursements, under the direction of the SSU.

1.5 *Data Entry and Reporting*. The personnel are tasked with data entry, collecting data, and generating reports that the SSU uses for decision-making, providing logistical and administrative support as needed.

1.6 *Policy and Procedure Compliance*. The personnel ensure that the procedures, processes, mechanism, and policies established by the SSU and its sections are followed by the relevant personnel and stakeholders. This may likewise include monitoring compliance and reporting any administrative issues under the directive of the SSU Head.

1.7 *Inventory and Supply Management*. The personnel help manage inventory by keeping updated records of supplies, materials, and equipment required for SSU's operation.

Section 2. *Administrative Positions of the Personnel and their Terms of Reference.*

2.1 *Security Guard I/Watchman I*. The *Security Guard I/Watchman I* maintains the safety and security of the College. This staff holds plantilla items in the College. The responsibilities of both watchman and agency-based security guard encompass campus patrol, access control, emergency response, security checks, incident reporting, crowd control, surveillance, communication, customer services, ethical conduct, and compliance.

2.2 *Terms of Reference of a Security Guard I/Watchman I.*

a. Conducts regular foot or mobile patrols around the DNSC campus to deter criminal activities, vandalism, and unauthorized access;

b. Inspects and secures doors, windows, gates, and other entry points to prevent unlawful entry;

c. Monitors and controls access to the campus, ensuring that only authorized individuals are allowed entry;

d. Verifies the identity of visitors, students, and staff, and issue visitor passes as necessary;

e. Responds promptly and appropriately to emergencies, including fires, medical incidents, security breaches, or other safety concerns;

f. Follows established emergency response procedures and coordinate with relevant authorities;

g. Conducts routine security checks and inspections of campus facilities, including classrooms, laboratories, and offices;

h. Reports any security or safety issues, such as broken locks or malfunctioning security equipment;

i. Documents and reports all security incidents, including theft, damage, or suspicious activities, to the SSU Head or supervisory personnel;

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j. Prepares incident reports in a clear and accurate manner;

k. Ensures order during events, gatherings, or situations that may lead to overcrowding;

l. Assists in crowd management to prevent disturbances or safety hazards;

m. Uses surveillance equipment, if available, to monitor key areas of the campus and record any suspicious activities or security breaches;

n. Provides support in reviewing surveillance footage when incidents occur;

o. Maintains clear and efficient communication with the SSU Head, other security personnel, and relevant DNSC staff;

p. Uses two-way radios, phones, or other communication tools as necessary;

q. Interacts with DNSC personnel, students, and visitors in a professional and courteous manner, providing assistance and directions as needed;

r. Addresses inquiries and concerns in a helpful and respectful manner;

s. Upholds ethical conduct, integrity, and professionalism in all interactions and activities;

t. Adheres to the highest standards of security ethics, treating all individuals with respect and fairness;

u. Follows DNSC's security policies and procedures, as well as all relevant Philippine laws and regulations governing security and safety;

v. Stays informed about changes in security regulations and requirements; and

w. Performs other functions as delegated by the SSU Head or any higher competent authority.

2.3 *Head Guard (Agency-Based)*. The Agency-Based Head Guard is a security personnel contracted by the College from an accredited security agency and reports under the Head of the Security Services Unit. The role ensures the maintenance of a secure and safety environment in the College. The responsibilities encompasses security management, training and development, scheduling and deployment, incident management, patrol and surveillance, communication, reporting, equipment management, emergency response coordination, and customer relations.

2.4 *Terms of Reference of Agency-Based Head Guard*.

c. Provides leadership and supervision to the agency-based security team, ensuring the implementation of security protocols, policies, and procedures.

d. Conducts training sessions for security personnel, covering topics such as emergency response, conflict resolution, and customer service, to enhance their skills and knowledge;

e. Develops duty schedules for security personnel, considering factors such as workload, peak hours, and special events, and ensure appropriate deployment for effective coverage;

f. Responds to security incidents, emergencies, and disturbances, taking appropriate actions to maintain order and safety on the premises;

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g. Conducts regular patrols of the college premises to deter and detect security threats, ensuring a visible and proactive security presence;

h. Maintains effective communication with College officials, security personnel, and the contracted security agency to relay information, address concerns, and coordinate security efforts;

i. Compiles and submits regular reports on security incidents, patrol activities, and any other relevant information, providing insights for continuous improvement;

j. Ensures that security equipment, such as radios, CCTV systems, and access control systems, is in working order, coordinating repairs or replacements as necessary;

k. Collaborates with local law enforcement, emergency services, and college officials to coordinate responses to emergency situations;

l. Fosters positive relations with the college community, addressing inquiries, concerns, and helping as needed, while upholding a professional and approachable demeanor;

m. Supervises and monitors agency-based security guards and lady guards and evaluates their performance in support to the SSU Head; and

n. Performs other functions as delegated by the SSU Head or any higher competent authority.

2.5 *Security Guard (Agency-Based).* The Agency-Based Security Guard, similar to a Watchman, maintains the safety and security of the College. However, this personnel is non-tenured in the College and deployed by a Security Agency lawfully contracted by the College to provide such services. The responsibilities of an agency-based security guard encompass campus patrol, access control, emergency response, security checks, incident reporting, crowd control, surveillance, communication, customer services, ethical conduct, and compliance.

2.6 *Terms of Reference of an Agency-Based Security Guards.*

a. Conducts regular foot or mobile patrols around the DNSC campus to deter criminal activities, vandalism, and unauthorized access;

b. Inspects and secures doors, windows, gates, and other entry points to prevent unlawful entry;

c. Monitors and controls access to the campus, ensuring that only authorized individuals are allowed entry;

d. Verifies the identity of visitors, students, and staff, and issue visitor passes as necessary;

e. Responds promptly and appropriately to emergencies, including fires, medical incidents, security breaches, or other safety concerns;

f. Follows established emergency response procedures and coordinate with relevant authorities;

g. Conducts routine security checks and inspections of campus facilities, including classrooms, laboratories, and offices;

h. Reports any security or safety issues, such as broken locks or malfunctioning security equipment;

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	i. Documents and reports all security incidents, including theft, damage, or suspicious activities, to the SSU Head or supervisory personnel; j. Prepares incident reports in a clear and accurate manner; k. Ensures order during events, gatherings, or situations that may lead to overcrowding; l. Assists in crowd management to prevent disturbances or safety hazards; m. Uses surveillance equipment, if available, to monitor key areas of the campus and record any suspicious activities or security breaches; n. Provides support in reviewing surveillance footage when incidents occur; o. Maintains clear and efficient communication with the SSU Head, other security personnel, and relevant DNSC staff; p. Uses two-way radios, phones, or other communication tools as necessary; q. Interacts with DNSC personnel, students, and visitors in a professional and courteous manner, providing assistance and directions as needed; r. Addresses inquiries and concerns in a helpful and respectful manner; s. Upholds ethical conduct, integrity, and professionalism in all interactions and activities; t. Adheres to the highest standards of security ethics, treating all individuals with respect and fairness; u. Follows DNSC's security policies and procedures, as well as all relevant Philippine laws and regulations governing security and safety; v. Stays informed about changes in security regulations and requirements; and w. Performs other functions as delegated by the SSU Head or any higher competent authority.
Processes	The Security Services Unit manages one (1) process/service within the College, namely: ▪ **Preparation and Endorsement of Security Monitoring Report.** This process encompasses a systematic approach to maintaining security measures. On a daily basis, watchmen or security guards conduct regular roving and inspections in their designated areas, documenting incidents and observations. Using the Security Monitoring Report Form, the watchmen detail and formalize their reports, attaching photographs taken during their rounds. After submission of the report before the end of the shift, the Security Services Unit Head verifies the accuracy and completeness of the report, conducting follow-up visits or inspections when necessary. Once verified, the report is endorsed to the Director of the Administrative Services Division for further action and resolution, ensuring a comprehensive and timely approach to security monitoring and reporting within the institution.

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SECURITY SERVICES UNIT

PREPARATION AND ENDORSEMENT OF SECURITY MONITORING REPORTS

Process Title	**PREPARATION AND ENDORSEMENT OF SECURITY MONITORING REPORTS**
Purpose	▪ To provide status and insights into the security posture of College, including detailed information about security incidents, observations, and events that have been detected and logged by security personnel; and ▪ To ensure the timely and accurate recording of incidents, supported by photographic evidence, contributing to the enhancement of overall security measures;
Scope	This process covers the preparation, attachments, submission, review, and endorsement of the security monitoring report by the personnel (agency-based and plantilla) of the Security Services Unit and encompasses the routine activities carried out by watchmen (plantilla) or security guards (agency-based) who conduct regular roving inspections.
Process Owner	Security Services Unit Head
Form(s)	ASD-SSU Form 1 Security Monitoring Report Form [ASD-SSU-SMRF-01]
Output(s)	Security Monitoring Report, Photographs of the Incidents/Observations

Process Flow/Activities		Responsible Unit/ Person	Details
Step 1	Conduct Security Roving in the Assigned Area of Responsibility (AoR)	Watchman/ Security Guard	Note 1
Step 2	Take Photographs and Note Basic Details of the Incident/Observation	Watchman/ Security Guard	Note 2
Step 3	Accomplish Security Monitoring Report Form and Attach Photographs	Watchman/ Security Guard	Note 3
Step 4	Submit the Security Monitoring Report Form to SSU Head	Watchman/ Security Guard	Note 4
Step 5	Verify and Review the Security Monitoring Report	SSU Head	Note 5
Step 6	Endorse the Security Monitoring Report to the ASD Director for Actions	SSU Head	Note 6

Description of Notes	
Note 1	▪ As part of their routine responsibilities, a designated watchman (plantilla) or security guard (agency-based) conducts regular and scheduled roving inspections within their assigned area of responsibility.
Note 2	▪ The watchman or security guard captures photographic evidence and notes essential details of observed incidents using a notepad and pen.
Note 3	▪ The watchman or security guard meticulously completes ASD-SSU Form 1: Security Monitoring Report Form [ASD-SSU-SMRF-01] to formally document the witnessed incident/observation before the end of the shift. This entails filling out all sections of the form. Additionally, the watchman or security guard prints and attaches all relevant photographs to ASD-SSU Form 1.
Note 4	▪ The watchman or security guard promptly submits ASD-SSU Form 1, along with the required attachments, to the SSU Head before the shift concludes. This submission includes the watchman's or security guard's signature, and it is mandatory to finalize and submit the report within the specified timeframe.
Note 5	▪ The SSH Head verifies the submitted ASD-SSU Form 1 by either conducting a follow-up visit or inspecting the area, or through verbal communication with the watchman or security guard, as applicable. This verification takes place within

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	12 hours of the report submission. The SSU Head reviews the report for completeness regarding incident details, including required photograph attachments and any other pertinent documents. After completing the verification and review, the Security Services Unit Head affixes their signature to ASD-SSU Form 1.
Note 6	▪ The Security Services Unit Head forwards the ASD-SSU Form 1: Security Monitoring Report to the Director of the Administrative Services Division for necessary actions and resolutions.

Prepared by:	Reviewed by:	Approved by:
SSU HEAD Process Owner	**LEO D. RAYON, JR.** Chairperson, AdMoP Committee	**JOY M. SORROSA** College President

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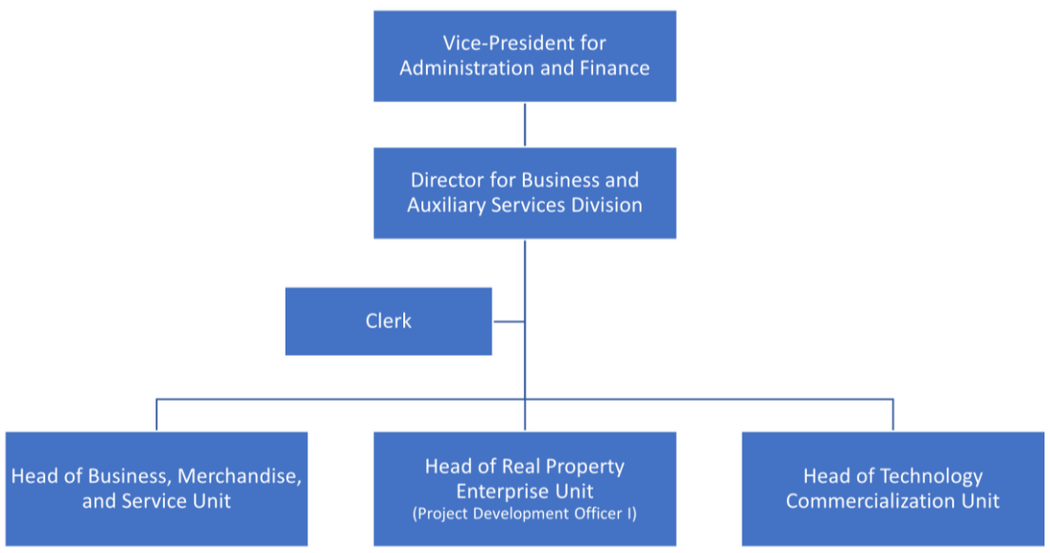
CHAPTER VII.
BUSINESS AND AUXILIARY SERVICES DIVISION (BASD)

Purpose	This chapter defines the nature of work and responsibilities of the Business and Auxiliary Services Division (BASD) at Davao del Norte State College. This policy aims to establish a clear framework for the division's operations, promoting efficiency, transparency, and accountability in the management of business enterprise, auxiliary, and professional services offered by the College.
Scope	This policy applies to all activities, roles, and responsibilities associated with the Business and Auxiliary Services Division. It encompasses the governance, administration, and oversight of the business enterprise, auxiliary, and professional services offered by the College. This policy extends to all faculty, staff, stakeholders, and relevant contracting parties involved in or affected by the functions of the BASD.
Terms and Definitions	The following terms are defined to establish operational use and understanding: BASD Business and Auxiliary Services Division BMSU Business, Merchandise, and Service Unit DBASD Director for Business and Auxiliary Services Division DNSC Davao del Norte State College RPEU Real Property Enterprise Unit TCU Technology Commercialization Unit VPAF Vice-President for Administration and Finance
Administrative Supervision	Business, Merchandise, and Service Unit Real Property Enterprise Unit Technology Commercialization Unit
Organizational Diagram	 *Fig. 7. Organizational Diagram of the BASD*
Policy Statements	**ARTICLE I. GOVERNANCE AND ADMINISTRATION OF THE BUSINESS AND AUXILIARY SERVICES DIVISION** Section 1. The Director for Business and Auxiliary Services Division (DBASD) assumes the pivotal role in spearheading and overseeing various business affairs, programs, mechanisms, and activities in the College, including income-generating projects, auxiliary services, real property management, and technology commercialization. The DBASD sits a regular member of the College Management Team. Section 2. The responsibilities of the Director for Business and Auxiliary Services Division encompass business enterprise management, technology commercialization, rental of commercial spaces and facilities, auxiliary services, strategic planning, stakeholder engagement, financial management, reporting and transparency, leadership and team management, financial sustainability initiatives, and continuous improvement.

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Section 3. *Term of Office of the Director for Business and Auxiliary Services Division*.

3.1 The Director for Business and Auxiliary Services Division shall be appointed/designated by the Governing Board through the recommendation of the Vice-President for Administration and Finance and endorsement of the College President.

3.2 The term of office of the Director for Business and Auxiliary Services Division shall be four (4) years with eligibility for reappointment, subject to the recommendation of the Vice-President for Administration and Finance, endorsement of the College President, and approval of the Governing Board.

3.3 The designation of the Director for Business and Auxiliary Services Division shall be co-terminus with the tenure of office of the Vice-President for Administration and Finance. This scheme encourages rotational leadership and ensures institutional harmony and stability.

3.4 The Director for Business and Auxiliary Services Division shall be entitled to emoluments and other remunerations allowed by existing government accounting and auditing rules and regulations.

Section 4. *Minimum Qualifications of the Director for Business and Auxiliary Services Division*.

4.1 A holder of masters or doctorate degree from a reputable and recognized higher education institution;

4.2 At least one (1) year of administrative experience in the development and implementation of innovative organizational initiatives, preferably with experience as Head of Office/Unit or Department/Program Chairperson;

4.3 Must hold a permanent appointment and must be a bonafide member of the academic community with at least one (1) year residency;

4.4 Demonstrated administrative leadership and service consistent with the academic values of the College; and

4.5 Has leadership qualities and a strong record of commitment to advancing diversity, inclusion, and equity and skill in working with diverse populations of faculty, students, and staff.

Section 5. *Terms of Reference of the Director for Business and Auxiliary Services Division*.

5.1 Identifies, develops, and manages income-generating projects and initiatives that align with DNSC's mission and available resources;

5.2 Conducts market research and feasibility studies to identify viable business opportunities for the college;

5.3 Promotes technology commercialization by facilitating the transfer of DNSC's intellectual property, research findings, or innovations to commercial entities;

5.4 Establishes partnerships with industry stakeholders to facilitate technology transfer and commercialization efforts;

5.5 Manages and oversees the rental and leasing of commercial spaces and facilities within the DNSC campus, ensuring proper agreements and compliance with leasing contracts;

5.6 Maximizes the utilization of available space to generate rental income;

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	5.7 Develops and oversees auxiliary services, such as fruit-bearing trees harvesting and selling, that support the College's income-generation efforts; 5.8 Collaborates with relevant offices, divisions, and units to ensure the efficient management and profitability of auxiliary services; 5.9 Develops and implements long-term strategies for income generation and business development; 5.10 Identifies opportunities for revenue growth and expansion of DNSC's business and auxiliary service ventures; 5.11 Engages with internal and external stakeholders, including local businesses, industry partners, and government agencies, to explore collaboration opportunities and enhance DNSC's revenue-generating capabilities; 5.12 Ensures that income generated from business enterprises and auxiliary services is appropriately managed, accounted for, and reinvested into the college's development; 5.13 Prepares regular and ad-hoc reports on the performance and financial results of income-generating projects, commercial spaces, and auxiliary services; 5.14 Presents business and financial reports to DNSC management and relevant governance bodies for transparency and accountability; 5.15 Provides leadership and guidance to staff within the Business and Auxiliary Services Division, fostering a collaborative and ethical work environment; 5.16 Ensures that staff uphold the highest standards of conduct and professionalism in their business and auxiliary service operations; 5.17 Develops and nurtures a culture of continuous improvement within the Business and Auxiliary Services Division, encouraging staff to proactively identify opportunities for enhancing existing business enterprises, auxiliary services, and income-generating projects; 5.18 Establishes key performance indicators (KPIs) and metrics to evaluate the effectiveness and efficiency of revenue-generating initiatives; 5.19 Assesses the performance and impact of income-generating projects, commercial rentals, and auxiliary services regularly and identifies areas for enhancement; 5.20 Collaborates with DNSC departments and stakeholders to gather feedback and insights on service quality, customer satisfaction, and operational improvements; 5.21 Leads the implementation of action plans and process enhancements to address identified weaknesses and optimize the financial viability of business enterprises and auxiliary services; 5.22 Develops and executes strategies for financial sustainability, ensuring that income-generating projects and auxiliary services contribute to DNSC's long-term financial stability; 5.23 Identifies and explores new income opportunities and diversification strategies that align with the college's mission and available resources; 5.24 Evaluates the financial performance of income-generating ventures and auxiliary services continuously to maximize their contribution to DNSC's financial sustainability;

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5.25 Monitors and adheres to financial best practices, cost controls, and prudent financial management to ensure that DNSC's income and expenses are managed effectively;

5.26 Collaborates with relevant stakeholders to secure external funding, grants, or partnerships that support DNSC's income-generating projects and financial sustainability efforts;

5.27 Exercises general supervision, direction, monitoring, and evaluation, and coordination of the operations and activities of the following administrative units:

a. Business, Merchandise, and Service Unit (BMSU);
b. Real Property Enterprise Unit (RPEU); and
c. Technology Commercialization Unit (TCU)

5.28 Perform other functions as delegated by the VPAF or any higher competent authority.

ARTICLE II. OBJECTIVES AND SCOPE OF THE BUSINESS AND AUXILIARY SERVICES DIVISION

Section 1. The Business and Auxiliary Services Division is responsible for overseeing various income-generating projects, auxiliary services, and business enterprises that contribute to the financial sustainability and operational effectiveness of the College.

Section 2. The Business and Auxiliary Services Division spearheads a diverse set of activities aimed at generating revenues, enhancing campus services, and promoting the efficient use of resources.

Section 3. The Business and Auxiliary Services Division aims to achieve the following objectives:

3.1 *Revenue Generation*. The BASD aims to identify, develop, and manage income-generating projects, and initiatives that contribute to DNSC's financial resources.

3.2 *Technology Commercialization*. The BASD aims to promote technology commercialization and collaboration with industry partners, facilitating the transfer of DNSC's intellectual property to generate revenue.

3.3 *Efficient Facility Management*. The BASD aims to optimize the utilization of DNSC's commercial spaces and facilities, generating rental income and providing valuable services to tenants in coordination with the Administrative Services Division.

3.4 *Quality Auxiliary Services*. The BASD aims to offer high-quality auxiliary services, enhancing the daily lives of stakeholders while generating income for the College.

3.5 *Financial Sustainability*. The BASD aims to develop and implement strategies that ensure DNSC's long-term financial sustainability and mission fulfillment.

3.6 *Continuous Improvement*. The BASD aims to foster a culture of continuous improvement within the division, enhancing the effectiveness and efficiency of income-generating projects, auxiliary services, and support functions.

Section 4. The BASD's scope of work includes, but are not limited to:

4.1 *Business Enterprise Management*. The BASD identifies, develops, and manages income-generating projects, and initiatives that align with DNSC's mission and generates revenue for the College.

4.2 *Technology Commercialization*. The BASD facilitates the transfer of DNSC's intellectual property, research findings, and innovations to commercial entities, fostering innovation and revenue generation.

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4.3 *Rental of Commercial Spaces and Facilities*. The BASD facilitates the rental and leasing of commercial spaces and facilities of the College to generate rental income. This include maintaining leasing contracts and optimizing space utilization.

4.4 Auxiliary Services. The BASD provides auxiliary services that meet the daily needs and preferences of the DNSC community.

4.5 *Stakeholder Engagement*. The BASD engages with internal and external stakeholders, including local business, industry partners, and government agencies, to explore collaboration opportunities and enhance DNSC's revenue-generating capabilities.

4.6 IGP Financial Management. The BASD ensures that income generated from business enterprises and auxiliary services is appropriately managed, accounted for, and reinvested into the College's development.

4.7 *Reporting and Transparency*. The BASD prepares regular and ad hoc reports on the performance and financial results of income-generating projects, commercial rentals, and auxiliary services and presents these reports to DNSC management and relevant governance bodies for transparency and accountability.

4.8 *Leadership and Team Management*. The BASD provides leadership and guidance to the personnel within division, fostering a collaborative and ethical work environment and ensures that the staff uphold the highest standards of conduct and professionalism in their business and auxiliary services operations.

4.9 *Financial Sustainability Initiatives*. The BASD develops and executes strategies for financial sustainability, ensuring that DNSC remains financially stable in the long term. This includes identifying and exploring new income opportunities and diversification strategies.

4.10 *Continuous Improvement*. The BASD cultivates a culture of continuous improvement within the division, encouraging assessments and enhancements to income-generating projects, auxiliary services, and support functions to optimize efficiency and effectiveness.

ARTICLE III. UNITS UNDER THE BUSINESS AND AUXILIARY SERVICES DIVISION

Section 1. The Business and Auxiliary Services Division exercises direct supervisory and administrative powers on the following units:

1.1 *Business, Merchandise, and Service Unit (BMSU)*. The BSMU is responsible for spearheading, developing, and managing income-generating projects and activities related to institutional food products, memorabilia items, clothing, merchandises, and professional services. It also oversees the operation of campus stores, review centers, cafeterias, bookshops, water stations, laboratory services, and similar ventures. The unit ensures the efficient management of these businesses, including stock control, quality assurance, and customer service and aims to enhance the financial sustainability of the College while continuously seeking opportunities for improvement and innovation.

1.2 *Real Property Enterprise Unit (RPEU).* The RPEU is responsible for the efficient management of real estate assets and properties of the College. This includes the rental and lease of commercial spaces and facilities of the institution, ensuring that these properties are optimally utilized. The unit is tasked with handling lease agreements, property policies, and tenant relations, contributing to the College's financial sustainability by generating rental income. It also plays a vital role in coordinating property-related matters and addressing concerns related to property usage while adhering to legal and regulatory requirements.

1.3 *Technology Commercialization Unit* (TCU). The TCU is dedicated to the strategic management of intellectual property, innovations, and technologies developed and owned

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by the College. This unit's focus is to identify, protect, and commercialize intellectual property, which include patents, research findings, software, applications, systems, and innovative products and processes in coordination with the Intellectual Property Unit of the College. It aims to establish partnerships and collaborations with external organizations, fostering technology transfer, and supporting technopreneurship initiatives that capitalize on the College's intellectual assets. The TCU assists the Intellectual Property Unit in managing intellectual property rights management, technology licensing, and facilitating the transformation of research and innovations into commercially viable products and services, contributing to the College's financial sustainability.

Section 2. The units under the Business and Auxiliary Services Division shall be directed by a *Unit Head*.

Section 3. The Director for Business and Auxiliary Services Division is the primary endorsing authority in the selection and appointment/designation of the unit heads to the Office of the Vice-President for Administration and Finance and/or Office the College President.

ARTICLE IV. ADMINISTRATIVE PERSONNEL UNDER THE BUSINESS AND AUXILIARY SERVICES DIVISION

Section 1. The administrative personnel provide the day-to-day office operation and support to the DBASD. The effective operation of the office includes:

1.1 *Office Management and Administrative Support*. The personnel assist and support the general operation and organization of the BASD, including maintaining office supplies, equipment, and workspace. They provide administrative support to the DBASD and manage the schedule, meetings, appointments, and correspondences on behalf of the division.

1.2 *Communication, Record Keeping, and Document Management*. The personnel are responsible for maintaining records and documents, including official communications, reports, and other administrative files. They facilitate the communication within the BASD, its units, and with other offices in the College. Also, they assist in disseminating information, handle inquiries, and ensure that communication flows smoothly. The are responsible for organizing, maintaining, and managing important documents, ensuring that they are readily accessible when needed by the DBASD.

1.3 *Coordination and Stakeholder Relations*. The personnel act as a liaison between the BASD and other offices and divisions to ensure that administrative matters are coordinated and executed efficiently. They also engage with stakeholders, including faculty, staff, students, and stakeholders within the academic community by addressing inquiries and concerns.

1.4 *Budget Planning and Preparation*. The personnel assist the BASD in budget preparation, financial record-keeping, and expenditure tracking of the division. This includes processing of financial transactions, such as purchase orders, vouchers, and reimbursements, under the direction of the BASD.

1.5 *Data Entry and Reporting.* The personnel are tasked with data entry, collecting data, and generating reports that the BASD uses for decision-making, providing logistical and administrative support as needed.

1.6 *Policy and Procedure Compliance*. The personnel ensure that the procedures, processes, mechanism, and policies established by the BASD and its units are followed by the relevant personnel and stakeholders. This may likewise include monitoring compliance and reporting any administrative issues under the directive of the BASD.

Section 2. *Administrative Positions of the Personnel and their Terms of Reference.*

2.1 *Project Development Officer I (PDO I)*. The Project Development Officer I (PDO I) supports the BASD in planning and development of income-generating projects and initiatives. This role ensures the enhancement of the financial sustainability of the College by identifying,

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	planning, and developing income-generating projects and initiatives and diversifying revenue sources and long-term business success of the institution. The responsibilities encompass business project planning, feasibility studies, budgeting, proposal development, funding and grant applications, regulatory compliance, project monitoring, stakeholder engagement, and reporting. 2.2 *Terms of Reference of the Project Development Officer I (PDO I).* a. Collaborates with stakeholders to identify, evaluate, and plan income-generating projects, aligning them with the College's goals and mission. b. Conducts feasibility studies and market research to assess the viability and potential success of proposed projects; c. Prepares project budgets, financial projections, and funding requirements, ensuring financial feasibility and sustainability; d. Develops merchandises and products in coordination with relevant offices or units; e. Prepares project proposals, billing statements, rental and lease contracts, including detailed project descriptions, objectives, scope, timelines, and resource requirements; f. Seeks and applies for external funding opportunities and grants to support project development; g. Establishes partnerships and collaborations with external organizations, industry players, and government agencies to enhance project success and resource mobilization; h. Ensures that all project activities comply with relevant laws, regulations, and ethical standards. i. Implements project monitoring mechanisms to track progress, expenses, and outcomes, making adjustments as needed. j. Engages with various college stakeholders, including faculty, staff, and students, to gather input and support for project development. k. Prepares regular reports on project development progress, challenges, and opportunities, and present findings to college leadership; and l. Perform other functions as delegated by the DBASD or any higher competent authority.
Processes	The Business and Auxiliary Services manages one (1) process/service within the College, namely: ▪ **Application for Rental of College Facilities.** This process involves a streamlined approach to facilitating external requests for utilizing college premises. Prospective renters initiate the process by submitting a formal application for facility rental, detailing the nature and purpose of the event, requested facilities, and intended dates. The BASD reviews the application, assessing its completeness and compliance with relevant policies and guidelines. Upon approval, the BASD coordinates the necessary arrangements, such as scheduling, logistical support, and any additional requirements. This process ensures a systematic and efficient handling of external requests, promoting the optimal use of college facilities for various events and activities.

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BUSINESS AND AUXILIARY SERVICES DIVISION

APPLICATION FOR RENTAL OF COLLEGE FACILITIES

Process Title	**APPLICATION FOR RENTAL OF COLLEGE FACILITIES**
Purpose	▪ To establish a streamlined and transparent procedure for interested individuals, agencies, and parties seeking to rent the facilities of the College; ▪ To facilitate the efficient use of College spaces for various events, activities, or programs that align with the College's financial sustainability initiatives; and ▪ To ensure that facility rentals contribute positively to the income-generating programs, meet necessary requirements, and adhere to relevant policies of the College.
Scope	This covers the procedure for the applications for rental of College facilities and spaces which includes rental application submission, review and approval, facility availability and scheduling, fees and contracts, compliance and regulations, communication and coordination, and post-event evaluation.
Process Owner	Project Development Officer I
Form(s)	Facility Rental Reservation Form (FRRF), Rental Billing Statement (RBS)
Output(s)	Generated Income From the Facilities Rental

	Process Flow/Activities	Responsible Unit/ Person	Details
Step 1	Inquire the availability of desired facility on a specified date	Renter	Note 1
Step 2	Accomplish the Facility Rental Reservation Form (FRRF) to secure reservation	Renter	Note 2
Step 3	Prepare the Rental Billing Statement (RBS)	PDO I	Note 3
Step 4	Endorse the FRRF and RBS for DBASD's approval	PDO I	Note 4
Step 5	Make full payment to Cashier's Unit and submits official receipt (OR) to BASD	Renter	Note 5
Step 6	Explain Rental Terms and Conditions (RTC) and let the renter conform	PDO I	Note 6
Step 7	Release the FRRF, RTC, and OR to the renter	PDO I	Note 7

Description of Notes	
Note 1	▪ Prospective renters initiate the process by inquiring about the availability of their desired facility on a specified date. This step involves contacting the Business and Auxiliary Services Division (BASD) to check the feasibility of renting the facility and to ensure that it aligns with the requested date.
Note 2	▪ Upon confirmation of facility availability, renters proceed to complete the Facility Rental Reservation Form (FRRF). This form serves as an official request and reservation document, capturing essential details such as the type of facility, date, duration, and purpose of the rental.
Note 3	▪ Following the submission of the FRRF, the PDO I prepares the Rental Billing Statement (RBS). This document outlines the financial aspects of the rental, including the applicable fees, charges, and any additional costs associated with the facility reservation. The basis for the applicable rental fees is provided in the Matrix of Rental Rates below.

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Note 4	▪ The completed FRRF and RBS are then endorsed to the Director of the Business and Auxiliary Services Division (DBASD) for approval. This step ensures that the reservation details and financial aspects align with the college's policies and guidelines.
Note 5	▪ Upon receiving approval, renters proceed to make the full payment to the Cashier's Unit. Once payment is completed, an official receipt (OR) is issued, and a copy is submitted to the BASD as confirmation of the financial transaction.
Note 6	▪ Renters are briefed on the Rental Terms and Conditions (RTC) associated with the facility rental. This step involves a detailed explanation of the rules, regulations, and responsibilities that the renter must adhere to during the rental period. The renter is required to conform to these terms for a smooth and compliant rental experience.
Note 7	▪ Once payment is confirmed and the renter has agreed to the terms and conditions, the BASD releases the finalized Facility Rental Reservation Form (FRRF), Rental Terms and Conditions (RTC), and the official receipt (OR) to the renter. This marks the completion of the application process, and the renter is now authorized to proceed with utilizing the rented college facility on the specified date.

FACILITY RENTAL RATES MATRIX

Facilities	Rate (Minimum of 4 hours)	Per Hour (in excess of 4 Hours)
College Gymnasium		
▪ With the use of ACUs, LED wall, light, and sound system	12,000.00	3,000.00
▪ With the use of ACUs, light and sound system	8,000.00	2,000.00
▪ With the use of LED wall, light, and sound system	6,000.00	1,500.00
▪ With the use of light and sound system only	4,000.00	1,000.00
Inclusions: Limited Tables and Chairs		
College Covered Court		
▪ With the use of light and sound system	1,200.00	300.00
▪ With the use of light only	800.00	200.00
▪ With the use of sound system only	800.00	200.00
▪ Without the use of both light and sound system	600.00	150.00
Inclusions: Limited Tables and Chairs		
Academic Building Function Halls (Available on Weekends Only)		
▪ Function Halls Good for 100-150 pax (3 Mergeable Rooms)	12,000.00	2,500.00
▪ Function Halls Good for 50-90 pax (2 Mergeable Rooms)	8,000.00	1,500.00
Inclusions: ACUs, TVs, Basic Light and Sound Systems, Limited Tables and Chairs		
Sports Complex (SC)		
▪ Whole Facility	16,000.00	4,000.00
▪ SC Stage and Grandstand	8,000.00	2,000.00
Inclusions: Basic Light and Sound System, Limited Tables and Chairs		
SC Grounds		
▪ With the use of lights and sound system	3,000.00	750.00
▪ Without the use of both light and sound system	2,000.00	500.00
Inclusions: Limited Tables and Chairs		
SC Tennis Court/Volleyball Court		
▪ With the use of light and sound system	1,500.00	500.00
▪ Without the use of both light and sound system	1,000.00	500.00
Inclusions: Limited Tables and Chairs		
SC Oval Track and Field		
▪ With the use of light and sound system	1,500.00	375.00
▪ Without the use of both light and sound system	1,000.00	250.00
Inclusions: Limited Tables and Chairs		

Note. *4 hours is the minimum period for the rental of any facilities. Rates may change without prior notice.*

Prepared by:	Reviewed by:	Approved by:
PROJECT DEVELOPMENT OFFICER I Process Owner	**LEO D. RAYON, JR.** Chairperson, AdMoP Committee	**JOY M. SORROSA** College President

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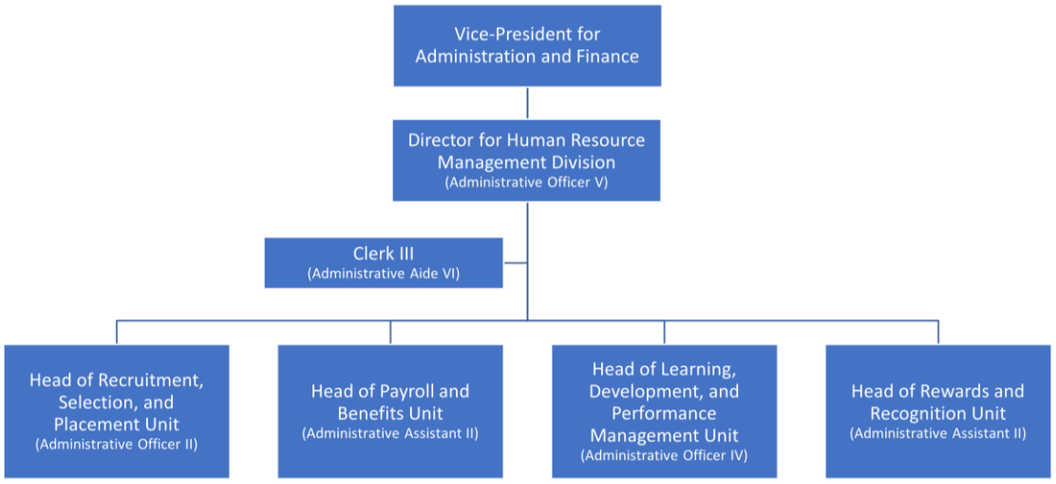
CHAPTER VIII.
HUMAN RESOURCE MANAGEMENT DIVISION (HRMD)

Purpose	This chapter defines the roles, responsibilities, and principles governing the Human Resource Management Division at Davao del Norte State College. This policy aims to establish the guidelines for the efficient management of human capital within the College and to ensure a fair, inclusive, and professional work environment for all employees. The Human Resource Management Division is committed to recruiting, developing, retaining a skilled and diverse workforce that supports the vision, mission, and goals of the College.
Scope	This policy applies to all HRMD activities, functions, and interactions related to the management of human resources at Davao del Norte State College. It extends to all employees and stakeholders who engage with HRMD processes, including but not limited to recruitment, selection, professional development, employee relations, performance management, policy compliance, diversity and inclusion, compensation and benefits, health and wellness, succession planning, and record-keeping.
Terms and Definitions	The following terms are defined to establish operational use and understanding: CSC — Civil Service Commission DBM — Department of Budget and Management DHRMD — Director for Human Resource Management Division DNSC — Davao del Norte State College HR — Human Resource HRMD — Human Resource Management Division LDPMU — Learning, Development, and Performance Management Unit PBU — Payroll and Benefits Unit PMT — Performance Management Team RRU — Rewards and Recognition Unit RSPU — Recruitment, Selection, and Placement Unit VPAF — Vice-President for Administration and Finance
Administrative Supervision	Recruitment, Selection, and Placement Unit Payroll and Benefits Unit Learning, Development, and Performance Management Unit Rewards and Recognition Unit
Organizational Diagram	 *Fig. 8. Organizational Diagram of the HRMD*
Policy Statements	**ARTICLE I. GOVERNANCE AND ADMINISTRATION OF THE HUMAN RESOURCE MANAGEMENT DIVISION** Section 1. The Director for Human Resource Management Division oversees the development and management of human resources programs, initiatives, and projects of the College. The DHRMD ensures the alignment of HR strategies with DNSC's mission, fostering a positive work environment, and ensuring that HR practices adhere to labor laws and regulations. The DHRMD sits as a regular member of the College Management Team.

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Section 2. The Director for Human Resource Management Division ensures that all human resource programs adhere to the principles and guidelines set forth by the Philippine Service Commission, contributing to the overall success and effectiveness of the College. The role involves strategic planning, policy development, and the efficient management of human capital in the College. The key responsibilities encompass overseeing recruitment and selection, professional development, employee relations, performance management, policy compliance, compensation and benefits, diversity and inclusion, health and wellness programs, succession planning, accurate record-keeping, and continuous improvement.

Section 3. *Term of Office of the Director for Human Resource Management Division.*

3.1 The Director for Human Resource Management Division shall be appointed/designated by the Governing Board through the recommendation of the Vice-President for Administration and Finance and endorsement of the College President. Alternatively, the Administrative Officer V (HRMO III) of the division may serve as the DHRMD.

3.2 The term of office of the Director Human Resource Management Division shall be four (4) years with eligibility for reappointment, subject to the recommendation of the Vice-President for Administration and Finance, endorsement of the College President, and approval of the Governing Board.

3.3 The designation of the Director Human Resource Management Division shall be co-terminus with the tenure of office of the Vice-President for Administration and Finance. This scheme encourages rotational leadership and ensures institutional harmony and stability.

3.4 The Director Human Resource Management Division shall be entitled to emoluments and other remunerations allowed by existing government accounting and auditing rules and regulations.

Section 4. *Minimum Qualifications of the Director for Human Resource Management Division.*

4.1 A holder of masters or doctorate degree from a reputable and recognized higher education institution;

4.2 At least one (1) year of administrative experience in the development and implementation of innovative organizational initiatives, preferably with experience as Head of Office/Unit or Department/Program Chairperson;

4.3 Must hold a permanent appointment and must be a bonafide member of the academic/administrative community with at least one (1) year residency;

4.4 Demonstrated administrative leadership and service consistent with the academic values of the College; and

4.5 Has leadership qualities and a strong record of commitment to advancing diversity, inclusion, and equity and skill in working with diverse populations of faculty, students, and staff.

Section 5. *Terms of Reference of the Director for Human Resource Management Division.*

5.1 Develops and implements HR strategies and policies that align with DNSC's mission, vision, and objectives;

5.2 Collaborates with College administration to ensure HR initiatives support the College's strategic goals;

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	5.3 Oversees and ensures the fair, transparent, and merit-based recruitment, and selection processes, in accordance with Civil Service Commission's guidelines; 5.4 Develops recruitment plans, job descriptions, and qualifications standards for vacant positions; 5.5 Coordinates and facilitates training and development programs for employees; 5.6 Monitors and evaluates the effectiveness of professional development initiatives; 5.7 Handles and mediates employee concerns, grievances, and disputes professionally and confidentially; 5.8 Fosters a positive work environment by implementing programs that promote harmonious employee relations; 5.9 Establishes and oversees a performance management system that includes goal setting, feedback, and recognition of employees' contributions in coordination with the College Performance Management Team (PMT); 5.10 Ensures fair and consistent performance appraisals, in accordance with CSC's guidelines; 5.11 Develops, reviews, and enforces HR policies and procedures to ensure compliance with labor laws, regulations, and CSC's guidelines; 5.12 Stays updated on changes in labor laws and regulations affecting HR practices; 5.13 Administers a competitive compensation and benefits program, adhering to CSC's guidelines and standards; 5.14 Reviews and adjusts compensation structures regularly to attract and retain talent in accordance with CSC and Department of Budget and Management's (DBM) guidelines; 5.15 Develops and implements diversity and inclusion programs and initiatives that promote a welcoming and equitable workplace in coordination with the Gender and Development Unit; 5.16 Ensures that HR practices respect and value diversity; 5.17 Supports employee health and wellness initiatives, including health benefits, stress management, and work-life balance programs; 5.18 Promotes a culture of well-being within the College; 5.19 Identifies and develops potential leaders and successors to ensure a continuous pool of competent employees for future leadership roles; 5.20 Implements succession planning programs and initiatives; 5.21 Maintains accurate and confidential employee records in compliance with data privacy laws; 5.22 Prepares and submits timely HR reports to the College Administration and government agencies, as required; 5.23 Embraces a mindset of continuous improvement in all HR processes and programs; 5.24 Assesses and enhances HR practices regularly to adapt to changing organizational needs and industry trends.

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5.25 Exercises general supervision, direction, monitoring, and evaluation, and coordination of the operations and activities of the following administrative units:

a. Recruitment, Selection, and Placement Unit (RSPU);
b. Payroll and Benefits Unit (PBU);
c. Learning, Development and Performance Management Unit (LDPMU); and
d. Rewards and Recognition Unit (RRU)

5.26 Perform other functions as delegated by the VPAF or any higher competent authority.

ARTICLE II. OBJECTIVES AND SCOPE OF THE HUMAN RESOURCE MANAGEMENT DIVISION

Section 1. The Human Resource Management Division (HRMD) at Davao del Norte State College is established to manage the human capital efficiently and strategically within the institution. HRMD is responsible for the recruitment, development, management, and retention of a competent, motivated, and diverse workforce. This division serves as a strategic partner in achieving the College's mission, vision, and objectives through effective human resource planning, policies, and practices.

Section 2. The Human Resource Management Division adheres to the following principles:

2.1 *Fairness*. Fairness is a foundational principle within the HRMD at DNSC. It entails the consistent and just treatment of all employees, regardless of background, position, or personal characteristics. In recruitment and selection, fairness ensures that hiring processes are unbiased, merit-based, and free from discrimination. In performance management, fairness involves objective evaluations and recognition of accomplishments, providing every employee with equal opportunities for professional growth. HR policies and procedures are designed with equity in mind, fostering an inclusive environment where diversity is celebrated, and grievances are addressed impartially.

2.2 *Transparency*. Transparency is a core tenet of HRMD operations at DNSC, promoting openness and clarity in communication. Transparent communication ensures that employees are well-informed about HR policies, decisions, and initiatives. Job postings, recruitment processes, and promotion criteria are communicated clearly to foster trust and understanding. Transparency extends to performance feedback, where employees receive honest and constructive assessments. Open channels for communication are maintained, allowing employees to express concerns and seek clarification without fear of reprisal. The HRMD actively communicates changes in policies and procedures, ensuring that employees are aware of developments that impact their work lives. By fostering transparency, HRMD at DNSC nurtures a culture of trust, integrity, and collaboration.

2.3 *Accountability*. Accountability is a guiding principle embedded in the HRMD culture at DNSC. It involves taking responsibility for actions, decisions, and outcomes related to human resource management. In recruitment, HR professionals are accountable for ensuring fair and unbiased selection processes. In performance management, accountability translates to managers providing clear expectations, regular feedback, and addressing performance issues promptly. HR policies are administered consistently, and accountability extends to enforcing ethical conduct and compliance with regulations. The HRMD holds itself accountable for the development and implementation of initiatives that contribute to the college's strategic goals. This principle reinforces a culture of responsibility, where each individual, from HR professionals to employees, plays a role in achieving organizational success.

2.4 *Ethical Conduct*. Ethical conduct is at the core of HRMD practices at DNSC, guiding every decision and action. Ethical behavior involves upholding the highest standards of integrity, honesty, and fairness in all HR processes. HRMD adheres strictly to Philippine Civil Service Commission guidelines, labor laws, and the College's code of ethics. Confidentiality of employee information is maintained rigorously, and ethical considerations are prioritized in decision-making, ensuring that actions align with the values of the institution. Ethical conduct extends to promoting diversity and inclusion,

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preventing discrimination, and fostering a workplace where every individual is treated with respect and dignity. By embodying ethical behavior, HRMD contributes to building a trustworthy and reputable organizational culture.

2.5 *Continuous Improvement*. Continuous improvement is a dynamic and forward-looking principle embedded in the HRMD at DNSC. It involves an ongoing commitment to enhancing HR processes, policies, and programs. The HRMD regularly reviews and evaluates its practices to adapt to changing organizational needs and external trends. Feedback mechanisms are established to gather insights from employees, allowing for adjustments and refinements. HR professionals actively seek opportunities for professional development to stay abreast of best practices in the field. This principle encourages the exploration and implementation of innovative HR solutions that contribute to the efficiency, effectiveness, and overall excellence of the HRMD. Continuous improvement is not just a goal; it is a mindset that drives HRMD at DNSC to be agile, responsive, and proactive in meeting the evolving needs of the college and its workforce.

ARTICLE III. UNITS UNDER THE HUMAN RESOURCE MANAGEMENT DIVISION

Section 1. The Human Resource Management Division exercises direct supervisory and administrative powers on the following units:

1.1 *Recruitment, Selection, and Placement Unit (RSPU)*. The RSPU plays a vital role in managing the personnel acquisition process. This unit is responsible for identifying staffing needs, sourcing qualified candidates, conducting thorough evaluations during the selection process, and facilitating the placement of successful candidates into appropriate positions within the organization. The RSPU ensures compliance with relevant laws and regulations governing recruitment practices, aiming to attract and retain qualified individuals who align with the College's mission and values. Additionally, the unit actively engages in talent sourcing strategies, coordinates recruitment activities, and manages the logistical aspects of the hiring process.

1.2 *Payroll and Benefits Unit (PBU)*. The PBU plays a pivotal role in ensuring the accurate and timely disbursement of employee compensation and benefits. This unit manages payroll processing, compliance with tax regulations, and the administration of various employee benefits and other entitlements. The unit is committed to maintaining confidentiality, transparency in payroll procedures, and providing excellent service to employees by promptly addressing inquiries related to compensation and benefits. Through meticulous attention to detail and adherence to relevant policies, the PBU contributes to the financial well-being and job satisfaction of DNSC's workforce.

1.3 *Learning, Development, and Performance Management Unit (LDPMU)*. The LDPMU is dedicated to fostering a culture of continuous growth and improvement among the college's workforce. This unit designs, coordinates, and implements professional development programs, training sessions, and workshops that align with DNSC's strategic goals and individual career aspirations. The LDPMU plays a key role in identifying skill gaps, conducting needs assessments, and ensuring that employees have access to relevant learning opportunities. By promoting a commitment to lifelong learning, this unit contributes to enhancing the knowledge, skills, and competencies of DNSC's employees, ultimately supporting the institution's mission of academic excellence. Simultaneously, the LDPMU oversees performance management processes, ensuring clear expectations, regular assessments, and constructive feedback to optimize individual and organizational performance. Through these efforts, the LDPMU contributes to cultivating a skilled, motivated, and high-performing workforce at DNSC.

1.4 *Rewards and Recognition Unit (RRU)*. The RRU is dedicated to acknowledging and celebrating the valuable contributions of employees. This unit develops and manages a comprehensive rewards and recognition program that includes incentives, awards, and other forms of appreciation. By creating a positive and motivating work environment, the unit aims to boost employee morale, foster a sense of accomplishment, and reinforce behaviors aligned with DNSC's values and goals. Through thoughtful planning and

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execution, the RRU plays a crucial role in nurturing a culture of appreciation, reinforcing a sense of belonging, and promoting excellence within the College community.

Section 2. The units under the Human Resource Management Division shall be directed by a *Unit Head*.

Section 3. The Director for Human Resource Management Division is the primary endorsing authority in the selection and appointment/designation of the unit heads to the Office of the Vice-President for Administration and Finance and/or Office the College President.

ARTICLE IV. ADMINISTRATIVE STAFF UNDER THE HUMAN RESOURCE MANAGEMENT DIVISION

Section 1. The administrative personnel provide the day-to-day office operation and support to the DHRMD. The effective operation of the office includes:

1.1 *Office Management and Administrative Support*. The personnel assist and support the general operation and organization of the HRMD, including maintaining office supplies, equipment, and workspace. They provide administrative support to the DHRMD and manage the schedule, meetings, appointments, and correspondences on behalf of the division.

1.2 *Communication, Record Keeping, and Document Management*. The personnel are responsible for maintaining records and documents, including official communications, reports, and other administrative files. They facilitate the communication within the HRMD, its units, and with other offices and divisions in the College. Also, they assist in disseminating information, handle inquiries, and ensure that communication flows smoothly. The are responsible for organizing, maintaining, and managing important documents, ensuring that they are readily accessible when needed by the DHRMD.

1.3 *Coordination and Stakeholder Relations*. The personnel act as a liaison between the HRMD and other offices and divisions to ensure that administrative matters are coordinated and executed efficiently. They also engage with stakeholders, including faculty, staff, students, and stakeholders within the academic community by addressing inquiries and concerns.

1.4 *Budget Planning and Preparation*. The personnel assist the HRMD in budget preparation, financial record-keeping, and expenditure tracking of the division. This includes processing of financial transactions, such as purchase orders, vouchers, and reimbursements, under the direction of the HRMD.

1.5 *Data Entry and Reporting.* The personnel are tasked with data entry, collecting data, and generating reports that the HRMD uses for decision-making, providing logistical and administrative support as needed.

1.6 *Policy and Procedure Compliance*. The personnel ensure that the procedures, processes, mechanism, and policies established by the HRMD and its units are followed by the relevant personnel and stakeholders. This may likewise include monitoring compliance and reporting any administrative issues under the directive of the HRMD.

Section 2. *Administrative Positions of the Personnel and their Terms of Reference.*

2.1 *Administrative Officer IV (HRMO II)*. The Administrative Officer IV (HRMO II) serves as the Head of Learning and Development and Performance Management Unit and is responsible in the learning and professional growth and development and performance management of the College's workforce. The role involves strategic planning, needs assessment, program design and implementation, collaboration, budget management, monitoring and evaluation, technology integration, compliance, employee engagement, performance appraisals and feedback mechanism.

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2.2 *Terms of Reference of the Administrative Officer IV (HRMO II).*

a. Develops a strategic plan for learning and development and performance management aligned with the College's objectives;

b. Designs and implements training programs to address identified skill gaps and enhance employee capabilities;

c. Conducts regular needs assessments to identify learning and development requirements across departments;

d. Manages the performance management system, ensuring its effectiveness and relevance to organizational goals;

e. Coordinates the performance appraisal process, providing guidance to supervisors and employees;

f. Identifies training needs based on performance evaluations and coordinates with offices, divisions, units, and institutes for relevant programs;

g. Establishes mechanisms for constructive feedback, facilitating ongoing performance discussions;

h. Promotes continuous learning by facilitating access to professional development opportunities;

i. Works with employees to identify career paths and growth opportunities within the organization;

j. Oversees the delivery of training sessions, ensuring quality and engagement;

k. Develops and implement evaluation metrics to assess the impact and effectiveness of training programs;

l. Ensures compliance with HR policies, procedures, and relevant labor laws;

m. Fosters a culture of employee engagement through learning initiatives and performance recognition;

n. Contributes to succession planning efforts by identifying and nurturing talent within the organization;

o. Collaborates with department heads to understand specific training needs and align programs accordingly;

p. Maintains accurate records of training activities, attendance, and performance appraisals; and

q. Performs other functions as delegated by the DHRMD or any higher competent authority.

2.3 *Administrative Officer II (HRMO I)*. The Administrative Officer II (HRMO I) serves as the Head of Recruitment, Selection, and Placement Unit and oversees the integral processes of human resource acquisition. This role is responsible for the development and implementation of comprehensive plans aligned with the College's objectives and ensures the meticulous execution of recruitment and outreach strategies and adherence of the Philippine Civil Service Commission guidelines and HR policies. The responsibilities encompass strategic planning, policy implementation, job analysis and position

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classification, recruitment, selection and placement, training and development, grievance handling, record-keeping and documentation, and compliance and reporting.

2.4 *Terms of Reference of the Administrative Officer II (HRMO I).*

a. Develops and implements strategic plans for recruitment, selection, and placement aligned with the college's goals;

b. Ensures adherence to Philippine Civil Service Commission guidelines and relevant HR policies in recruitment, selection, and placement processes;

c. Conducts job analyses to determine qualifications and position classifications for various roles within the college;

d. Designs and executes recruitment strategies to attract qualified candidates;

e. Oversees fair and transparent selection and placement processes, ensuring merit-based hiring and suitable placement of employees;

f. Develops and manages recruitment and placement strategies, including goal-setting processes and the evaluation of applicants;

g. Addresses employee concerns related to recruitment, selection, and placement through effective grievance handling procedures;

h. Maintains accurate and up-to-date records of recruitment activities, and related documentation;

i. Ensures compliance with all reporting requirements of the CSC and other relevant agencies, providing timely and accurate reports; and

j. Performs other functions as delegated by the DHRMD or any higher competent authority.

2.5 *Administrative Assistant II*. The Administrative Assistant II serves as the Head of Payroll and Benefits Unit and is responsible for the payroll processes, benefits administration, and compliance to financial regulatory requirements. This role ensures the accuracy and timely management of employee compensation and benefits. The responsibilities encompass payroll processing, benefits administration, tax compliance, records management, inquiry handling, policy adherence, budget coordination, periodic reporting, audit preparation, and continuous improvement.

2.6 *Terms of Reference of the Administrative Assistant II.*

a. Oversees the accurate computation and processing of employee salaries, allowances, and deductions in compliance with established policies and regulations;

b. Manages employee benefits programs and other entitlements, ensuring seamless administration and addressing employee inquiries;

c. Ensures compliance with tax regulations, including the accurate and timely submission of required documents to government agencies;

d. Maintains comprehensive and confidential records of employee compensation, benefits, and related documentation;

e. Addresses and resolves employee queries related to payroll, benefits, and other compensation matters with professionalism and efficiency;

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f. Ensures strict adherence to Philippine Civil Service Commission guidelines and HR policies, and other regulatory agencies in all payroll and benefits-related processes;

g. Collaborates with Finance Services Division in managing payroll expenses efficiently and contribute to overall budget planning;

h. Generates and presents periodic reports on payroll and benefits data for management and regulatory purposes;

i. Prepares and coordinates for internal and external audits related to payroll and benefits, ensuring compliance and accuracy;

j. Identifies opportunities for process improvement, automation, and streamlining of payroll and benefits procedures for enhanced efficiency; and

k. Performs other functions as delegated by the DHRMD or any higher competent authority.

2.7 *Administrative Assistant II*. The Administrative Assistant III serves as the Head of Rewards and Recognition and is responsible for enhancing the College's workplace culture by implementing programs that acknowledge and celebrate employee contributions. This role involves fostering positive and appreciative work culture, contributing to employee satisfaction, motivation, and overall organizational success in the College. The responsibilities encompass program development, employee engagement, policy update, communication and promotion, nomination and evaluation, budget management, ceremonial events, feedback mechanism, documentation, and continuous improvement.

2.8 *Terms of Reference of the Administrative Assistant II.*

a. Designs and implements comprehensive rewards and recognition programs aligned with the college's values and objectives;

b. Develops initiatives to boost employee morale, satisfaction, and engagement through meaningful rewards and recognition practices;

c. Updates policies and guidelines related to rewards and recognition, ensuring alignment with Philippine Civil Service Commission regulations;

d. Communicates rewards and recognition programs effectively to employees, promoting awareness and participation;

e. Manages the nomination and evaluation processes for recognition awards, ensuring fairness and transparency;

f. Collaborates with Finance Services Division in managing the budget for rewards and recognition initiatives efficiently;

g. Plans and coordinates ceremonial events and award ceremonies to celebrate employee achievements and contributions;

h. Establishes feedback mechanisms to gather insights from employees regarding the effectiveness of rewards and recognition programs;

i. Maintains accurate records of rewards and recognition activities, ensuring compliance with reporting requirements;

j. Identifies opportunities for continuous improvement in rewards and recognition practices, incorporating feedback for program enhancement;

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	k. Performs other functions as delegated by the DHRMD or any higher competent authority. 2.9 *Administrative Aide VI (Clerk III)*. The Administrative Aide VI (Clerk III) serves as the secretary of the DHRMD and plays a key role in providing administrative support, managing office operations, and facilitating efficient communication within the office and with various stakeholders. The position requires a high degree of organization, attention to detail, and the ability to handle multiple tasks simultaneously. 2.10 *Terms of Reference of the Administrative Aide VI (Clerk III).* a. Provides comprehensive administrative support to the DHRMD and HRMD Unit Heads, including managing their schedule, preparing documents, and handling inquiries; b. Manages communication effectively within the office and ensures that messages and information are relayed promptly and accurately; c. Handles incoming and outgoing correspondence, including emails and phone calls, responding professionally, and directing inquiries to the appropriate parties; d. Assists in the planning and coordination of meetings, conferences, and events, ensuring logistical support and timely execution; e. Supports the HRMD's financial operations, including budget tracking, expense reporting, and processing financial transactions in collaboration with the relevant offices, divisions, and units; f. Maintains an organized and efficient office environment, overseeing office supplies, equipment, and facilities to ensure smooth operations; g. Inputs and manages accurately data related to office activities and projects, and generates reports as needed using software applications; h. Interacts with faculty, staff, and stakeholders by providing information and assistance, and representing the HRMD professionally; i. Assists in the planning, execution, and coordination of projects and initiatives as directed by the DHRMD; j. Ensures that the office policies and procedures are adhered to and reports any violations or concerns as necessary; and k. Performs other functions as delegated by the DHRMD or any higher competent authority.

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Processes	The Human Resource Management Division manages four (4) processes/services within the College, namely: ▪ **Application for Leave of Absence.** This process entails a structured approach to managing employee requests for time off. Employees initiate the process by submitting a formal leave application, specifying the type of leave, requested dates, and providing any necessary supporting documentation. The HRMD reviews the application, ensuring compliance with leave policies and organizational requirements. The division assesses factors such as staffing levels and operational needs to make informed decisions on granting or denying the leave request. Upon approval, the HRMD coordinates with relevant departments to manage the employee's absence effectively, maintaining accurate records of leave balances and ensuring a smooth workflow within the organization. This process helps strike a balance between employee well-being and organizational productivity. ▪ **Hiring and Selection of Faculty Employees.** This process involves a systematic approach to recruiting and appointing qualified individuals to academic positions within the organization. It commences with identifying staffing needs based on academic requirements and departmental priorities. The HRMD collaborates with hiring departments to create job descriptions, conduct recruitment activities, and screen applications. The selection process includes interviews, assessments, and evaluations to assess candidates' academic qualifications, teaching abilities, and overall fit with the institution. Following a thorough review, the HRMD facilitates the appointment of selected candidates, ensuring compliance with policies, contract negotiations, and the provision of necessary orientation and onboarding activities. This process aims to attract and retain high-caliber faculty members who contribute to the academic excellence and overall goals of the institution. ▪ **Hiring and Selection of Non-Teaching Employees.** This process encompasses a strategic and meticulous approach to recruiting qualified individuals for various non-academic roles within the organization. It initiates with a comprehensive analysis of staffing needs in collaboration with respective departments and the formulation of detailed job descriptions. The HRMD then undertakes recruitment activities, including advertising vacancies, receiving and reviewing applications, and conducting assessments and interviews. The selection process involves thorough evaluations of candidates' qualifications, skills, and compatibility with the organizational culture. Following a rigorous assessment, the HRMD facilitates the appointment of selected candidates, ensuring adherence to organizational policies, contractual agreements, and provision of necessary orientation and onboarding activities. This process aims to attract and appoint skilled professionals who contribute effectively to the non-teaching functions and overall success of the institution. ▪ **Request of Human Resource and Employment-Related Documents.** This process involves a structured and efficient mechanism designed to fulfill employees' document needs while adhering to established protocols. The process begins with the requestor completing the HR document request form, specifying the purpose and necessary documents. The HR officer then verifies the request, determines the administrative fees, and the requester proceeds to pay at the Cashier's Unit. Upon submission of the official receipt to HRMD, the processing days for the requested documents are assessed, with a commitment not exceeding three days. The HRMD personnel releases the documents upon presentation of a valid ID by the requester, who subsequently verifies the accuracy and completeness of the documents and signs an acknowledgment receipt if everything is found in order. This streamlined process ensures the timely and accurate provision of essential employment-related documents to meet employees' needs.

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HUMAN RESOURCE MANAGEMENT DIVISION

APPLICATION FOR LEAVE OF ABSENCE

Process Title	**APPLICATION FOR LEAVE OF ABSENCE**
Purpose	▪ To facilitate the granting of a right to officials and employees at Davao del Norte State College (DNSC), allowing them to abstain from reporting to work, whether with or without pay as determined by law. The process entails the acceptance and processing of leave applications.
Scope	The process covers the acceptance and processing of applications for leave of absence of active plantilla personnel.
Process Owner	Director for Human Resource Management Division
Form(s)	CS Form No. 6 (Application for Leave)
Output(s)	Updated Leave Balance of Employees

Process Flow/Activities		Responsible Unit/ Person	Details
Step 1	Inquire available leave credits and fill CS Form No. 6 (Application for Leave)	Employee	Note 1
Step 2	Seek approval of leave of absence from proper authorities	Employee	Note 2
Step 3	Approve/disapprove and sign the CS Form No. 6 of the employee	VPs, Deans, and Directors	Note 3
Step 4	Submit the approved form to Human Resource Management Officer	Employee	Note 4
Step 5	Update leave cards of employees	HRMD Personnel	Note 5

Description of Notes	
Note 1	▪ The employee seeking leave initiates the process by consulting the HRDM personnel to check their leave balance. Following this, they complete CS Form No. 6 (Application for Leave), providing comprehensive details such as the type of leave and the duration, and attaching any necessary documents.
Note 2	▪ The employee then forwards their leave request to their Immediate Head of Office for approval.
Note 3	▪ The relevant authorities review the leave application and take appropriate action, either approving or disapproving the request.
Note 4	▪ Upon approval, the employee submits the CS Form No. 6, along with any supporting documents, to the Human Resource Management Division.
Note 5	▪ The HRMD personnel, following the receipt of the approved form, updates the leave cards of the concerned employee accordingly. This ensures accurate and current records of leave balances are maintained.

Prepared by:	Reviewed by:	Approved by:
HRMD DIRECTOR Process Owner	**LEO D. RAYON, JR.** Chairperson, AdMoP Committee	**JOY M. SORROSA** College President

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HUMAN RESOURCE MANAGEMENT DIVISION

HIRING AND SELECTION OF FACULTY EMPLOYEES

Process Title	**HIRING AND SELECTION OF FACULTY EMPLOYEES**
Purpose	▪ To hire and select faculty applicants on the basis of fitness to perform the duties and assume the responsibilities of the position in accordance with the provisions in the Omnibus Rules on Appointments and other Human Resource Actions as per CSC Memorandum Circular No. 14, s. 2018; ▪ To establish a structured and equitable framework for recruiting, assessing, and appointing qualified individuals to faculty positions; and ▪ To ensure the faculty personnel are competent and efficient to deliver quality of service on the basis of appropriate education, skills, training, and experience
Scope	The process covers the administrative activities pertaining to the hiring and selection of faculty applicants.
Process Owner	Director for Human Resource Management Division
Form(s)	Publication of Vacant Positions, Information Sheets of Applicants, Educational Qualification and Professional Development Assessment Form, Behavioral Event Assessment Form, Background Investigation Form
Output(s)	Result of Written Assessment Test, Result of Behavioral Event Interview, Result of Background Investigation, Formal Report of Assessment through a Resolution, Contract of Employment, Appointment

Process Flow/Activities		Responsible Unit/ Person	Details
Step 1	Submit a request letter for the faculty hiring	Dean where the vacancy exist	Note 1
Step 2	Post the notice of vacant position for at least 10 calendar days Accepts and screens initially the submitted documents in 3 working days Prepare information sheets of all faculty applicants and forward it to the Dean where the vacancy exist	HRMD Personnel	Note 2
Step 3	Present all the faculty applicants to HRMPSB Committee for shortlisting	HRMD/Dean where the vacancy exist	Note 3
Step 4	Prepare the summary of shortlisted faculty applicants Forward shortlisted applicants to Guidance Testing Center for Written Assessment Issue notice to HRMPSB Committee for the scheduled Behavioral Event Interview	HRMD Personnel	Note 4
Step 5	Conducts Behavioral Event Interview of the shortlisted applicants	HRMPSB Committee	Note 5
Step 6	Forward the shortlisted applicants' documents to the Evaluation Committee Conducts document evaluation for educational qualification and professional development	HRMD Officer/Institutional Evaluation Committee	Note 6
Step 7	Conduct a background investigation on the top 5 faculty applicants	HRMD Personnel	Note 7

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Step 8	Submit to the College President the summary of the result of the top 5 applicants through a resolution	HRMPSB Committee	Note 8
Step 9	Select the most deemed qualified candidate among the top 5 applicants	College President	Note 9
Step 10	Notify the hired applicant and get his/her confirmation/acceptance of the position	HRMD Personnel/Hired Applicant	Note 10
	Issue appointment in accordance with College's Merit Selection Plan		
	Post a notice announcing the appointment of an employee		
	Conduct an Induction, Orientation, and Onboarding to Newly Hired Employees		

Description of Notes	
Note 1	▪ Upon assessing the academic program's needs, the Dean submits a detailed request letter for hiring of faculty to the College President, endorsed by the Vice-President for Academic Affairs. This letter comprehensively outlines the requisite qualifications in terms of education, experience, training, eligibility, and other essential skills. In the event of non-approval, the request is promptly terminated.
Note 2	▪ If approved, the HRMD personnel expeditiously posts the vacant positions for at least 10 calendar days, adhering to a two-day timeline from receiving approval. These positions are conspicuously displayed in at least 3 locations within the College premises and simultaneously published on official College websites and communication platforms. Following the ten-day posting, the HRMD personnel rigorously screens submitted documents within 3 working days, creating information sheets for all applicants, and forwarding them to the concerned Institute Dean.
Note 3	▪ Collaboratively, the HRMD personnel and the concerned Dean present applicants to the HRMPSB Committee for meticulous shortlisting, ensuring a thorough evaluation of each candidate's suitability for the faculty position.
Note 4	▪ The HRMD personnel then meticulously prepares a comprehensive Summary of shortlisted Applicants, incorporating vital applicant details such as Name, Date of Birth, Address, Educational Background, Eligibility, Work Experience, and Contact Number pertinent to the applied position. This document is forwarded to the Guidance Testing Center for the Written Assessment Test, and the HRMD personnel promptly notifies candidates of the finalized list and the scheduled Written Assessment Test. Additionally, notices are issued to the HRMPSB Committee for the scheduled Behavioral Event Interview, with candidates duly informed of the scheduled interviews.
Note 5	▪ The HRMPSB conducts a thorough Behavioral Event Interview of applicants, ensuring transparency in its activities and decisions. The evaluation encompasses results from the exam test, behavioral event interview, and document assessments. Optionally, the President may choose to conduct direct interviews with applicants.
Note 6	▪ Following the interviews, the HRMD personnel forwards applicant documents to the Evaluation Committee for a comprehensive evaluation and assessment of educational qualifications and professional development.
Note 7	▪ The HRMD personnel conducts a meticulous background investigation on the top 5 candidates, particularly for plantilla positions.
Note 8	▪ The HRMPSB, through a resolution, submits to the College President a summary of the results of the top 5 applicants interviewed. This list specifies candidates with overall point scores based on a thorough comparative assessment.
Note 9	▪ Guided by the HRMPSB's comprehensive evaluation report, the College President, exercising sound discretion, selects the most qualified candidate from the top 5 applicants for appointment to the vacant faculty position.
Note 10	▪ The HRMD personnel diligently notifies the selected applicant, who, upon acceptance, confirms in writing. Subsequently, the HRMD personnel issues the appointment in accordance with the agency Merit Selection Plan, posting a notice of the appointment for at least fifteen (15) calendar days. Employees are responsible for updating their Personal Data Sheet annually, if necessary, and submitting supporting documents to the HRMD. Additionally, the HRMD personnel conducts an 'Induction, Orientation, and On-Boarding Program' for newly hired DNSC employees.

Prepared by:	Reviewed by:	Approved by:
HRMD DIRECTOR Process Owner	**LEO D. RAYON, JR.** Chairperson, AdMoP Committee	**JOY M. SORROSA** College President

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HUMAN RESOURCE MANAGEMENT DIVISION

HIRING AND SELECTION OF NON-TEACHING EMPLOYEES

Process Title	**HIRING AND SELECTION OF NON-TEACHING EMPLOYEES**
Purpose	▪ To hire and select non-teaching applicants on the basis of fitness to perform the duties and assume the responsibilities of the position in accordance with the provisions in the Omnibus Rules on Appointments and other Human Resource Actions as per CSC Memorandum Circular No. 14, s. 2018; ▪ To establish a structured and equitable framework for recruiting, assessing, and appointing qualified individuals to non-teaching positions; and ▪ To ensure the non-teaching personnel are competent and efficient to deliver quality of service on the basis of appropriate education, skills, training, and experience
Scope	The process covers the administrative activities pertaining to the hiring and selection of non-teaching applicants.
Process Owner	Director for Human Resource Management Division
Form(s)	Publication/Posting of Vacant Positions, Information Sheets of Applicants, Educational Qualification and Professional Development Assessment Form, Behavioral Event Assessment Form, Background Investigation Form
Output(s)	Result of Written Assessment Test, Result of Behavioral Event Interview, Result of Background Investigation, Formal Report of Assessment through a Resolution, Contract of Employment, Appointment

Process Flow/Activities		Responsible Unit/ Person	Details
Step 1	Prepare and submit list of vacant positions to CSC Field Office and publish it for at least 10 calendar days	HRMD Personnel	Note 1
	Accepts and screens initially the submitted applications in 3 working days		
	Prepare information sheets of qualified applicants and forward it to the Head where the vacancy exist for shortlisting		
Step 2	Submit to the HRMD the shortlisted applicants	Head where the vacancy exist	Note 2
Step 3	Prepares the summary of shortlisted Applicants aspiring for the vacant positions	HRMD Personnel	Note 3
	Forward shortlisted applicants to Guidance Testing Center for Written Assessment		
	Issue notice to HRMPSB Committee for the scheduled Behavioral Event Interview		
Step 4	Conduct Behavioral Event Interview of the shortlisted applicants	HRMPSB Committee	Note 4
Step 5	Evaluate the educational qualification documents and professional development	HRMD Personnel	Note 5
	Conduct a background investigation on the top 5 non-teaching applicants		
Step 6	Submit to the appointing authority the summary of the result of the top 5 applicants	HRMPSB Committee	Note 6
Step 7	Select the most deemed qualified candidate among the top 5 applicants	College President	Note 7

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Step 8	Notify the hired applicant and get his/her confirmation/acceptance of the position	HRMD Personnel /Hired Applicant	Note 8
	Issue appointment in accordance with College's Merit Selection Plan		
	Post a notice announcing the appointment of an employee		
	Conduct an Induction, Orientation, and Onboarding to Newly Hired Employees		

Description of Notes	
Note 1	▪ The HRMD personnel meticulously formulates and publishes vacancy announcements, adhering to the College's standards in alignment with the Civil Service Commission (CSC) Qualification Standards. These postings, required by Republic Act No. 7041 (Publication Law), Civil Service Order No. 292, Civil Service Memorandum No. 19, series of 2005, and Civil Service Resolution No. 1101592, remain accessible for a minimum of 10 calendar days. Following this period, the HRMD personnel expeditiously screens the submitted documents within 3 working days, subsequently creating an information sheet for initially qualified candidates forwarded to the relevant Unit Head for further evaluation and applicant shortlisting.
Note 2	▪ Upon receipt from the HRMD, the Head of the Unit expeditiously assesses and shortlists candidates within 3 working days, subsequently submitting the evaluated list back to the HRMD for further processing.
Note 3	▪ The HRMD personnel meticulously curates a comprehensive summary of shortlisted applicants vying for the vacant positions, encompassing both internal and external candidates. This document includes essential applicant information such as Name, Date of Birth, address, Educational Background, Eligibility, Work Experience, and Contact Number relevant to the applied position, along with other pertinent data. Subsequently, the HRMD personnel efficiently dispatches the shortlisted candidates to the Guidance Testing Center for the Written Assessment Test and promptly notifies them of the finalized list for the scheduled assessment. Simultaneously, the HRMD personnel issues notifications to the HRMPSB Committee, alerting them to the scheduled Behavioral Event Interview and promptly informs the candidates of the forthcoming Behavioral Event Interview schedule.
Note 4	▪ The HRMPSB transparently conducts the Behavioral Event Interview, basing its deliberations on the results of the exam test, interview, and document evaluations. Optionally, the College President may conduct interviews for direct interaction with applicants.
Note 5	▪ The HRMD personnel meticulously evaluates applicants' documents for educational qualifications and professional development, conducting background investigations for the top 5 candidates for plantilla positions.
Note 6	▪ The HRMPSB submits a summary of the results of the top 5 applicants interviewed to the College President, specifying the candidates with the overall point scores based on the comparative assessment.
Note 7	▪ Guided by the HRMPSB's comprehensive evaluation report, the College President, exercising sound discretion, selects the most qualified candidate from the top 5 applicants for appointment to the vacant non-teaching position.
Note 8	▪ The HRMD personnel promptly notifies the selected applicant, who, upon acceptance, provides written confirmation. Subsequently, the HRMD personnel issues an appointment following the agency Merit Selection Plan, posting a notice of the appointment for at least 15 calendar days. Newly appointed DNSC employees undergo an 'Induction, Orientation, and On-Boarding Program' facilitated by the HRMD while existing employees are reminded to update their Personal Data Sheet annually, submitting any necessary supporting documents to the division.

Prepared by:	Reviewed by:	Approved by:
HRMD DIRECTOR Process Owner	**LEO D. RAYON, JR.** Chairperson, AdMoP Committee	**JOY M. SORROSA** College President

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HUMAN RESOURCE DEVELOPMENT DIVISION

REQUEST OF HUMAN RESOURCE AND EMPLOYMENT-RELATED DOCUMENTS

Process Title	**REQUEST OF HUMAN RESOURCE AND EMPLOYMENT-RELATED DOCUMENTS**
Purpose	▪ To meet the needs of employees by providing accurate and timely issuance of human resource and employment-related documents based on approved administrative fees institutionalized by the College; ▪ To facilitate a systematic and efficient mechanism for all employees to obtain essential human resource and employment-related documents; and ▪ To ensure availability and accessibility of human resource and other pertinent documents, enabling employees to meet various professional and personal obligations and endeavors while maintaining compliance with institutional policies and legal requirements.
Scope	This process covers the provision of crucial documents vital for employees' records and external needs, including Service Record, Certificate of Employment, Certificate of Leave Credits, Certificate of Income Derived from Salary, PERA, ADCOM, and Others, Certificate of Pay/Last Pay, Certificate of Last Day of Service, Certificate of Good Moral Character, Certificate of No Pending Administrative/Criminal Case(s), Certificate of No Pending Scholarship, and other relevant certificates. Requests for these documents are contingent upon approved administrative fees for non-work-related purposes. Non-work-related purposes encompass a variety of scenarios, such as a) requests unrelated to the employee's job; b) inquiries about employment terms, promotions, or work environments; c) requests pertaining to the employee's personal life; d) non-work-related legal matters and financial affairs; and e) requests for non-work-related assistance or resources.
Process Owner	Director for Human Resource Management Division
Form(s)	Document Request Form
Output(s)	Payment of Fees, Acknowledgement Receipt in the Request Form by the Requestor

	Process Flow/Activities	Responsible Unit/ Person	Details
Step 1	Fill out HR document request form	Requester	Note 1
Step 2	Verify the request and identify the total administrative fees of the transaction	HRMD Personnel	Note 2
Step 3	Pay the total administration fees at the Cashier's Unit	Requester	Note 3
Step 4	Submit the official receipt to the HRMD	Requester	Note 4
Step 5	Assess the processing days of the request and release claim date	HRMD Personnel	Note 5
Step 6	Release the requested documents upon presentation of valid ID of the requester	HRMD Personnel	Note 6
Step 7	Verify the accuracy and completeness of the requested documents and sign acknowledgement receipt if found in order	Requester	Note 7

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Description of Notes	
Note 1	▪ The requestor completes the HR document request form, delineating the purpose of the request and specifying the required documents.
Note 2	▪ The HRMD personnel meticulously verifies the request, discerning the total administrative fees associated with the transaction.
Note 3	▪ Subsequently, the requester proceeds to the Cashier's Unit to pay the requisite administrative fees.
Note 4	▪ Upon completing the payment, the requester submits the official receipt (OR) to the HRMD, affirming the confirmation of the request.
Note 5	▪ The HRMD personnel, following confirmation, evaluates the processing timeline for the requested documents, ensuring it does not exceed 3 working days.
Note 6	▪ Based on the release date, the HRMD personnel releases the requested documents upon presentation of a valid ID by the requester.
Note 7	▪ The requester meticulously verifies the accuracy and completeness of the received documents, proceeding to sign an acknowledgment receipt if all is found in order.

Prepared by:	Reviewed by:	Approved by:
HRMD DIRECTOR Process Owner	**LEO D. RAYON, JR.** Chairperson, AdMoP Committee	**JOY M. SORROSA** College President

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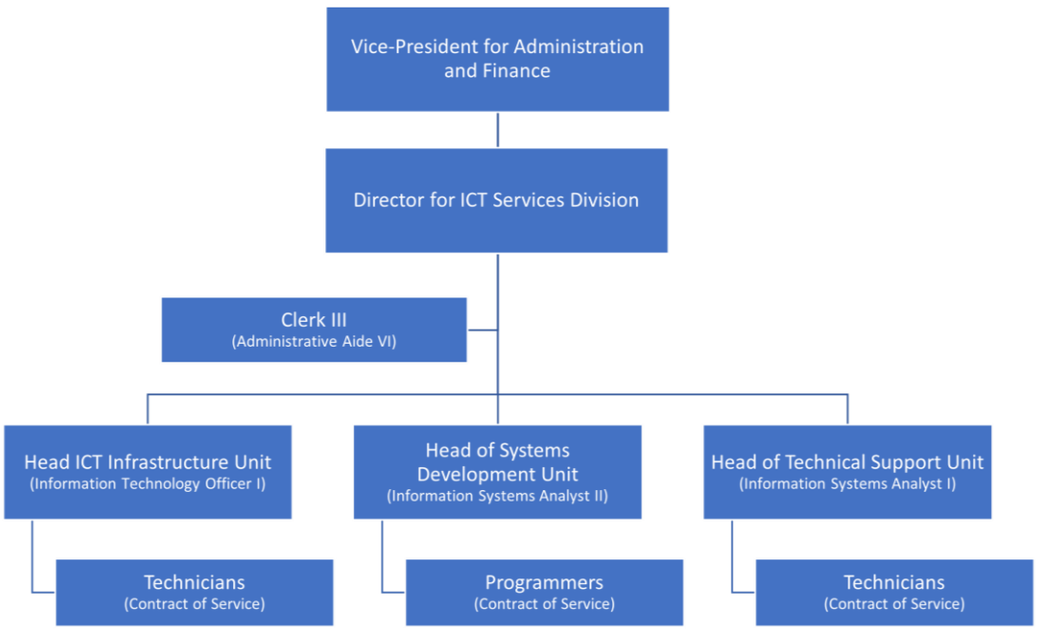
CHAPTER IX.
ICT SERVICES DIVISION (ICTSD)

Purpose	The chapter establishes the governance and operational framework for the Information and Communications Technology Services Division at Davao del Norte State College. This policy aims to define the role, responsibilities, and objectives of the ICTSD in providing comprehensive ICT support and services to enhance the academic, administrative, and research functions of the College.
Scope	This policy applies to all activities, functions, and initiatives carried out by the ICT Services Division at Davao del Norte State College. The scope extends to the management, development, maintenance, and support of all technology-related services provided to faculty, staff, students, and other stakeholders within the College.
Terms and Definitions	The following terms are defined to establish operational use and understanding: DICTSD Director for ICT Services Division DNSC Davao del Norte State College ICT Information and Communication Technology ICTIU ICT Infrastructure Unit IT Information Technology SDU Systems Development Unit ICTSD Information and Communications Technology Services Division TSU Technical Support Unit
Administrative Supervision	ICT Infrastructure Unit Systems Development Unit Technical Support Unit
Organizational Diagram	 *Fig. 9. Organizational Diagram of ICTSD*
Policy Statements	**ARTICLE I. GOVERNANCE AND ADMINISTRATION OF THE ICT SERVICES DIVISION** Section 1. The Director for ICT Services Division oversees the effective and efficient development and management of ICT support infrastructure and ensures advancement of technological capabilities to support the vision and mission of the College. The DICTSD sits as a regular member of the College Management Team. Section 2. The Director for ICT Services Division is responsible in steering the College towards technological innovation and excellence and provides strategic leadership for Information and Communication Technology (ICT) infrastructure, robust systems development, and efficient technical

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support services, contributing to the overall success and development of the College. The key responsibilities encompass strategic leadership, resource management, team oversight, policy formulation, stakeholder collaboration, technology integration, risk mitigation, performance monitoring, capacity building, and continuous improvement.

Section 3. *Term of Office of the Director for ICT Services Division.*

3.1 The Director for ICT Services Division shall be appointed/designated by the Governing Board through the recommendation of the Vice-President for Administration and Finance and endorsement of the College President.

3.2 The term of office of the Director for ICT Services Division shall be four (4) years with eligibility for reappointment, subject to the recommendation of the Vice-President for Administration and Finance, endorsement of the College President, and approval of the Governing Board.

3.3 The designation of the Director for ICT Services Division shall be co-terminus with the tenure of office of the Vice-President for Administration and Finance. This scheme encourages rotational leadership and ensures institutional harmony and stability.

3.4 The Director for ICT Services Division shall be entitled to emoluments and other remunerations allowed by existing government accounting and auditing rules and regulations.

Section 4. *Minimum Qualifications of the Director ICT Services Division.*

4.1 A holder of masters or doctorate degree from a reputable and recognized higher education institution;

4.2 At least one (1) year of administrative experience in the development and implementation of innovative organizational initiatives, preferably with experience as Head of Office/Unit or Department/Program Chairperson;

4.3 Must hold a permanent appointment and must be a bonafide member of the academic/administrative community with at least one (1) year residency;

4.4 Demonstrated administrative leadership and service consistent with the academic values of the College; and

4.5 Has leadership qualities and a strong record of commitment to advancing diversity, inclusion, and equity and skill in working with diverse populations of faculty, students, and staff.

Section 5. *Terms of Reference of the Director for ICT Services Division.*

5.1 Develops a comprehensive strategic vision for the ICTSD, outlining goals and milestones in alignment with the institution's mission;

5.2 Provides strong and visionary leadership, fostering a collaborative and innovative work culture;

5.3 Manages the budgetary planning and allocation for the division, ensuring effective utilization of resources for technology initiatives, projects, and operational needs;

5.4 Implements efficient resource management strategies to maximize the impact of technology investments and initiatives;

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5.5 Fosters professional development and growth within the division, ensuring that staff in the ICT Infrastructure, Systems Development, and Technical Support Units are equipped with the necessary skills;

5.6 Promotes a collaborative work environment, encouraging cross-functional teamwork and innovative problem-solving;

5.7 Formulates and updates policies and guidelines related to technology usage, security, and support, ensuring compliance with institutional and regulatory standards;

5.8 Oversees the implementation of technology-related policies, ensuring that they are effectively communicated and adhered to across the institution;

5.9 Collaborates with academic and administrative units to conduct needs assessments, understanding technology requirements for different institutes, offices, divisions, and units;

5.10 Integrates technology solutions that align with academic programs, research initiatives, and administrative functions, enhancing operational efficiency;

5.11 Develops and executes plans for the integration of emerging technologies that support the college's academic and administrative objectives;

5.12 Oversees the implementation of technology integration initiatives, ensuring seamless execution and alignment with institutional goals;

5.13 Identifies and assesses technology-related risks, including cybersecurity threats and vulnerabilities, implementing measures to mitigate potential risks;

5.14 Ensures robust data protection measures, safeguarding the confidentiality and integrity of institutional information;

5.15 Establishes key performance indicators (KPIs) for ICT services, enabling the regular assessment of effectiveness and efficiency;

5.16 Spearheads a culture of continuous improvement by analyzing performance metrics, gathering feedback, and implementing enhancements to ICT services;

5.17 Develops and implements training programs to enhance technology proficiency among staff and faculty;

5.18 Encourages and facilitates continuous learning, supporting staff and faculty in staying abreast of technological advancements;

5.19 Establishes and maintains strong relationships with technology suppliers, fostering collaboration and staying informed about emerging technologies;

5.20 Exercises general supervision, direction, monitoring, and evaluation, and coordination of the operations and activities of the following administrative units:

a. ICT Infrastructure Unit (ICTIU);
b. Systems Development Unit (SDU); and
c. Technical Support Unit (TSU)

5.21 Perform other functions as delegated by the VPAF or any higher competent authority.

ARTICLE II. OBJECTIVES AND SCOPE OF THE ICT SERVICES DIVISION

Section 1. The ICT Services Division is dedicated to providing robust and reliable technology solutions to facilitate efficient and effective operations across the College. It ensures the seamless integration of

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technology across all facets of the institution and works collaboratively to enhance the College's technological capabilities.

Section 2. The ICT Services Division responds to the following objectives:

2.1 Ensures the stability, relevance, and security of information and communication technology infrastructure;

2.2 Develops and maintains responsive and innovative information systems;

2.3 Provides the technical support to address user issues promptly and effectively;

2.4 Facilitates the integration of emerging technologies to enhance academic and administrative processes; and

2.5 Promotes a culture of technology awareness, proficiency, and continuous improvement.

Section 3. The ICT Services Division operates on the following guiding principles:

3.1 *Accessibility*. The principle of accessibility within the ICTSD is rooted in the commitment to providing inclusive and equitable access to technology resources. This involves designing and implementing technology solutions that cater to diverse user needs, ensuring that individuals with varying abilities can effectively utilize digital platforms. The ICTSD prioritizes user interfaces that are user-friendly and conform to accessibility standards, fostering an environment where technology is accessible to all members of the college community.

3.2 *Innovation.* Innovation is a foundational principle guiding the ICTSD's endeavors. The division actively seeks and embraces emerging technologies to enhance the college's academic and administrative capabilities. The Systems Development Unit, in particular, engages in the continuous exploration of innovative software solutions, aiming to bring cutting-edge applications that streamline processes, foster creativity, and contribute to the overall advancement of the institution. This principle encourages a culture of forward-thinking and adaptability within the ICTSD.

3.3 *Security.* Security is paramount within the ICTSD, reflecting a commitment to safeguarding the integrity, confidentiality, and availability of the College's digital assets. It ensures the implementation of robust cybersecurity measures, including firewalls, encryption protocols, and regular security audits. This principle extends beyond technology infrastructure to encompass cybersecurity awareness programs, ensuring that all members of the college community are well-informed and equipped to contribute to a secure digital environment.

3.4 *Collaboration.* The principle of collaboration underscores the ICTSD's approach to working closely with various academic and administrative units. The division recognizes that effective technology integration requires collaboration with end-users to understand their unique needs. The collaborative effort extends internally across the ICT Infrastructure, Systems Development, and Technical Support Units, promoting a cohesive and synergistic approach to technology solutions. Externally, the ICTSD actively engages with faculty, staff, and students, creating a collaborative ecosystem that fosters innovation and efficiency.

3.5 *Sustainability*. Sustainability is a guiding principle that shapes the ICTSD's approach to technology management. This involves adopting environmentally responsible practices in technology procurement, disposal, and energy consumption. The division is committed to minimizing its ecological footprint by implementing energy-efficient solutions, promoting responsible e-waste disposal, and considering the environmental impact of technology decisions. The ICTSD's commitment to sustainability aligns with broader institutional goals of social responsibility and environmental stewardship.

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ARTICLE III. UNITS UNDER THE ICT SERVICES DIVISION

Section 1. The ICT Services Division exercises direct supervisory and administrative powers on the following units:

1.1 *ICT Infrastructure Unit (ICTIU)*. The ICTIU is primarily responsible for maintaining a robust and secure technological foundation. This unit manages and optimizes the college's network infrastructure, servers, networks, information security, and data storage systems. Additionally, it ensures the reliability of communication channels, including internet connectivity, to support the academic, administrative, and research activities of the college. Emphasizing scalability and resilience, the ICTIU is dedicated to implementing cutting-edge solutions that align with the College's evolving needs.

1.2 *Systems Development Unit (SDU)*. The SDU focuses on creating and maintaining software applications that enhance efficiency and streamline processes across the College. This unit collaborates closely with various departments to understand their unique requirements and develops tailor-made solutions. From student information systems to research management platforms, the SDU contributes to the digital transformation of academic and administrative functions. Moreover, it provides relevant users' training and ensures that these systems align with industry standards and are adaptable to future technological advancements.

1.3 *Technical Support Unit (TSU)*. The TSU provides frontline assistance to ensure that technology enhances rather than hinders daily operations. This unit offers help desk services, troubleshooting support, and technical training to both staff and faculty. By promptly addressing issues and providing user-friendly guidance, the TSU empowers the DNSC community to leverage technology effectively. Furthermore, it engages in proactive measures such as cybersecurity and information security awareness programs to fortify the college against potential threats.

Section 2. The units under the ICT Services Division are directed by a *Unit Head*.

Section 3. The Director for ICT Services Division is the primary endorsing authority in the selection and appointment/designation of the unit heads to the Office of the Vice-President for Administration and Finance and/or Office the College President.

ARTICLE IV. ADMINISTRATIVE STAFF UNDER THE ICT SERVICES DIVISION

Section 1. The administrative personnel provide the day-to-day office operation and support to the DICTSD. The effective operation of the office includes:

1.1 *Office Management and Administrative Support*. The personnel assist and support the general operation and organization of the ICTSD, including maintaining office supplies, equipment, and workspace. They provide administrative support to the DICTSD and manage the schedule, meetings, appointments, and correspondences on behalf of the division.

1.2 *Communication, Record Keeping, and Document Management*. The personnel are responsible for maintaining records and documents, including official communications, reports, and other administrative files. They facilitate the communication within the ICTSD, its units, and with other offices and divisions in the College. Also, they assist in disseminating information, handle inquiries, and ensure that communication flows smoothly. They are responsible for organizing, maintaining, and managing important documents, ensuring that they are readily accessible when needed by the DICTSD.

1.3 *Coordination and Stakeholder Relations*. The personnel act as a liaison between the ICTSD and other offices and divisions to ensure that administrative matters are coordinated and executed efficiently. They also engage with stakeholders, including

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faculty, staff, students, and stakeholders within the academic community by addressing inquiries and concerns.

1.4 *Budget Planning and Preparation*. The personnel assist the ICTSD in budget preparation, financial record-keeping, and expenditure tracking of the division. This includes processing of financial transactions, such as purchase orders, vouchers, and reimbursements, under the direction of the ICTSD.

1.5 *Data Entry and Reporting*. The personnel are tasked with data entry, collecting data, and generating reports that the ICTSD uses for decision-making, providing logistical and administrative support as needed.

1.6 *Policy and Procedure Compliance*. The personnel ensure that the procedures, processes, mechanism, and policies established by the ICTSD and its units are followed by the relevant personnel and stakeholders. This may likewise include monitoring compliance and reporting any administrative issues under the directive of the ICTSD.

Section 2. *Administrative Positions of the Personnel and their Terms of Reference.*

2.1 *Information Technology Officer I (ITO I)*. The Information Technology Officer I (ITO I) serves as the Head of ICT Infrastructure Unit and is responsible for shaping and maintaining the technological backbone of the College, contributing to a reliable and secure digital environment. The role encompasses ICT infrastructure planning, network management, server administration, network, data backup and security, College website management, capacity planning, ICT disaster recovery planning, collaboration, technology upgrades, budget management, and team leadership.

2.2 *Terms of Reference of the Information Technology Officer I (ITO I)*.

a. Develops and implements strategic plans for the ICT infrastructure, ensuring alignment with the college's overall technology objectives and future needs;

b. Oversees the design, configuration, and maintenance of the college's network infrastructure, including wired and wireless networks, to ensure optimal connectivity and performance;

c. Manages server systems, including installation, configuration, maintenance, and troubleshooting, to support various applications and services across the institution;

d. Implements and enforces security measures to safeguard the integrity and confidentiality of data, including the establishment of firewalls, intrusion detection systems, and data encryption;

e. Assesses current and future technology needs, conducting capacity planning to ensure that the ICT infrastructure can effectively support the college's growth and evolving requirements;

f. Develops and implements disaster recovery and business continuity plans for the ICT infrastructure, ensuring data and system integrity in the event of unforeseen disruptions;

g. Stays abreast of technological advancements and recommend upgrades or enhancements to the ICT infrastructure, ensuring that the college remains at the forefront of technological innovation;

h. Manages the budget for the ICT Infrastructure Unit, allocating resources effectively, and ensuring cost-effectiveness in technology investments and projects;

i. Provides effective leadership to the ICT Infrastructure team, fostering a collaborative and innovative work environment, and facilitating professional development opportunities for team members;

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j. Supervises and evaluates the performance of a team of contract of service or job order technicians; and

k. Performs other functions as delegated by the DICTSD or any higher competent authority.

2.3 *Information Systems Analyst II (ISA II)*. The Information Systems Analyst II (ISA II) serves as the Head of Systems Development Unit and is responsible for the development and execution of software development and solutions that contribute to the College's overall efficiency and effectiveness. This role ensures the creation of high-quality, cost-effective and efficient, and user-friendly applications and management and monitoring the entire software development lifecycle from requirements analysis to maintenance. The role encompasses strategic planning, software development, requirement analysis, quality assurance, technology innovation, project management, collaboration, team leadership, security compliance, users' training, and documentation.

2.4 *Terms of Reference of the Information Systems Analyst II (ISA II)*

a. Develops and implements strategic plans for the Systems Development Unit, aligning software development initiatives with the overall technology goals and mission of the College;

b. Oversees the entire software development lifecycle, from requirements gathering to maintenance, ensuring the creation of high-quality, efficient, and user-friendly applications;

c. Collaborates with academic and administrative offices to gather and analyze software requirements, understanding the unique needs of different departments and stakeholders.

d. Implements and oversees quality assurance processes, including testing and debugging, to ensure that software applications meet established standards and are free of errors, and conducts the needed users' training;

e. Stays abreast of emerging technologies and trends in software development, recommending and implementing innovative solutions that enhance the efficiency and effectiveness of college operations;

f. Leads and manages software development projects, including defining project scopes, timelines, and resource requirements, ensuring successful and timely project delivery;

g. Fosters collaboration between the Systems Development Unit and other offices, divisions, and units, ensuring that software solutions are tailored to meet the specific needs and objectives of diverse stakeholders;

h. Provides leadership and guidance to the Systems Development team, promoting a culture of collaboration, creativity, and continuous improvement;

i. Ensures that software applications comply with security standards and policies, implementing measures to protect sensitive data and information;

j. Oversees the documentation of software development processes, including coding standards, system architecture, and user manuals, facilitating knowledge transfer and future maintenance;

k. Supervises and evaluates the performance of a team of contract of service or job order programmers; and

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l. Performs other functions as delegated by the DICTSD or any higher competent authority.

2.5 *Information Systems Analyst I (ISA I)*. The Information Systems Analyst I (ISA I) serves as the Head of Technical Support Unit and is responsible for the efficient and effective operation of technology services in the College. The role addresses hardware, software, and network-related issues, fostering a responsive and efficient technical support environment. The responsibilities encompass user support, help desk management, IT training, hardware maintenance, software installation, inventory management, security awareness, remote support, and team leadership.

2.6 *Terms of Reference of the Information Systems Analyst I (ISA I).*

a. Provides technical support and assistance to faculty, staff, and students, addressing hardware, software, and network-related issues promptly and efficiently;

b. Spearheads the operations of the technical support help desk, ensuring timely response to user inquiries, problem resolution, and documentation of support interactions;

c. Develops and implements training programs to enhance the digital literacy of college community members, empowering them to leverage technology effectively in partnership with the Human Resource Management Division;

d. Coordinates the maintenance and repair of hardware devices, including computers, printers, and peripherals, to ensure optimal functionality;

e. Manages the installation, configuration, and troubleshooting of software applications across various platforms, ensuring compatibility and adherence to licensing agreements;

f. Maintains an accurate inventory of IT assets, including computers, devices, and software licenses, and implement efficient tracking and disposal procedures;

g. Conducts cybersecurity awareness programs to educate users about best practices, security policies, and measures to prevent data breaches and cyber threats;

h. Facilitates remote technical support for users, enabling efficient troubleshooting and issue resolution for off-campus or remote learning scenarios;

i. Provides leadership and guidance to the Technical Support Unit, fostering a customer-centric approach, continuous improvement, and effective collaboration within the team.

j. Supervises and evaluates the performance of a team of contract of service or job order programmers; and

k. Performs other functions as delegated by the DICTSD or any higher competent authority.

2.7 *Administrative Aide VI (Clerk III)*. The Administrative Aide VI (Clerk III) serves as the secretary of the DICTSD and plays a key role in providing administrative support, managing office operations, and facilitating efficient communication within the office and with various stakeholders. The position requires a high degree of organization, attention to detail, and the ability to handle multiple tasks simultaneously.

2.8 *Terms of Reference of the Administrative Aide VI (Clerk III).*

a. Provides comprehensive administrative support to the DICTSD and ICTSD Unit Heads, including managing their schedules, preparing documents, and handling inquiries;

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b. Manages communication effectively within the office and ensures that messages and information are relayed promptly and accurately;

c. Handles incoming and outgoing correspondence, including emails and phone calls, responding professionally, and directing inquiries to the appropriate parties;

d. Assists in the planning and coordination of meetings, conferences, and events, ensuring logistical support and timely execution;

e. Supports the ICTSD's financial operations, including budget tracking, expense reporting, and processing financial transactions in collaboration with the relevant offices, divisions, and units;

f. Maintains an organized and efficient office environment, overseeing office supplies, equipment, and facilities to ensure smooth operations;

g. Inputs and manages accurately data related to office activities and projects, and generates reports as needed using software applications;

h. Interacts with faculty, staff, and stakeholders by providing information and assistance, and representing the ICTSD professionally;

i. Assists in the planning, execution, and coordination of projects and initiatives as directed by the DICTSD;

j. Ensures that the office policies and procedures are adhered to and reports any violations or concerns as necessary; and

k. Performs other functions as delegated by the DICTSD or any higher competent authority.

2.9 *Programmer (Contract of Service)*. A programmer, under the Systems Development Unit, is responsible to creation, development, maintenance, and enhancement of software applications that align with the technological goals and mission of the College. The employment of a programmer is on contract of service basis as needed by the ICTSD. The role encompasses software development, programming languages, data management, web development, version control, quality assurance, documentation, collaboration, security measures, and adaptability.

2.10 *Terms of Reference of a Programmer (Contract of Service).*

a. Collaborates with stakeholders to gather and analyze software requirements, and design, code, test, and debug software applications to meet specified needs;

b. Utilizes appropriate programming languages, ensuring adherence to coding standards and best practices;

c. Designs and implements database structures, perform data modeling, and write complex queries to support software applications;

d. Develops and maintains web applications, ensuring responsive design, cross-browser compatibility, and optimal user experience;

e. Uses version control systems to manage and track changes in source code, collaborating with team members to maintain a cohesive codebase;

f. Implements testing protocols, including unit testing and system testing, to identify and address software bugs and issues;

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g. Creates and maintains technical documentation, including system architecture, coding standards, and user manuals, facilitating knowledge transfer and future maintenance;

h. Collaborates with cross-functional teams, including business analysts, designers, and other developers, to ensure cohesive and integrated software solutions;

i. Implements security measures within software applications, including encryption, authentication, and access controls, to protect sensitive data;

j. Stays informed about emerging technologies, tools, and industry trends, adapting programming approaches to incorporate innovations and best practices; and

k. Performs other functions as delegated by the SDU Head or any higher competent authority.

2.11 *Technician (Contract of Service/Job Order)*. A technician, either in ICT Infrastructure Unit or Technical Support Unit, is responsible for the maintenance and support of the technological infrastructure, contributing to a reliable and well-functioning digital environment for the entire College. The employment of a technician is on contract of service or job order basis as needed by the ICTSD. The role ensures hardware maintenance, software installation, network support, user assistance, inventory management, help desk support, cybersecurity measures, remote assistance, collaboration, and continuous learning.

2.12 *Terms of Reference of a Technician (Contract of Service/Job Order)*.

a. Performs routine maintenance, repairs, and upgrades on computer hardware, peripherals, and other technology equipment to ensure optimal functionality;

b. Installs, configures, and troubleshoots software applications on computers and devices, ensuring compatibility and adherence to licensing agreements;

c. Assists in the setup, configuration, and troubleshooting of wired and wireless networks, addressing connectivity issues, and ensuring a reliable network infrastructure;

d. Provides technical support to faculty, staff, and students, helping with hardware and software issues, and guiding users on proper equipment utilization;

e. Maintains an accurate inventory of ICT assets, including computers, devices, and software licenses, and assist in tracking and disposal procedures;

f. Responds to user inquiries and problem reports through the help desk, offering timely and effective solutions and documenting support interactions;

g. Implements and adheres to cybersecurity measures, including the installation of antivirus software, security patches, and user education on security best practices;

h. Provides remote technical support to users, facilitating efficient troubleshooting and issue resolution for both on-campus and remote learning scenarios;

i. Collaborates with team members and other units within the ICT Services Division, contributing to a cooperative and efficient work environment;

j. Stays updated on technological advancements and participate in training programs to enhance technical skills and knowledge, ensuring effective support for evolving technologies; and

k. Performs other functions as delegated by the ICTIU or TSU Head or any higher competent authority.

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Processes	The ICT Services Division manages four (4) processes/services within the College, namely: ▪ **Development of Information Systems.** This process involves a systematic approach to meet the technological needs of the institution. Initiated by the client's submission of a request form for software development, the ICTSD personnel undertake a preliminary assessment of systems automation, followed by a collaborative meeting with the development team and stakeholders. The brainstorming session focuses on identifying systems requirements, leading to the testing and deployment of the newly developed system. The subsequent steps involve ongoing system maintenance, conducted by an assigned systems analyst, and concluding with a client evaluation to ensure the effectiveness and satisfaction with the delivered information system. This process is integral to the continuous improvement and enhancement of information systems that support the institution's functions and operations. ▪ **Handling of ICT Service Requests.** This process involves clients submitting an ICT Service Request Form, which is then received and reviewed by ICTSD personnel. After verifying, approving, and assigning personnel to carry out the request, the ICTSD processes the request and provides a response slip. The services rendered are evaluated by the client, ensuring that the ICTSD meets the user's needs and maintains a high level of satisfaction. Additionally, the concerned ICTSD personnel fill out the ICT Requests Service Response Slip, facilitating basic troubleshooting or diagnostics for ICT equipment deposited in the office. This comprehensive process ensures efficient handling of ICT service requests and promotes continuous improvement in ICT services. ▪ **Preparation and Issuance of Institutional (DNSC) Emails.** This process begins with the preparation of a list of new employees and students from the HRMD and Registrar's Office. ICTSD personnel then create DNSC email accounts for these individuals and send the account details to the new users. The entire process is designed to facilitate the seamless provision of institutional email accounts to employees and students, promoting effective communication within the organization. The clients' satisfaction with the ICTSD's services is evaluated, ensuring the successful issuance and utilization of institutional email accounts. ▪ **Preventive Maintenance of ICT-Related Equipment, Software, and Systems.** This process encompasses several key steps to ensure the optimal performance and longevity of ICT resources. It begins with the preparation of a list of offices, followed by the formulation and execution of an ICT Preventive Maintenance Plan. The ICTSD personnel undertake the preventive maintenance activities, which include evaluating the services rendered to maintain the efficiency of ICT-related equipment, software, and systems. The primary goal of this process is to proactively address potential issues, prevent breakdowns, and ensure the continuous improvement of ICT services within the organization.

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ICT SERVICES DIVISION

DEVELOPMENT OF INFORMATION SYSTEMS

Process Title	**DEVELOPMENT OF INFORMATION SYSTEMS**
Purpose	▪ To develop and maintain computer-based information system for complex organizational processes, ensuring cost-efficient and sound structure in all phases of the information system design; ▪ To design, create, and implement innovative and effective information systems that align with the evolving technological needs and strategic objectives of the College; and ▪ To facilitate the development of software applications and information systems that enhance operational efficiency, data management, and decision-making processes.
Scope	This process covers the entire lifecycle of information system development, from conceptualization and design to coding, testing, implementation, and ongoing maintenance and includes the identification of user requirements, system architecture design, software development, and integration with existing systems. The process ensures the adherence to industry best practices, security standards, and scalability considerations. Additionally, it involves collaboration with end-users and stakeholders to ensure that the developed information systems effectively meet the functional and operational needs of the organization.
Process Owner	Director for ICT Services Division
Form(s)	Minutes of Meeting, Design Plan, Design Review and Verification, Design Change, Maintenance Reports
Output(s)	Information System

Process Flow/Activities		Responsible Unit/ Person	Details
Step 1	Accomplish and submit request form for software development	Client	Note 1
Step 2	Receive the request and conduct preliminary assessment of systems automation	SDU Head	Note 2
Step 3	Meet the client, Development Team and stakeholders in a meeting	ICTSD Director/ SDU Head	Note 3
Step 4	Brainstorm on systems requirements	Development Team	Note 4
Step 5	Test the newly developed system	SDU Head	Note 5
Step 6	Deploy the newly development system	Development Team	Note 6
Step 7	Conducts system maintenance	Assigned Systems Analyst	Note 7
Step 8	Conduct client evaluation	Client	Note 8

Description of Notes	
Note 1	▪ Clients initiate the process by filling out a request form for software development, detailing their specific requirements and objectives for the proposed information system.

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Note 2	▪ Upon receiving the request, the SDU Head conducts a preliminary assessment to understand the feasibility and potential for systems automation. This involves an initial review of the client's requirements.
Note 3	▪ A meeting is convened with the ICTSD Director, SDU Head, Development Team, the client, and relevant stakeholders to discuss the project's objectives, budget, scope, and specific requirements. This collaborative session ensures a comprehensive understanding of the project.
Note 4	▪ The Development Team engages in a brainstorming session to elucidate and define the detailed system requirements. This involves identifying functionalities, budgetary requirements, user interfaces, and any other critical aspects crucial for the system's success.
Note 5	▪ The newly developed system undergoes rigorous testing to identify and rectify any issues. This phase ensures that the system functions according to specifications and is free from bugs or errors.
Note 6	▪ Upon successful testing, the Development Team deploys the system into the operational environment, making it accessible to end-users.
Note 7	▪ Assigned Systems Analysts are responsible for ongoing system maintenance, ensuring that the information system remains current, secure, and operational. Regular updates and improvements are implemented as needed.
Note 8	▪ The client evaluates the deployed system, providing feedback on its functionality, usability, and whether it meets their initial requirements. This evaluation loop informs future developments and improvements.

Prepared by:	Reviewed by:	Approved by:
ICTSD DIRECTOR Process Owner	**LEO D. RAYON, JR.** Chairperson, AdMoP Committee	**JOY M. SORROSA** College President

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ICT SERVICES DIVISION

HANDLING OF ICT SERVICE REQUESTS

Process Title	**HANDLING OF ICT SERVICE REQUESTS**
Purpose	▪ To ensure that all ICT service and support requests are promptly received, efficiently acted upon, diligently processed, and resolved in a timely manner to meet client satisfaction; ▪ To streamline the efficient and timely resolution of requests related to ICT services; ▪ To address user needs, troubleshoot technical issues, and provide support for various ICT-related services within the College; and ▪ To ensure a responsive and user-focused ICT support system by establishing a structured approach to handling service requests.
Scope	The scope of this process encompasses the reception, assessment, and resolution of ICT service requests submitted by end-users across the organization and includes requests for technical assistance, troubleshooting, system configurations, software installations, and other ICT-related support needs. The process spans the entire lifecycle of a service request, from its initial submission to the ICTSD to the resolution and closure of the request. Additionally, the process involves communication with end-users to provide updates, gather necessary information, and ensure user satisfaction.
Process Owner	Director for ICT Services Division
Form(s)	Service Request Form, Service Response Slip, Depositor Slip, Equipment Borrower Slip
Output(s)	Client Satisfaction Survey, Service Request Completion

Process Flow/Activities		Responsible Unit/ Person	Details
Step 1	Accomplish and submit ICT Service Request Form to ICTSD	Client	Note 1
Step 2	Receive ICT Service Request Form and endorse it to ICTSD for approval	ICTSD Personnel	Note 2
Step 3	Verify, approve, and assign ICTSD personnel to carry out the request	ICTSD Director	Note 3
Step 4	Process the ICT service request and submit ICT service request response slip	Assigned ICTSD Personnel	Note 4
Step 5	Evaluate the services rendered	Client	Note 5

Description of Notes	
Note 1	▪ End-users initiate the process by filling out the ICT Service Request Form, detailing the nature of their ICT-related needs. The completed form is then submitted to the ICT Services Division (ICTSD) for further action.
Note 2	▪ Upon receiving the ICT Service Request Form, ICTSD personnel review the request, ensuring completeness and clarity. Subsequently, the request is endorsed to the ICTSD for approval, providing initial assessment and validation.
Note 3	▪ The ICTSD Director reviews and verifies the request, ensuring alignment with organizational priorities. Once approved, the Director assigns qualified ICTSD personnel to handle the specific request, considering expertise and workload distribution.
Note 4	▪ The assigned ICTSD personnel diligently execute the requested services, addressing technical issues, installations, configurations, or other ICT-related tasks as specified in the request. During the process, if necessary, the concerned TSSU personnel fill out the ICT Requests Service Response Slip. Additionally, for basic troubleshooting/diagnostic needs with ICT equipment deposited in the office, the ICT Depositor Slip is filled up. These slips serve as essential

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	documentation, providing details of the services performed and facilitating transparent communication between ICTSD and the end-user.
Note 5	▪ The end-user evaluates and assesses the services rendered, ensuring that the ICT service request has been satisfactorily addressed. Feedback from the client helps measure the effectiveness of the support provided and informs continuous improvement efforts within the ICTSD.

Prepared by:	Reviewed by:	Approved by:
ICTSD DIRECTOR Process Owner	**LEO D. RAYON, JR.** Chairperson, AdMoP Committee	**JOY M. SORROSA** College President

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ICT SERVICES DIVISION

PREPARATION AND ISSUANCE OF INSTITUTIONAL (DNSC) EMAILS

Process Title	**PREPARATION AND ISSUANCE OF INSTITUTIONAL (DNSC) EMAILS**
Purpose	▪ To provide an official email address to all new employees and students for communication purposes; ▪ To establish and manage institutional email accounts for members of the Davao del Norte State College community; and ▪ To ensure the provision of reliable and secure email communication services, promoting efficient information exchange, collaboration, and official correspondence within DNSC.
Scope	This process covers the systematic preparation and issuance of institutional email accounts to authorized individuals within DNSC, including faculty, staff, and students. It involves the creation, configuration, and management of DNSC email addresses, aligning with institutional guidelines and security protocols. Additionally, the process may include user authentication, account verification, and communication of essential information related to email usage policies and guidelines. The scope extends to maintaining the integrity and security of DNSC email accounts throughout their lifecycle.
Process Owner	Director for ICT Services Division
Form(s)	Official List of Employees and Students
Output(s)	Updated Database of DNSC Email Accounts

Process Flow/Activities		Responsible Unit/ Person	Details
Step 1	Prepare the list of new employees and students from HRMD and Registrar's Office	ICTSD Personnel	Note 1
Step 2	Create DNSC email accounts	ICTSD Personnel	Note 2
Step 3	Send DNSC email accounts and details to the new users	ICTSD Personnel	Note 3
Step 4	Evaluate services rendered	Client	Note 4

Description of Notes	
Note 1	▪ The ICTSD personnel initiate the process by obtaining a list of new employees and students from the Human Resource Management Division (HRMD) and Registrar's Office. This list serves as the basis for identifying individuals eligible for the issuance of institutional DNSC email accounts.
Note 2	▪ The ICTSD personnel generate and configure DNSC email accounts for the identified individuals, adhering to security protocols and ensuring the accounts are ready for use.
Note 3	▪ The ICTSD personnel dispatch the DNSC email account details, including login credentials and relevant instructions, to the respective new users through a secure and accessible communication channel.
Note 4	▪ Clients assess the services provided by ICTSD in the preparation and issuance of institutional DNSC email accounts, offering feedback on the effectiveness and completeness of the process, ensuring user satisfaction and system functionality.

Prepared by:	Reviewed by:	Approved by:
ICTSD DIRECTOR Process Owner	**LEO D. RAYON, JR.** Chairperson, AdMoP Committee	**JOY M. SORROSA** College President

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ICT SERVICES DIVISION

PREVENTIVE MAINTENANCE OF ICT-RELATED EQUIPMENT, SOFTWARE, AND SYSTEMS

Process Title	**PREVENTIVE MAINTENANCE OF ICT-RELATED EQUIPMENT, SOFTWARE, AND SYSTEMS**
Purpose	▪ To ensure the optimal performance, reliability, and longevity of information and communication technology (ICT) assets within the organization; ▪ To proactively identify and address potential issues, mitigate risks, and enhance the overall efficiency and functionality of ICT equipment, software applications, and systems; and ▪ To minimize downtime, improve user experience, and safeguard against unexpected failures, contributing to the uninterrupted flow of ICT services.
Scope	This process covers the scheduled and proactive maintenance activities conducted by the ICT Services Division on all ICT-related equipment, software applications, and systems employed across the organization. It includes routine inspections, updates, and optimizations to identify and rectify potential issues before they escalate. The scope extends to preventive measures such as software updates, hardware inspections, and system checks. The process also involves coordination with end-users to minimize disruptions during maintenance activities. Ultimately, the scope is to uphold the reliability and functionality of ICT resources, supporting the organization's overall operational efficiency and technological resilience.
Process Owner	Director for ICT Services Division
Form(s)	Preventive Maintenance Task Sheet, Preventative Maintenance Schedule
Output(s)	ICT Preventive Maintenance Report

Process Flow/Activities		Responsible Unit/ Person	Details
Step 1	Prepare list of offices and their corresponding equipment, software, and systems	ICTSD Personnel	Note 1
Step 2	Prepare ICT Preventive Maintenance Plan	ICTSD Personnel	Note 2
Step 3	Execute ICT Preventive Maintenance Plan	ICTSD Personnel	Note 3
Step 4	Evaluate Services Rendered	Client	Note 4

Description of Notes	
Note 1	▪ The ICT Services Division compiles a comprehensive list of offices and their corresponding ICT equipment, software, and systems, identifying the assets that are subject to preventive maintenance. This list serves as a foundational reference for planning and executing the maintenance activities.
Note 2	▪ Based on the compiled list, the ICT Services Division formulates an ICT Preventive Maintenance Plan. This plan outlines the schedule, tasks, and specific maintenance activities to be performed on ICT-related equipment, software, and systems. The plan is designed to cover all identified assets, ensuring a systematic and proactive approach to maintenance.
Note 3	▪ The ICT Services Division carries out the planned preventive maintenance activities according to the established schedule. This involves inspections, updates, optimizations, and any other tasks outlined in the ICT Preventive Maintenance Plan. The execution is conducted efficiently and with minimal disruption to regular ICT services.
Note 4	▪ Following the completion of preventive maintenance activities, the ICT Services Division collaborates with clients or end-users to evaluate the services rendered. This step involves gathering feedback on the impact of the maintenance on ICT functionality, identifying any additional needs or concerns, and ensuring client satisfaction. The evaluation helps refine future preventive maintenance plans and enhance overall service quality.

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Prepared by:	Reviewed by:	Approved by:
ICTSD DIRECTOR Process Owner	**LEO D. RAYON, JR.** Chairperson, AdMoP Committee	**JOY M. SORROSA** College President

CHAPTER X.
COMMUNICATION AND DISSEMINATION PLAN AND EFFECTIVITY

Purpose	▪ To facilitate the systematic and transparent communication and dissemination of critical information contained in the Administrative Manual of Operations (AdMoP) to all relevant stakeholders; ▪ To enhance understanding, compliance, and consistent application of operational guidelines, procedures, and policies outlined in the AdMoP; ▪ To establish feedback mechanisms and measures for updates to ensure the relevance and accuracy of the communicated information; and ▪ To foster a collaborative and informed work environment by ensuring that all personnel and concerned stakeholders have access to updated and accurate information.
Scope	This chapter covers the comprehensive communication strategy to effectively disseminate information from the Administrative Manual of Operations and encompasses the communication channels, schedules, and dissemination methods tailored to reach various stakeholders within the institution, cultivating a shared understanding of the AdMoP's content to promote organizational efficiency and compliance.
Target Stakeholders	The Communication and Dissemination Plan (CDP) of the Administrative Manual of Operations aims to reach the following stakeholders: ▪ **Administrative Personnel.** The CDP shall ensure that all employees within the administrative department of the College have access to and understand the contents of the Administrative Manual of Operations. ▪ **Academic Personnel.** The CDP shall communicate the relevant sections of the Administrative Manual of Operations to academic personnel whose roles intersect with administrative processes and procedures. ▪ **Students.** The CDP shall disseminate key information from the Administrative Manual of Operations that impacts students, such as administrative policies related to campus security, reservation of facilities and spaces, student governance, and student activities. ▪ **Alumni.** The CDP shall keep the alumni informed about relevant administrative policies and updates that may impact the alumni engagement and activities. ▪ **External Partners and Collaborators.** The CDP shall share pertinent sections of the AdMoP with external entities, including suppliers, service providers, and collaborators, to ensure alignment and compliance with administrative policies. ▪ **College Management Team**. The CDP shall involve the College Management Team to act as partner communicators and enforcers of the AdMoP guidelines within their respective areas of authority.
Modes of Communication	The Administrative Manual of Operations shall be made available and communicated through the following modes or channels of communication in partnership with relevant offices and units in the College: ▪ **AdMoP Post-Approval General Orientation.** The CDP shall organize a post-approval general orientation on the implementation of the Administrative Manual of Operations to discuss guidelines and encourage dialogue and feedback among relevant stakeholders. ▪ **Printed Administrative Manual of Operations.** The CDP shall utilize printed versions of the Administrative Manual of Operations to key personnel. The printed versions can serve as quick references and reminder for individuals who may not have constant access to digital platforms. ▪ **Email Communication.** The CDP shall utilize email communication to disseminate the electronic copy of the Administrative Manual of Operations. Updates and revisions of the AdMoP processes shall be subsequently communicated via email. ▪ **Intranet and DNSC Website.** The CDP shall utilize the College's intranet and the official DNSC website to host a dedicated section for the Administrative Manual of Operations. This ensures easy

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	access for all employees, allowing them to view, download, and search for the specific policies and procedures. ▪ **Orientation Sessions on New Employees and Students**. The CDP shall utilize partnership with the Human Resource Management Division and Office of the Student Development and Services for the inclusion of the important AdMoP guidelines in periodic orientations on new employees and students. The AdMoP Orientation in these endeavors shall be spearheaded by the Administrative Services Division.
Implementation Timeline	The Administrative Manual of Operations, on its approval by the Governing Board of the Davao del Norte State College, shall follow the dissemination timeline below:

Activity	Responsible Person	Timeline
Issuance of AdMoP's Implementation Order based on the approval of the Governing Board	College President	13 March 2024
Revision of the AdMoP based on the Comments and Suggestions of the Governing Board	AdMoP Committee Chairperson	April-June 2024
Printing of AdMoP's Hardcopies	AdMoP Committee Chairperson	July 2024
Posting of the AdMoP in the DNSC Website	ICTSD Director	July 2024
Dissemination of Printed AdMoPs to all relevant stakeholders	AdMoP Committee Chairperson	July 2024
Issuance/Re-Issuance of Designations of the Key Personnel in AdMoP's Organizational Structure	College President	August 2024
Issuance of the Revised Terms of Reference of All Personnel covered by the AdMoP	College President	August 2024
Posting of Organizational Diagrams in the Respective Offices, Divisions, and Units	VPAF, AdMoP Directors and Unit Heads	August 2024
AdMoP General Orientation	AdMoP Committee Chairperson	August 2024
Turnover of the AdMoP to the VPAF and its divisions	AdMoP Committee and VPAF	August 2024
Termination of the AdMoP Ad Hoc Committee	College President	September 2024

Continuous Quality Improvement	The Davao del Norte State College is committed to achieving excellence in its administrative operations through continuous quality improvement (CQI). The Administrative Manual of Operations (AdMoP) serves as a foundational document guiding our administrative practices. The following CQI clauses outline the College's commitment to ongoing improvement: ▪ **Quality Metrics and Indicators** The administrative divisions and units shall establish key performance indicators (KPIs) and quality metrics relevant to administrative processes outlined in the AdMoP. These metrics shall serve as benchmarks for performance evaluation through the Individual Performance Commitment and Review Form (IPCRF) and Office Performance Commitment and Review Form (OPCRF). ▪ **Regular Performance Reviews** The AdMoP shall undergo periodic reviews to assess its effectiveness in facilitating streamlined administrative processes. These reviews shall include assessments of adherence to established policies, efficiency gains, and user satisfaction. ▪ **Stakeholder Feedback** The administrative cluster of the College shall encourage active participation and feedback from all stakeholders regarding the usability and effectiveness of the AdMoP. Stakeholders' input shall be solicited through surveys, focus groups, and other mechanisms to identify areas for improvement.

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	▪ **Continuous Training and Development** The College Administration shall invest in continuous training and development programs for administrators and staff involved in AdMoP-related processes. This shall ensure that they are equipped with the latest knowledge and skills to implement administrative best practices. ▪ **Technology Integration** Leveraging advancements in technology, the administrative cluster shall explore opportunities to integrate digital tools and platforms to enhance the accessibility and efficiency of administrative processes outlined in the AdMoP. ▪ **Best Practice Integration** The administrative cluster shall actively monitor and integrate other institutions' best practices into the AdMoP. This will involve staying informed about evolving trends in administrative management and aligning the AdMoP with recognized standards. ▪ **Annual Improvement Plans** Based on performance reviews and stakeholder feedback, the administrative cluster shall develop annual improvement plans for the AdMoP. These plans will outline specific initiatives, timelines, and responsibilities for enhancing administrative processes. ▪ **Innovation Initiatives** The College shall foster a culture of innovation within its administrative cluster. Employees shall be encouraged to propose innovative solutions to streamline processes and improve efficiency, contributing to the ongoing enhancement of the AdMoP. ▪ **Continuous Monitoring and Reporting** The administrative cluster shall establish a continuous monitoring system to track progress in AdMoP-related improvements. Regular reports shall be generated and shared with relevant stakeholders to maintain transparency and accountability.
Revision Clause	The Administrative Manual of Operations is a dynamic document designed to reflect the evolving needs and priorities of Davao del Norte State College. To ensure its relevance and effectiveness, the manual shall undergo periodic reviews and updates. The following revision clauses outline the process for modification, updating, revision, approval, and dissemination: ▪ **Regular Review and Revision** The Administrative Manual of Operations shall be subjected to regular review and revision at least once every three (3) years to assess its comprehensiveness and relevance to the College's administrative landscape. The regular review and revision of the processes managed by offices, divisions, and units contained in the AdMoP shall be conducted annually or as the need arises based on the current dynamics or contextual requirement of the office, division, unit or institution in general. ▪ **Review and Revision Initiators** The review and revisions of the AdMoP shall be initiated by relevant policy owners (OVPAF and its Directors) in the administrative cluster or ad hoc committees duly constituted by the College President. Subsequently, the review and revisions of the processes in the AdMoP shall be initiated by their respective process owners. ▪ **Consultation and Collaboration** Proposed AdMoP revisions shall undergo and guarantee a consultative process involving administrators, faculty, staff, students, relevant committees, and concerned stakeholders. This collaborative approach ensures diverse perspectives and input. ▪ **Approval Process** All proposed revisions of the AdMoP shall be submitted to the Administrative Council for thorough evaluation and endorsement. Once endorsed by the council, revisions shall be presented to the Governing Board of the Davao del Norte State College for approval. On the other hand, approval of proposed revisions for the AdMoP's processes shall require the review and approval of the College Administrative Council only.

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	▪ **Version Control** A version control system shall be maintained to track changes made to the Administrative Manual of Operations. Each revised version will be appropriately labeled, and a log of modifications will be accessible to stakeholders for transparency. ▪ **Feedback Mechanism** An annual feedback mechanism shall be established to encourage stakeholders to provide input on the AdMoP. Feedback will be collected and considered during the revision process. ▪ **Accessibility** The latest version of the AdMoP shall be readily accessible to all DNSC employees and stakeholders through digital and physical platforms.
Repealing Clause	All previous administrative manuals, guidelines, circulars, or any other documents inconsistent with the provisions of this Administrative Manual of Operations (AdMoP) are hereby repealed and rendered null and void. This repealing clause takes effect concurrently with the enforcement of the AdMoP. Any conflicts or contradictions between prior documents and the provisions of this AdMoP shall be resolved in favor of the latter. All administrators, staff, and stakeholders of Davao del Norte State College are required to adhere to the policies and procedures outlined in this AdMoP, and any non-compliance with the provisions herein may result in appropriate administrative actions.
Effectivity Clause	This Administrative Manual of Operations shall take effect 15 calendar days after the issuance of the implementation order by the College President based on the approval of Governing Board through a BOT Resolution No. 117, Series of 2023. All administrative processes, procedures, and policies outlined herein shall be applicable and enforceable starting from the aforementioned date. Any prior versions of administrative manuals or guidelines are hereby superseded by the provisions contained in this AdMoP. All administrators, staff, and stakeholders of Davao del Norte State College are expected to comply with the guidelines set forth in the AdMoP. Failure to adhere to the policies and procedures outlined within may result in appropriate administrative actions in accordance with DNSC's established disciplinary measures. This AdMoP shall undergo periodic reviews and updates to ensure its continued relevance and effectiveness in guiding administrative practices. Amendments to the AdMoP may be made by the relevant authority after thorough evaluation and approval procedures.
Administrative Manual of Operations Committee	This Administrative Manual of Operations is conceived and produced by the Committee on the Development of the Administrative Manual of Operations duly constituted by Office Special Order No.127, s. 2023. Certified by: **LEO D. RAYON, JR.** Chairperson/Director for Administration Services Division Endorsed by: **REIR ERLINDA E. CUTAD** Vice-President for Administration and Finance Approved by: **JOY M. SORROSA** College President/DNSC BOT Vice-Chairperson

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APPENDICES

Appendix A

OFFICE SPECIAL ORDER NO. 127, S. 2023, OTHERWISE KNOWN AS THE COMPOSITION OF COMMITTEE FOR THE DEVELOPMENT OF ADMINISTRATIVE MANUAL

DAVAO DEL NORTE STATE COLLEGE
Office of the College President

OFFICE SPECIAL ORDER NO. 127
Series of 2023

To : ALL CONCERNED COLLEGE PERSONNEL

Date : April 17, 2023

Subject : COMPOSITION OF COMMITTEE FOR THE DEVELOPMENT OF ADMINISTRATIVE MANUAL

In the exigency and interest of government service and as recommended by the Director for Administrative Services Division, the abovementioned Committee is hereby constituted with the following composition, viz:

Chairperson: **DR. LEO D. RAYON, JR.,** *Director for Administrative Services Division* _____
Members: **PROF. MELISSA G. DALUMAY,** *Director for Executive Affairs* _____
DR. CHARLO BIANCI M. GURAY, *Director for Planning and Resource Mgt.* _____
DR. MARK VAN M. BULADACO, *Dean, Institute of Computing* _____
MR. RHAYMART JOE O. GELLA, *Budget Officer* _____
MS. FELICIDAD L. FORRO, *College Registrar/President, GASSO* _____

With this composition, the committee is expected to perform the following duties and responsibilities, to wit:

a. Draft a comprehensive Administrative Manual for Davao del Norte State College which shall cover all functions and operations of the College regarding administrative policies, rules, regulations, and protocol;
b. Refer to existing policies, guidelines, and procedures adopted by the College, Civil Service Commission (CSC), or from other line agencies;
c. Present proposed output to stakeholders for consultation;
d. Conduct other activities and attach necessary documents that are required by the Governing Board such as the conduct of a benchmarking activity with benchmark data, SETI-SDG and GAD evaluation, legal review and College editor's review, among others;
e. Present output to the Administrative Council for endorsement to the Board of Trustees for subsequent approval;
f. Perform other related tasks and duties that may be delegated by the undersigned or higher authority.

This Office Special Order shall take effect immediately and shall cease to be in force once the undertaking is accomplished.

JOY M. SORROSA, PhD
SUC President III

Cc: _____ *VPAF*
_____ *DFSD*
All Concerned Personnel
Records Office

RECEIVED
APR 18 2023
BY: _____

Address: Davao del Norte State College
Tadeco Road, New Visayas
Panabo City, Davao del Norte, 8105

Website: www.dnsc.edu.ph
Email: president@dnsc.edu.ph
Facebook Page: www.facebook.com/davnorstatecollege

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Appendix B

OFFICE MEMORANDUM ON THE CONDUCT OF STAKEHOLDERS' CONSULTATION FOR THE AdMoP

DAVAO DEL NORTE STATE COLLEGE
Office of the College President

OFFICE MEMORANDUM NO. 91
Series of 2023

RECEIVED
Office of the President
NOV 22, 2023

To : **ALL COLLEGE FACULTY AND STAFF (PLANTILLA, COS AND JOB-ORDER STATUS)**

SELECTED STUDENT REPRESENTATIVES

Date : NOV 22, 2023

Subject : **PARTICIPATION IN THE CONDUCT OF STAKEHOLDERS' CONSULTATION FOR THE PROPOSED COLLEGE ADMINISTRATIVE MANUAL OF OPERATIONS**

To collaboratively gather input, insights, and expertise from the various offices and delivery units of the College as a guide in the creation of a comprehensive manual, and as requested by the Director for Administrative Services Division, you are enjoined to attend and participate in the conduct of a **Stakeholders' Consultation for the proposed College Administrative Manual of Operations on 24 November 2023, Friday, 2:00 – 4:00 PM via MS Teams**.

Hereunder is the meeting credential:

Meeting Link: https://tinyurl.com/bdhb6msm

For your information and attendance.

JOY M. SORROSA, PhD
SUC President III

CC:

_____ VPAA	_____ VPREP	_____ VPAF
_____ IAAS	_____ DRDD	_____ DAS
_____ IC	_____ DED	_____ DFSD
_____ ILEGG	_____ DPD	_____ HRMO
_____ ITEd	_____ DEA	_____ COA
_____ IAdS	_____ DQA	_____ CAO
_____ OSDS	_____ DPRM	_____ PIO
_____ SSC		_____ Record's Office

Designation	Initials	Date
BSV	JBB	11.22.2023
BS1	KLA	11.22.2023

Address: Davao del Norte State College
Tadeco Road, New Visayas
Panabo City, Davao del Norte, 8105

Website: www.dnsc.edu.ph
Email: president@dnsc.edu.ph
Facebook Page: www.facebook.com/davnorstatecollege

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Appendix C

MATRIX OF BENCHMARKING OF AdMoPs FROM OTHER SUCS

DAVAO DEL NORTE STATE COLLEGE

Committee on the Development of Administrative Manual of Operations

MATRIX FOR THE BENCHMARKING OF ADMINISTRATIVE MANUAL OF OPERATIONS FROM OTHER SUCS

Indicators	Davao del Norte State College	SUCs Benchmarked		
		Benguet State University (Luzon)	Cebu Normal University (Visayas)	University of Southeastern Philippines (Mindanao)
Manual Coverage	The AdMoP covers the contextualized policies and processes in administrative cluster only.	The AdMoP covers the code and general policies of the University.	The AdMoP covers the code and general policies of the University.	The AdMoP covers the code and general policies of the University.
Comprehensive Terms of Reference	The AdMoP encompasses comprehensive statements of the terms of reference of all personnel (designated, plantilla, contract of service, and job order) in the administrative cluster.	The AdMoP encompasses general terms of reference for the members of the management team only (University President, VPs, Deans, and Directors).	The AdMoP encompasses general terms of reference for the members of the management team only (University President, VPs, Deans, and Directors).	The AdMoP encompasses general terms of reference for the members of the management team only (University President, VPs, Deans, and Directors).
Office, Division, Unit Organizational Diagram	The AdMoP provides a contextualized organizational diagrams for each office/division/unit in the administrative cluster only.	The AdMoP provides only the organizational structure of the University.	The AdMoP provides only the organizational structure of the University.	The AdMoP provides only the organizational structure of the University.
Contextualized Administrative Policies	The AdMoP provides the framework of governance and administration, purpose, scope, and personnel supervision for each office/division/unit in the administrative cluster.	The AdMoP provides the general guidelines and administrative policies.	The AdMoP provides the general guidelines and administrative policies.	The AdMoP provides the general guidelines and administrative policies.
ISO-Based Processes	The AdMoP covers ISO-templated procedures for each process managed by the office/division/uni.	The AdMoP does not reflect ISO-templated procedures and processes.	The AdMoP does not reflect ISO-templated procedures and processes.	The AdMoP does not reflect ISO-templated procedures and processes.
Stakeholder Involvement	Stakeholders (faculty, staff, students, and relevant stakeholders) are involved in the formulation.	Stakeholders (faculty, staff, students, and relevant stakeholders) are involved in the formulation.	Stakeholders (faculty, staff, students, and relevant stakeholders) are involved in the formulation.	Stakeholders (faculty, staff, students, and relevant stakeholders) are involved in the formulation.
Communication and Dissemination Plan	The AdMoP stipulates a comprehensive communication and dissemination plan of the AdMoP.	There is no statement or provision indicated in the AdMoP.	There is no statement or provision indicated in the AdMoP.	There is no statement or provision indicated in the AdMoP.
Accessibility	The AdMoP will be upload and made available in the DNSC website.	The AdMoP is available in the university's website.	The AdMoP is available in the university's website.	The AdMoP is available in the university's website.

DAVAO DEL NORTE STATE COLLEGE

Committee on the Development of Administrative Manual of Operations

Prepared by:

LEO D. RAYON, JR.
AdMoP Committee Chairperson
Director for Administrative Services Division

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Appendix D

SETI SCORECARD OF THE ADMNISTRAITVE MANUAL OF OPERATIONS

DAVAO DEL NORTE STATE COLLEGE
Research, Extension, and Production Office

Form No.	FM-DNSC-REP-07
Issue Status:	01
Revision No.	00
Effective Date:	24 August 2023
Approved by:	President

SCORECARD FOR SETI PROJECTS IN TERMS OF ITS RESPONSIVENESS TO SDGs

Project Title	ADMINISTRATIVE MANUAL OF OPERATIONS (AdMoP) FOR ADMINISTRATIVE CLUSTER
Location	Davao del Norte State College
Implementor	Committee on the Development of Administrative Manual; Administrative Services Division
Duration of the Project	
Date of Assessment	November 22, 2023

1. OBJECTIVES OF THE PROJECT	2. MAJOR OUTPUTS OF THE PROJECT BASED ON THE OBJECTIVES *(Derived or Prospective)*	3.a SDG	3.b SDG TARGET	3.c SETI-RELATED SDG INDICATORS	4. IMPACT TO THE ATTAINMENT OF THE SDG TARGET		5. REMARKS		6. RATING (3, 2, 1)		7. RESPONSIVENESS SCORE = *[(Likelihood * Relevance) * (1 if Direct Impact, 0.5 if Indirect Impact)]*
					Direct	*Indirect*	*5.a Indicate baseline data if available as reference for rating the Likelihood of accomplishment according to the project timeline*	*5.b Indicate whether the outputs will directly or indirectly contribute to the attainment of SDGs*	*6.a Likelihood*	*6.b Relevance*	
The AdMoP aims to establish a robust governance framework, providing clear policies and procedures that align with the College's vision and mission, ensure strict adherence to national laws and regulations governing higher education to mitigate legal risks and uphold institutional integrity, streamline administrative processes to enhance efficiency, reduce redundancy, and optimize resource utilization, and foster a culture of collaboration by involving faculty, staff, students, and relevant stakeholders in the development, review, and enhancement of administrative policies.	Approved Administrative Manual of Operations for the Administrative Cluster	16	16.10	16.10.2	✓		No baseline data regarding the variables particularly in the provincial level.	The AdMoP is comprehensive document designed to streamline administrative processes, enhance operational efficiency, ensure compliance with legal and regulatory standards, and commit to continuous quality improvement. This will directly contribute to attainment of the SDGs indicated.	3	3	9
										8. AVERAGE RESPONSIVENESS SCORE *= Total Responsiveness Score/Total # of ratings*	9

DAVAO DEL NORTE STATE COLLEGE
Research, Extension, and Production Office

Form No.	FM-DNSC-REP-07
Issue Status:	01
Revision No.	00
Effective Date:	24 August 2023
Approved by:	President

Prepared by:	Verified by:
LEO D. RAYON, JR. Proponent	MARK RONALD S. MANSEGUIAO Director for Research and Development Division

Address: Davao del Norte State College, Tadeco Road, New Visayas, Panabo City, Davao del Norte 8105
Website: www.dnsc.edu.ph
Email: president@dnsc.edu.ph
Facebook: www.facebook.com/davnorstatecollege

VISION
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MISSION
DNSC strives to produce competent human resource, generate, and utilize knowledge and technology, uphold good governance and quality management system for sustainable resources and resilient communities.

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BAGONG PILIPINAS
CERTIFICATE NO. SCP000278Q

Appendix E

GAD SCORING EVALUATION OF THE ADMINISTRATIVE MANUAL OF OPERATIONS

DAVAO DEL NORTE STATE COLLEGE

GENDER AND DEVELOPMENT OFFICE

CERTIFICATE OF EVALUATION

This certifies the

Proposed Administrative Manual of Operations has undergone a GAD Scoring evaluation. It has an 8.0 score in which the proposal is gender sensitive.

Given on the 24th of November 2023.

SADIE D. LAW-AY
DNSC GAD FOCAL

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SOCOTEC ISO 9001
CERTIFICATE NO. SCP000278Q

Appendix F

LEGAL REVIEW OF THE ADMINISTRATIVE MANUAL OF OPERATIONS

DAVAO DEL NORTE STATE COLLEGE
Office of the College Legal Retainer

CERTIFICATE OF LEGAL REVIEW No. 110
(Revised January 2020)
Series of 2023

This is to certify that the following legal document with Endorsement Slip No. 260, series of 2023 has been consulted and subjected to a review by the undersigned:

- [ ] Memorandum of Understanding between DNSC and _____
- [ ] Memorandum of Agreement between DNSC and _____
- [ ] Contract of Service between DNSC and _____
- [x] Others: Administrative Manual of operations

Further, the undersigned recommends the following action to the above cited document:

- [ ] Endorsed with No Correction/s
- [x] Endorsed subject to Minor/Major Correction/s
- [ ] Reprint double space due to major correction/s and submit clean draft
- [ ] Finalize and Print _____ sets and let all parties and their witnesses sign the said document and return to me for notarization

This certificate of legal review is issued for it appears on the attached Contract/Agreement between DNSC and _____ that the provisions of law R.A., 9184, etc. R.A. 7879 or _____ were quoted verbatim by the parties with the presumption that the parties have strictly complied with the said provisions of the law,etc. R.A. 7879

Likewise, this certificate of legal review is issued for whatever legal purpose this may deem necessary.

Issued this 13th day of December, 2023 at 2nd Floor, Cadeliña Building, Quezon Street, Panabo City, Davao del Norte,

Atty. MARY LORRAINE A. MACASA
College Legal Retainer
Roll No. 67306
Tax Identification No. 402-931-650-000

Address: Davao del Norte State College
Tadeco Road, New Visayas
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Appendix G

EDITOR'S CERTIFICATION FOR THE ADMINISTRATIVE MANUAL OF OPERATIONS

DAVAO DEL NORTE STATE COLLEGE

CERTIFICATION

This certifies that the **Administrative Manual of Operations Davao del Norte State College** was edited by the undersigned aligned with the set of structural rules that govern the composition of words, phrases, and sentences in the English language.

Done this 22nd of November 2023 at DNSC, Panabo City.

MARILOU D. DUNSAY, PhD
Interim College Editor

Address: Davao del Norte State College
Tadeco Road, New Visayas
Panabo City, Davao del Norte, 8105

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Appendix H

BOT RESOLUTION NO. 117, SERIES OF 2023 APPROVING THE PROPOSED ADMINISTRATIVE MANUAL OF OPERATION

DAVAO DEL NORTE
STATE COLLEGE
New Visayas, Panabo City, Davao del Norte, 8105

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@davnorstatecollege

Governing Board of Trustees

Excerpts from the Minutes of the Fourth (4th) Quarter (116th) Regular DNSC Board of Trustees Meeting, CY2023 dated 10 January 2024, from 03:31pm to 06:50pm at the Commission on Higher Education Regional Office XI (CHED-RO XI), Loyola Street, Barrio Obrero, Davao City and via Zoom Cloud Meeting Application.

RECEIVED
MAR 1 4 2024
BY:

DNSC BOARD OF TRUSTEES
Resolution No. 117, Series of 2023

A RESOLUTION APPROVING THE PROPOSED ADMINISTRATIVE MANUAL OF OPERATIONS (ADMOP) OF DAVAO DEL NORTE STATE COLLEGE

WHEREAS, the creation of the Administrative Manual of Operations (AdMOp) at Davao del Norte State College (DNSC) is propelled by the need for strategic and responsive administrative frameworks in light of the transformative phase the institution is undergoing;

WHEREAS, under the leadership of Dr. Joy M. Sorrosa, DNSC has witnessed substantial growth in various facets, necessitating an administrative paradigm that aligns with the evolving landscape of higher education in the Philippines;

WHEREAS, the surge in enrollment brought about by Republic Act No. 10931 underscores the urgency to streamline administrative processes to effectively manage resources and infrastructure;

WHEREAS, the AdMOp is conceptualized as a dynamic tool to articulate, standardize, and adapt administrative procedures, ensuring their relevance in the face of technological advancements and the changing educational milieu;

WHEREAS, it seeks to address the complexities of the organizational climate and usher in innovative strategies that enhance institutional productivity and academic service delivery;

WHEREAS, the proposed AdMOp is characterized by its relevance, responsiveness, and robustness; it is designed through a consultative and participatory approach, involving key stakeholders such as faculty, staff, students, and other relevant stakeholders;

WHEREAS, by embracing transformative governance, the manual aims to make DNSC a proactive 'academic community player' and a driving force for regional development, fostering engagement, fiscal efficiency, and the delivery of quality public service;

WHEREAS, in embracing the perils and potentials of the educational landscape, the AdMOp, aligned with the second term of Dr. Sorrosa's strategic directions, positions DNSC to proactively meet the criteria for universityhood;

WHEREAS, by facilitating a more engaged decision-making process and providing a comprehensive guide to administrative functions, the AdMOp serves as a catalyst for DNSC's journey toward academic excellence and heightened community impact;

WHEREAS, the proposed Administrative Manual of Operations (AdMOp) for Davao del Norte State College is a comprehensive document designed to streamline administrative processes, enhance operational efficiency, ensure compliance with legal and regulatory standards, and commit to continuous quality improvement;

WHEREAS, the report on Benchmarking Activity is attached with different relevant information and indicators from various State Universities across the country;

WHEREAS, the manual was subjected to a GAD Scoring Evaluation and is rated as gender sensitive based on the evaluation conducted by the GAD Focal Point System with a GAD Score of 8.0

MAR 19 2024

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Governing Board of Trustees

WHEREAS, the proposal was also evaluated using the SETI-SDGs Scorecard to determine the responsiveness of the partnerships to Sustainable Development Goals and was evaluated with a SETI-SDG Score of 9;

WHEREAS, it was also reviewed and certified by the College Editor and the College Legal Retainer;

WHEREAS, during the Fourth (4th) Quarter Regular Board Executive Committee (BEC) Meeting, held last 08 December 2023, the BEC endorsed this item for the Board's Approval by virtue of BEC Endorsement Resolution No. 109, series of 2023, subject to the compliance of three (3) action points which were all acted upon by the College.

NOW, THEREFORE:

BE IT RESOLVED, AS IT IS HEREBY RESOLVED, upon the motion of Hon. Maria Lourdes Lim and duly seconded by Hon. Kenneth D. Barroga, the Davao del Norte State College Board of Trustees hereby APPROVED THE PROPOSED ADMINISTRATIVE MANUAL OF OPERATIONS (ADMOP) OF DAVAO DEL NORTE STATE COLLEGE.

RESOLVED FINALLY, that a copy of this resolution be furnished to the concerned personnel, offices, units, and agencies for implementation, guidance, reference, and/or information.

APPROVED AND ADOPTED during the Fourth (4th) Quarter (116th) Regular DNSC Board of Trustees Meeting, CY2023 dated 10 January 2024, from 03:31pm to 06:50pm at the Commission on Higher Education Regional Office XI (CHED-RO XI), Loyola Street, Barrio Obrero, Davao City and via Zoom Cloud Meeting Application.

==========

I HEREBY CERTIFY the correctness of the above-quoted resolution.

JEREMY B. BARNIDO
Board Secretary V

Attested:

ALDRIN A. DARILAG
Chair, DNSC Board of Trustees
Commissioner, Commission on Higher Education

JOY M. SORROSA
Vice-Chair, DNSC Board of Trustees
College President, DNSC

FRANCIS JOSEPH "CHIZ" G. ESCUDERO
Chair, Senate Committee on Higher, Technical and Vocational Education
Member, DNSC Board of Trustees

Represented by:

(with leave of absence)
RICHARD ARNIBAL GUINDOLMAN

MARK O. GO
Chair, HOR Committee on Higher and Technical Education
Member, DNSC Board of Trustees

Represented by:

(with leave of absence)
ALAN R. DUJALI
District Representative, Davao del Norte – 2nd District

MARIA LOURDES D. LIM
Member, DNSC Board of Trustees
Regional Director, NEDA XI

ANTHONY C. SALES
Member, DNSC Board of Trustees
Regional Director, DOST XI

Represented by:

KENNETH D. BARROGA
Assistant Regional Director-Technical Services Division

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STATE COLLEGE
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(on-going search process)
Member, DNSC Board of Trustees
Private Sector Representative

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Member, DNSC Board of Trustees
Private Sector Representative

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Member, DNSC Board of Trustees
Faculty Representative

ELAINE MAE A. VENTURA
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ALLEN B. MONQUE
Member, DNSC Board of Trustees
Student Representative

CERTIFIED TRUE COPY
MAR 18 2024

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Administrative Manual of Operations
Volume No. 1, 2024 Issue