1. **PURPOSES:**

To ensure that bonafide students of the University have their valid and authentic identification cards;

1. **SCOPE:**

This procedure starts from the submission of students with all the necessary requirements, to the OSS personnel evaluating the submitted documents and processing of the student ID, and finally, releasing of the ID card to the students.

1. **DEFINITION OF TERMS**
   1. **Bonafide Students** – currently enrolled students (and has paid the assessed tuition).
2. **RECORDS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **TITLE/ CODE** | **LOCATION** | **RETENTION CRITERIA** | **RETENTION PERIOD** | **DISPOSAL METHOD** |
| 1. Application Form for Replacement of Lost/Stolen Identification Card (ID) | OSS | Manual of Operations | 3 years | Shredded |
| 1. Application Form for New/Replacement of Identification Card (ID) | OSS | Manual of Operations | 3 years | Shredded |
| 1. Logbook | OSS | Manual of Operations |  |  |

1. **REFERENCES:**
   1. Office of Student Services Citizen Charter

| **ACTIVITY FLOW** | **RESPONSIBLE** | **DETAILS** |
| --- | --- | --- |
| START  RECEIVED DULY ACCOMPLISHED REQUEST FORM WITH COMPLETE SUPPORTING DOCUMENTS | Student/s  OSS Personnel | The process will start with the student/s submitting the accomplished request form that can be downloaded in the PUP website.  Students shall also submit other necessary requirements such as proof of payment and proof of enrollment (Certificate of Registration/Enrollment) |
| COMPLIANT TO THE NECESSARY REQUIREMENTS?  **NO**    **YES**  PROCESSING OF STUDENTS’ PERSONAL INFORMATION FOR ISSUANCE OF ID | OSS Personnel | Once all the submitted documents are verified as true and complete, the OSS personnel will then proceed to input the data of student and will take his/her photo and e-signature. Immediately after the data has been verified to the student, the ID will be printed  Students who submitted incomplete and incorrect will be asked to resubmit the needed document/s. |
| RELEASE ID CARD TO THE RIGHTFUL CLAIMANT WITH ACKNOWLEDGEMENT  **B** | OSS Personnel  Student/s | Once the printed ID card is available, it will be handed to the student and will be asked to log entry on the database. |
| **B**  **IMPLEMENT CORRECTIVE ACTION**  **MONITOR PERFORMANCE** | OSS Personnel | Determine status of performance and any areas for improvement |
| **YES**  **NO**  **TARGET ACHIEVED?** | OSS Personnel | Implement corrective action procedure  Follow the document change process, if any |
| **REPORT TO SECTOR HEAD**  **END** | OSS Personnel | Performance Review |