



**MINDANAO STATE UNIVERSITY
TAWI-TAWI COLLEGE OF TECHNOLOGY AND OCEANOGRAPHY**

**CITIZEN'S CHARTER
2022 (1st Edition)**



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The University Seal



The Mindanao State University – Tawi-Tawi College of Technology and Oceanography (MSU-TCTO) seal is a visual symbol to represent its vision and goals. It is a delicate balance between tradition and modernity; between growth and equity. It is forward looking, revitalized and dynamic in the pursuit of its four main goals: instruction, research, extension services, and production.

The circle is partially opened in the seal to represent the “openness” and linkages with the surrounding environment and the community. Abstract shapes cutting through the circle are inspired by the simple but graceful structure of the Badjao ‘Lepa’ symbolizing stability and persistence. The abstract shapes also represent the marine organisms (e.g. fish, whales) which are the primary concern of MSU-TCTO.

The opening below the abstract shapes is a circle defined by a vine-like ‘ukkil’ element representing the “Heart and Soul” which is constant in the pursuit of development goals. Inside the circle are designed elements derived from the MSU seal, composed of a three-rayed circle and ‘ukkil’ plant-like motifs, representing life, culture and tradition and affinity with the Mindanao State University System.



The MSU-TCTO

I. Mandate

The Mindanao State University – Tawi-Tawi College of Technology and Oceanography (MSU-TCTO) is mandated to the rational utilization of the marine resources and the optimum human resource development of the area. It is committed to the national advocacy on food security, poverty alleviation and the peace initiatives especially in the southern Philippines. It maintains its role as a catalyst for community-centered sustainable development and as an Interactive University Campus in which the community is the university and the university is the community.

II. Mission

- provide relevant quality education especially to Muslims and other indigenous groups
- promote environmental conservation and sustainable utilization of fisheries and marine resources
- develop and transfer new knowledge and innovative technology to the community
- engage stakeholders in peace and socio-economic development endeavors

III. Vision

A university in the Sulu Archipelago renowned for Fisheries, Marine and Environmental Science, and other disciplines



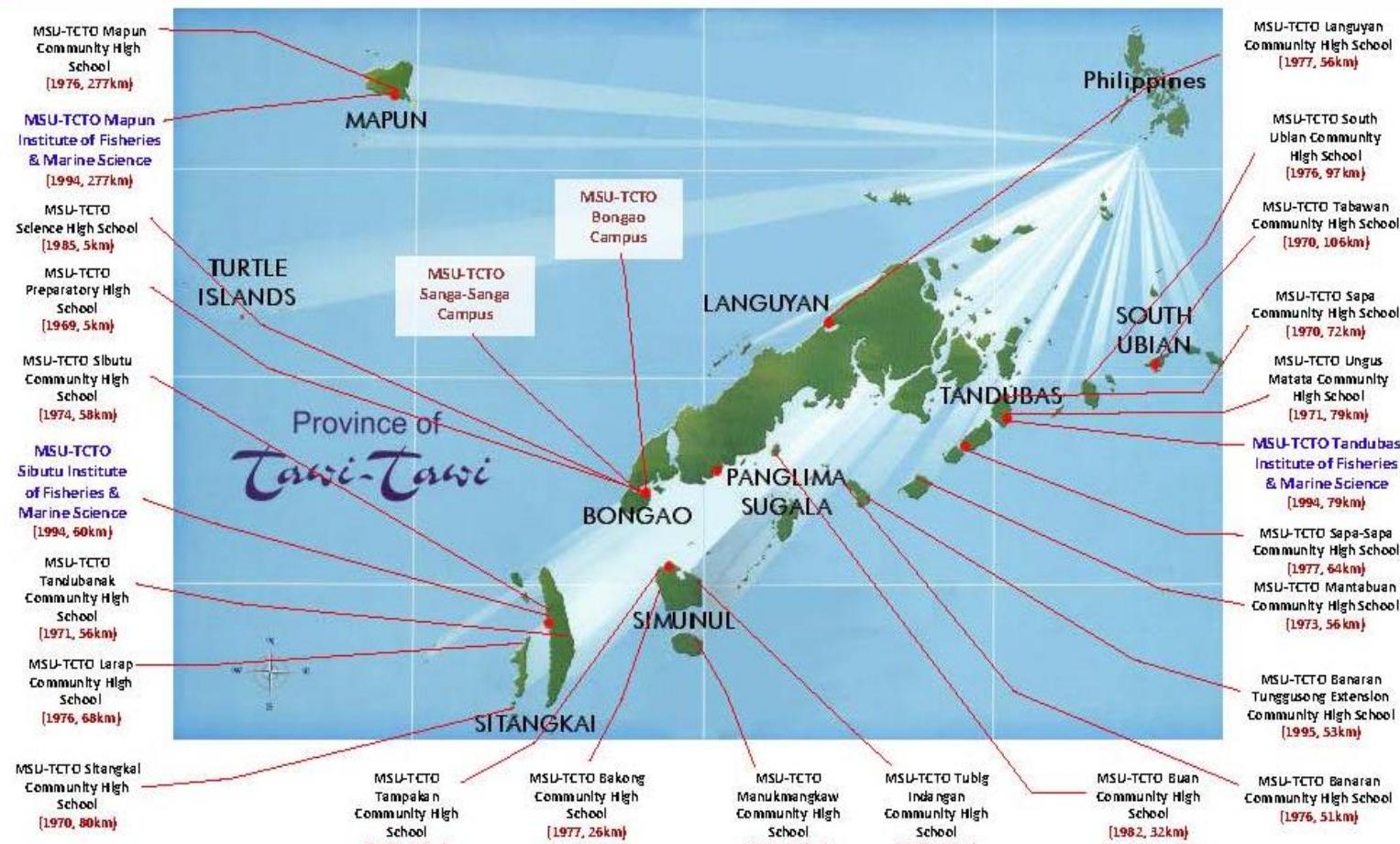
IV. PANUNUMPA NG KAWANI NG GOBYERNO

Ako'y kawani ng gobyerno.
Tungkulin ko ang maglingkod ng tapat
at mahusay. Dahil dito, ako'y papasok
nang maaga at magtatrabaho nang
lampas sa takdang oras kung kinakailangan;
Magsisilbi ako ng magalang at mabilis
sa lahat ng nangangailangan;
Pangangalagaan ko ang mga gamit,
kasangkapan at iba pang pag-aari ng
pamahalaan;
Magiging pantay at makatarungan
ang pakikitungo ko sa mga lumalapit
sa aming tanggapan. Magsasalita ako
laban sa katiwalian at pagsasamantala;

Hindi ko gagamitin ang aking panunungkulan
sa sarili kong kapakanan. Hindi ako hihingi
o tatanggap ng suhol. Sisikapin kong
madagdagan and aking talino at kakayahang
upang ang antas ng paglilingkod sa bayan
ay patuloy na maitaas sapagkat ako'y
kawani ng gobyerno at tungkulin ko ang
maglingkod nang tapat at mahusay
sa bayan ko at sa panahong ito; ako at ang
aking kapwa kawani ay kailangan tungo sa
isang maunlad, masagana at mapayapang Pilipinas,
**Sa harap ninyong lahat, ako'y taos-pusong
nanunumpa.**



Map of MSU-TCTO Main and Satellite Campuses



Legend: (year established, distance to main campus)



OFFICE OF THE CHANCELLOR

EXTERNAL SERVICES



1. ATTEND TO GUESTS/VISITORS WHO REQUEST FOR COURTESY VISIT AND/OR MEETING (in person)

The office entertains guests/visitors from the outside of the MSU-TCTO with prior coordination (at least 2 days prior).

Office or Division:	OFFICE OF THE CHANCELLOR			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
APPOINTMENT SLIP		Receiving Area Window, Office of the Chancellor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit appointment for approval of the Chancellor	1.1 Receive appointment slip 1.2 Forward to the Office of the Chancellor for approval/disapproval	NONE	5minutes 5 minutes	<i>Table 1 at the Receiving Section at the Office of the Chancellor</i> <i>Table 3 at the Office of the Chancellor</i>
2. Secure approved appointment slip	2.1 Approve appointment slip 2.2 Forward appointment slip to Table 3 for release	NONE	1 day 3 minutes	<i>Chancellor or her authorized representative/s</i> <i>Table 3 at the Office of the Chancellor</i>
END OF TRANSACTION				
	TOTAL	NONE	1 day 13 minutes	



2. ATTEND TO GUESTS/VISITORS WHO REQUEST FOR COURTESY VISIT AND/OR MEETING (Online)

The office entertains guests/visitors from the outside of the MSU-TCTO with prior coordination (at least 2 days prior).

Office or Division:	OFFICE OF THE CHANCELLOR			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
APPOINTMENT SLIP	Receiving Area Window, Office of the Chancellor			
REQUEST LETTER	Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter to the official email address of the Campus Secretary, secretary.tcto@msu.edu.ph	1.1 Download request letter 1.2 Forward to the Office of the Chancellor for approval/disapproval 1.3 Approve	NONE	10 minutes 3 minutes 1 day	<i>Campus Secretary</i> <i>Campus Secretary</i> <i>Chancellor</i>
2. Receive approved letter of request with appointment slip to be filled out	2. Send appointment slip with approved letter of request	NONE	10 minutes	<i>Campus Secretary</i>
3. Send filled out appointment slip to secretary.tcto@msu.edu.ph	3.1 Receive filled out appointment slip 3.2 Forward to the Office of the Chancellor the filled	NONE	3 minutes 3 minutes	<i>Campus Secretary</i> <i>Campus Secretary</i>



	out appointment slip with attached approved letter of request 3.3 Approve appointment slip 3.4 Forward approved appointment slip to Table 3		1 day 3 minutes	<i>Chancellor</i> <i>Chancellor</i>
4. Receive approved appointment slip thru email	4. Send approved appointment slip to client's email address	NONE	10 minutes	<i>Campus Secretary</i>
END OF TRANSACTION				
	TOTAL	NONE	2 days and 42 minutes	



3. APPROVAL OF THE OFF-CAMPUS CLEARANCE FORM OF THE STUDENTS

This service can only be availed by students who will be participating in the extracurricular activities outside the MSU-TCTO.

Office or Division:	OFFICE OF THE CHANCELLOR			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may avail:	MSU-TCTO STUDENTS			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Invitation letter from the host agency	Client			
Indorsement letter from the OSA	Office of Student Affairs			
Off-campus Clearance Forms (medical clearance, parents' consent, professors' consent and Insurance Membership)	Office of the Chancellor			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit invitation letter together with the requirements	1.1 Log-in the office logbook 1.2 Receive with corresponding date and time of receipt and to be signed by the receiving officer 1.3 Initial review of the completeness of the requirements	NONE	3 minutes 3 minutes 3 minutes	<i>Table 1 at the Receiving/Releasing Section, OC</i> <i>Table 1 at the Receiving/Releasing Section, OC</i> <i>Table 1 at the Receiving/Releasing Section, OC</i>



	1.4 Evaluate the documents and recommend for approval/disapproval of the Chancellor 1.5 Approve off-campus clearance forms		5 minutes 2 days	<i>Head Executive Assistant</i> <i>Chancellor or her authorized representative</i>
2. Secure copy	2. Release the documents and Log-in on the office logbook with date and time of release	NONE	3 minutes	<i>Table 1 at the Receiving/Releasing Section, OC</i>
END OF TRANSACTION				
	TOTAL	NONE	2 days and 17 minutes	



Office of the Chancellor Internal Services



1. ISSUANCE OF LETTER OF ACCEPTANCE FOR THE RETIRING EMPLOYEES AND INDORSEMENT LETTER TO GSIS

This service can only be availed by the employees who are retiring (Mandatory) and those who intend to retire (Optional) from service within 3 months prior to the date of effectivity of the retirement.

Office or Division:	OFFICE OF THE CHANCELLOR			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may avail:	MSU-TCTO Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of intent		Client		
2. Indorsement letter from the immediate supervisor		Immediate Supervisor of the retiree		
3. Indorsement letter from the HRDO		HRDO		
4. Request Form		Receiving Section, Office of the Chancellor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent together with the required documents	1.1 Verify the completeness of the documents	NONE	3 minutes	<i>Table 1 at the Receiving/Releasing Section, OC</i>
	1.2 Receive with corresponding date and time of receipt and to be signed by the receiving officer	NONE	3 minutes	<i>Table 1 at the Receiving/Releasing Section, OC</i>
2. Register on the logbook	2. Ensure registration	NONE	3 minutes	<i>Table 1 at the Receiving/Releasing Section, OC</i>

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3. Accomplish request form	3.1 Forward the received documents to Table 1 at the Office of the Chancellor	NONE	3 minutes	<i>Table 1 at the Receiving/Releasing Section, OC</i>
	3.2 Final Review and recommend for approval of the Chancellor		5 minutes	<i>Head Executive Assistant</i>
	3.3 Approve		2 days	<i>Chancellor</i>
4. Secure personal copy	4.1 Release requested documents at the Releasing Section	NONE	3 minutes	<i>Table 1 at the Receiving/Releasing Section, OC</i>
	4.2 Sign on the logbook and indicate date and time of release/issuance		3 minutes	<i>Table 1 at the Receiving/Releasing Section, OC</i>
	4.3 Copy furnish the HRDO and the Remitting Office		10 minutes	<i>Table 2 at the Receiving/Releasing Section, OC</i>
END OF TRANSACTION				
	TOTAL	NONE	2 days and 33 minutes	



Office of the Campus Secretary

Internal Services



1. Request for a Copy of Special Order

Special Orders for designations, grants and authorities for the conduct of activities, travels, cash incentives, composition of committees, permit to enroll, and other orders issued by the office of the Chancellor are filed and recorded at the Office of the Campus Secretary. This shall be released and distributed to the concerned employee/s, pursuant to Freedom of Information Law.

Office or Division:	Office of the Campus Secretary			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All MSU-TCTO Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Members/concerned employee/s:				
Request Slip		Office of the Campus Secretary		
For representative/s:				
Request Slip		Office of the Campus Secretary		
Request Letter		Client		
Authorization Letter (request through representative/s)		Client		
Identification Card		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish request slip	1. Provide request slip to the client	None	3 minutes	<i>Table 3</i>
2. Submit request slip (with letter request, authorization letter)	2. Receive the request slip	None	3 minutes	<i>Table 3</i>



and photocopy of Identification Card, if through representative) and login on the office logbook				
3. Wait while looking for the requested SO	3.1 Look and prepare the requested SO (subject to availability) 3.2 1970 to present Special Orders	None	2 working days	<i>Table 3</i>
END OF TRANSACTION				
	TOTAL		2 working days and 6 minutes	



2. Request for a Copy of BOR Resolution

BOR Resolutions for designations, promotions, confirmations of MOA and MOU, appointments of administrative personnel, construction, repair, and rehabilitation of infrastructures, purchase of vehicles, researches and other Resolutions relevant to the operation and transaction of the university are filed and recorded at the Office of the Campus Secretary. These shall be released and distributed to the concerned employee/s, pursuant to Freedom of Information Law.

Office or Division:	Office of the Campus Secretary			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All MSU-TCTO Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		Office of the Campus Secretary		
Notarized FOI Request Form		Client		
Request Letter		Client		
Photocopy of Identification Card		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish request slip and FOI request form	1. Provide request slip to the client	None	3 minutes	<i>Table 1</i>
2. Submit request slip (with letter of request, photocopy of ID and notarized FOI request form) and	2. Receive the request slip	None	3 minutes	<i>Table 1</i>



login on the office logbook				
3. Wait while looking for the requested BOR Resolution	3.1 Look and prepare the requested BOR Resolution (subject to availability) 3.2 1970 to present	None	2 working days	<i>Table 1</i>
END OF TRANSACTION				
	TOTAL		2 working days and 6 minutes	



3. Request for a Copy of the Minutes of the Academic Planning Committee (APC), Financial Planning Committee (FPC), Campus Advisory Committee (CAC) and other Minutes of Special Meetings which the Office of the Campus Secretary is the secretariat

The Office of the Campus Secretary is the Secretariat of the APC, FPC, and CAC. They transcribe and prepare the minutes of the meetings to be provided to the members of the respective committee prior to next schedule meeting, pursuant to Freedom of Information Law.

Office or Division:	Office of the Campus Secretary			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Committee Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		Office of the Campus Secretary		
Notarized FOI Request Form		Committee Member		
Request Letter		Committee Member		
Photocopy of Identification Card		Committee Member		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish request slip	1. Provide request slip	NONE	3 minutes	<i>Table 2</i>
2. Submit the request slip with other requirements and login on the office logbook	2. Receive request slip and check the completeness of the requirements		3 minutes	<i>Table 2</i>



3. Wait for the response from the Campus Secretary Office	2. The Campus Secretary shall evaluate the request and refer it to the respective chair of the committee or to the Office of the Chancellor, if needed. The client shall be notified if the request is approved or disapproved.	NONE	1 working day	<i>Table 2</i>
4. Receive the document and login on the office logbook	3. Release the requested documents	NONE	3 minutes	<i>Table 2</i>
END OF TRANSACTION				
	TOTAL		1 working day and 9 minutes	



BUDGET MANAGEMENT OFFICE

External Services



1. Processing of Payment for Local Travel for Student

Cash Advances for Travel of the enrolled students for off-campus activities.

Office or Division:	Budget Management Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Indorsement letter from OSA		OSA		
2. Approved Travel Forms (Travel Authority and Review, Travel Order, Itinerary of Travel)		Office of the Chancellor		
3. Letter of Invitation		Host Agency or Organization or Travel Order from the Office of the Chancellor		
4. Off-Campus Clearance (Medical Clearance, Parents' consent, Professors' consent and Red Cross Insurance Membership)		Office of the Chancellor		
5. Letter of notification indicating Faculty-in-charge role and responsibilities before, during, and after the educational tours and field trips		Dean/Principal		
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Complete Supporting Documents	1.1 Check the completeness of Supporting documents	NONE	5 minutes	<i>Table 1 at the Budget Management Office</i>
	1.2 Receive and Record the date, payee, amount, and	NONE	5 minutes	<i>Table 1 at the Budget Management Office</i>



	client's/sender's contact number in logbook			
1.3 Identify the source of fund	NONE	5 minutes	<i>Table 2 at the Budget Management Office</i>	
1.4 Determine the clusters	NONE	3 minutes	<i>Table 2 at the Budget Management Office</i>	
1.5 Review the availability of funds	NONE	3 minutes	<i>Table 5 at the Budget Management Office</i>	
1.6 Process and Print Obligation Request Status (ORS)	NONE	15 minutes	<i>Table 2 at the Budget Management Office</i>	
1.7 Record the ORS such as payee, particular, and amount in logbook	NONE	5 minutes	<i>Table 1 at the Budget Management Office</i>	
1.8 Transmit the ORS to Cluster Head for approval	NONE	10 minutes	<i>Table 1 at the Budget Management Office</i>	
1.9 Sign ORS	NONE	4 working hours	<i>Cluster Head</i>	
1.10 Transmit Signed ORS from Cluster Head's Office to Budget Management Office	NONE	5 minutes	<i>Table 1 at the Cluster Head's Office</i>	
1.11 Receive ORS duly signed by the Cluster Head & input date receive in logbook	NONE	3 minutes	<i>Table 1 at the Budget Management Office</i>	
1.12 Review the ORS and Supporting Documents	NONE	5 minutes	<i>Budget Director</i>	
1.13 Sign the ORS for availability of Fund	NONE	3 minutes	<i>Budget Director</i>	
1.14 Register the ORS	NONE	5 minutes	<i>Table 1 at the Budget Management Office</i>	



	1.15 Transmit ORS to Accounting Office for processing Disbursement Voucher	NONE	3 minutes	<i>Table 1 at the Budget Management Office</i>
END OF TRANSACTION FOR PROCESSING OF OBLIGATION REQUEST STATUS (ORS)				
	SUB-TOTAL	NONE	5 working hours and 15 minutes	
	1.16 Receive, review and check the completeness of supporting documents.	NONE	1 working hour	<i>Table 1 at the Accounting Office</i>
	1.17 Record the ORS and input date in logbook	NONE	3 minutes	<i>Table 1 at the Accounting Office</i>
	1.18 Assign DV number and Process and Print Disbursement Voucher	NONE	3 minutes	<i>Table 1 at the Accounting Office</i>
	1.19 Review and sign Disbursement Voucher	NONE	30 minutes	<i>Chief Accountant</i>
	1.20 Transmit DV to VCAF for processing of disbursement.	NONE	5 minutes	<i>Table 1 at the Accounting Office</i>
	1.21 Receive and Record Disbursement Voucher (DV) with supporting documents	NONE	3 minutes	<i>Table 2 at the OVCAF</i>
	1.22 Review and Sign DV	NONE	30 minutes	<i>Vice Chancellor for Admin. And Finance</i>
	1.23 Forward DV to Internal Control and Auditing Unit (ICAU)	NONE	3 minutes	<i>Table 1 at the OVCAF</i>



	1.24 Receive and Record DV in Logbook	NONE	5 minutes	<i>Table 1 at the ICAU</i>
	1.25 Check and Examine DV and Supporting Documents	NONE	10 minutes	<i>Table 2 at the ICAU</i>
	1.26 Initial DV under the name of the Chancellor	NONE	5 minutes	<i>Chief ICAU</i>
	1.27 Forward DV and supporting documents to Receiving Area of the Office of the Chancellor (OC)	NONE	3 minutes	<i>Table 1 at the ICAU</i>
	1.28 Receive and Record DV in Logbook	NONE	5 minutes	<i>Table 1 at the Receiving Section of the OC</i>
	1.29 Check and Review the completeness of the DV and supporting documents	NONE	10 minutes	<i>Table 1 at the OC</i>
	1.32 Review, Approve, and Sign DV	NONE	1 working day	<i>Chancellor</i>
	1.33 Record and forward DV and Supporting Documents to receiving section	NONE	5 minutes	<i>Table 1 of the OC</i>
	1.34 Receive and Forward DV and Supporting Documents to Cashiering Office	NONE	5 minutes	<i>Table 2 at the Receiving Section of the OC</i>
END OF TRANSACTION FOR PROCESSING OF DISBURSEMENT VOUCHERS (DVs)				
	SUB-TOTAL	NONE	1 day, 3 hours and 5 minutes	
	1.35 Receive and Record DV	NONE	5 minutes	<i>Table 4 at the Cashiering Office</i>



	1.36 Review and Check DV and Supporting Documents	NONE	15 minutes	<i>Chief Cashier</i>
	1.37 Issue Checks and Advice of Check Issued and Cancelled (ACIC)	NONE	30 minutes	<i>Table 4 at the Cashiering Office</i>
	1.38 Review and Countersign Check and ACIC	NONE	30 minutes	<i>Chief Cashier</i>
	1.39 Forward Checks and ACIC to the Office of the Chancellor for approval	NONE	5 minutes	<i>Table 4 at the Cashiering Office</i>
	1.40 Review, Receive, and Records ACIC, Checks, and Supporting Documents	NONE	15 Minutes	<i>Table 1 at the Receiving Section of the OC</i>
	1.41 Forward ACIC, Checks, and Supporting Documents to the Chancellor's Secretary	NONE	3 minutes	<i>Table No. 2 at the OC</i>
	1.42 Review Checks and ACIC	NONE	10 minutes	<i>Table 2 at the OC</i>
	1.43 Review, Approve, and Sign Checks and ACIC	NONE	1 working day	<i>Chancellor</i>
	1.44 Record and forward Checks, ACIC and Supporting Documents to receiving section	NONE	5 minutes	<i>Table 1 at the OC</i>
	1.45 Receive and Forward Checks, ACIC and Supporting Documents to Cashiering Office	NONE	5 minutes	<i>Table 2 at the Receiving Section of the OC</i>



	1.46 Receive and Record Checks, ACIC, and Supporting Documents	NONE	5 minutes	<i>Table 4 at the Cashiering Office</i>
	1.47. Forward ACIC to Landbank of the Philippines	NONE	1 working hour	<i>Table 4 at the Cashiering Office</i>

END OF TRANSACTION FOR THE PROCESSING OF CHECKS AND ACIC

	SUB-TOTAL		1 day, 3 hours and 8 minutes	
	1.48 Issue Checks (After 24 hours clearing from the Landbank of the Philippines. The Client can claim the check in Cashiering Office)	NONE	5 minutes	Table 4 at the Cashiering Office
	GRAND TOTAL	NONE	2 days, 9 hours and 28 minutes	

Processing of Payment for Local Travel for Student – Multi-Stage Processing



2. Processing of Obligation Request Status for Direct Payment to Suppliers

Direct Payment of supplies and materials to suppliers.

Office or Division:	Budget and Management Office			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Supplier/Business Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Request		End-User		
2. Purchase Order		Procurement Office		
3. Sales Invoice / Delivery Receipt		Supplier		
4. Inspection and Acceptance Report		Supply Office		
5. PhilGEPS Publication		BAC Secretariat		
6. BAC Resolution		BAC Secretariat		
7. Notice of Award		BAC Secretariat		
8. Contract		BAC Secretariat		
9. Notice to Proceed		BAC Secretariat		
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Complete Supporting Documents	1.1 Review and check the completeness of Supporting documents.	NONE	5 minutes	<i>Table 1 at the Budget Management Office</i>
	1.2 Receive and Record the name of payee, purpose of	NONE	3 minutes	<i>Table 1 at the Budget Management Office</i>



	payment, amount, and date received in logbook			
1.3 Evaluate and Identify the source of fund	NONE	5 minutes	<i>Table 3 at the Budget Management Office</i>	
1.4 Determine the clusters	NONE	3 minutes	<i>Table 3 at the Budget Management Office</i>	
1.5 Review the availability of funds by clusters	NONE	3 minutes	<i>Table 5 at the Budget Management Office</i>	
1.6 Process and Print the Obligation Request Status (ORS)	NONE	5 minutes	<i>Table at the Budget Management Office</i>	
1.7 Record the ORS to logbook	NONE	5 minutes	<i>Table 1 at the Budget Management Office</i>	
1.8 Transmit the ORS to Cluster Head for approval	NONE	10 minutes	<i>Table 1 at the Budget Management Office</i>	
1.9 Sign ORS	NONE	4 hours	<i>Cluster Head</i>	
1.10 Transmit Signed ORS from Cluster Head's Office to Budget Management Office	NONE	5 minutes	<i>Table 1 at the Cluster's Head Office</i>	
1.11 Receive and input date in logbook the ORS duly signed by the Cluster Head	NONE	3 minutes	<i>Table 1 at the Budget Management Office</i>	
1.12 Review the ORS and Supporting Documents	NONE	5 minutes	<i>Budget Director</i>	
1.13 Sign the ORS for availability of Fund	NONE	3 minutes	<i>Budget Director</i>	
1.14 Register the ORS	NONE	5 minutes	<i>Table 5 at the Budget Management Office</i>	



	1.15 Transmit ORS to Accounting Office for Disbursement processing	NONE	5 minutes	<i>Table 1 at the Budget Management Office</i>
END OF TRANSACTION FOR PROCESSING OF ORS				
	SUB-TOTAL	NONE	5 hours and 5 minutes	

	1.16 Receive, review and check the completeness of supporting documents.	NONE	1 working hour	<i>Table 1</i>
	1.17 Record the ORS and input date in logbook	NONE	3 minutes	<i>Table 1 at the Budget Management Office</i>
	1.18 Assign DV number and Process and Print Disbursement Voucher	NONE	3 minutes	<i>Table 1 at the Accounting Office</i>
	1.19 Review and sign Disbursement Voucher	NONE	30 minutes	<i>Chief Accountant</i>
	1.20 Transmit DV to VCAF for processing of disbursement.	NONE	5 minutes	<i>Table 1 at the Accounting Office</i>
	1.21 Receive and Record Disbursement Voucher (DV) with supporting documents	NONE	3 minutes	<i>Table 2 at the OVCAF</i>
	1.22 Review and Sign DV	NONE	30 minutes	<i>Vice Chancellor for Admin. And Finance</i>
	1.23 Forward DV to Internal Control and Auditing Unit (ICAU)	NONE	2 minutes	<i>Table 1 at the OVCAF</i>



	1.24 Receive and Record DV in Logbook	NONE	5 minutes	<i>Table 1 at the ICAU</i>
	1.25 Check and Examine DV and Supporting Documents	NONE	10 minutes	<i>Table 2 at the ICAU</i>
	1.26 Initial DV under the name of the Chancellor	NONE	5 minutes	<i>Chief ICAU</i>
	1.27 Forward DV and supporting documents to Receiving Area of the Office of the Chancellor (OC)	NONE	3 minutes	<i>Table 1 at the ICAU</i>
	1.28 Receive and Record DV in Logbook	NONE	5 minutes	<i>Table 1 at the Receiving Section of the OC</i>
	1.29 Check and Review the completeness of the DV and supporting documents	NONE	10 minutes	<i>Table 1 at the OC</i>
	1.32 Review, Approve, and Sign DV	NONE	1 working day	<i>Chancellor</i>
	1.33 Record and forward DV and Supporting Documents to receiving section	NONE	5 minutes	<i>Table 1 of the OC</i>
	1.34 Receive and Forward DV and Supporting Documents to Cashiering Office	NONE	5 minutes	<i>Table 2 at the Receiving Section of the OC</i>
END OF TRANSACTION FOR PROCESSING OF DISBURSEMENT VOUCHERS (DVs)				
	SUB-TOTAL	NONE	1 day, 3 hours and 4 minutes	
	1.35 Receive and Record DV	NONE	5 minutes	<i>Table 4 at the Cashiering Office</i>



	1.36 Review and Check DV and Supporting Documents	NONE	15 minutes	<i>Chief Cashier</i>
	1.37 Issue Checks and Advice of Check Issued and Cancelled (ACIC)	NONE	30 minutes	<i>Table 4 at the Cashiering Office</i>
	1.38 Review and Countersign Check and ACIC	NONE	30 minutes	<i>Chief Cashier</i>
	1.39 Forward Checks and ACIC to the Office of the Chancellor for approval	NONE	5 minutes	<i>Table 4 at the Cashiering Office</i>
	1.40 Review, Receive, and Record ACIC, Checks, and Supporting Documents	NONE	15 Minutes	<i>Table 1 at the Receiving Section of the OC</i>
	1.41 Forward ACIC, Checks, and Supporting Documents to the Chancellor's Secretary	NONE	3 minutes	<i>Table No. 2 at the OC</i>
	1.42 Review Checks and ACIC	NONE	10 minutes	<i>Table 2 at the OC</i>
	1.43 Review, Approve, and Sign Checks and ACIC	NONE	1 working day	<i>Chancellor</i>
	1.44 Record and forward Checks, ACIC and Supporting Documents to receiving section	NONE	5 minutes	<i>Table 1 at the OC</i>
	1.45 Receive and Forward Checks, ACIC and Supporting Documents to Cashiering Office	NONE	5 minutes	<i>Table 2 at the Receiving Section of the OC</i>



	1.46 Receive and Record Checks, ACIC, and Supporting Documents	NONE	5 minutes	<i>Table 4 at the Cashiering Office</i>
	1.47. Forward ACIC to Landbank of the Philippines	NONE	1 working hour	<i>Table 4 at the Cashiering Office</i>
END OF TRANSACTION FOR THE PROCESSING OF CHECKS AND ACIC				
	SUB-TOTAL		1 day, 3 hours and 3 minutes	
	1.48 Issue Checks (After 24 hours clearing from the Landbank of the Philippines. The Client can claim the check in Cashiering Office)	NONE	5 minutes	Table 4 at the Cashiering Office
	GRAND TOTAL	NONE	2 days, 11 hours and 17 minutes	

Processing of Obligation Request Status for Direct Payment to Suppliers – Multi-State Processing



10. Processing of Obligation Request Status for Mobilization of Construction Projects (Capital Outlay-Locally Funded)

Payment of Mobilization request of the Contractor.

Office or Division:	Budget and Management Office			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Payment for mobilization		Contractor		
2. Endorsement Letter		Chief Physical Plant		
3. Contract		BAC Secretariat		
4. Notice of Award		BAC Secretariat		
5. Notice to Proceed		BAC Secretariat		
6. Board Resolution		BAC Secretariat		
7. BAC Resolution		BAC Secretariat		
8. PhilGEPS		BAC Secretariat		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Supporting Documents	1.1 Review the completeness of the documents	NONE	10 minutes	<i>Table 5 at the Budget Management Office</i>
	1.2 Receive and Record the name of payee, purpose of payment, amount, and date received in logbook	NONE	3 minutes	<i>Table 5 at the Budget Management Office</i>



	1.3 Check, Calculate, and photocopy the Supporting Documents.	NONE	45 minutes	<i>Table 5 at the Budget Management Office</i>
	1.4 Evaluate and Identify the source of fund based on the BAC Resolution	NONE	5 minutes	<i>Budget Director/ Budgeting Assistant</i>
	1.5 Determine the clusters	NONE	3 minutes	<i>Budget Director/ Budgeting Assistant</i>
	1.6 Review the availability of funds by clusters	NONE	3 minutes	<i>Budget Director/ Budgeting Assistant</i>
	1.7 Process and Print Obligation Request Status (ORS)	NONE	5 minutes	<i>Table 5 at the Budget Management Office</i>
	1.8 Record the ORS to logbook	NONE	5 minutes	<i>Table 1 at the Budget Management Office</i>
	1.9 Transmit the ORS to Cluster Head for approval	NONE	5 minutes	<i>Table 1 at the Budget Management Office</i>
	1.10 Sign ORS	NONE	4 working hours	<i>Cluster Head</i>
	1.11 Deliver Signed ORS from Cluster Head's Office to Budget Management Office	NONE	10 minutes	<i>Table 1 Cluster Head's Office</i>
	1.12 Receive and input date in logbook the ORS duly signed by the Cluster Head	NONE	3 minutes	<i>Table 1 at the Budget Management Office</i>
	1.13 Review the ORS and Supporting Documents	NONE	30 minutes	<i>Budget Director</i>



	1.14 Sign the ORS for availability of Fund.	NONE	3 minutes	<i>Budget Director</i>
	1.15 Register the ORS	NONE	3 minutes	<i>Table 5 at the Budget Management Office</i>
	1.16 Transmit ORS to Accounting Office for Disbursement processing.	NONE	5 minutes	<i>Table 1 at the Budget Management Office</i>
END OF TRANSACTION FOR PROCESSING OF THE ORS				
	SUB-TOTAL	NONE	6 hours and 18 minutes	
	1.17 Receive, review and check the completeness of supporting documents	NONE	1 working hour	<i>Table 1 at the Accounting Office</i>
	1.18 Record the ORS and input date in logbook	NONE	3 minutes	<i>Table 1 at the Accounting Office</i>
	1.19 Assign DV number and Process and Print Disbursement Voucher	NONE	3 minutes	<i>Table 1 at the Accounting Office</i>
	1.20 Review and sign Disbursement Voucher	NONE	30 minutes	<i>Chief Accountant</i>
	1.21 Transmit DV to VCAF for processing of disbursement.	NONE	5 minutes	<i>Table 1 at the Accounting Office</i>
	1.22 Receive and Record Disbursement Voucher (DV) with supporting documents	NONE	3 minutes	<i>Table 2 at the OVCAF</i>
	1.23 Review and Sign DV	NONE	30 minutes	<i>Vice Chancellor for Admin. And Finance</i>



	1.24 Forward DV to Internal Control and Auditing Unit (ICAU)	NONE	5 minutes	<i>Table 1 at the OVCAF</i>
	1.25 Receive and Record DV in Logbook	NONE	3 minutes	<i>Table 1 at the ICAU</i>
	1.26 Check and Examine DV and Supporting Documents	NONE	5 minutes	<i>Table 2 at the ICAU</i>
	1.27 Initial DV under the name of the Chancellor	NONE	5 minutes	<i>Chief ICAU</i>
	1.28 Forward DV and supporting documents to Receiving Area of the Office of the Chancellor (OC)	NONE	3 minutes	<i>Table 1 at the ICAU</i>
	1.29 Receive and Record DV on Logbook	NONE	5 minutes	<i>Table 1 at the Receiving Section of the OC</i>
	1.30 Check and Review the completeness of the DV and supporting documents	NONE	10 minutes	<i>Table 1 at the OC</i>
	1.31 Review, Approve, and Sign DV	NONE	1 working day	<i>Chancellor</i>
	1.32 Record and forward DV and Supporting Documents to receiving section	NONE	5 minutes	<i>Table 1 at the Receiving Section of the OC</i>
	1.33 Receive and Forward DV and Supporting Documents to Cashiering Office	NONE	5 minutes	<i>Table 2 at the Receiving Section of the OC</i>
END OF TRANSACTION FOR PROCESSING OF DISBURSEMENT VOUCHERS (DVs)				
	SUB-TOTAL	NONE	1 day and 3 hours	



	1.34 Receive and Record DV	NONE	3 minutes	<i>Table 4 at the Cashiering Office</i>
	1.35 Review and Check DV and Supporting Documents	NONE	10 minutes	<i>Chief Cashier</i>
	1.36 Issue Checks and Advice of Check Issued and Cancelled (ACIC)	NONE	30 minutes	<i>Table 4 at the Cashiering Office</i>
	1.37 Review and Countersign Check and ACIC	NONE	30 minutes	<i>Chief Cashier</i>
	1.38 Forward Checks and ACIC to the Office of the Chancellor for approval	NONE	5 minutes	<i>Table 4 at the Cashiering Office</i>
	1.39 Review, Receive, and Records ACIC, Checks, and Supporting Documents	NONE	15 Minutes	<i>Table 1 at the Receiving Section of the OC</i>
	1.40 Forward ACIC, Checks, and Supporting Documents to the Chancellor's Secretary	NONE	3 minutes	<i>Table No. 2 at the OC</i>
	1.41 Review Checks and ACIC	NONE	10 minutes	<i>Table 2 at the OC</i>
	1.42 Review, Approve, and Sign Checks and ACIC	NONE	1 working day	<i>Chancellor</i>
	1.43 Record and forward Checks, ACIC and Supporting Documents to receiving section	NONE	5 minutes	<i>Table 1 at the Receiving Section of the OC</i>
	45. Receive and Forward Checks, ACIC and Supporting Documents to Cashiering Office	NONE	5 minutes	<i>Table 2 at the Receiving Section of the OC</i>



	46. Receive and Record Checks, ACIC, and Supporting Documents	NONE	5 minutes	<i>Table 4 at the Cashiering Office</i>
	1.47. Forward ACIC to Landbank of the Philippines	NONE	1 working hour	<i>Table 4 at the Cashiering Office</i>
END OF TRANSACTION FOR THE PROCESSING OF CHECKS AND ACIC				
	SUB-TOTAL		1 day, 3 hours and 1 minute	
	1.48 Issue Checks (After 24 hours clearing from the Landbank of the Philippines. The Client can claim the check in Cashiering Office)	NONE	5 minutes	Table 4 at the Cashiering Office
	GRAND TOTAL	NONE	2 days, 12 hours and 24 minutes	

Processing of Obligation Request Status for Mobilization of Construction Projects (Capital Outlay-Locally Funded) – Multi-Stage Processing



1. Processing of Obligation Request Status for Payment of Construction Project – Progress Billing (Capital Outlay-Locally Funded)

Payment of first progress billing upon request of the Contractor.

Office or Division:	Budget and Management Office			
Classification:	Highly Technical Applications			
Type of Transaction:	G2B			
Who may avail:	Contractor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Payment		Contractor		
2. Endorsement Letter		Chief Physical Plant		
3. Statement of Work Accomplished		Physical Plant Office		
4. Joint Inspection Report		Physical Plant Office		
5. Pictures		Physical Plant Office		
6. Contract		BAC Secretariat		
7. Notice of Award		BAC Secretariat		
8. Notice to Proceed		BAC Secretariat		
9. Board Resolution		BAC Secretariat		
10. BAC Resolution		BAC Secretariat		
11. PhilGEPS		BAC Secretariat		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Supporting Documents	1.1 Review the completeness of the documents	NONE	5 minutes	<i>Table 5 at the Budget Management Office</i>



	1.2 Receive and Record the name of payee, purpose of payment, amount, and date received in logbook	NONE	3 minutes	<i>Table 5 at the Budget Management Office</i>
	1.3 Check, Calculate, and photocopy the Supporting Documents.	NONE	45 minutes	<i>Table 5 at the Budget Management Office</i>
	1.4 Evaluate and Identify the source of fund based on the BAC Resolution	NONE	5 minutes	<i>Budget Director/ Budgeting Assistant</i>
	1.5 Determine the clusters	NONE	3 minutes	<i>Budget Director/ Budgeting Assistant</i>
	1.6 Review the availability of funds by clusters	NONE	3 minutes	<i>Budget Director/ Budgeting Assistant</i>
	1.7 Process and Print Obligation Request Status (ORS)	NONE	5 minutes	<i>Table 5 at the Budget Management Office</i>
	1.8 Record the ORS to logbook	NONE	3 minutes	<i>Table 1 at the Budget Management Office</i>
	1.9 Transmit the ORS to Cluster Head for approval	NONE	5 minutes	<i>Table 1 at the Budget Management Office</i>
	1.10 Sign ORS	NONE	4 working hours	<i>Cluster Head</i>
	1.11 Transmit Signed ORS from Cluster Head's Office to Budget Management Office	NONE	5 minutes	<i>Table 1 at the Cluster Head's Office</i>
	1.12 Receive and input date in logbook the ORS duly signed by the Cluster Head	NONE	3 minutes	<i>Table 1 at the Budget Management Office</i>



	1.13 Review the ORS and Supporting Documents	NONE	10 minutes	<i>Budget Director</i>
	1.14 Sign the ORS for availability of Fund.	NONE	3 minutes	<i>Budget Director</i>
	1.15 Register the ORS	NONE	3 minutes	<i>Table 5 at the Budget Management Office</i>
	1.16 Transmit ORS to Accounting Office for Disbursement processing.	NONE	5 minutes	<i>Table 1 at the Budget Management Office</i>

END OF TRANSACTION FOR THE PROCESSING OF OBLIGATION REPORT STATUS (ORS)

	SUB-TOTAL	NONE	5 hours and 46 minutes	
	1.17 Receive, review and check the completeness of supporting documents	NONE	1 working hour	<i>Table 1 at the Accounting Office</i>
	1.18 Record the ORS and input date in logbook	NONE	3 minutes	<i>Table 1 at the Accounting Office</i>
	1.19 Assign DV number and Process and Print Disbursement Voucher	NONE	3 minutes	<i>Table 1 at the Accounting Office</i>
	1.20 Review and sign Disbursement Voucher	NONE	30 minutes	<i>Chief Accountant</i>
	1.21 Transmit DV to VCAF for processing of disbursement.	NONE	5 minutes	<i>Table 1 at the Accounting Office</i>



	1.22 Receive and Record Disbursement Voucher (DV) with supporting documents	NONE	3 minutes	<i>Table 2 at the OVCAF</i>
	1.23 Review and Sign DV	NONE	30 minutes	<i>Vice Chancellor for Admin. And Finance</i>
	1.24 Forward DV to Internal Control and Auditing Unit (ICAU)	NONE	5 minutes	<i>Table 1 at the OVCAF</i>
	1.25 Receive and Record DV in Logbook	NONE	3 minutes	<i>Table 1 at the ICAU</i>
	1.26 Check and Examine DV and Supporting Documents	NONE	5 minutes	<i>Table 2 at the ICAU</i>
	1.27 Initial DV under the name of the Chancellor	NONE	5 minutes	<i>Chief ICAU</i>
	1.28 Forward DV and supporting documents to Receiving Area of the Office of the Chancellor (OC)	NONE	3 minutes	<i>Table 1 at the ICAU</i>
	1.29 Receive and Record DV on Logbook	NONE	5 minutes	<i>Table 1 at the Receiving Section of the OC</i>
	1.30 Check and Review the completeness of the DV and supporting documents	NONE	10 minutes	<i>Table 1 at the OC</i>
	1.31 Review, Approve, and Sign DV	NONE	1 working day	<i>Chancellor</i>
	1.32 Record and forward DV and Supporting Documents to receiving section	NONE	5 minutes	<i>Table 1 at the Receiving Section of the OC</i>



	1.33 Receive and Forward DV and Supporting Documents to Cashiering Office	NONE	5 minutes	<i>Table 2 at the Receiving Section of the OC</i>
END OF TRANSACTION FOR PROCESSING OF DISBURSEMENT VOUCHERS (DVs)				
	SUB-TOTAL	NONE	1 day and 3 hours	
	1.34 Receive and Record DV	NONE	3 minutes	<i>Table 4 at the Cashiering Office</i>
	1.35 Review and Check DV and Supporting Documents	NONE	10 minutes	<i>Chief Cashier</i>
	1.36 Issue Checks and Advice of Check Issued and Cancelled (ACIC)	NONE	30 minutes	<i>Table 4 at the Cashiering Office</i>
	1.37 Review and Countersign Check and ACIC	NONE	30 minutes	<i>Chief Cashier</i>
	1.38 Forward Checks and ACIC to the Office of the Chancellor for approval	NONE	5 minutes	<i>Table 4 at the Cashiering Office</i>
	1.39 Review, Receive, and Records ACIC, Checks, and Supporting Documents	NONE	15 Minutes	<i>Table 1 at the Receiving Section of the OC</i>
	1.40 Forward ACIC, Checks, and Supporting Documents to the Chancellor's Secretary	NONE	3 minutes	<i>Table No. 2 at the OC</i>
	1.41 Review Checks and ACIC	NONE	10 minutes	<i>Table 2 at the OC</i>



	1.42 Review, Approve, and Sign Checks and ACIC	NONE	1 working day	<i>Chancellor</i>
	1.43 Record and forward Checks, ACIC and Supporting Documents to receiving section	NONE	5 minutes	<i>Table 1 at the Receiving Section of the OC</i>
	45. Receive and Forward Checks, ACIC and Supporting Documents to Cashiering Office	NONE	5 minutes	<i>Table 2 at the Receiving Section of the OC</i>
	46. Receive and Record Checks, ACIC, and Supporting Documents	NONE	5 minutes	<i>Table 4 at the Cashiering Office</i>
	1.47. Forward ACIC to Landbank of the Philippines	NONE	1 working hour	<i>Table 4 at the Cashiering Office</i>
	END OF TRANSACTION FOR THE PROCESSING OF CHECKS AND ACIC			
	SUB-TOTAL		1 day, 3 hours and 1 minute	
	1.48 Issue Checks (After 24 hours clearing from the Landbank of the Philippines. The Client can claim the check in Cashiering Office)	NONE	5 minutes	<i>Table 4 at the Cashiering Office</i>
	GRAND TOTAL	NONE	2 days, 11 hours and 52 minutes	

Processing of Obligation Request Status for Payment of Construction Project – Progress Billing (Capital Outlay-Locally Funded) – Multi-Stage Processing



1. Processing of Obligation Request Status for Final Payment of Construction Project (Capital Outlay-Locally Funded)

Payment of Final billing upon request of the Contractor.

Office or Division:	Budget and Management Office			
Classification:	Highly Technical Applications			
Type of Transaction:	Government to Business			
Who may avail:	Contractor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Final Payment		Contractor		
2. Endorsement Letter		Chief Physical Plant		
3. Statement of Work Accomplished		Physical Plant Office		
4. Joint Inspection Report		Physical Plant Office		
5. Pictures		Physical Plant Office		
6. Contract		BAC Secretariat		
7. Notice of Award		BAC Secretariat		
8. Notice to Proceed		BAC Secretariat		
9. Board Resolution		BAC Secretariat		
10. BAC Resolution		BAC Secretariat		
11. PhilGEPS		BAC Secretariat		
12. Certificate of Completion and Final Acceptance		Physical Plant Office		
13. Surety Bond		Contractor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit Supporting Documents	1.1 Review the completeness of the documents	NONE	5 minutes	<i>Table 5 at the Budget Management Office</i>
	1.2 Receive and Record the name of payee, purpose of payment, amount, and date received in logbook	NONE	3 minutes	<i>Table 5 at the Budget Management Office</i>
	1.3 Check, Calculate, and photocopy the Supporting Documents.	NONE	10 minutes	<i>Table 5 at the Budget Management Office</i>
	1.4 Evaluate and Identify the source of fund based on the BAC Resolution	NONE	5 minutes	<i>Budget Director/ Budgeting Assistant</i>
	1.5 Determine the clusters	NONE	3 minutes	<i>Budget Director/ Budgeting Assistant</i>
	1.6 Review the availability of funds by clusters	NONE	3 minutes	<i>Budget Director/ Budgeting Assistant</i>
	1.7 Process and Print Obligation Request Status (ORS)	NONE	5 minutes	<i>Table 5 at the Budget Management Office</i>
	1.8 Record the ORS to logbook	NONE	3 minutes	<i>Table 1 at the Budget Management Office</i>
	1.9 Transmit the ORS to Cluster Head for approval	NONE	5 minutes	<i>Table 1 at the Budget Management Office</i>
	1.10 Sign ORS	NONE	4 working hours	<i>Cluster Head</i>



	1.11 Transmit Signed ORS from Cluster Head's Office to Budget Management Office	NONE	5 minutes	<i>Table 1 at the Cluster Head's Office</i>
	1.12 Receive and input date in logbook the ORS duly signed by the Cluster Head	NONE	3 minutes	<i>Table 1 at the Budget Management Office</i>
	1.13 Review the ORS and Supporting Documents	NONE	10 minutes	<i>Budget Director</i>
	1.14 Sign the ORS for availability of Fund.	NONE	3 minutes	<i>Budget Director</i>
	1.15 Register of ORS	NONE	3 minutes	<i>Table 5 at the Budget Management Office</i>
	1.16 Transmit ORS to Accounting Office for Disbursement processing.	NONE	5 minutes	<i>Table 1 at the Budget Management Office</i>
END OF TRANSACTION FOR THE PROCESSING OF OBLIGATION REPORT STATUS (ORS)				
	SUB-TOTAL	NONE	5 hours and 11 minutes	
	1.17 Receive, review and check the completeness of supporting documents	NONE	1 working hour	<i>Table 1 at the Accounting Office</i>
	1.18 Record the ORS and input date in logbook	NONE	3 minutes	<i>Table 1 at the Accounting Office</i>
	1.19 Assign DV number and Process and Print Disbursement Voucher	NONE	3 minutes	<i>Table 1 at the Accounting Office</i>
	1.20 Review and sign Disbursement Voucher	NONE	30 minutes	<i>Chief Accountant</i>



	1.21 Transmit DV to VCAF for processing of disbursement.	NONE	5 minutes	<i>Table 1 at the Accounting Office</i>
	1.22 Receive and Record Disbursement Voucher (DV) with supporting documents	NONE	3 minutes	<i>Table 2 at the OVCAF</i>
	1.23 Review and Sign DV	NONE	30 minutes	<i>Vice Chancellor for Admin. And Finance</i>
	1.24 Forward DV to Internal Control and Auditing Unit (ICAU)	NONE	5 minutes	<i>Table 1 at the OVCAF</i>
	1.25 Receive and Record DV in Logbook	NONE	3 minutes	<i>Table 1 at the ICAU</i>
	1.26 Check and Examine DV and Supporting Documents	NONE	5 minutes	<i>Table 2 at the ICAU</i>
	1.27 Initial DV under the name of the Chancellor	NONE	5 minutes	<i>Chief ICAU</i>
	1.28 Forward DV and supporting documents to Receiving Area of the Office of the Chancellor (OC)	NONE	3 minutes	<i>Table 1 at the ICAU</i>
	1.29 Receive and Record DV on Logbook	NONE	5 minutes	<i>Table 1 at the Receiving Section of the OC</i>
	1.30 Check and Review the completeness of the DV and supporting documents	NONE	10 minutes	<i>Table 1 at the OC</i>
	1.31 Review, Approve, and Sign DV	NONE	1 working day	<i>Chancellor</i>



	1.32 Record and forward DV and Supporting Documents to receiving section	NONE	5 minutes	<i>Table 1 at the Receiving Section of the OC</i>
	1.33 Receive and Forward DV and Supporting Documents to Cashiering Office	NONE	5 minutes	<i>Table 2 at the Receiving Section of the OC</i>
	END OF TRANSACTION FOR PROCESSING OF DISBURSEMENT VOUCHERS (DVs)			
	SUB-TOTAL	NONE	1 day and 3 hours	
	1.34 Receive and Record DV	NONE	3 minutes	<i>Table 4 at the Cashiering Office</i>
	1.35 Review and Check DV and Supporting Documents	NONE	10 minutes	<i>Chief Cashier</i>
	1.36 Issue Checks and Advice of Check Issued and Cancelled (ACIC)	NONE	30 minutes	<i>Table 4 at the Cashiering Office</i>
	1.37 Review and Countersign Check and ACIC	NONE	30 minutes	<i>Chief Cashier</i>
	1.38 Forward Checks and ACIC to the Office of the Chancellor for approval	NONE	5 minutes	<i>Table 4 at the Cashiering Office</i>
	1.39 Review, Receive, and Records ACIC, Checks, and Supporting Documents	NONE	15 Minutes	<i>Table 1 at the Receiving Section of the OC</i>
	1.40 Forward ACIC, Checks, and Supporting Documents to the Chancellor's Secretary	NONE	3 minutes	<i>Table No. 2 at the OC</i>



	1.41 Review Checks and ACIC	NONE	10 minutes	<i>Table 2 at the OC</i>
	1.42 Review, Approve, and Sign Checks and ACIC	NONE	1 working day	<i>Chancellor</i>
	1.43 Record and forward Checks, ACIC and Supporting Documents to receiving section	NONE	5 minutes	<i>Table 1 at the Receiving Section of the OC</i>
	45. Receive and Forward Checks, ACIC and Supporting Documents to Cashiering Office	NONE	5 minutes	<i>Table 2 at the Receiving Section of the OC</i>
	46. Receive and Record Checks, ACIC, and Supporting Documents	NONE	5 minutes	<i>Table 4 at the Cashiering Office</i>
	1.47. Forward ACIC to Landbank of the Philippines	NONE	1 working hour	<i>Table 4 at the Cashiering Office</i>
		END OF TRANSACTION FOR THE PROCESSING OF CHECKS AND ACIC		
	SUB-TOTAL		1 day, 3 hours and 1 minute	
	1.48 Issue Checks (After 24 hours clearing from the Landbank of the Philippines. The Client can claim the check in Cashiering Office)	NONE	5 minutes	<i>Table 4 at the Cashiering Office</i>
	GRAND TOTAL	NONE	2 days, 11 hours and 19 minutes	

Processing of Obligation Request Status for Final Payment of Construction Project (Capital Outlay-Locally Funded) – Multi-Stage Processing



Human Resource Development Office

Internal Services



1. Request for Issuance of Service Records

The service records shall be issued to any active employees of MSU-TCTO upon request. It contained records of their service and other basic information about their employment at MSU-TCTO.

Office or Division:	Human Resource Development Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	All employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip 2. Authorization letter and photocopy of ID of the concerned employee and ID of the representative (in case of request made through a representative)		1. HRDO Front Desk 2. Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for the Request Slip	1. Issue the appropriate Request Slip	None	10 Minutes	HRDO Front Desk Staff
2. Submit the duly accomplished Request Slip Form and the required attachments and registered in the HRDO Front Desk Log Book	2. Receive and evaluate the Request Slip Form and ensure that Request Slip Form is properly accomplished, required attachment are complete and applicant registered in the HRDO Front Desk Log Book.	None	15 Minutes	HRDO Front Desk Staff
3. Wait while the requested service records is being process	3. Process the Request	None	5 Hours	HRDO Front Desk Staff
4. Claim the requested service records	4. Release the service records	None	10 Minutes	HRDO Front Desk Staff



5. Sign out in the HRDO Front Desk Log Book upon receipt of the service records	5. Ensure that the applicant sign out on the HRDO Front Desk Log Book upon release of the service records.	None	10 Minutes	HRDO Front Desk Staff
End of Transaction		Total	5 hours and 45 minutes	



2. Request for Issuance of Certificate of Employment

The certificate of employment shall be issued to any active employees of MSU-TCTO upon request. It certifies that the concerned employee is officially connected with the institution.

Office or Division:	Human Resource Development Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	All employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip 2. Authorization letter and photocopy of ID of the concerned employee and ID of the representative (in case of request made through a representative)		1. HRDO Front Desk 2. Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for the Request Slip	1. Issue the appropriate Request Slip	None	10 Minutes	HRDO Front Desk Staff
2. Submit the duly accomplished Request Slip Form, the required attachments and register in the HRDO Front Desk Logbook	2. Receive and evaluate the Request Slip Form and ensure that Request Slip Form is properly accomplished, required attachment are complete and applicant registered in the HRDO Front Desk Logbook.	None	15 Minutes	HRDO Front Desk Staff
3. Wait while the required certificate of employment is being processed	3. Process the Request	None	5 Hours	HRDO Front Desk Staff
4. Claim the requested certificate of employment	4. Release the requested service certificate of employment	None	10 Minutes	HRDO Front Desk Staff
5. Sign out in the HRDO Front Desk Logbook upon receipt of the certificate of employment	5. Ensure that the applicant signed out on the HRDO Front Desk Logbook upon release of the certificate of employment.	None	10 Minutes	HRDO Front Desk Staff
End of Transaction		Total	5 hours and 45 minutes	



3. Request for Issuance of Certificate of Leave Without Pay

The certificate of leave without pay shall be issued to retiring employees of MSU-TCTO for the processing of retirement benefits with the GSIS. It certifies that the concerned employee incurred or did not incur any leave without pay while official working at the institution.

Office or Division:	Human Resource Development Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	All employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip 2. Authorization letter and photocopy of ID of the concerned employee and ID of the representative (in case of request made through a representative)		1. HRDO Front Desk 2. Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for the Request Slip	1. Issue the appropriate Request Slip	None	10 Minutes	HRDO Front Desk Staff
2. Submit the duly accomplished Request Slip Form, the required attachments and register in the HRDO Front Desk Logbook	2. Receive and evaluate the Request Slip Form and ensure that Request Slip Form is properly accomplished, required attachment are complete and applicant registered in the HRDO Front Desk Logbook.	None	15 Minutes	HRDO Front Desk Staff



3. Wait while the required certificate of leave without pay is being processed	3. Process the Request	None	5 Hours	HRDO Front Desk Staff
4. Claim the requested certificate of leave without pay	4. Release the requested certificate of leave without pay	None	10 Minutes	HRDO Front Desk Staff
5. Sign out in the HRDO Front Desk Logbook upon receipt of the certificate of leave without pay	5. Ensure that the applicant signed out on the HRDO Front Desk Logbook upon release of the certificate of leave without pay.	None	10 Minutes	HRDO Front Desk Staff
End of Transaction		Total	5 hours and 45 minutes	



4. Request for Issuance of Certificate of Leave Credits

The certificate of leave credits shall be issued to active employees of MSU-TCTO. It certifies the available accumulated leave credits of the concerned employee of the institution.

Office or Division:	Human Resource Development Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	All employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip 2. Authorization letter and photocopy of ID of the concerned employee and ID of the representative (in case of request made through a representative)		1. HRDO Front Desk 2. Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for the Request Slip	1. Issue the appropriate Request Slip	None	10 Minutes	HRDO Front Desk Staff
2. Submit the duly accomplished Request Slip, the required attachments and register in the HRDO Front Desk Logbook	2. Receive and evaluate the Request Slip and ensure that Request Slip is properly accomplished, required attachment are complete and applicant registered in the HRDO Front Desk Logbook.	None	15 Minutes	HRDO Front Desk Staff
3. Wait while the required certificate of leave credits is being processed	3. Process the Request	None	5 Hours	HRDO Front Desk Staff
4. Claim the requested certificate of leave credits	4. Release the requested certificate of leave credits	None	10 Minutes	HRDO Front Desk Staff



5. Sign out in the HRDO Front Desk Logbook upon receipt of the certificate of leave credits	5. Ensure that the applicant signed out on the HRDO Front Desk Logbook upon release of the certificate of leave credits.	None	10 Minutes	HRDO Front Desk Staff
End of Transaction		Total	5 hours and 45 minutes	



5. Application for Leave of Absence

Application for leave of absence shall be filed using the appropriate form (CSC Form No. 6, Revised 2020). Application for vacation leave of absence shall be submitted at least five (5) days in advance, whenever possible, of the effective date of such leave. The application for leave may be submitted personally or through a representative.

Office or Division:	Human Resource Development Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	All employees			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Duly Accomplished Application for Leave of Absence (CSC Form No. 6, series of 2020)	1. Application for Leave (CSC Form No. 6, series of 2020) may be secured from the HRDO Front Desk.			
2. Medical Certificate (for sick leave in excess of five days, Maternity leave, Paternity Leave, and Rehabilitation Leave)	2. Attending Physician			
3. Solo Parent Card for solo parent leave	3. DSWD			
4. Adoption paper for adoption leave	4. Court having jurisdiction			
5. Special Emergency Leave	5. Proof of declaration of the existence of calamity by agency of competent jurisdiction			
6. Special Order for study leave	6. Office of the Chancellor			
7. Incident report for 10-Day VAWC Leave	7. Police station/DSWD			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit four (4) copies of the duly accomplished application for leave (CSC Form No. 6, series of 2020) at the HRDO Front Desk.	1. Receive and initially assess and evaluate the application for leave and ensure the required attachment is present.	None	30 minutes	HRDO Front Desk Staff
2. Register on the logbook at the HRDO Front Desk upon acceptance of the application for leave	2. Ensure the registration of the application for leave in the logbook by the applicant or the representative.	None	15 minutes	HRDO Front Desk Staff
3. Secure a received copy of the application for leave upon submission and acceptance of the application	3. Provide the applicant or the representative a received copy of the application for leave	None	5 minutes	HRDO Front Desk Staff
4. Wait while the application leave for is being process	4.1 Re-evaluate and re-assess the application for leave and compute the available and allowable leave credits 4.2 Transmit the application for leave to the head of agency or the authorized official and wait for approval	None	4 hours 2 days	HRDO Front Desk Staff
5. Claim the personal copy of the approved or disapproved application for leave	5. Provide the concerned employee with a copy of the approved application for leave upon receipt of the approved or disapproved application for leave	None	20 minutes	HRDO Front Desk Staff
End of Transaction		Total	2 days, 6 hours and 10 minutes	

Application for Leave - Multi-stage Processing



6. Request for Issuance of Pay Slip

Pay slip shall be issued to active employees of MSU-TCTO. The pay slip contains information about the basic pay and personal economic relief allowance (PERA) of the employee. It also includes tax deduction, loans and mandatory retirement premiums.

Office or Division:	Human Resource Development Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	All employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip 2. Authorization letter and photocopy of ID of the concerned employee and ID of the representative (in case of request made through a representative)		1. HRDO Front Desk 2. Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for the Request Slip	1. Issue the appropriate Request Slip	None	10 Minutes	HRDO Front Desk Staff
2. Submit the duly accomplished Request Slip, the required attachments and register in the HRDO Front Desk Logbook	2. Receive and evaluate the Request Slip and ensure that Request Slip is properly accomplished, required attachment are complete and applicant registered in the HRDO Front Desk Logbook.	None	15 Minutes	HRDO Front Desk Staff
3. Wait while the required certificate of leave credits is being processed	3. Process the Request	None	5 Hours	HRDO Front Desk Staff



4. Claim the requested pay slip	4. Release the requested pay slip	None	10 Minutes	HRDO Front Desk Staff
5. Sign out in the HRDO Front Desk Logbook upon receipt of the pay slip	5. Ensure that the applicant signed out on the HRDO Front Desk Logbook upon release of the pay slip	None	10 Minutes	HRDO Front Desk Staff
End of Transaction		Total	5 hours and 45 minutes	



7. Request for Authentication of HR Related Documents

HR Related Documents (e.g. Photocopy of Appointment/Identification Card/Payroll) need to be authenticated by the head of HRDO or its designated representative for it to be considered official document.

Office or Division:	Human Resource Development Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	All Contractual, Temporary, and Permanent employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document/s to be authenticated		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to be authenticated and register on the HRDO Front Desk Logbook	1. Receive and evaluate the document to be authenticated and ensure that owner of the document or the representative registered the request on the HRDO Front Desk Logbook	None	10 minutes	HRDO Front Desk Staff
2. Wait while the document is being process	2. Process the documents for authentication	None	5 hours	HRDO Front Desk Staff
3. Claim the document and log out on the HRDO Front Desk Logbook upon receipt	3. Release the document and ensure the owner of the document or representative log out on the HRDO Front Desk Logbook	None	15 minutes	HRDO Front Desk Staff
End of Transaction		Total	5 hours and 25 minutes	



Human Resource Development Office

External Services



1. Turn-over of 201 File for Retired/ Resigned/Separated Employee

These 201 files should be turned-over to employee, retired, resigned or separated from MSU-TCTO. They shall be responsible in the safe keeping of their 201 file thereafter. Together with the 201 file, a permanent authentication of all the documents turn-over shall also be issued pursuant to CSC MC No. 8, S. 2007. All 201 files ready for turn-over shall be posted in the HRDO Bulletin Board for information.

Office or Division:	Human Resource Development Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Retirees/Separated Employees			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Request form 2. Valid Identification Card of the claimant-owner 3. Authorization letter from the owner of the 201 file, ID of the owner of the 201 file and ID of the authorized representative for release of 201 files through a representative 3. Proof of relationship to the owner of the 201 file and the ID of the claimant-relatives for deceased employee.	Request of release of 201 files form is available at the HRDO Records Section Front Desk			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Confirm the 201 file to be claimed on the list of the 201 files ready for released posted at the HRDO Bulletin Board and fill-in the Request for Release of 201 file	1. Provide the claimant with the Request for Release of 201 file and ensure the registration of the request in the logbook for the purpose.	None	10 minutes	HRDO Records Section Front Desk Staff



available at HRDO Records Section Front Desk and at the same time registered the request in the logbook for the purpose				
2. Wait while the 201 file is being located	2. Upon verification and confirmation of the identity of the claimant, locate the 201 file of the concerned separated employee and ready for release	None	1 hour	HRDO Records Section Front Desk Staff
3. Claim the 201 file and sign the acknowledgement receipt and sign-out on the logbook	3. Release the 201 file being requested together with the permanent authentication and ensure claimant sign the acknowledgement of receipt and on the logbook	None	10 minutes	HRDO Records Section Front Desk Staff
End of Transaction		Total	1 hour and 20 minutes	

Turn-over of 201 file under CSC MC No. 8, S. 2007



INFORMATION AND COMMUNICATIONS TECHNOLOGY OFFICE

Internal Services



1. Official ID Making and Printing for Campus Officials, Faculty and Staff

Information and Communications Technology Office (ICTO) makes and prints university/school official ID for the employees.

Office	ICTO			
Classification	Complex			
Type of Transaction	G2C – Government to Client			
Who may avail	All Employees			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Application Form	ICTO			
Official Receipt	Cashiering Office			
Employees – Official Appointment	Client			
Employee Number	HRDO			
Attire: For Male: Coat and Tie (Black) For Female: Blazer (Maroon)	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form for ID making/printing then proceed to the cashiering office for payment	1. Provide application form to the client	None	5 minutes	<i>Table 1, ICTO</i>



2. Proceed to HRDO for employee number	2. Issue employee number	NONE	10 minutes	<i>Table 2 at the Records Management Section, HRDO</i>
3. Proceed to Cashiering Office for payment	3. Accept payment and issue Official Receipt	P100	10 minutes	<i>Window 3, Cashiering Office</i>
4. Submit accomplished form with official receipt, register in the logbook and ready for picture taking	4.1 Receive the accomplished form and let the client fill-up the logbook 4.2 Take picture and print the official ID	None	3 minutes 15 minutes	<i>Table 1, ICTO</i>
5. Receive the official ID	5. Release the official ID	None	5 minutes	<i>Table 1, ICTO</i>
<i>END OF TRANSACTION</i>				
	TOTAL	None	48 minutes	

Official ID Making and Printing for Campus Officials, Faculty and Staff – Multi-stage Processing



INFORMATION AND COMMUNICATIONS TECHNOLOGY OFFICE

External Services



1. Official ID Making and Printing for MSU-TCTO ALUMNI

Information and Communications Technology Office prints MSU-TCTO Alumni ID.

Office	ICTO			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	All MSU-TCTO Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Alumni ID Processing Slip		Office of the Alumni and Career Center		
Official Receipt		Cashiering Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Alumni ID Processing Slip	1. Release application form to the client	None	3 minutes	<i>Table 1, ICTO</i>
2. Proceed to Cashiering Office for payment	2. Receive payment and issue official receipt	P150	10 minutes	<i>Window 3 at the Cashiering Office</i>
3. Fill out and submit accomplished form with official receipt and register in the logbook	2.1 Receive the accomplished form and let the client fill-up the logbook 2.2 Take picture and print the official ID	None	3 minutes 15 minutes	<i>Table 1, ICTO</i>



3. Receive the alumni ID	3. Release alumni ID	None	10 minutes	<i>Table 1</i>
<i>END OF TRANSACTION</i>				
	TOTAL	P150	41 minutes	



2. Official ID Making and Printing for MSU-TCTO Students

Information and Communications Technology Office prints MSU-TCTO Students ID.

Office	ICTO			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	All MSU-TCTO Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID Request Slip		ICTO		
Certificate of Registration (COR) for first issuance		Registrar's Office		
Official Receipt after first issuance		Cashiering Office		
Student Number		Admission and Scholarship Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure ID request slip	1. Release ID request slip to the client	None	3 minutes	<i>Table 1, ICTO</i>
2. Present COR for first issuance *Second Issuance: -Proceed to Office of Student Affairs for validation	2 Receive COR *Second Issuance: -Validate student's request for ID	NONE NONE	3 minutes 10 minutes	<i>Table 1, ICTO</i> <i>Table 1, OSA and</i>



-proceed to Cashiering Office for payment	-receive payment and issue official receipt	P100	10 minutes	<i>Window 3 at the Cashiering Office</i>
3. Fill out and submit accomplished form with the requirements and register in the logbook	3.1 Receive the accomplished form and let the client fill-up the logbook 3.2 Take picture and print the official ID	None	3 minutes 15 minutes	<i>Table 1, ICTO</i> <i>Table 1, ICTO</i>
4. Receive the ID	4. Release Student ID	None	10 minutes	<i>Table 1</i>
<i>END OF TRANSACTION</i>				
	TOTAL	P150	54 minutes	



SUPPLY AND PROPERTY OFFICE

External Services



1. ISSUANCE AND RETRIEVAL OF GRADUATION GOWNS AND TOGA

Issuance and Retrieval of Graduation Gowns for Graduating Students

Office or Division:	Supply and Property Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Graduating Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (OR)		Cashiering Office		
Identification Card (ID) of Student		Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Official Receipt (OR)	Receives OR and post/entry OR number to the corresponding student rentee on the master list of graduating students	Php. 50.00 per set	5 minutes per student	<i>Table 1. Property Custodian</i>
1. Issue/release the gown and toga	Assist students during fitting	NONE	5 minutes per student	<i>Table 1,2,3 and 4. Property Personnel</i>
	TOTAL	Php. 50.00	10 minutes	



SUPPLY AND PROPERTY OFFICE

Internal Services



1. CLEARANCE FOR RETIREES

ISSUANCE OF CLEARANCE FOR RETIREES

Office or Division:	Supply and Property Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Retiree			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form		HRDO		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME
1. Request for clearance		Verify list of properties issued to the retiree	None	5 minutes
2. Wait for the signed clearance		Release of the signed clearance	None	1 hour <i>Members of the Inspections and Inventory Committee spearheaded by the Supply Officer as the Chairman</i>
END OF TRANSACTION				
		TOTAL	None	1 hour and 5 Mins.



PHYSICAL PLANT DIVISION

Internal Services



1. Request for Minor repairs of Building and Facilities

Minor repairs of MSU-TCTO Building and Structures are carried out in order to maintain functionality of the facilities. Services includes carpentry, plumbing and electrical repairs

Office or Division:	Physical Plant Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	MSU-TCTO Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Service Form		Physical Plant Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Request Service Form	1. Provide the Request Service Form	None	5 Minutes	<i>Table 1</i>
2. Fill out and submit the accomplished request service form in two (2) copies	2.1 Receive and evaluate the nature of request 2.2 forward the request form to Chief Physical Plant for approve/ disapprove 2.3 Approve/ disapprove 2.4 Upon approval, assign technical staff and schedule of site inspection, the scope of work, materials needed and schedule of	None	30 Minutes 4 hours 1 hour	<i>Table 2</i> Chief Physical Plant Chief Physical Plant



	implementation and target date of accomplishments			
3. Receive approved request service form	3.1 Forward approved service request form to table 1 3.2 Release approved request service form			<i>Chief Physical Plant Table 1</i>
<i>End of Transaction</i>				
	TOTAL	None	4 hours and 35 Minutes	



COLLEGE INFIRMARY

Internal Services



1. Medical Consultation and Treatment

The College Infirmary provides walk-in medical assessment, evaluation, treatment and referral to all the MSU-TCTO Students. Immediate intervention will be provided for emergency cases, however if the intervention requires further medical management, then clients will be referred directly.

Office or Division:	MSU-TCTO College Infirmary			
Classification:	Simple			
Type of Transaction:	G2C-Government to client			
Who may avail:	Enrolled Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.New Students: Certificate of Registration (COR)	Office of the College Registrar			
2.Old Students: College I.D.	Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID upon Registration in the Logbook	1. Give the Logbook	None	5 Minutes	Table 1
2. Undergo assessment for documentation and evaluation	2. Locate medical record for old clients and/or conduct an interview and fill up Individual treatment record form for new clients 2.1 Ask for the client's chief complaints while documenting the vital signs:	None	30 Minutes	Table 2 Table 2



	Blood pressure, Heart rate, Pulse rate, Oxygen Saturation, Temperature, Weight/Height (Body Mass Index) 2.2 For pregnant clients, prenatal checklist/form will be filled up and do other parameters:			
3. Seek consultation/treatment	3.1 Take medical history and perform physical examination for stable cases (Cephalocaudally) 3.2 Pregnant women will be assessed and may be referred to the hospital of choice if Emergency Spontaneous Vaginal Delivery is inevitable	None	30 Minutes 30 Minutes	<i>College Physician</i> <i>Midwifery Room</i>



4. Receive medical advice & prescription	<p>4.1 Give laboratory and diagnostic test request for further evaluation</p> <p>4.2 Write prescription and give instruction</p> <p>4.3 Schedule follow-up visit if needed (presentation of some laboratory results)</p> <p>4.4 May provide referral form for further evaluation and management per client's hospital of choice</p> <p>4.5 In emergency cases including delivery, client shall be referred immediately to the nearest government hospital for further management</p> <p>4.6 Give medical certificate when needed. (Can be used explicitly in the campus and not for other matters as this entails another process)</p>	None	<p>10 Minutes</p> <p>5 Minutes</p> <p>5 Minutes</p> <p>5 Minutes</p> <p>5 Minutes</p> <p>5 Minutes</p>	Table 2
5. Receives available medicine and leaves the	5.1 Advise client to wait and dispense medicine once	None	10 Minutes	Table 2



College Infirmary after having been instructed of the medication, follow up consultation and after signing the dispensed medication sheet	available, provide education on the schedule, reaction and adverse reaction of the medicine then instructs the client to sign the acknowledgement logbook-dispensed medicines and provide health teaching 5.2 Record chart entry, diagnosis and medication/procedure		5 Minutes	
END OF TRANSACTION				
	TOTAL		2 hours and 25 minutes	



4. Issuance of Medical/Dental Certificate

After a thorough Physical Examination/Assessment and laboratory examination, the College Physician is responsible for the issuance of Medical Certificate stipulating the patient's/client's degree of incapacity as to whether he/she could return to work/class with altered duties and for whatever purpose it may best serve. Medical certificate from a certified government physician will be honored by the department. Thus, necessary arrangements will be done.

Office or Division:	MSU-TCTO College Infirmary			
Classification:	Complex			
Type of Transaction:	G2C-Government to client			
Who may avail:	Enrolled Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. New Students: Certificate of Registration (COR) 2. Old Students: College I.D. 3. Laboratory request: Blood Investigation and other parameters		Office of the College Registrar Client Laboratory of choice if the investigation is not available at the College Infirmary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID upon Registration in the Logbook	1. Give the Logbook	None	5 Minutes	Table 1
2. Secure request form and fill up form accordingly	2. Provide request form (date, time and affix signature of requestor)	None	10 Minutes	Table 2



3. Present filled up request form	3.1 Receive form and checks the purpose of the request: 3.2 Issue referral to the laboratory of choice for any of the following: Complete blood count, Chest X-ray, Urinalysis, and other parameters	None	10 Minutes 5 Minutes	Table 2
4. Secure the copy of the laboratory results and present to the Nurse on duty	4.1 Advise the client to wait and review the laboratory results and refer to the College Doctor for final remarks 4.2 Prepare and print the medical certificate duly signed by the College Doctor	None	10 Minutes 10 Minutes	College Physician Table 2
5. Receive medical/dental certificate and leaves the College Infirmary after signing the medical certificate logbook	5. Release the medical/dental certificate to the requestor	None	5 Minutes	Table 2
END OF TRANSACTION				
	TOTAL		55 Minutes	

Issuance of Medical/Dental Certificate - Multi-stage Processing



COLLEGE INFIRMARY

Internal Services



1. Annual Physical Examination (Medical)

Services includes medical consultation, treatment and wellness consultation for enrolled students and employee.

Office or Division:	College Infirmary			
Classification:	Simple			
Type of Transaction:	G2C-Government to client			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employees ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID upon Registration in the Logbook	1. Give the Logbook	None	3 Minutes	Table 1
2. Assessment and Profile-taking	2. Conduct Interview to client, fill up Individual Profile Record for new clients or retrieve clients record	None	5 Minutes	Table 2
3. Undergo vital signs monitoring	3. Check vital signs: blood pressure, heart rate, respiratory rate, Temperature, height/weight (BMI) and	None	10 Minutes	Table 2



	refer the client to the College Physician evaluation			
4. Proceed to the Consultation Room to undergo Physical Examination and Evaluation	4.1 Conduct Physical Examination, impart medical advice, provide prescriptions and laboratory request if need be 4.2 Issue laboratory Request Form: Blood Investigation, Chest X-ray and other parameters for further evaluation 4.3 May opt to refer the client to other specialist for medical management and evaluation	None	20 Minutes	College Physician



5.Undergo laboratory work-up and x-ray procedure <i>if needed</i> (Medical Service Provider of choice)	5. Issue referral	None	10 Minutes	College Physician
6. Submit to the Nurse on duty the laboratory result	6. Prepare medical record and attach laboratory results, refer to the College Doctor the result		30 Minutes	Table 2
7. Submit for medical consultation and treatment	7.1 Gives advice; treats patient when needed; gives laboratory requests if further evaluation is needed & prescription 7.2 Hand down to the nurse on duty the prescription sheet	None	30 Minutes	College Physician



	7.3 Health teaching will be provided: the schedule of medication, expected and adverse reaction of the drugs			
8. Receives available prescribed medicine and leaves the College Infirmary after having been instructed of the medication (follow up consultation and after signing the dispensed medication sheet)	8. Advise the client to wait then dispense medicine once available, instructs the client to sign the acknowledgement of dispensed medicines	None	15 Minutes	Table 2
END OF TRANSACTION				
	TOTAL		2 hours and 3 minutes	

Annual Physical Examination – Multi-stage Process



2. Annual Dental Examination

Dental services at the College Infirmary are rendered annually for all employees.

This includes oral examination, tooth extraction, or consultation. Client's in need of dental procedural intervention/management which may not available in our college infirmary shall be referred to outside dental facility.

Office or Division:	MSU-TCTO College Infirmary			
Classification:	Simple			
Type of Transaction:	G2C-Government to client			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID upon Registration in the Logbook	1. Give the Logbook	None	3 Minute	Table 1
2. Assessment and Profile taking	2. Conduct Interview to client, fill up dental form for new clients or retrieve clients dental record	None	5 Minutes	Table 2
3. Undergo vital signs monitoring	3. Check vital signs: blood pressure, heart rate, respiratory rate,	None	10 Minutes	Table 2



	Temperature, height/weight (BMI) and refer the client to the College Physician evaluation			
4. After the assessment procedure, proceed to the Dental Room to undergo tooth examination	<p>4.1 Performs Dental examination and/or extraction and gives dental care instruction, and issue prescriptions if needed</p> <p>4.2 Hand down to the nurse on duty the prescription sheet</p> <p>4.3 Health teaching will be provided: the schedule of medication, expected and adverse reaction of the drugs</p>	None	20 Minutes	<i>College Dentist</i>
5. Tooth Extraction <i>if needed</i>		None		<i>College Dentist</i>
5.1 Skin Test	5.1. Administer Skin Test		35 minutes	



5.2 Extraction	5.2 Extract Tooth		30 minutes	
5.3 Post Tooth Extraction Examination	5.3 Conduct Examination (Tooth X-ray, if needed)		25 minutes	
6.Receives available prescribed medicine and leaves the College Infirmary after having been taught of the medication, follow up consultation and after signing the medication dispensary sheet	6.Advise the client to wait then dispense medicine once available, instructs the client to sign the acknowledgement logbook-dispensed medicines and provide health teaching	None	10 Minutes	Table 2
END OF TRANSACTION				
	TOTAL		2 hours and 18 minutes	



3. Medical Consultation and Treatment

The College Infirmary provides walk-in medical assessment, evaluation, treatment and referral to all the MSU-TCTO Constituents. Immediate intervention will be provided for emergency cases, however if the intervention requires further medical management, then clients will be referred directly.

Office or Division:	MSU-TCTO College Infirmary			
Classification:	Simple			
Type of Transaction:	G2C-Government to client			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Faculty and Staff: I.D.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID upon Registration in the Logbook	1. Give the Logbook	None	5 Minutes	Table 1
2. Undergo assessment for documentation and evaluation	2. Locate medical record for old clients and/or conduct an interview and fill up Individual treatment record form for new clients 2.1 Ask for the client's chief complaints while	None	30 Minutes	Table 2 Table 2



	<p>documenting the vital signs: Blood pressure, Heart rate, Pulse rate, Oxygen Saturation, Temperature, Weight/Height (Body Mass Index)</p> <p>2.2 For pregnant clients, prenatal checklist/form will be filled up and do other parameters:</p>			
3. Seek consultation/treatment	<p>3.1 Take medical history and perform physical examination for stable cases (Cephalocaudally)</p> <p>3.2 Pregnant women will be assessed and may be referred to the hospital of choice if Emergency Spontaneous Vaginal Delivery is inevitable</p>	None	<p>30 Minutes</p> <p>30 Minutes</p>	<p><i>College Physician</i></p> <p><i>Midwifery Room</i></p>



4. Receive medical advice & prescription	4.1 Give laboratory and diagnostic test request for further evaluation 4.2 Write prescription and give instruction 4.3 Schedule follow-up visit if needed (presentation of some laboratory results) 4.4 May provide referral form for further evaluation and management per client's hospital of choice 4.5 In emergency cases including delivery, client shall be referred immediately to the nearest government hospital for further management 4.6 Give medical certificate when needed. (Can be used explicitly in the campus and not for other matters as this entails another process)	None	10 Minutes 5 Minutes 5 Minutes 5 Minutes 5 Minutes	Table 2
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<p>5. Receives available medicine and leaves the College Infirmary after having been instructed of the medication, follow up consultation and after signing the dispensed medication sheet</p>	<p>5.1 Advise client to wait and dispense medicine once available, provide education on the schedule, reaction and adverse reaction of the medicine then instructs the client to sign the acknowledgement logbook-dispensed medicines and provide health teaching</p> <p>5.2 Record chart entry, diagnosis and medication/procedure</p>	<p>None</p>	<p>10 Minutes</p> <p>5 Minutes</p>	<p>Table 2</p>
END OF TRANSACTION				
	TOTAL		<p>2 hours and 25 minutes</p>	



4. Issuance of Medical/Dental Certificate

After a thorough Physical Examination/Assessment and laboratory examination, the College Physician is responsible for the issuance of Medical Certificate stipulating the patient's/client's degree of incapacity as to whether he/she could return to work/class with altered duties and for whatever purpose it may best serve. Medical certificate from a certified government physician will be honored by the department. Thus, necessary arrangements will be done.

Office or Division:	MSU-TCTO College Infirmary			
Classification:	Complex			
Type of Transaction:	G2C-Government to client			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Faculty and Staff: I.D. 2. Laboratory request: Blood Investigation and other parameters		Office of the College Registrar Laboratory of choice if the investigation is not available at the College Infirmary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID upon Registration in the Logbook	1. Give the Logbook	None	5 Minutes	Table 1
2. Secure request form and fill up form accordingly	2. Provide request form (date, time and affix signature of requestor)	None	10 Minutes	Table 2



3. Present filled up request form	3.1 Receive form and checks the purpose of the request: 3.2 Issue referral to the laboratory of choice for any of the following: Complete blood count, Chest X-ray, Urinalysis, and other parameters	None	10 Minutes 5 Minutes	Table 2
4. Secure the copy of the laboratory results and present to the Nurse on duty	4.1 Advise the client to wait and review the laboratory results and refer to the College Doctor for final remarks 4.2 Prepare and print the medical certificate duly signed by the College Doctor	None	10 Minutes 10 Minutes	<i>College Physician</i> <i>Table 2</i>
5. Receive medical/dental certificate and leaves the College Infirmary after signing the medical certificate logbook	5. Release the medical/dental certificate to the requestor	None	5 Minutes	<i>Table 2</i>



END OF TRANSACTION

	TOTAL	55 Minutes	
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Issuance of Medical/Dental Certificate - Multi-stage Processing



Office of the Alumni and Career Center

External Services



1. Application of Alumni ID

This service is exclusive for the graduates of undergraduate degree programs and master's degree programs of MSU-TCTO.

Office or Division:	Office of the Alumni and Career Center (OACC)			
Classification:	Complex			
Type of Transaction:	G 2 C			
Who may avail:	MSU-TCTO College Graduates and Master's Degree graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Alumni ID Application Form		Office of the Alumni and Career Center		
2. Official Receipt		Cashiering Office		
3. 1 pc. 1x1 picture		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay alumni membership and alumni ID at the Cashier's Office. *Alumni who graduated prior to 2021 are no longer required to pay the alumni membership fee	1. Instruct applicant to go to Cashiering	1.1 Alumni membership PHP. 200.00 1.2 Alumni ID PHP. 150.00	10 minutes	Window 2, Cashiering Office
2. Log in at the logbook of the OACC	2. Assist the applicant I signing in at the logbook	None	3 minutes	Table 1, OACC
3. Acquire Alumni Application Form and fill out all required information.	3. Give the Alumni Application Form to the applicant	None	3 minutes	Table 1, OACC
4. Submit Alumni Application Form to OACC staff	4. Verify and make sure that all information asked is filled out	None	3 minutes	Table 1, OACC



5. Get the alumni id processing slip	5. Sign the processing slip for approval	None	3 minutes	<i>Table 1, OACC</i>
6. Proceed to Information and Communications Technology Office (ICTO) for ID printing	6. Instruct applicant to go to ICTO and return to OACC upon receiving the printed ID	None	10 minutes	<i>Table 1, ICTO</i>
7. Sign at the logbook to complete the transaction	7. Let the alumni sign in the logbook	None	3 minutes	<i>Table 1, OACC</i>
End of Transaction				
	Total:	PHP 350.00	35 minutes	

Application of Alumni ID – Multi-stage Processing



GENDER AND DEVELOPMENT CENTER

Internal Services



1. Funding GAD-related Research, Programs and Activities

Gender and Development Center supports research, programs and activities by providing funding to address specified gender-related issues.

Office or Division:	Gender and Development Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All Offices/Units/Departments of MSU-TCTO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cover Letter		Client		
Proposal		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Proposal	1.1 Receive the submitted proposal 1.2 Produce extra copies of the proposal 1.3 Forward the proposals to the respective panel for evaluation 1.4 Evaluate the proposals 1.5 Schedule a meeting with the client	NONE	5 minutes 2 hours 2 hours 5 working days 8 hours	<i>Table 1/GAD Staff</i> <i>Table 1/GAD Staff</i> <i>GAD Staff</i> <i>The Panel/Research Office</i> <i>Table 1/ GAD Staff</i>



2. Present the proposal	2.1 Meeting with the client about the evaluation	NONE	8 hours	<i>GAD Staff & GAD Focal Person</i>
3. Revise the proposal	3.1 Wait for the submission of revised proposal	NONE	5 working days	<i>The Client</i>
4. Submit a revised proposal, if approved	4.1 Receive the revised proposal 4.2 Prepare the GAD Plans and Budget 4.3 Recommend to the Office of the Chancellor 4.4 Assess the GAD Plans and Budget of the program 4.5 Release of Special Order, if approved 4.6 Inform the client about the result of recommendation	NONE 	5 minutes 3 working days 1 hour 5 working days 3 working day 8 hours	<i>Table 1/GAD Staff</i> <i>Table 1/GAD Staff</i> <i>Table 2/GAD Focal Person</i> <i>Office of the Chancellor</i> <i>Office of the Campus Secretary</i> <i>Table 1/GAD Staff</i>
<i>END OF TRANSACTIONS</i>				
	TOTAL		21 days, 29 hours and 10 minutes	



SECURITY FORCE OFFICE

Internal Services



1. Issuance of Blotter Certification/Incident Report

Office or Division:	Security Force Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Constituents and Non-constituents of MSU-TCTO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Incident Report Request Form		Security Force Office		
Identification Card		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Incident Report Request Form	1.1 Provide Incident Report Request Form	None	5 minutes	Table 1
2. Fill out and submit accomplished Incident Report Request Form in two (2) copies	2.1 Receive accomplish Incident Report Request Form 2.2 Review and forward the Incident Report Request Form to Chief Security Officer	None	5 minutes 15 minutes	Table 1 Chief Security Officer
3. Received the approve Incident Report Request Form	3.1 Approve/disapprove Incident Report Request Form 3.2 Conduct investigation	None	4 hours 24 hours	Chief Security Officer



4. Received the Incident Report	4. provide the Incident Report and briefing	None	30 minutes	Chief Security Officer
End of Transaction				
	TOTAL		1 day, 4 hours and 55 minutes	



SPORTS DEVELOPMENT OFFICE

Internal Services



1. Use of Henry V. Kong Gymnasium

This service may be availed by the MSU-TCTO employees who request to use the Henry V. Kong gymnasium for their activities.

Office or Division:	Sports Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	MSU employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Identification Card (Photocopy)		Client		
2. Permit to Use Form		SDO		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME
1. Secure permit to use form		1. Provide permit to use form	NONE	3 minutes
2. Accomplish and submit permit to use form together with the requirements and sign in the logbook		2.1 Receive permit to use form and register in the logbook 2.2 Forward permit to use form to the Director for approval/disapproval 2.3 Approve/Disapprove the permit to use	NONE	5 minutes 3 minutes 10 minutes
				<i>Table 1</i>
				<i>Table 1</i>
				<i>Director</i>



	2.4 Forward the approved/ disapproved permit to use	NONE	3 minutes	<i>Director</i>
3. Receive approved/ disapproved permit to use form	3. Notify the client	NONE	3 minutes	<i>Table 1</i>
End of Transaction				
Total		None	27 minutes	



2. Request for the use of MSU-TCTO Tennis Court

This service may be availed by the MSU-TCTO employees who are requesting to use the MSU-TCTO tennis court as their venue for their activities.

Office or Division:	Sports Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	MSU employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Identification Card (Photocopy)		Client		
2. Permit to Use Form		SDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure permit to use form	1. Provide permit to use form	NONE	3 minutes	<i>Table 1</i>
2. Accomplish and submit permit to use form together with the requirements and sign in the logbook	2.1 Receive permit to use form and register in the logbook 2.2 Forward permit to use form to the Director for approval/disapproval	NONE	5 minutes 3 minutes	<i>Table 1</i> <i>Table 1</i>



	2.3 Approve/Disapprove the permit to use	NONE	10 minutes	<i>Director</i>
	2.4 Forward the approved/ disapproved permit to use	NONE	3 minutes	<i>Director</i>
4. Receive approved/ disapproved permit to use form	3. Notify the client	NONE	3 minutes	<i>Table 1</i>
End of Transaction				
Total		None	27 minutes	



Marine Science Museum Internal Services



1. Use of Museum Conference Room

The museum allows faculty and staff to use the facilities including the conference room for presentation, lecture series and other activities.

Office	Marine Science Museum			
Classification	Simple			
Type of transaction	G2C-Government to Client			
Who may avail	Citizens			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Request Slip	Marine Science Museum			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request slip	1. Issue request slip	None	5 minutes	<i>Table 5</i>
2. Accomplish, submit request slip and register in the logbook	2.1 Receive request slip 2.2 Forward request slip to the Director of the Marine Science	NONE NONE	5 minutes 3 minutes	<i>Table 5</i> <i>Table 5</i>



	Museum for approval/disapproval 2.3 Approve/Disapprove 2.4 Forward to Table 5	NONE NONE	10 minutes 3 minutes	<i>Director</i> <i>Director</i>
3. Receive the approved/disapproved request slip	3. Notify the client	NONE	3 minutes	<i>Table 5</i>
	TOTAL	None	29 minutes	



Marine Science Museum External Services



1. Use of Museum Conference Room

The museum allows Students and other Stakeholders to use the facilities including the conference room for presentation, lecture series and other activities.

Office	Marine Science Museum			
Classification	Simple			
Type of transaction	G2C-Government to Client			
Who may avail	Citizens			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
For MSU-TCTO Students (Request Slip)	Marine Science Museum			
For other Stakeholders (Request Letter Addressed to the Chancellor)	Client			
For Students' Activities: Indorsement from Office of Student Affairs	Office of Student Affairs (OSA)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request slip *For students' activities – Present approved indorsement from OSA	1. Issue request slip	None	5 minutes	<i>Table 5</i>



*For other Stakeholders – Present approved request letter				
2. Accomplish, submit request slip and register in the logbook	2.1 Receive request slip 2.2 Forward request slip to the Director of the Marine Science Museum for approval/disapproval 2.3 Approve/Disapprove 2.4 Forward to Table 5	NONE NONE NONE NONE	5 minutes 3 minutes 10 minutes 3 minutes	<i>Table 5</i> <i>Table 5</i> <i>Director</i> <i>Director</i>
3. Receive the approved/disapproved request slip	3. Notify the client	NONE	3 minutes	<i>Table 5</i>
	TOTAL	None	29 minutes	



2. Visitation/Tour in the Marine Science Museum

Visitors are provided with orientation regarding the marine biological collection specimens and tour around museum exhibits.

Office	Marine Science Museum			
Classification	Simple			
Type of Transaction	Government to Client			
Who may avail	Citizens			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Request Letter Addressed to the Chancellor	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved request letter and Secure request slip	1. Provide request slip	NONE	3 minutes	<i>Table 3</i>
2. Accomplish and submit request slip and register in the logbook	2.1 Receive request slip 2.2 Forward request slip to the Director for	NONE	5 minutes 3 minutes	<i>Table 3</i> <i>Table 3</i>



	approval/disapproval 2.3 Approve/Disapprove 2.4 Forward approved/disapproved request slip to Table 3	NONE	10 minutes	<i>Director</i>
3. Receive approved/disapproved request slip	3. Notify the client	NONE	3 minutes	<i>Table 3</i>
	TOTAL	NONE	27 minutes	



DORMITEL

External Services



1. ACCOMMODATION OF TRANSIENTS/GUESTS IN MSU-TCTO DORMITEL

The MSU-TCTO Dormitel provide accommodation for Guest and MSU-TCTO Visitor.

Office or Division:	MSU-TCTO DORMITEL			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Guest Form		MSU-TCTO Dormitel		
Photocopy of ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure guest form and provide ID	1. Provide guest form and photocopy the ID	NONE	20 minutes	<i>Front Desk Receptionist</i>
2. Accomplish, submit guest form and pay room accommodation	2. Receive guest form and payment	P750.00 (1 Person) P1,200.00 (2 Person) P1,500.00 (3 Person) P2,000.00 (4 Person)	10 minutes	<i>Front Desk Receptionist</i>
3. Receive room key	3. Issue room key	NONE	5 minutes	<i>Front Desk Receptionist</i>
END OF TRANSACTION				
	TOTAL		35 Minutes	



DXNH FM 94.1 NUTRISKWELA RADYO KASANNANGAN

External Services



1. Radio Advertisement and Blocktime Program

This service is intended for those who would like to place advertisements with the radio station.

Office or Division:	DXNH FM 94.1 Nutriskwela Radyo Kasannangan			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip		Radio Station		
2. Approved advertisement rate of MSU- TCTO				
3. Copy or Script of Advertisement		Client		
4. Advertisement Contract		Radio Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request slip	1. Provide request slip	NONE	3 minutes	<i>Table 1</i>
2. Accomplish and submit request slip together with the requirements and Sign in at the logbook	2.1 Receive request slip and register in the logbook	NONE	5 minutes	<i>Table 1</i>
	2.2 Forward request slip to the Station Manager for approval/disapproval	NONE	3 minutes	<i>Table 1</i>
	2.3 Approve/Disapprove	NONE	10 minutes	<i>Station Manager</i>
	2.4 Forward approved/disapproved request slip to Table 1	NONE	3 minutes	<i>Station Manager</i>



3. Receive approved/disapproved request slip	3. Notify client	NONE	5 minutes	<i>Table 1</i>
4. Contract Signing	4. Sign the Contract	NONE	30 minutes	<i>Station Manager</i>
<i>End of Transactions</i>				
	Total:	None	59 minutes	



CASHIERING OFFICE

External Services



1. Request for Certification of Payment and Authentication of Duplicate Copy of Official Receipts

The Cashiering Office issues certificate of payment or authenticated duplicate copy of official receipt to the client for refund, scholarship or other purposes, subject to Freedom of Information Law and requirements of the University.

Office or Division:	Cashiering Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	MSU-TCTO Constituents and Outside Clientele			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip for Certification		Cashiering Office		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME
1.1 Ask, accomplish then submit request slip		1.1 Check completeness of request slip and verify the payment made as per OR number to the Record and Collection Report on the month in which payment was made.		5 Minutes
1.2 Pay for processing		1.2 Receive payment for Certification or Authentication	P50.00	5 Minutes
1.3 Wait for Processing		1.3 Processing of certification/authentication		4 hours
2. Accept certificate		2. Issue certificate/authentication, record transaction.		5 Minutes
				Window 3



	TOTAL	P50.00	4 hours and 15 minutes	
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2. Collection of Fees (Walk-In)

The Cashiering Office receives payment or collect fees for official documents requested and or used of facilities or utilities of MSU-TCTO.

Office or Division:	Cashiering Office			
Classification:	Simple			
Type of Transaction:	Government to Government; Government to Client; and Government to Business Entity			
Who may avail:	Outside Clientele			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Billing Statement		Cashiering Office		
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the billing statements	1. Check the accuracy and completeness of billing statement	None	2 minutes	Window 3
2. Accept official receipt	2. Issue official receipt to client	As per amount billed	4 minutes	Window 3
	TOTAL	As per amount billed	6 minutes	



MSU-TCTO CAFETERIA Internal Services



1. Catering Services for MSU-TCTO Activities

A service provided to the MSU-TCTO activities (meetings, seminars and trainings) 2 days prior to the events

Office or Division:	Cafeteria			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	MSU-TCTO offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		Table 1		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request slip	1. Provide request slip	None	5 minutes	Table 1
2. Fill out and submit request slip	2.1 Receive, evaluate and register in the logbook 2.2 Submit request slip to Cafeteria Manager for approval/disapproval 2.3 Approve/disapprove request 2.4 Forward to Table 1	None	15 minutes 3 minutes 10 minutes 3 minutes	Table 1 Manager
3. Receive approved/disapproved request slip	3. Notify the client of the action on the request	None	5 minutes	Table 1
	TOTAL	None	41 minutes	



BAC SECRETARIAT OFFICE AND PROCUREMENT OFFICE

Internal Services



1. REQUEST FOR PROCUREMENT OF GOODS WITH AN APPROVED BUDGET FOR THE CONTRACT (ABC) OF ₱ 50,000 BUT LESS THAN 1 MILLION (NEGOTIATED PROCUREMENT – SMALL VALUE FOR GOODS – SECTION 53.9 OF THE 2016 REVISED IMPLEMENTING RULES AND REGULATIONS OF R.A. 9184 (LOCAL AREA SUPPLIER))

This service may be availed by all offices (referred as “End-User”) of this university where the amount of the procurement project falls between ₱ 50,000 but less than 1 Million pesos.

Office or Division:	BAC Secretariat Office/Procurement Office				
Classification:	Complex				
Type of Transaction:	G2C				
Who may avail:	End-User of each office				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Approved Purchase Request – 4 original copies		End-user			
Approved APP (Annual Procurement Plan) - photocopy		BAC Secretariat Office			
Other attachments (if applicable)		End-User			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Purchase Request together with the Approved APP.	1.1 Receive the documents and enter it in the Logbook.		none	5 minutes	BAC Secretariat # 1 (<i>receiving table</i>)
	1.2 Stamp the document with the BAC Secretariat seal which shall contain the date and time and let the client sign on the logbook.			5 minutes	BAC Secretariat # 1 (<i>receiving table</i>)
	1.3 Photocopy the documents for filing.			10 minutes	BAC Secretariat Staff
	1.4 Prepare the Approval for Posting and Request for Quotation (RFQ) for the			1 day	BAC Secretariat # 2, BAC and the End-User.



	review and approval of the BAC and the End-User.			
2. Return the reviewed RFQ and signed Approval for Posting	<p>2.1 Receive the reviewed RFQ and signed Approval for Posting</p> <p>2.2 Post the procurement project in the PhilGEPS website. Once the posting is active, prepare a poster and post it and in a conspicuous place in the premise of the Procuring Entity for advertisement and invitation of at least three (3) suppliers with technical, legal and financial capability to deliver the goods.</p> <p>Note: Deadline for submission of quotation may be extended if there is no quotation received.</p> <p>2.3 Receive Quotations from interested suppliers during the advertisement period.</p> <p>2.4 Forward all the submitted quotations to the Technical Working Group – Goods and Services (TWG-Goods and Services) upon the deadline for evaluation.</p> <p>Note: Receipt of at least one quotation is sufficient to proceed with the evaluation.</p>	none	5 minutes 3 days 15 minutes 2 days	<i>BAC Secretariat # 1 (receiving table) BAC Secretariat # 3, Procurement Office BAC Secretariat #1 and #3, Procurement Office BAC Secretariat #3 TWG-Goods and Services and BAC members</i>



	<p>2.5 Evaluation and Preparation Abstract of Quotation.</p> <p>2.6 Receive and Record on the logbook the Evaluation Report and Abstract of Quotation from the TWG-Goods and Services.</p> <p>2.7 Forward the Evaluation Report and Abstract of Quotation to the End-User for signature.</p>		<p>5 minutes</p> <p>1 days</p>	<p><i>BAC Secretariat #1 (receiving table)</i></p> <p><i>BAC Secretariat Messenger</i></p>
3. Review and sign the Evaluation Report and Abstract of Quotation	<p>3.1 Prepare BAC Resolution to be signed by the BAC members, End-User and the approval of the Head of the Procuring Entity (HOPE).</p> <p>3.2 Prepare the Notice of Award (NOA) to be signed by the HOPE</p> <p>3.3 Issuance of the NOA to the winning supplier for signature.</p> <p>3.4 After receiving the conformed NOA, prepare the Contract OR Purchase Order (P.O.).</p> <p>3.5 Forward the Contract for notarization and signature or P.O for signature to the winning supplier.</p>	none	<p>1 days</p> <p>2 days</p> <p>1 days</p> <p>1 days</p> <p>1 days</p>	<p><i>BAC Secretariat and BAC members</i></p> <p><i>BAC Secretariat, Office of the Chancellor</i></p> <p><i>BAC Secretariat/Procurement Office</i></p> <p><i>BAC Secretariat, Office of the Chancellor/Procurement Office</i></p> <p><i>BAC Secretariat/Procurement Office</i></p> <p><i>BAC Secretariat, Office of the Chancellor</i></p>



	<p>3.6 Prepare the Notice to Proceed (NTP) upon receiving the notarized and signed Contract or signed P.O.</p> <p>3.7 Issuance of the Signed NTP to the winning supplier for signature.</p> <p>3.8. Wait and follow up the delivery.</p> <p>3.9. If delivered, accept and inspect the items.</p>		2 days 30 days 20 minutes	<p>BAC Secretariat/Procurement Office</p> <p>Procurement Office (Admin Officer 1/Canvasser)</p> <p>Inspection and Acceptance Committee</p>
END OF TRANSACTION				
TOTAL		45 days 1 hour and 5 minutes		

REQUEST FOR PROCUREMENT OF GOODS WITH AN APPROVED BUDGET FOR THE CONTRACT (ABC) OF ₱ 50,000 BUT LESS THAN 1 MILLION (NEGOTIATED PROCUREMENT – SMALL VALUE FOR GOODS – SECTION 53.9 OF THE 2016 REVISED IMPLEMENTING RULES AND REGULATIONS OF R.A. 9184 (LOCAL AREA SUPPLIER) – MULTI-STAGE PROCESSING



2. REQUEST FOR PROCUREMENT OF GOODS WITH AN APPROVED BUDGET FOR THE CONTRACT (ABC) OF ₱ 50,000 BUT LESS THAN 1 MILLION (NEGOTIATED PROCUREMENT – SMALL VALUE FOR GOODS – SECTION 53.9 OF THE 2016 REVISED IMPLEMENTING RULES AND REGULATIONS OF R.A. 9184 (OUTSIDE THE LOCAL AREA SUPPLIER))

This service may be availed by all offices (referred as “End-User”) of this university where the amount of the procurement project falls between ₱ 50,000.00 but less than 1 million pesos.

Office or Division:	BAC Secretariat Office/Procurement Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	End-User of each offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request – 4 original copies		End-user		
Approved APP (Annual Procurement Plan - photocopy)		BAC Secretariat Office		
Other attachments (if applicable)		End-User		
CLIENT'S STEP		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME
1. Submit the Purchase Request together with the Approved APP.		1.1 Receive the documents and enter it in the Log Book.	none	5 minutes
		1.2 Stamp the document with the BAC Secretariat seal which shall contain the	none	5 minutes
				<i>BAC Secretariat #1 (receiving table)</i>



	date and time and let the client sign on the log book.			
	1.3 Photocopy the documents for filing.	none	10 minutes	<i>BAC Secretariat Staff</i>
	1.4 Prepare the Approval for Posting and Request for Quotation (RFQ) for the review and approval of the BAC and the End-User.	none	1 day	<i>BAC Secretariat #2, BAC and the End-User.</i>
2. Return the reviewed RFQ and signed Approval for Posting	<p>2.1 Receive the reviewed RFQ and signed Approval for Posting</p> <p>2.2 Post the procurement project in the PhilGEPS website. Once the posting is active, prepare a poster and post it in a conspicuous place in the premise of the Procuring Entity for advertisement and invitation of at least three (3) suppliers with technical, legal and financial capability to deliver the goods.</p> <p>Note: Deadline for submission of quotation may be extended if there is no quotation received.</p>	none	5 minutes	<i>BAC Secretariat #1 (receiving table)</i>
	2.3 Receive Quotations from interested suppliers during the advertisement period.		3 days	<i>BAC Secretariat #3, Procurement Office (Canvassers)</i>
	a. Forward all the submitted quotations to the Technical Working Group – Goods and Services (TWG-Goods and Services) upon the deadline for evaluation.	none	15 minutes	<i>BAC Secretariat #3</i>



	Note: Receipt of at least one quotation is sufficient to proceed with the evaluation.			
	2.5 Evaluation and Preparation of Abstract of Quotation.	none	2 days	<i>TWG-Goods and Services and BAC members</i>
	2.6 Receive and Record on the log book the Evaluation Report and Abstract of Quotation from the TWG-Goods and Services.	none	5 minutes	<i>BAC Secretariat #1 (receiving table)</i>
	2.7 Forward the Evaluation Report and Abstract of Quotation to the End-User for signature.	none	1 day	<i>BAC Secretariat Messenger</i>
3. Review and sign the Evaluation Report and Abstract of Quotation	3.1 Prepare BAC Resolution to be signed by the BAC members, End-User and the approval of the Head of the Procuring Entity (HOPE).	none	1 day	<i>BAC Secretariat and BAC members</i>
	3.2 Prepare the Notice of Award (NOA) to be signed by the HOPE	none		<i>BAC Secretariat, Office of the Chancellor</i>
	3.3 Issuance of the NOA to the winning supplier for signature.	none	15 days	<i>BAC Secretariat/Procurement Office</i>
	3.4 After receiving the conformed NOA, prepare the Contract OR Purchase Order (P.O).	none	1 day	<i>BAC Secretariat, Office of the Chancellor/Procurement Office</i>
	3.5 Forward the Contract for notarization and signature or P.O for signature to the winning supplier.	none	15 days	<i>BAC Secretariat/Procurement Office</i>
	3.6 Prepare the Notice to Proceed (NTP) upon receiving the notarized and signed Contract or signed P.O.	none	1 day	<i>BAC Secretariat, Office of the Chancellor</i>



	3.7 Issuance of the Signed NTP to the winning supplier for signature.	none	15 days	BAC Secretariat/Procurement Office
	3.8. Wait and follow up the delivery.	None	30 days	Procurement Office (Admin Officer 1/Canvasser)
	3.9. If delivered, accept and inspect the items.	None	20 minutes	Inspection and Acceptance Committee
END OF TRANSACTION				
TOTAL 85 days and 1 hour and 5 minutes				

REQUEST FOR PROCUREMENT OF GOODS WITH AN APPROVED BUDGET FOR THE CONTRACT (ABC) OF ₱ 50,000 BUT LESS THAN 1 MILLION (NEGOTIATED PROCUREMENT – SMALL VALUE FOR GOODS – SECTION 53.9 OF THE 2016 REVISED IMPLEMENTING RULES AND REGULATIONS OF R.A. 9184 (OUTSIDE THE LOCAL AREA SUPPLIER) – MULTI-STAGE PROCESSING



3. REQUEST FOR PROCUREMENT OF GOODS WITH AN APPROVED BUDGET FOR THE CONTRACT (ABC) OF ₱ 50,000 BUT LESS THAN 1 MILLION (NEGOTIATED PROCUREMENT – SMALL VALUE FOR GOODS – SECTION 53.9 OF THE 2016 REVISED IMPLEMENTING RULES AND REGULATIONS OF R.A. 9184 (HIGHLY SPECIALIZED GOODS))

This service may be availed by all offices (referred as “End-User”) of this university where the amount of the procurement project falls between ₱ 50,000 but less than 1 Million pesos.

Office or Division:	BAC Secretariat Office/Procurement Office					
Classification:	Complex					
Type of Transaction:	G2C					
Who may avail:	End-User of each office					
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE				
Approved Purchase Request – 4 original copies		End-user				
Approved APP (Annual Procurement Plan) - photocopy		BAC Secretariat Office				
Other attachments (if applicable)		End-User				
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the Purchase Request together with the Approved APP.	1.1 Receive the documents and enter it in the Logbook.		none	5 minutes	BAC Secretariat # 1 (<i>receiving table</i>)	
	1.2 Stamp the document with the BAC Secretariat seal which shall contain the date and time and let the client sign on the logbook.			5 minutes	BAC Secretariat # 1 (<i>receiving table</i>)	
	1.3 Photocopy the documents for filing.			10 minutes	BAC Secretariat Staff	
	1.4 Prepare the Approval for Posting and Request for Quotation (RFQ) for the review and approval of the BAC and the End-User.			1 day	BAC Secretariat # 2, BAC and the End-User.	



2. Return the reviewed RFQ and signed Approval for Posting	<p>2.1 Receive the reviewed RFQ and signed Approval for Posting</p> <p>2.2 Post the procurement project in the PhilGEPS website. Once the posting is active, prepare a poster and post it and in a conspicuous place in the premise of the Procuring Entity for advertisement and invitation of at least three (3) suppliers with technical, legal and financial capability to deliver the goods.</p> <p>Note: Deadline for submission of quotation may be extended if there is no quotation received.</p> <p>2.3 Receive Quotations from interested suppliers during the advertisement period.</p> <p>a. Forward all the submitted quotations to the Technical Working Group – Goods and Services (TWG-Goods and Services) upon the deadline for evaluation.</p> <p>Note: Receipt of at least one quotation is sufficient to proceed with the evaluation.</p> <p>2.5 Evaluation and Preparation Abstract of Quotation.</p> <p>2.6 Receive and Record on the logbook the Evaluation Report and Abstract of</p>	none	5 minutes 7 days 15 minutes 5 days 5 minutes	<i>BAC Secretariat # 1 (receiving table)</i> <i>BAC Secretariat # 3, Procurement Office</i> <i>BAC Secretariat #1 and #3, Procurement Office</i> <i>BAC Secretariat #3</i> <i>TWG-Goods and Services and BAC members</i> <i>BAC Secretariat #1 (receiving table)</i>
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	<p>Quotation from the TWG-Goods and Services.</p> <p>2.7 Forward the Evaluation Report and Abstract of Quotation to the End-User for signature.</p>		1 days	<i>BAC Secretariat Messenger</i>
3. Review and sign the Evaluation Report and Abstract of Quotation	<p>3.1 Prepare BAC Resolution to be signed by the BAC members, End-User and the approval of the Head of the Procuring Entity (HOPE).</p> <p>3.2 Prepare the Notice of Award (NOA) to be signed by the HOPE</p> <p>3.3 Issuance of the NOA to the winning supplier for signature.</p> <p>3.4 After receiving the conformed NOA, prepare the Contract OR Purchase Order (P.O.).</p> <p>3.5 Forward the Contract for notarization and signature or P.O for signature to the winning supplier.</p> <p>3.6 Prepare the Notice to Proceed (NTP) upon receiving the notarized and signed Contract or signed P.O.</p>	none	<p>1 days</p> <p>15 days</p> <p>1 days</p>	<p><i>BAC Secretariat and BAC members</i></p> <p><i>BAC Secretariat, Office of the Chancellor</i></p> <p><i>BAC Secretariat/Procurement Office</i></p> <p><i>BAC Secretariat, Office of the Chancellor/Procurement Office</i></p> <p><i>BAC Secretariat/Procurement Office</i></p> <p><i>BAC Secretariat, Office of the Chancellor</i></p>



	<p>3.7 Issuance of the Signed NTP to the winning supplier for signature.</p> <p>3.8. Wait and follow up the delivery.</p> <p>3.9. If delivered, accept and inspect the items.</p>		<p>15 days</p> <p>45 day</p> <p>20 minutes</p>	<p><i>BAC Secretariat/Procurement Office</i></p> <p><i>Procurement Office (Admin Officer 1/Canvasser)</i></p> <p><i>Inspection and Acceptance Committee</i></p>
END OF TRANSACTION				
TOTAL		91 days 1 hour and 5 minutes		

REQUEST FOR PROCUREMENT OF GOODS WITH AN APPROVED BUDGET FOR THE CONTRACT (ABC) OF ₱ 50,000 BUT LESS THAN 1 MILLION (NEGOTIATED PROCUREMENT – SMALL VALUE FOR GOODS – SECTION 53.9 OF THE 2016 REVISED IMPLEMENTING RULES AND REGULATIONS OF R.A. 9184 (HIGHLY SPECIALIZED GOODS) – MULTI-STAGE PROCESSING



3. REQUEST FOR PROCUREMENT OF GOODS WITH AN APPROVED BUDGET FOR THE CONTRACT (ABC) OF ₱50,000.00 - ₱100,000.00 (SHOPPING– SECTION 52.1 (b) OF THE 2016 REVISED IMPLEMENTING RULES AND REGULATIONS OF R.A. 9184 (LOCAL AREA SUPPLIER)

SHOPPING is a method of procurement of goods whereby the Procuring Entity simply requests for the submission of price quotations for readily available off-the-shelf Goods or ordinary/regular equipment to be procured directly from suppliers of known qualifications. (IRR-A Section 52)

Inherent in this definition are the following requisites:

1. The goods to be procured are readily available off-the-shelf items or ordinary/regular equipment; and
2. The suppliers from whom the goods are procured are of “known qualifications.”

Office or Division:	BAC Secretariat Office/Procurement Office				
Classification:	Complex				
Type of Transaction:	G2C				
Who may avail:	End-User of each offices				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Approved Purchase Request – 4 original copies		End-user			
Approved APP (Annual Procurement Plan) - photocopy		BAC Secretariat			
Other attachments (if applicable)		End-User			
CLIENT'S STEP		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Purchase Request together with the Approved APP.		1.1 Receive the documents and enter it in the Logbook. 1.2 Stamp the document with the BAC Secretariat seal which shall contain the date and time and let the client sign on the logbook.	none	5 minutes 5 minutes	BAC Secretariat # 1 (receiving table) BAC Secretariat #1 (receiving table)



	<p>1.3 Photocopy the documents for filing.</p> <p>1.4 Prepare the Approval for Posting and Request for Quotation (RFQ) for the review and approval of the BAC and the End-User.</p>		<p>10 minutes</p> <p>1 day</p>	<p><i>BAC Secretariat Staff</i></p> <p><i>BAC Secretariat #2, BAC members and the End-User.</i></p>
2. Return the reviewed RFQ and signed Approval for Posting	<p>2.1 Receive the reviewed RFQ and signed Approval for Posting</p> <p>2.2 Post the procurement project in the PhilGEPS website. Once the posting is active, prepare a poster and post it in a conspicuous place in the premise of the Procuring Entity for advertisement and send RFQ's to at least three (3) suppliers with technical, legal and financial capability to deliver the goods.</p> <p>Note: Deadline for submission of quotation may be extended if there is no quotation or less than the required number of quotations received.</p> <p>2.3 Receive Quotations from interested suppliers during the advertisement period.</p> <p>Note: Receipt of at least 3 quotations must be obtained.</p> <p>a. Forward all the submitted quotations to the Technical Working Group – Goods</p>	none	<p>5 minutes</p> <p>3 days</p> <p>15 minutes</p>	<p><i>BAC Secretariat #1 (receiving table)</i></p> <p><i>BAC Secretariat #3, Procurement Office (Canvassers)</i></p> <p><i>BAC Secretariat #1 and #3, Procurement Office (Canvassers)</i></p> <p><i>BAC Secretariat #3</i></p>



	<p>and Services (TWG-Goods and Services) upon the deadline for evaluation.</p> <p>2.5 Evaluation and Preparation of Abstract of Quotation.</p> <p>2.6 Receive and Record on the logbook the Evaluation Report and Abstract of Quotation from the TWG-Goods and Services.</p> <p>2.7 Forward the Evaluation Report and Abstract of Quotation to the End-User for signature.</p>		2 days 5 minutes 1 day	<p><i>TWG-Goods and Services and BAC members</i> <i>BAC Secretariat #1 (receiving table)</i></p> <p><i>BAC Secretariat Messenger</i></p>
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3. Review and sign the Evaluation Report and Abstract of Quotation	3.1 Prepare BAC Resolution to be signed by the BAC members, End-User and the approval of the Head of the Procuring Entity (HOPE).	none	1 day	<i>BAC Secretariat and BAC members</i>
	3.2 Prepare the Notice of Award (NOA) to be signed by the HOPE		2 days	<i>BAC Secretariat, Office of the Chancellor</i>
	3.3 Issuance of the NOA to the winning supplier for signature.		1 day	<i>BAC Secretariat/Procurement Office</i>
	3.4 After receiving the conformed NOA, prepare the Contract OR Purchase Order (P.O).		2 days	<i>BAC Secretariat, Office of the Chancellor/Procurement Office</i>
	3.5 Forward the Contract for notarization and signature or P.O for signature to the winning supplier.		1 day	<i>BAC Secretariat/Procurement Office</i>
	3.6 Prepare the Notice to Proceed (NTP) upon receiving the notarized and signed Contract or signed P.O.		2 days	<i>BAC Secretariat, Office of the Chancellor</i>
	3.7 Issuance of the Signed NTP to the winning supplier for signature.		7 days	<i>BAC Secretariat/Procurement Office</i>
	3.8. Wait and follow up the delivery.		20 minutes	<i>Procurement Office (Admin Officer 1/Canvasser) Inspection and Acceptance Committee</i>
	3.9. If delivered, accept and inspect the items.			
END OF TRANSACTION				



	TOTAL 23 days and 1 hour and 5 minutes
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REQUEST FOR PROCUREMENT OF GOODS WITH AN APPROVED BUDGET FOR THE CONTRACT (ABC) OF ₱50,000.00 - ₱100,000.00 (SHOPPING- SECTION 52.1 (b) OF THE 2016 REVISED IMPLEMENTING RULES AND REGULATIONS OF R.A. 9184 (LOCAL AREA SUPPLIER) – MULTI-STAGE PROCESSING



5. REQUEST FOR PROCUREMENT OF GOODS WITH AN APPROVED BUDGET FOR THE CONTRACT (ABC) OF ₱50,000.00 - ₱100,000.00 (SHOPPING– SECTION 52.1 (b) OF THE 2016 REVISED IMPLEMENTING RULES AND REGULATIONS OF R.A. 9184 (OUTSIDE THE LOCAL AREA SUPPLIER)

SHOPPING is a method of procurement of goods whereby the Procuring Entity simply requests for the submission of price quotations for readily available off-the-shelf Goods or ordinary/regular equipment to be procured directly from suppliers of known qualifications. (IRR-A Section 52)

Inherent in this definition are the following requisites:

1. The goods to be procured are readily available off-the-shelf items or ordinary/regular equipment; and
2. The suppliers from whom the goods are procured are of “known qualifications.”

Office or Division:	BAC Secretariat Office/Procurement Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	End-User of each office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request – 4 original copies		End-user		
Approved APP (Annual Procurement Plan) - photocopy		BAC Secretariat		
Other attachments (if applicable)		End-User		
CLIENT'S STEP		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME
				PERSON RESPONSIBLE



<p>1. Submit the Purchase Request together with the Approved APP.</p>	<p>1.1 Receive the documents and enter it in the Logbook.</p> <p>1.2 Stamp the document with the BAC Secretariat seal which shall contain the date and time and let the client sign on the logbook.</p> <p>1.3 Photocopy the documents for filing.</p> <p>1.4 Prepare the Approval for Posting and Request for Quotation (RFQ) for the review and approval of the BAC and the End-User.</p>	<p>none none</p>	<p>5 minutes 5 minutes 10 minutes 1 day</p>	<p><i>BAC Secretariat #1 (receiving table)</i></p> <p><i>BAC Secretariat #1 (receiving table)</i></p> <p><i>BAC Secretariat Staff</i></p> <p><i>BAC Secretariat #2, BAC members and the End-User</i></p>
<p>2. Return the reviewed RFQ and signed Approval for Posting</p>	<p>2.1 Receive the reviewed RFQ and signed Approval for Posting</p> <p>2.2 Post the procurement project in the PhilGEPS website. Once the posting is active, prepare a poster and post it in a conspicuous place in the premise of the Procuring Entity for advertisement and send RFQ's to at least three (3) suppliers with technical, legal and financial capability to deliver the goods.</p> <p>Note: Deadline for submission of quotation may be extended if there is no quotation or less than the required number of quotations received.</p>	<p>none</p>	<p>5 minutes 3 days</p>	<p><i>BAC Secretariat #1 (receiving table)</i></p> <p><i>BAC Secretariat #3, Procurement Office (Canvassers)</i></p>



	<p>2.3 Receive Quotations from interested suppliers during the advertisement period.</p> <p>Note: Receipt of at least 3 quotations must be obtained.</p> <p>a. Forward all the submitted quotations to the Technical Working Group – Goods and Services (TWG-Goods and Services) upon the deadline for evaluation.</p> <p>2.5 Evaluation and Preparation of Abstract of Quotation.</p> <p>2.6 Receive and Record on the logbook the Evaluation Report and Abstract of Quotation from the TWG-Goods and Services.</p> <p>2.7 Forward the Evaluation Report and Abstract of Quotation to the End-User for signature.</p>	<p>none none</p>	<p>15 minutes</p> <p>2 days</p> <p>5 minutes</p> <p>1 day</p>	<p><i>BAC Secretariat #1 ,and #3, Procurement Office (Canvassers)</i></p> <p><i>BAC Secretariat #3 TWG-Goods and Services and BAC members</i></p> <p><i>BAC Secretariat 1 (receiving table)</i></p> <p><i>BAC Secretariat Messenger</i></p>
3. Review and sign the Evaluation Report and Abstract of Quotation	<p>3.1 Prepare BAC Resolution to be signed by the BAC members, End-User and the approval of the Head of the Procuring Entity (HOPE).</p> <p>3.2 Prepare the Notice of Award (NOA) to be signed by the HOPE</p>	none	1 day	<p><i>BAC Secretariat and BAC members</i></p> <p><i>BAC Secretariat, Office of the Chancellor</i></p>



	<p>3.3 Issuance of the NOA to the winning supplier for signature.</p> <p>3.4 After receiving the conformed NOA, prepare the Contract OR Purchase Order (P.O).</p> <p>3.5 Forward the Contract for notarization and signature or P.O for signature to the winning supplier.</p> <p>3.6 Prepare the Notice to Proceed (NTP) upon receiving the notarized and signed Contract or signed P.O.</p> <p>3.7 Issuance of the Signed NTP to the winning supplier for signature.</p> <p>3.8. Wait and follow up the delivery.</p> <p>3.9. If delivered, accept and inspect the items.</p>	none none None None	15 days 1 day 15 days 1 day 15 days 15 days 20 minutes	<i>BAC Secretariat/Procurement Office</i> <i>BAC Secretariat, Office of the Chancellor/Procurement Office</i> <i>BAC Secretariat/Procurement Office</i> <i>BAC Secretariat, Office of the Chancellor</i> <i>BAC Secretariat/Procurement Office</i> <i>Procurement Office (Admin Officer 1/Canvasser)</i> <i>Inspection and Acceptance Committee</i>
END OF TRANSACTION				
				TOTAL 70 days and 1 hour and 5 minutes

REQUEST FOR PROCUREMENT OF GOODS WITH AN APPROVED BUDGET FOR THE CONTRACT (ABC) OF ₱50,000.00 - ₱100,000.00 (SHOPPING- SECTION 52.1 (b) OF THE 2016 REVISED IMPLEMENTING RULES AND REGULATIONS OF R.A. 9184 (OUTSIDE THE LOCAL AREA SUPPLIER) – MULTI-STAGE PROCESSING



6. REQUEST FOR PROCUREMENT OF GOODS THROUGH NEGOTIATED PROCUREMENT – EMERGENCY CASES – SECTION 53.2 OF THE 2016 REVISED IMPLEMENTING RULES AND REGULATIONS OF R.A. 9184

In case of imminent danger to life or property during a state of calamity, or when time is of the essence arising from natural or man-made calamities or other causes where immediate action is necessary to prevent damage to or loss of life or property, or to restore vital public services, infrastructure facilities and other public utilities.

Note: In all instances, the HOPE shall confirm in writing the existence and veracity of the ground or grounds relied upon before approving the ensuing contract.

Office or Division:	BAC Secretariat Office/Procurement Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	End-User of each office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request – 4 original copies		End-user		
Approved APP (Annual Procurement Plan) - photocopy		BAC Secretariat Office		
Appropriate supporting documents identifying the emergency sought to be addressed.		Office of the Chancellor		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME
1. Submit the Purchase Request together with appropriate supporting documents identifying the emergency sought to be addressed.	1.1 Receive the documents and enter it in the Logbook.		none	5 minutes
	1.2 Stamp the document with the BAC Secretariat seal which shall contain the date and time and let the client sign on the logbook.			5 minutes
	1.3 Photocopy the documents for filing.			10 minutes
				<i>BAC Secretariat Staff</i>



	<p>1.4 Hold a pre-procurement conference if deemed necessary.</p> <p>1.5 Prepare the Request for Quotation.</p> <p>1.6 Send invitation to at least three (3) suppliers with technical, legal and financial capability to deliver the goods.</p> <p>1.7 Receive sealed Quotations from interested suppliers</p> <p>1.8 Forward all the submitted quotations to the Technical Working Group – Goods and Services (TWG-Goods and Services) upon the deadline for evaluation.</p> <p>Note: Receipt of at least one quotation is sufficient to proceed with the evaluation.</p> <p>1.9 Evaluation and Preparation Abstract of Quotation.</p> <p>1.10 Receive and Record on the logbook the Evaluation Report and Abstract of Quotation from the TWG-Goods and Services</p> <p>1.11 Forward the Evaluation Report and Abstract of Quotation to the End-User for signature.</p>	<p>1 day</p> <p>1 day</p> <p>2 days</p> <p>2 days</p> <p>15 minutes</p> <p>2 days</p> <p>5 minutes</p> <p>1 day</p>	<p><i>BAC</i></p> <p><i>BAC Secretariat #2</i></p> <p><i>BAC Secretariat # 3, Procurement Office</i></p> <p><i>BAC Secretariat #1 and #3, Procurement Office</i></p> <p><i>BAC Secretariat #3</i></p> <p><i>TWG-Goods and Services and BAC members</i></p> <p><i>BAC Secretariat #1 (receiving table)</i></p> <p><i>BAC Secretariat Messenger</i></p>
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2. Review and sign the Evaluation Report and Abstract of Quotation	2.1 Prepare BAC Resolution for Awarding to be signed by the BAC members, End-User and the approval of the Head of the Procuring Entity (HOPE).	none	1 day	<i>BAC Secretariat and BAC members</i>
	2.2 Prepare the Notice of Award (NOA) to be signed by the HOPE		2 days	<i>BAC Secretariat, Office of the Chancellor</i>
	2.3 Issuance of the NOA to the winning supplier for signature.		1 day	<i>BAC Secretariat/Procurement Office</i>
	2.4 After receiving the conformed NOA, prepare the Contract OR Purchase Order (P.O).		1 day	<i>BAC Secretariat, Office of the Chancellor/Procurement Office</i>
	2.5 Forward the Contract for notarization and signature or P.O for signature to the winning supplier.		1 day	<i>BAC Secretariat/Procurement Office</i>
	2.6 Prepare the Notice to Proceed (NTP) upon receiving the notarized and signed Contract or signed P.O.		1 day	<i>BAC Secretariat, Office of the Chancellor</i>
	2.7 Issuance of the Signed NTP to the winning supplier for signature.		30 days	<i>BAC Secretariat/Procurement Office</i>
	2.8. Wait and follow up the delivery.		20 minutes	<i>Procurement Office (Admin Officer 1/Canvasser)</i>
	2.9. If delivered, accept and inspect the items.		20 minutes	<i>Inspection and Acceptance Committee</i>

END OF TRANSACTION



	TOTAL	46 days and 1 hour
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REQUEST FOR PROCUREMENT OF GOODS THROUGH NEGOTIATED PROCUREMENT – EMERGENCY CASES – SECTION 53.2 OF THE 2016 REVISED IMPLEMENTING RULES AND REGULATIONS OF R.A. 9184 – MULTI-STAGE PROCESSING



7. REQUEST FOR PROCUREMENT OF GOODS UNDER DIRECT CONTRACTING – SECTION 50 OF THE 2016 REVISED IMPLEMENTING RULES AND REGULATIONS OF R.A. 9184)

This service may be availed by all offices (referred as “End-User”) of this university.

Direct Contracting or single source procurement is a method of procurement of goods that does not require elaborate Bidding Documents. The supplier is simply asked to submit a price quotation or a pro-forma invoice together with the conditions of sale. The offer may be accepted immediately or after some negotiations. Direct Contracting may be resorted to under any of the following conditions:

- a. Procurement of goods of proprietary nature which can be obtained only from the proprietary source, i.e., when patents, trade secrets, and copyrights prohibited others from manufacturing the same item;
- b. When the procurement of critical components from a specific supplier is a condition precedent to hold a contractor to guarantee its project performance, in accordance with provisions of its contract; or
- c. Those sold by an exclusive dealer or manufacturer which does not have sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to the government.

Office or Division:	BAC Secretariat Office/Procurement Office	
Classification:	Complex	
Type of Transaction:	G2C	
Who may avail:	End-User of each office	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Approved Purchase Request – 4 original copies		End-user
Approved APP (Annual Procurement Plan) - photocopy		BAC Secretariat
Other attachments (if applicable)		End-User



CLIENT'S STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Purchase Request together with the Approved APP.	<p>1.1 Receive the documents and enter it in the Logbook.</p> <p>1.2 Stamp the document with the BAC Secretariat seal which shall contain the date and time and let the client sign on the logbook.</p> <p>1.3 Photocopy the documents for filing.</p> <p>1.4 Conduct pre-procurement conference, if required or deemed necessary.</p> <p>1.5 Prepare the Approval for Posting and Request for Quotation (RFQ) for the review and approval of the BAC and the End-User.</p>	none	<p>5 minutes</p> <p>5 minutes</p> <p>10 minutes</p> <p>1 day</p> <p>1 day</p>	<p>BAC Secretariat #1 (receiving table)</p> <p>BAC Secretariat #1 (receiving table)</p> <p>BAC Secretariat Staff</p> <p>BAC Secretariat, TWG-Goods and Services and BAC members</p> <p>BAC Secretariat #2, BAC members and the End-User.</p>
2. Return the reviewed RFQ and signed Approval for Posting	<p>2.1 Receive the reviewed RFQ and signed Approval for Posting</p> <p>2.2 Post the procurement project in the PhilGEPS website. Once the posting is active, prepare a poster and post it in a conspicuous place in the premise of the Procuring Entity for advertisement and send RFQ to the identified supplier whom the goods will be procured.</p>	None	<p>5 minutes</p> <p>3 days</p>	<p>BAC Secretariat #1 (receiving table)</p> <p>BAC Secretariat #3, Procurement Office (Canvassers)</p>



	<p>2.3 Receive Quotation from the identified supplier.</p> <p>2.4 Forward the submitted quotation to the Technical Working Group – Goods and Services (TWG-Goods and Services) upon the deadline for evaluation.</p> <p>2.5 Evaluation and Preparation of Abstract of Quotation.</p> <p>2.6 Receive and Record on the logbook the Evaluation Report and Abstract of Quotation from the TWG-Goods and Services.</p> <p>2.7 Forward the Evaluation Report and Abstract of Quotation to the End-User for signature.</p>		<p>5 minutes</p> <p>15 minutes</p> <p>2 days</p> <p>5 minutes</p> <p>1 day</p>	<p><i>BAC Secretariat #1 ,and #3, Procurement Office (Canvassers)</i> <i>BAC Secretariat #3</i></p> <p><i>TWG-Goods and Services and BAC members</i> <i>BAC Secretariat 1 (receiving table)</i></p> <p><i>BAC Secretariat Messenger</i></p>
3. Review and sign the Evaluation Report and Abstract of Quotation	<p>3.1 Prepare BAC Resolution to be signed by the BAC members, End-User and the approval of the Head of the Procuring Entity (HOPE).</p> <p>3.2 Prepare the Notice of Award (NOA) to be signed by the HOPE</p> <p>3.3 Issuance of the NOA to the winning supplier for signature.</p>	None	<p>1 day</p> <p>15 days</p>	<p><i>BAC Secretariat and BAC members</i></p> <p><i>BAC Secretariat, Office of the Chancellor</i></p> <p><i>BAC Secretariat/Procurement Office</i></p>



	<p>3.4 After receiving the conformed NOA, prepare the Contract or Purchase Order (P.O).</p> <p>3.5 Forward the Contract for notarization and signature or P.O for signature to the winning supplier.</p> <p>3.6 Prepare the Notice to Proceed (NTP) upon receiving the notarized and signed Contract or signed P.O.</p> <p>3.7 Issuance of the Signed NTP to the winning supplier for signature.</p> <p>3.8 Wait and follow up the delivery.</p> <p>3.9</p> <p>3.10 If delivered, accept and inspect the items.</p>		<p>1 day</p> <p>15 days</p> <p>1 day</p> <p>15 days</p> <p>15 days</p> <p>20 minutes</p>	<p><i>BAC Secretariat, Office of the Chancellor/Procurement Office</i></p> <p><i>BAC Secretariat/Procurement Office</i></p> <p><i>BAC Secretariat, Office of the Chancellor</i></p> <p><i>BAC Secretariat/Procurement Office</i></p> <p><i>Procurement Office (Admin Officer 1/Canvasser)</i></p> <p><i>Inspection and Acceptance Committee</i></p>
END OF TRANSACTION				
TOTAL				71 days and 1 hour and 10 minutes

REQUEST FOR PROCUREMENT OF GOODS UNDER DIRECT CONTRACTING – SECTION 50 OF THE 2016 REVISED IMPLEMENTING RULES AND REGULATIONS OF R.A. 9184) – MULTI-STAGE PROCESSING



8. REQUEST FOR PROCUREMENT OF GOODS THROUGH REPEAT ORDER – SECTION 51 OF THE 2016 REVISED IMPLEMENTING RULES AND REGULATIONS OF R.A. 9184

REPEAT ORDER, is a method of procurement of goods from the previous winning bidder, whenever there is a need to replenish Goods procured under a contract previously awarded through Competitive Bidding. The procurement should be covered by the contingency provided for in the APP. (**SECTION 51 OF THE 2016 REVISED IRR**)

This procurement method shall apply if the end-user request for the procurement of additional units of goods which is equivalent to 25% or less than the original quantity which was previously procured.

Office or Division:	BAC Secretariat Office/Procurement Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	End-User of each offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request – 4 original copies		End-user		
Approved APP (Annual Procurement Plan) - photocopy		BAC Secretariat Office		
Other attachments (if applicable)		End-User		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME
1. Submit the Purchase Request together with the Approved APP.		1.1 Receive the documents and enter it in the Logbook. 1.2 Stamp the document with the BAC Secretariat seal which shall contain the date and time and let the client sign on the logbook. 1.3 Photocopy the documents for filing.	none	5 minutes 5 minutes 10 minutes
				<i>BAC Secretariat # 1 (receiving table)</i> <i>BAC Secretariat # 1 (receiving table)</i> <i>BAC Secretariat Staff</i>



	<p>1.4 Prepare the Approval for Posting and Notice for Request for Quotation</p> <p>1.5 Post the procurement project in the PhilGEPS website. Once the posting is active, prepare a poster and post it in a conspicuous place in the premise of the Procuring Entity for information purposes.</p> <p>1.6 Conduct a canvass of the prevailing market price of the goods to be procured and compares this with the price of the goods in the original contract.</p> <p>1.7 The BAC confirms the price with the supplier that won the previous public bidding.</p> <p>1.8 Hold a pre-procurement conference if deemed necessary.</p> <p>1.9 Recommend the conduct of a Repeat Order through a resolution to be approved by the Procuring Entity.</p> <p>1.10 Amend the APP to include the recommendation to the Head of the Procuring Entity on the use of Repeat Order as a method of procurement.</p> <p>1.11 Affix the signature of the BAC members and the End-User and the approval of the HOPE in the resolution.</p>	<p>3 days</p> <p>3 days</p> <p>1 day</p> <p>1 day</p> <p>2 days</p> <p>1 day</p> <p>2 days</p>	<p><i>BAC Secretariat #2,</i> <i>BAC Secretariat #3</i></p> <p><i>BAC through BAC secretariat</i></p> <p><i>BAC</i></p> <p><i>BAC</i></p> <p><i>BAC</i></p> <p><i>BAC Secretariat</i></p> <p><i>Messenger</i></p>
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	<p>1.12 Prepare the Supplemental Contract or Purchase Order using the Technical Specifications in the Bidding Documents used in the previous bidding.</p> <p>1.13 Prepare the Notice of Award (NOA) to be signed by the HOPE</p> <p>1.14 Issuance of the NOA for conforme.</p> <p>1.15 Post for information purposes the award of contract in the PhilGEPS website and in a conspicuous place in the premise of the Procuring Entity.</p> <p>1.16 Wait and follow up the delivery.</p> <p>If delivered, accept and inspect the items.</p>	<p>1 day</p> <p>7 days</p> <p>1 day</p> <p>15 days</p> <p>20 minutes</p>	<p><i>BAC through BAC Secretariat/Procuring Entity, Office of the Chancellor</i></p> <p><i>BAC Secretariat, Office of the Chancellor</i></p> <p><i>BAC Secretariat/Procurement Office</i></p> <p><i>BAC Secretariat #3</i></p> <p><i>Procurement Office (Admin Officer 1/Canvasser)</i></p> <p><i>Inspection and Acceptance Committee</i></p>
END OF TRANSACTION			
TOTAL			37 days and 40 minutes

REQUEST FOR PROCUREMENT OF GOODS THROUGH REPEAT ORDER – SECTION 51 OF THE 2016 REVISED IMPLEMENTING RULES AND REGULATIONS OF R.A. 9184 – MULTI-STAGE PROCESSING



OFFICE OF THE VICE CHANCELLOR FOR ACADEMIC AFFAIRS

Internal Services



1. Application for Promotion

This service may be availed by regular faculty members who would like to apply for promotion based on the existing guidelines, policies, and procedures for faculty promotion per BOR Res. No. 211, Series of 2005.

Office or Division:	Academic Affairs			
Classification:	Complex Processes / Services			
Type of Transaction:	G 2 C			
Who may avail:	Regular faculty members with Collegiate and Teachers Ranks			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Transcript of Records (Mandatory)	School last attended			
Service Record (Mandatory)	Human and Resource Management Office (HRMO)			
Teaching Efficiency Rating (TER) from date of employment as faculty (Mandatory)	Dean's / Principal's Office			
IPCR for the last two years (Mandatory)	HRMO			
Certificate of Eligibility, Trainings, Seminars attended (optional or if available)	Accumulated certificates over time by the applicant after obtaining baccalaureate degree			
Special orders and certificate of participation in campus committees, activities and programs (optional or if available)	From employer accumulated over time by the applicant while in service			
Certificates, special orders, etc on participation in activities and programs in the community and outside institutions (optional, or if available)	From employer, GOs, NGOs, people's organizations accumulated over time by the applicant while in service			
Copies of publications, certificates of paper and poster presentations in local, regional, national and international conferences, if any.	From publishers, academic institutions, host organizations of conferences and fora for presentation of research and academic papers			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit letter of intent to be evaluated for promotion together with the required documents.	1.1 Check the completeness of required documents; receive the request and assign CAPP member to conduct pre-evaluation 1.2 Conduct initial evaluation - give of points to each credential based on the MSUS Integrated Scheme for Ranking and Promotion (ISRP) 1.3 Review of initial evaluation, revise (if necessary); determine the rank; and approve the evaluation 1.4 Prepare the final (clean copy) of the evaluation 1.5 CAPP members sign the evaluation documents (clean copy) 1.6 Prepare summary of evaluation for submission to the Academic Planning Committee (APC)	None None None None	1 hour 14 days 1 day 2 days 1 day 1 day	<i>Table 3 (CAPP Secretary)</i> <i>Campus Academic Promotion Panel</i> <i>Campus Academic Promotion Panel</i> <i>Table 4</i> <i>Campus Academic Promotion Panel</i> <i>Table 4</i>
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	<p>1.7 Approval / disapproval of the evaluation by APC For Ranks Associate Professor and above: Submission to the University System Academic Promotion Panel (USAAPP) and the Office of the Vice President for Academic Affairs (OVPA), Marawi City</p> <p>1.8 Submission to the Board of Regents of the MSUS for approval</p>		1 day 15 days 10 days	Office of the Campus Secretary Special Assistant / Secretary of the CAPP BOR
The applicant receives BOR Resolution approving the promotion	TOTAL			30 days for Ranks below Associate Professor 45 days for ranks Associate Professor above

Application for Promotion – Multi-stage Processing



2. Request for travel to attend seminars, trainings and conferences

This service may be availed by faculty and staff who intend to attend seminars, trainings and conferences for professional advancement in line with *BOR Res. 393, series of 2017*.

Office or Division:	Academic Affairs			
Classification:	Complex Processes / Services			
Type of Transaction:	G 2 C			
Who may avail:	Faculty and staff with at least contractual appointments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Invitation or Memo from host agency or organization		From Agency		
Letter of Intent (Application Form)		From applicant (Department/Unit)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Fill-up and submit application form with the Invitation or Memo from the host agency or organization to the chairperson or head of unit	1.1 Checks the completeness of required documents 1.2 Evaluates whether the activity is in line with the field of the faculty and the course offering of the department; cross check the legitimacy of the activity; and if legit, endorses the request to the Dean / Director 2.3 Examines whether the request is reasonable and justified in line with the policies and guidelines set in BOR Res. 393, Series of 2017 and the priorities of the college; and (if not qualified, request be returned/denied) (If qualified) endorses the request to the Vice Chancellor for Academic Affairs (VCAA) 2.4 The VCAA staff reviews and checks if the request is in line with the Work and Financial Plan (WFP) of the unit and	None None None None	15 minutes 1 day 1 day 1 day	<i>Receiving officer / Staff of the Department / Unit</i> <i>Chairperson / Head of Unit</i> <i>Dean</i> <i>Table 4</i> <i>Table 3</i> <i>Vice Chancellor for Academic Affairs</i>
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	<p>endorses the request to the chancellor for approval</p> <p>2.5 The Office of the Chancellor (OC) receives and log the endorsement from the VCAA</p> <p>2.6 The Chancellor evaluates and approve / disapprove the request, and (if approved) issues a travel order or authority to travel</p>		15 minutes 1 day	<p><i>Table 1</i></p> <p><i>Office of the Chancellor</i></p>
The requestor receives the approved request and prepares travel documents	TOTAL	None	5 days	

Request for travel to attend seminars, trainings and conferences – Multi-stage Processing



OFFICE OF ACADEMIC SUPPORT SERVICES

Internal Services



1. UTILIZATION OF EVENT HALL

The Audio-Visual Room of the Integrated Science Laboratory Building and Roof Deck of the Cong. Indanan M. Anni Hall (Academic Building) can be utilized for event like meeting, seminar, training and other academic and non-academic related activities. The Audio-Visual Room has 100 occupants capacity and Roof Deck has 250 occupants capacity.

Office or Division:	Office of Academic Support Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Enrolled student, faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Event Hall Utilization Request Form (EHUR Form)		Office of Academic Support Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Event Hall Utilization Request Form (EHUR Form)	Provide the Event Hall Request Utilization Form (EHUR Form)	NONE	3 min	Table 1
2. Fill out the EHUR Form and submit in 3 copies	2.1 Review the EHUR Form 2.2 Forward the EHUR Form to the Director for final review and approval	NONE	5 min	Table 1
3. Waiting for approval	3.1 Review and approve/disapprove EHUR Form 3.2 Forward approved EHUR Form to Table 1	NONE	4 hour	Director
4. Receive the approved EHUR Form	4. Release the approved the EHUR Form	NONE	3 min	Table 1
END OF TRANSACTIONS				
	TOTAL		4 hour, 11 min	



COLLEGE OF FISHERIES

External Services



1. Admission/Registration for Graduate Students

The Department of Master of Science in Aquaculture accepts new entrants to its graduate programs. The applicant of the program must submit to the pre-screening procedure done by the admission officer (MS Aqua).

Office or Division:	MS Aquaculture Department			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	New Students (graduate of four year-course)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transcript of Record (One (1) original and two 2 photocopies with dry seal)		From previous enrolled institution		
Honorable Dismissal (Non-MSU Graduate)		From previous enrolled institution		
Recommendation Form		From previous mentor/head of office		
Two (2) copies colored 2x2 ID recent Picture		Personal		
Permit to Study		From immediate head of office		
Graduate School Admission Test (GSAT) Result		MS Aquaculture Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get and accomplish Application Form for Admission and secure/prepare supporting documents as specified in the admission requirements	1.1 Issue admission documents 1.2 Record documents issued on the logbook	None	5 Minutes	<i>Table 1</i>
2. Submit accomplished requirements	2.1 Review submitted documents 2.2 Review the approved document to table 1 (receiving and recording office)	None	7 minutes	<i>Table 2 (Department Chair)</i>



	2.3 Advise applicant to apply for GSAT			<i>Table 1</i>
3. Apply for Graduate School Admission Test (GSAT) and pay GSAT	3. Advise applicant to pay GSAT fee	P300.00	2 minutes	<i>Table 2 (Department Chair)</i>
4. Present official receipt and take the GSAT	4.1 Check OR/record in logbook 4.2 Administer GSAT 4.3 Check test	None	4 hours	<i>Table 1</i> <i>Table 2 (Department Chair)</i>
5. Get result of GSAT	5. Issue notice of test result	None	2 Minutes	<i>Table 1</i>
6. If passed, report for interview within 2 days before the scheduled enrolment period. If failed, the student may still proceed for interview and may be admitted on conditional status. She/He may be allowed to take the GSAT the next semester.	6.1 Conduct interview 6.2 Check and endorse application documents 6.3 Verify and endorse documents 6.4 Approved/disapprove application 6.5 Record transaction in the logbook	None	2 days	<i>Table 2 (Department Chair)</i> <i>Table 1</i> <i>Table 2 (Department Chair)</i>



7. Accomplish and submit registration forms and tentative plan of course work/study plan in consultation with the Program Chair and proceed with enrolment	7.1 Assign program adviser 7.2 Discuss course plan 7.3. Enroll	None	1 hour	<i>Table 2 (Department Chair)</i>
	TOTAL	Php 300.00	2 days, 6 hours, 16 minutes	



2. Application for Admission of New, Transferee, and Shifter Undergraduate Students

A service provided to the undergraduate students in the beginning of the semester.

Office or Division:	COF Dean's Office, Office of Chairperson (Aquaculture, Fish Processing and Marine Fisheries Department)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	New, Transferee, and Shifter Undergraduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Admission slip		Admission Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present admission slip with initial confirmation of the admission officer	1.1. Verify admission slip 1.2. Accept and approve admission slip	None	5 minutes 10 minutes	<i>Table 2 (Program Adviser)</i>
2. Receive and present the accepted and approved admission slip to admission officer	2.2 Return accepted and approved admission slip to students	None	15 minutes	<i>Table 2 (Program Adviser)</i>
	TOTAL	None	30 minutes	



3. Enrollment of New and Transferee Students

A service provided to the students in the beginning of the semester.

Office or Division:	COF Dean's Office, Office of Chairperson (Aquaculture, Fish Processing and Marine Fisheries Department)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	New and Transferee Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of grades (for transferee)		Registrar Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the accepted and approved admission slip (with grades, for transferee)	1. Verify and Advise subject to be taken	None	20 minutes	<i>Table 2 (Program Adviser)</i>
2. Get a copy of the Certificate of Registration (COR)	2. Release Certificate of Registration (COR)	None	5 minutes	<i>Chairperson</i>
3. Proceed to the Registrar's Office to be officially enrolled	3. Confirm the student's registration	None	5 minutes	<i>Office of the Campus Registrar</i>
	TOTAL	None	30 minutes	



4. Enrollment/Registration of Old Students

A service provided to the students in the beginning of the semester.

Office or Division:	COF Dean's Office, Office of the Chairpersons (Aquaculture, Fish Processing and Marine Fisheries Department)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Old/Returning COF Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of grades (from previous semester)		Registrar Office		
Valid ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to table 2 for advising of subjects to be taken	1.1 Review previous record 1.2 Advise subjects to be taken	None	15 minutes 15 minutes	<i>Table 2 (Program Adviser)</i>
2. Get a copy of the Certificate of Registration (COR)	2. Release Certificate of Registration (COR)	None	5 minutes	<i>Chairperson</i>
3. Proceed to the Registrar's Office to be officially enrolled	3. Confirm the student's registration	None	5 minutes	<i>Office of the Campus Registrar</i>
	TOTAL	None	40 minutes	



College of Arts and Sciences

External Service



1. Application for Qualifying Examination for BAELS Program

Incoming freshmen students must take the qualifying exam (written and oral exam) to be accepted to the program.

Office or Division:	CAS – Language Department			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students of the Language Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SASE Score Result	Admission Office			
Notice of Admission (NOA)	Admission Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write the name in the logbook	1. Give the logbook to student	None	1 minute	Adviser
2. Bring the Notice of Admission (NOA)	2. Verify the NOA and advise to take the qualifying exam	None	2 minutes	Department Chair/Adviser
3. Proceeds to the assigned room	3.1 Conduct written exam 3.2 Interview	None	45 minutes 15 minutes	Assigned Faculty
4. Wait for the result	4. Post the result	None	15 minutes	Assigned Faculty
END OF TRANSACTION				
TOTAL			1 hour and 20 minutes	



2. Enrollment of Freshmen Students

This pertains to the enrolment process of the different departments of the College of Arts and Sciences.

Office or Division:	CAS			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Qualified Freshmen Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission Slip		Admission Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to table 2 for advising of subjects to be taken	1.1 Review previous record 1.2 Advise subjects to be taken	None	15 minutes 15 minutes	<i>Table 2 (Program Adviser)</i>
2. Get a copy of the Certificate of Registration (COR)	2. Release Certificate of Registration (COR)	None	5 minutes	<i>Chairperson</i>
3. Proceed to the Registrar's Office to be officially enrolled	3. Confirm the student's registration	None	5 minutes	<i>Office of the Campus Registrar</i>
<i>End of Transaction</i>				
	TOTAL	None	40 minutes	



3. Enrolment Process for Old, Returning and shifter Students

This service is provided for different departments of the College of Arts and Sciences.

Office:	CAS			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Old, Returning and Shifter Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest GPA		Office of the Campus Registrar		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write the name in the logbook	1.1 Give the logbook to student 1.2 Verify student record on the enrolment system 1.3 Advise subjects to be taken	None	5 minutes 5 minutes 15 minutes	Adviser
2. Get a copy of the Certificate of Registration (COR)	2. Release Certificate of Registration (COR)	None	5 minutes	Chairperson
3. Proceed to the Registrar's Office to be officially enrolled	3. Confirm the student's registration	None	5 minutes	<i>Office of the Campus Registrar</i>
END OF TRANSACTION				
TOTAL		45 minutes		



4. New Enrollees for Professional Diploma in Physical Education (PDPE)

This service is provided to students who wants to enroll in Professional Diploma in Physical Education program.

Office	SPEAR Department, College of Arts and Sciences			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	Graduate of 4 years degree			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission Slip		Admission and Scholarships Office		
Photocopy of Transcript of Record		Client		
2x2 I.D. picture		Client		
Permit to study (MSU-TCTO Employees/Faculty member)		Client		
CLIENTS STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
1. Submit the requirements and write the name in the logbook		1.1 Give the logbook to student 1.2 Verify the admission slip 1.3 Advise subjects to be taken	None	5 minutes 5 minutes 15 minutes
2. Get a copy of the Certificate of Registration (COR)		2. Release Certificate of Registration (COR)	None	5 minutes
3. Proceed to the Registrar's Office to be officially enrolled		3. Confirm the student's registration	None	5 minutes
PERSON RESPONSIBLE				
				<i>PDPE Adviser</i>
				<i>Chairperson</i>
				<i>Office of the Campus</i>



			<i>Registrar</i>
<i>END OF TRANSACTION</i>			
TOTAL	None	35 minutes	



College of Education

External Services



1. Admission to the College

This service may be availed by the students who intends to enroll in the CoEd Academic programs.

Office or Division:	College of Education				
Classification:	Simple				
Type of Transaction:	G2C- Government to Client				
Who may avail:	New Students, Second-Degree Takers, Shifters and transferees				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
SASE Score/Result (new/second-degree only)		MSU-TCTO Admissions Office			
Copy grades of subjects taken (for Shifters only)		MSU-TCTO Registrar's Office			
Academic record (senior high school report card) for new students		Senior High School Graduated From			
Transcript of Record (TOR), <i>for second degree</i>		Previous Institution			
CoEd Entrance Application form (duly accomplished)		CoEd Staff			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to CoEd Logbook and secure CoEd Entrance Application Form		1. Issue CoEd Entrance Application Form	None	5 Minutes	CoEd Staff (1 st floor, Table 1)
2. Submit the duly accomplished CoEd Entrance Application Form to the CoEd Staff together with the photocopy of the SASE score/result and senior high school report card, <i>for new students</i> , and TOR, <i>for second degree</i> .		2. Receive duly accomplished CoEd Entrance Application Form and the photocopy of the SASE score/result and senior high school report card.	None	5 Minutes	CoEd Staff (1 st floor, Table 1)
3. Wait for the schedule of CoEd Entrance Examination and Interview, and assigned batch number.		3. Schedule CoEd Entrance Examination and Interview.	None	1 day	CoEd Staff (1 st floor, Table 2)



	4. Assign batch number of the applicants.	None	1 day	<i>CoEd Staff (1st floor, Table 2)</i>
4. Take the CoEd Entrance Examination on the scheduled date and venue.	4.1. Administers the entrance examination on the scheduled date and venue as group by batches. 4.2. Checks the entrance exam.	None	2 hours	<i>CoEd Committee on Entrance Exam and Interview</i>
5. Submit to interview on the scheduled date and venue.	5. Conduct interview of the students on the scheduled date.	None	1 hour	<i>CoEd Committee on Entrance Exam and Interview</i>
6. Wait for the announcement on the release of notice of acceptance	6.1. Finalize the listing of students who are accepted to enroll at CoEd. 6.2. Post the list of accepted students.	None	1 day 5 minutes	<i>CoEd Committee on Entrance Exam and Interview</i>
7. Claim CoEd Notice of Acceptance from the Office of the Dean.	7. Release the Notice of Acceptance.	None	1 hour	<i>Office of the Dean</i>
8. Proceed to the department intended to enroll	8. Advise student on the subjects to be enrolled	None	5 minutes	<i>Chairperson</i>
9. Get a copy of the Certificate of Registration (COR)	9. Release Certificate of Registration (COR)	None	5 minutes	<i>Chairperson</i>
10. Proceed to the Registrar's Office to be officially enrolled	10. Confirm the student's registration	None	5 minutes	<i>Office of the Campus Registrar</i>
END OF TRANSACTION				
	TOTAL	None	4 days, 4 hours, and 25 minutes	



2. Cross Enrolment

Process for student of other MSU-TCTO academic units to enroll in the CoEd subjects as reflected in their prospectus

Office or Division:	College of Education			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Undergraduate students enrolled at CAS (AB History, PDPE) and CIAS (BSTA)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (for undergraduate students)		College/Unit where the student belongs		
Recommendation Letter		Chairperson		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to CoEd Logbook and presents request or recommendation letter with attachments	1.1 Notes the letter with approval or disapproval 1.2 Once approved, advise subjects to be enrolled	None	5 Minutes	<i>SED Department Chairperson (2nd floor, Door 1, Table 2)</i>
2. Get a copy of the Certificate of Registration (COR)	2. Release Certificate of Registration (COR)	None	5 minutes	<i>Chairperson</i>
3. Proceed to the Registrar's Office to be officially enrolled	3. Confirm the student's registration	None	5 minutes	<i>Office of the Campus Registrar</i>
END OF TRANSACTION				
	TOTAL	None	15 minutes	



3. Approval for Extra Education Units

Admission/approval process for student to take extra education subjects at the CoEd

Office or Division:	College of Education			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Students Who Have Completed Academic Degree Other Than Education			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission Form		MSU-TCTO Admissions Office		
Transcript of Records (TOR)		Previous Institution		
Permit to Study (for MSU-TCTO Employee)		Department/Unit Immediate Supervisor		
Interview Rating		CoEd Staff		
Notice of Approval		Office of the Dean		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to CoEd Logbook and present the copy of TOR and Permit to Study in a long white folder to the SED Department chairperson	1. Checks and evaluates TOR and other documents and schedule the interview	None	5 Minutes	<i>SED Department Chairperson (2nd floor, Door 1, Table 2)</i>
2. Submits to the interview	2. Administer the interview 2.2 Submits to the Dean the interview result and the supporting documents	None	5 Minutes	<i>SED Department Chairperson (2nd floor, Door 1, Table 2)</i>



3. Claim CoEd Notice of Approval	3. Release exam and interview results, and issues a Notice of Approval	None	10 Minutes	<i>Office of the Dean staff</i>
4. Proceed to Admissions Office and secure admission form	4. Release admission slip	None	5 Minutes	<i>Admissions Office</i>
5. Proceed to the department intended to enroll	5. Advise student on the subjects to be enrolled	None	5 minutes	<i>Chairperson</i>
6. Get a copy of the Certificate of Registration (COR)	6. Release Certificate of Registration (COR)	None	5 minutes	<i>Chairperson</i>
7. Proceed to the Registrar's Office to be officially enrolled	7. Confirm the student's registration	None	5 minutes	<i>Office of the Campus Registrar</i>
<i>END OF TRANSACTION</i>				
	TOTAL	None	40 minutes	



4. Issuance of College Clearances

Process for the issuance of required clearances for the release of TOR of CoEd graduates.

Office or Division:	College of Education			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	CoEd Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip/Form		CoEd Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to CoEd Logbook, secures, accomplishes, and submits request slip/form	1. Receives request and prepares the needed clearances	None	10 Minutes	<i>CoEd Staff Table 1</i>
2. Obtains and accomplishes the required clearances	2. Releases copies of clearances	None	1 Minute	<i>CoEd Staff Table 1</i>
3. Presents and obtains signed clearance	Signs required clearances	None	1 Minute	<i>CoEd Dean</i>
END OF TRANSACTION				
	TOTAL	None	19 Minutes	



INSTITUTE OF OCEANOGRAPHY AND ENVIRONMENTAL SCIENCE

External Services



1. Enrollment of New Students

This service may be availed by freshmen students who wish to enroll at the Institute of Oceanography and Environmental Science.

Office or Division:	Institute of Oceanography and Environmental Science			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Qualified Freshmen Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission Slip		Admission Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to table 2 for advising of subjects to be taken	1.1 Review previous record 1.2 Advise subjects to be taken	None	15 minutes 15 minutes	<i>Table 2 (Program Adviser)</i>
2. Get a copy of the Certificate of Registration (COR)	2. Release Certificate of Registration (COR)	None	5 minutes	<i>Chairperson</i>
3. Proceed to the Registrar's Office to be officially enrolled	3. Confirm the student's registration	None	5 minutes	<i>Office of the Campus Registrar</i>
<i>End of Transaction</i>				
	TOTAL	None	40 minutes	



2. Enrolment Process for Old, Returning and shifter Students

This service is provided for different departments of the Institute of Oceanography and Environmental Science

Office:	Institute of Oceanography and Environmental Science			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Old, Returning and Shifter Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest GPA		Office of the Campus Registrar		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write the name in the logbook	1.1 Give the logbook to student 1.2 Verify student record on the enrolment system 1.3 Advise subjects to be taken	None	5 minutes 5 minutes 15 minutes	Adviser
2. Get a copy of the Certificate of Registration (COR)	2. Release Certificate of Registration (COR)	None	5 minutes	Chairperson
3. Proceed to the Registrar's Office to be officially enrolled	3. Confirm the student's registration	None	5 minutes	Office of the Campus Registrar
END OF TRANSACTION				
TOTAL			45 minutes	



	1.2 Release the book/library material and borrower's card to the faculty.	None	5 minutes	<i>Library Technical Staff</i>
<i>END OF TRANSACTION</i>				
	TOTAL	None	10 minutes	



INSTITUTE OF INFORMATION AND COMMUNICATIONS TECHNOLOGY

External Services



1. Enrollment of New Students

This service may be availed by freshmen students who wish to enroll at the Institute of Information and Communications Technology.

Office or Division:	Institute of Information and Communications Technology			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Freshmen Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Admission Form (original copy)		MSU-TCTO Office of the Admission and Scholarship		
Medical Certificate (original copy)		MSU-TCTO Infirmary		
SHS Report Card (original copy)		Previous school attended		
SASE Score/Result (original copy)		MSU-TCTO Office of the Admission and Scholarship		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to table 2 for advising of subjects to be taken	1.1 Review previous record 1.2 Advise subjects to be taken	None	15 minutes 15 minutes	Table 2 (Program Adviser)



2. Get a copy of the Certificate of Registration (COR)	2. Release Certificate of Registration (COR)	None	5 minutes	<i>Chairperson</i>
3. Proceed to the Registrar's Office to be officially enrolled	3. Confirm the student's registration	None	5 minutes	<i>Office of the Campus Registrar</i>
<i>END OF TRANSACTION</i>				
	TOTAL	None	40 minutes	



2. Enrolment Process for Old, Returning and shifter Students

This service is provided for different departments of the Institute of Information and Communications Technology

Office or Division:	Institute of Information and Communications Technology			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest GPA		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write the name in the logbook	1.1 Give the logbook to student 1.2 Verify student record on the enrolment system 1.3 Advise subjects to be taken	None	5 minutes 5 minutes 15 minutes	Adviser
2. Get a copy of the Certificate of Registration (COR)	2. Release Certificate of Registration (COR)	None	5 minutes	Chairperson



3. Proceed to the Registrar's Office to be officially enrolled	3. Confirm the student's registration	None	5 minutes	<i>Office of the Campus Registrar</i>
END OF TRANSACTION				
	TOTAL	None	45 minutes	



OFFICE OF ADMISSIONS AND SCHOLARSHIPS

External Services

1. APPLICATION FOR ADMISSION OF NEW STUDENTS

The office of admission evaluates the qualification of new students applying for admission to the MSU-TCTO

Office or Division:	Admissions and Scholarships			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Incoming Students of MSU-TCTO			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. MSU SASE Report of Rating (1 original)	Admissions Office			
2. PSA/NSO-Authenticated Birth Certificate (1 original, 1 photocopy)	Applicant			
3. 2X2 ID pictures (2 copies)	Applicant			
4. short brown envelope	Applicant			
5. Additional Requirements for Freshmen Only 5.1 Senior High School Report Card (Form 138-A) (1 original and 1 photocopy) 5.2 Certificate of Good Moral Character(1 original and 1 photocopy)	Office of Senior High School Principal			
6. Additional Requirement for Transferee Only 6.1 Honorable Dismissal and Official Copy of Units Earned (1 original and 1 photocopy)	University/School last attended			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents listed above to the attending admission personnel.	1.1 Check applicants entrance credentials if complete and authentic and if applicant is qualified for general admission 1.2 Record the submitted documents in the logbook	NONE	15 minutes	Table 1

	1.3 Assign student number for this applicant			
2. Receive and fill out application form	2. Issue an <i>Application form for Admission.</i>	NONE	15 minutes	<i>Table 1</i>
3. Proceed to the College Infirmary	3.1 Check for the body mass index, blood pressure, and other vital signs 3.2 Perform a medical examination	NONE	1 hour	<i>Table 1, Infirmary MEDICAL DOCTOR</i>
4. Receive medical clearance	4. Issue a medical clearance to be presented to the admissions personnel.	NONE	5 minutes	<i>Table 1, Infirmary</i>
5. Proceed to the Guidance and Counseling Office	5.1 Conduct of psychometric test 5.2 Conduct career guidance	NONE	1 hour	<i>Table 1, Guidance and Counseling Office</i>
6. Receive Guidance and Counseling Clearance	6. Issue Guidance and Counseling Clearance	NONE	5 minutes	<i>Table 1, Guidance and Counseling Office</i>
7. Submit the accomplished Application form for Admission	7.1 Receive and review the accomplished application form for admission 7.2 Check whether the applicant qualify for the course he/she is applying for 7.3 Create individual file in the Campus' enrolment computer data based for this new student and enter all information filled on the application form.	NONE	15 minutes	<i>Table 1 at the Admission Office</i>
8. Receive notice of admission	8. Release the Notice of Admission	NONE	5 minutes	<i>Table 1 at the Admission Office</i>
9. Proceed to the Department (where the degree is being offered)	9.1 Interview/ screening 9.2 Sign the Notice of Acceptance	NONE	1 hour	<i>Program Adviser/ Department Chairman/ Dean</i>

10. Receive notice of acceptance	8. Issue notice of acceptance	NONE	5 minutes	<i>Table 1 at the concerned department chair's office</i>
END OF TRANSACTION				
	TOTAL		3.5 hours	

2. APPLICATION FOR SHIFTING OF COURSE/ RE-ADMISSION OF RETURNING STUDENTS

The office of admission facilitates the application of students who wish to shift course and the application for readmission of returning students.

Office or Division:	Admissions and Scholarships			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Old Students or Returning Students of MSU-TCTO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official copy of grades (1 original and 1 photocopy) for the latest semester		Previous Department/College		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure an official copy of grades	1 Print and release official copy of grades	NONE	15 minutes	<i>Registrar's Office</i>
2. Secure a note from a guidance counselor	2 Provide private counseling to students/career guidance, assess the ability and potential in students	NONE	1 hour	<i>Guidance Office</i>
3. Present the requirements (with photocopy) to the admission personnel	3. Evaluate student's scholastic record	NONE	5 minutes	<i>Chief, Admission and Scholarship Office</i>
4. Receive shifting form/re-admission form	4. Issue shifting form/re-admission form	NONE	3 minutes	<i>Table 1, Admission Office</i>
5. Accomplish and submit application form and sign in the logbook	5.1 Receive application form and register in the logbook	NONE	5 minutes	<i>Table 1, Admission Office</i>
		NONE	3 minutes	<i>Table 1, Admission Office</i>

	<p>5.2 Forward application form to the Chief of Admission Office for approval/disapproval</p> <p>5.3 Approve/Disapprove the application form</p> <p>5.4 Forward the approved/disapproved application form with endorsement to Table 1 for release</p>	NONE NONE	10 minutes 3 minutes	<i>Chief, Admission Office</i> <i>Chief, Admission Office</i>
6. Receive approved/disapproved application form with endorsement	6. Release the approved/disapproved application form with endorsement	NONE	3 minutes	<i>Table 1, Admission Office</i>
7. Bring the endorsed <i>Application for Shifting/Re-admission</i> to the appropriate registration adviser for evaluation	<p>7.1 Check the CGPA requirement</p> <p>7.2 Approve/sign the notice of acceptance</p>	NONE	1 hour	<i>Program adviser/chairman/dean</i>
8. Submit the duly signed <i>Application for Shifting/Re-admission</i> to the Admissions Office.	8. Receive and enter the new course of the student in the computer data base	NONE	5 minutes	<i>Table 1, Admission Office</i>
9. Receive notice of shifting/re-admission	9. Release the notice of shifting/Re-admission	NONE	3 minutes	<i>Table 1, Admission Office</i>
END OF TRANSACTION				
	TOTAL		2 hours and 55 minutes	



OFFICE OF THE CAMPUS REGISTRAR

External Services



1. APPLICATION FOR TRANSCRIPT OF RECORDS, DIPLOMA

This service may be availed by MSU-TCTO alumni or authorized representatives.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G 2 C
Who may avail:	MSU-TCTO Alumni Students or Authorized Representative
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Applicant	
1. Application form	Registrar's Office
2. Clearance duly signed by the concerned officials (for TOR)	
3. Certification from the Dean of Respective Colleges (for TOR)	Respective Academic Department
4. Valid ID of the Applicant	Client
5. 2x2 ID picture (for TOR)	Client
Authorized Representative	
1. Application form	Client
2. Clearance duly signed by the concerned officials (for TOR)	Client
3. Certification from the Dean of Respective Colleges (for TOR)	Respective Academic Department
4. Valid ID of the Applicant	Client
5. If to be claimed by the authorized person, the following must be submitted: <ul style="list-style-type: none">• Special power of Attorney• Photocopy of valid ID of both the authorized representative and the client	The Authorized Representative



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form 2. Submit all the requirements needed as specified in the checklist.	1. Receive and verify the request 2. Check the submitted documents, then, Issue pay slip for the fees of the TOR	none none	3 minutes 3 minutes	<i>Table 1</i> <i>Table 1</i>
3. Pay to the Cashier's Office	3. Ask for the Official Receipt	none	3 minutes	<i>Window 1</i>
4. Present official receipt	4. Receive and check the official receipt, prepare the TOR requested, review the sign TOR	none	2 days	<i>Table 1</i>
5. Receive documents and sign in the logbook	5. Release the TOR	none	3 minutes	<i>Table 1</i>
END OF TRANSACTION				
	TOTAL	none	2 days and 12 minutes	



2. APPLICATION FOR VARIOUS CERTIFICATIONS (AS GRADUATE, UNITS EARNED, CAR, GWA, CAV, PD 907 AND LIST OF HONORS GRADUATE CERTIFICATION)

These may be availed by the MSU-TCTO alumni or any authorized representative.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G 2 C			
Who may avail:	MSU-TCTO Alumni and Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Applicant				
1. Application form 2. University Clearance 3. Valid I.D.	Registrar's Office Client			
Authorized Representative	Client If to be claimed by the authorize person, the following must be submitted: <ul style="list-style-type: none">• Authorization letter• Photocopy of valid ID of both the authorized representative and the client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form 2. Submit all the requirements needed as specified in the checklist.	1. Receive and verify the request 2. Check the submitted documents, then, Issue pay slip for the fees of the TOR	none none	3 minutes 3 minutes	Table 1 Table 1
3. Pay to the Cashier's Office	3. Ask for the Official Receipt	none	3 minutes	Window 1



4. Present official receipt	4. Receive and check the official receipt, prepare the TOR requested, review the sign TOR	none	2 days	<i>Table 1</i>
5. Receive documents and sign in the logbook	5. Release the TOR	none	3 minutes	<i>Table 1</i>
END OF TRANSACTION				
	TOTAL	none	2 days and 12 minutes	



3. APPLICATION FOR THE AUTHENTICATION OF THE TOR, DIPLOMA AND CERTIFICATION

This service may be availed by the MSU-TCTO alumni, students and authorized representative.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G 2 C			
Who may avail:	MSU-TCTO Alumni and authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. TOR, Diploma and Certification		Registrar's Office		
2. Valid ID		Client		
3. If to be claimed by the authorized person, the following must be submitted:	<ul style="list-style-type: none">• Authorization letter• Photocopy of valid ID of both the authorized representative and the client			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME
1. Present the copy of the said document	1. Check and review the documents presented	none	3 minutes	<i>Table 1</i>
2. Secure pay slip	2. Issue pay slip for authentication	none	3 minutes	<i>Table 1</i>
3. Pay to the Cashier's Office	3. Ask and review the official receipt issued by the Cashier's Office	none	15 minutes	<i>Window 1</i>
4. Present official receipt	4. Receive official receipt, check and sign the documents	none	5 minutes	<i>Table 1</i>



5. Receive the documents then sign in the logbook	5. Release the documents	none	3 minutes	<i>Table 1</i>
END OF TRANSACTION				
	TOTAL	none	29 minutes	



4. APPLICATION FOR HONORABLE DISMISSAL

This service may be availed by the MSU-TCTO alumni, students and authorized representative.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G 2 C			
Who may avail:	MSU-TCTO Alumni, Students and/or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. TOR, Diploma and Certification		Registrar's Office		
2. Valid ID		Client		
3. If to be claimed by the authorized person, the following must be submitted: <ul style="list-style-type: none"> • Authorization letter • Photocopy of valid ID of both the authorized representative and the client 		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished clearance signed by the concerned officials, then login on the logbook after verification.	1.Check and review the clearance submitted	none	3 minutes	<i>Table 1</i>
2.Secure pay slip	2.Issue pay slip for the fees of HD	none	3 minutes	<i>Table 1</i>
3.Pay to the Cashier's Office and present the Official Receipt	3.Review official receipt, prepare, review and sign the HD	none	25 minutes	<i>Window 1</i> <i>Table 1</i>
4.Receive the HD	4.Release the HD	none	3 minutes	<i>Table 1</i>



END OF TRANSACTION

	TOTAL	none	34 minutes	
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5. APPLICATION FOR GRADUATION

This service may be availed by the graduating students who are already recommended for graduation by the Campus Academic Council.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G 2 C			
Who may avail:	Graduating Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		none		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure pay slip	1. Issue pay slip for the fees of application for graduation	none	3 minutes	<i>Table 1</i>
2. Pay to the Cashier's Office, then present Official receipt	2. Receive then review the Official Receipt	none	3 minutes	<i>Table 1</i>
3. Receive Application for Graduation Form	3. Release the form	none	3 minutes	<i>Table 1</i>
END OF TRANSACTION				
	TOTAL		9 minutes	



6. ISSUANCE OF INC, ADVANCE CREDIT AND SUBSTITUTION FORMS

This service may be availed by the officially enrolled students.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G 2 C			
Who may avail:	Enrolled Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. INC grade for the INC form	Registrar's Office			
2. TOR for the Advance Credit form	Client			
3. Grade and subject to be substituted for the Substitution form	Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure pay slip	1.Issue pay slip	none	3 minutes	<i>Table 1</i>
2. Pay to the Cashier's Office then present official receipt	2. Receive and review the OR, check the grades and subjects' year and semester	none	3 minutes	<i>Window 1</i> <i>Table 1</i>
3. Receive the form	3.Issue the form, advice student to have the form be signed	none	10 minutes	<i>Table 1</i>
END OF TRANSACTION				
	TOTAL	none	16 minutes	



OFFICE OF STUDENT AFFAIRS

External Services



1. Application for Registration of Student Organization

Student Organizations are encouraged to register their organization at the Office of Student Affairs for recognition and to operate legitimately inside the campus. All requirements must be submitted completely for assessment and evaluation and to determine their recognition status.

Office or Division:	Office of Student Affairs			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	MSU-TCTO Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-Up Student Organization Registration Form (1 original)		Office of Student Affairs		
2. Organization Logo (hard copy and e-copy)		Requesting Student Organization		
3. Brief History of the Organization (1 photocopy)		Requesting Student Organization		
4. Constitution and By-Laws (1 photocopy)		Requesting Student Organization		
5. List of Officers (1 photocopy)		Requesting Student Organization		
6. List of Members and Profile (at least 15 members) (1 photocopy)		Requesting Student Organization		
7. Adviser's Profile (1 photocopy)		Requesting Student Organization		
8. Projected Activities (1 photocopy)		Requesting Student Organization		
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in upon entry (Registration/Renewal Logbook)		None	5 minutes	<i>Table 4</i>
2. Request Preliminary interview		None	1 hour	<i>Table 4</i>
3. Secure registration form for student organization registration		None	10 minutes	<i>Table 4</i>



4. Submit registration form with complete requirements	4.1 Accept and review the completeness of documents 4.1.a. If documents are complete, forward to OSA Director for approval/disapproval 4.1.b. If documents are incomplete, return to requesting organization 4.2 Approve/ disapprove the application based from the assessment & evaluation	None None None	1 day 10 minutes 10 minutes 1 day	<i>Table 4</i> <i>Table 4</i> <i>Table 4</i> Director, OSA
5. Verify if application is approved	5. Provide photocopy of approved registration form to organization	None	10 minutes	<i>Table 4</i>
END OF TRANSACTION				
	TOTAL		2 Days, 1 Hour & 35 Minutes	



2. Application for Renewal of Student Organization

Existing Student Organizations must renew their recognition once a year to continue their operation. They must submit complete requirements at the beginning of every Academic Year for assessment and evaluation. Student organizations must comply with the requirements stipulated in the Student Handbook and must follow guidelines according to the Policy Guidelines for Student Organizations set by the Office of Student Affairs.

Office or Division:	Office of Student Affairs			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	MSU-TCTO Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-up Student Organization Registration Form (1 original)		Office of Student Affairs		
2. Constitution and By-Laws -for CBL w/ revisions only (1 photocopy)		Requesting Student Organization		
3. Latest List of Officers (1 photocopy)		Requesting Student Organization		
4. Latest List of Members and Profile (1 photocopy)		Requesting Student Organization		
5. Adviser's Profile (1 photocopy)		Requesting Student Organization		
6. Projected Activities (1 photocopy)		Requesting Student Organization		
7. Accomplishment Report (w/ Monthly Campus Cleanliness Activity (1 photocopy)		Requesting Student Organization		
8. Financial Report or Financial Status Report (1 photocopy)		Requesting Student Organization		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME
1. Log-in upon entry (Registration/Renewal Logbook)	1. Give the logbook to the client	None	5 minutes	<i>Table 4</i>
2. Request Preliminary interview	2. Preliminary interview on Organization Registration	None	1 hour	<i>Table 4</i>
3. Secure registration form for student organization	3. Give registration form together with the list of requirements	None	10 minutes	<i>Table 4</i>



registration				
4. Submit registration form with complete requirements to OSA	4.1 Accept and review the completeness of documents 4.1.a. If documents are complete, forward to OSA Director for approval/disapproval 4.1.b. If documents are incomplete, return to requesting organization 4.2 Approve/ disapprove the application based from the assessment & evaluation	None None None	1 day 10 minutes 10 minutes 1 day	<i>Table 4</i> <i>Table 4</i> <i>Table 4</i> Director, OSA
5. Verify if application is approved	5. Provide photocopy of approved registration form to organization	None	10 minutes	<i>Table 4</i>
END OF TRANSACTION				
	TOTAL		2 Days, 1 Hour & 35 Minutes	



3. Application for On-Campus Activity

Student Organizations are required to apply for the conduct of on-campus activities at least three (3) days prior to the conduct of activity. Necessary requirements must be attached upon the submission of application form for review and approval.

Office or Division:	Office of Student Affairs			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	MSU-TCTO Students and/or Student Organizations			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
(1) Request Letter (1 original)	Requesting Student/Student Organization			
(2) Filled-Up Application Form for On-Campus Activity (1 original)	Office of Student Affairs			
(3) Copy of Invitation Letter/Cover Letter (1 photocopy)	Requesting Student/Student Organization			
(4) List of Participants/Guests (1 photocopy)	Requesting Student/Student Organization			
(5) Steering & Working Committee (1 photocopy)	Requesting Student/Student Organization			
(6) Program Flow (1 photocopy)	Requesting Student/Student Organization			
(7) Parent's Permit (1 photocopy)	Requesting Student/Student Organization			
(8) Approved Reservation Form for Venue (1 photocopy)	Requesting Student/Student Organization			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in upon entry (On and Off-Campus Activities Logbook)	1. Give the logbook to the client	None	5 minutes	<i>Table 2</i>
2. Request Preliminary interview	2. Preliminary interview on proposed on-campus	None	1 hour	<i>Table 2</i>



	activity			
3. Secure on-campus application form for on-campus activity	3. Give application form together with the list of requirements	None	10 minutes	<i>Table 2</i>
4. Submit accomplished application form and complete the requirements	4.1 Accept and review the completeness of documents 4.1.a. If documents are complete, forward to OSA Director for approval/disapproval 4.1.b. If documents are incomplete, return to requesting organization for lack of requirements 4.2 Forward the documents to OSA Director for approval/disapproval 4.3 Approve/ disapprove the renewal request based from the assessment & evaluation 4.4 Log important details of approved/disapproved	None None None None None	1 day 10 minutes 10 minutes 1 day 5 minutes	<i>Table 2</i> <i>Table 2</i> <i>Table 2</i> <i>Table 2</i> <i>Director, OSA</i>



	activity (e.g. schedule of activity, date approved, reasons for disapproval, etc.)			
5. Verify if application is approved	5. Provide photocopy of approved registration form to the organization	None	10 minutes	<i>Table 2</i>
END OF TRANSACTION				
	TOTAL		2 Days & 2 Hours	



4. Application for Off-Campus Activity

All off-campus activities require approval from the Office of the Chancellor through the Office of Student Affairs. These activities include official travels and school-sponsored activities such as, educational tours or field trips, field studies, educational linkages, student development activities and non-curricular-based activities (e.g. mission-based immersion/out-reach programs, conventions, conferences, trainings, volunteer works, interschool competitions, cultural performances and team development activities, among others). Participating student/student organization must submit complete requirements to the Office of Student Affairs for review and evaluation at least seven (7) working days prior to the conduct of activity.

Office or Division:	Office of Student Affairs
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	MSU-TCTO Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(1) Approved Request Letter to the Chancellor	Requesting Student/Student Organization
(2) Application Form for the Approval of Off-Campus Activity	Office of Student Affairs
(3) Off Campus Activity Clearance (Form 1 A-D): a. Form 1A- Parent/Guardian Consent (1 original) b. Form 1B- Medical Certificate (1 original) c. Form 1C- Professor's Consent (1 original) d. Form 1D- Completion Report (1copy) *	Office of the Chancellor/ Office of Student Affairs
<i>*Required upon Liquidation of Completed Travel</i>	
(4) Invitation/Request Letter from the Organizing/Requesting Party/Agency (1 copy)	Organizing/Requesting Party/Agency
(5) Program of Activities (1 copy)	Organizing/Requesting Party/Agency
(6) Itinerary of Travel (1 copy)	Requesting Student/Student Organization
(7) Availability of Funds for Activity	Requesting Student/Student Organization
(8) Insurance Coverage of Student/s	Office of Student Affairs/Red Cross
(9) Special Order for Personnel-In-Charge (PIC)	Office of the Chancellor



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in upon entry (On and Off-Campus Activities Logbook)	1. Give the logbook to the client	None	5 minutes	<i>Table 2</i>
2. Secure and submit application form together with the attachments	2.1 Review the completeness of submitted documents 2.2 Forward complete application documents to OSA Director 2.3 Forward to the Office of the Chancellor	None	15 minutes 5 minutes 1 day	<i>Table 2</i>
3. Submit a copy of approved Application Form	3.1 Receive approved Application Form 3.2 Log important details of approved/disapproved activity (e.g. schedule of activity, date approved, reasons for disapproval, etc.)	None None	5 minutes 5 minutes	<i>Table 2</i> <i>Table 2</i>
END OF TRANSACTION				
	TOTAL		1 day & 21 minutes	



GUIDANCE AND COUNSELING OFFICE

External Services



1. GUIDANCE AND COUNSELING

Students who need guidance and counseling are provided with different counseling approaches that are relevant to their problems.

Office or Division:	Guidance and Counseling Office			
Classification:	Highly Technical			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Students only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appointment Slip		Guidance and Counseling Office		
Evaluation Form		Guidance and Counseling Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Appointment Slip	1. Provide clients appointment slip 1.1 Check system for client's record; if none, let client fill out GCO Form 1 1.2 Check system for available schedules	None	3 minutes	<i>Table 2</i>
2. Fill out appointment form and GCO Form 1 if no record yet	2. Assist client in filling out forms	None	15 minutes	<i>Table 2</i>
3. Submit filled out form	3. Receive and provide client's copy	None	3 minutes	<i>Table 2</i>
4. Secure copy of appointment schedule	4. Input record in the system	None	3 minutes	<i>Table 2</i>



5. Present copy of appointment schedule form	5. Review the appointment schedule	None	3 minutes	<i>Table 1</i>
6. Proceed to counseling session	6. Provide counseling to client	None	1 hour	<i>Guidance Counselor</i>
7. If goals are not achieved, return for a follow-up	7. Help client implement counseling goals and proper intervention	None	30 minutes	<i>Guidance Counselor</i>
8. If goals are achieved, fill out evaluation form and drop to designated drop box	8. Evaluate and monitor outcomes of counseling	None	15 minutes	<i>Table 1</i>
<i>END OF TRANSACTION</i>				
	TOTAL		2 hours & 12 minutes	



2. PSYCHOLOGICAL ASSESSMENT

Psychological assessment is provided to students for different purposes such as personality assessment for applicants of Residence Halls and Student Assistantship; as well as mental stability to the members of the Langan Jantung Chorale, University Marching Band, Tambuli Cultural Dance Troupe, and Varsity.

Office or Division:	Guidance and Counseling Office			
Classification:	Highly Technical			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Enrolled Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip		Director-in-charge		
Appointment Slip		Guidance and Counseling Office		
1x1 ID Picture (1 copy)		Client		
Request Form		Guidance and Counseling Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Appointment Slip	1. Provide clients appointment slip 1.1 Check system for client's record; if none, let client fill out GCO Form 1 1.2 Check system for available schedules	None	3 minutes	<i>Table 2</i>
2. Fill out appointment form and GCO Form 1 if no record yet	2. Assist client in filling out forms	None	15 minutes	<i>Table 2</i>
3. Submit filled out form	3. Receive and provide client's copy	None	3 minutes	<i>Table 2</i>
4. Secure copy of appointment schedule	4. Input record in the system	None	3 minutes	<i>Table 2</i>



5. Present referral slip and copy of appointment schedule	5.1 Assist clients to testing area 5.2 Instruct client to fill up all necessary forms	None	3 minutes	<i>Table 1</i>
6. Fill out request form	6.1 Collect filled out request form 6.2 Ready psychological tools	None	8 minutes	<i>Table 1</i>
7. Proceed to testing	7.1 Administer relevant psychological tests 7.2 Evaluate and interpret the psychological test	None	1 hour 2 hours	<i>Table 1</i>
8. Ask for the psychological test result	8.1 Explain and discuss test results with the client 8.2 Discuss test results with the staff or director-in-charge 8.3 Release test results to concerned individual 8.4 Input results to client's records	None	30 minutes	<i>Table 1</i>
<i>END OF TRANSACTION</i>				
	TOTAL		4 hours & 5 minutes	



CAMPUS LIBRARY

External Services



1. ISSUANCE OF BORROWER'S CARD

For the student to avail Library services, he/she should apply for Borrower's card.

Office or Division:	Campus Library			
Classification:	Simple			
Type of Transaction:	G2C - Government To Citizen			
Who may avail:	MSU-TCTO Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Certificate of Registration(COR)		Respective Academic Department		
2.University ID		ICTO		
3. 2x2 ID Picture		Student Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Certificate of Registration (COR), student ID, and log-in to the record book of the section	1.1 Provide the record book to the student applying for borrower's card. 1.2 Review the Certificate of Registration (COR) and student ID for approval/disapproval. 1.3 Upon approval, assign control number opposite the name of the student. 1.4 Give application form to the student.	None	3 minutes 5 minutes 3 minutes 3 minutes	Table No. 6
2. Fill out the application form and attach 2x2 ID picture on the space provided and submit for	2.1 Receive and review the filled-out application form. 2.2 Encoding and printing of borrower's card.	None	3 minutes 13 minutes	Table No. 6



processing of borrower's card				
3. Receive the issued borrower's card and sign-out in the record book	3. Release the borrower's card.	None	5 minutes	Table No. 6
End of Transaction				
	TOTAL	None	35 minutes	



2. CIRCULATION SERVICES

The Campus Library offers services to Checks in/out, renew, and reserve book and other library materials.

Office or Division:	CAMPUS LIBRARY			
Classification:	Simple			
Type of Transaction:	G2C - Government To Citizen			
Who may avail:	MSU-TCTO Students, Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Borrower's Card	Student Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present borrower's card.	1.1 Receive borrower's card.	None	3 minutes	Table No.2
2. Select books to borrow and fill up the book card and borrower's card.	2.1 Check book cards and borrower's card. 2.2 Write the date due of book and affix signature. 2.3 Release the books.	None	5 minutes 5 minutes 3 minutes	Table No. 2
3. Present borrowed book/s at baggage counter for check out.	3.1 Check the date due slip of book 3.2 Release the books	None	3 minutes 3 minutes	Table No. 1
End of Transaction				
TOTAL		None	22 minutes	



3. PHOTOCOPYING OF REFERENCE / PERIODICAL MATERIALS

The Campus Library allows students to photocopy reference and periodical materials.

Office or Division:	CAMPUS LIBRARY			
Classification:	Simple			
Type of Transaction:	G2C - Government To Citizen			
Who may avail:	MSU-TCTO Students, Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Borrower's Card		Student Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present borrower's card	1. Receive borrower's card.	None	5 minutes	<i>Table No. 8</i>
2. Fill up the photocopying slip form	2. Check and sign the photocopying slip form	None	5 minutes	<i>Table No. 8</i>
3. Photocopy the reference materials	3. Release the photocopied reference material	None	40 minutes	<i>Table No. 8</i>
4. Return the borrowed reference materials	3.1 Receive and check the reference materials. 3.2 Return the borrower's card.	None	5 minutes 3 minutes	<i>Table No. 8</i> <i>Table No. 8</i>
	End of Transaction			
	TOTAL	None	58 minutes	



4. USE OF MULTI-MEDIA/AVR ROOM (AMERICAN CORNER SECTION)

The MSU-TCTO Campus Library-American Corner and Multi-Media/AVR Room maintains facilities such as television set, DVD players, and computers for viewing purposes.

Office or Division:	Campus Library			
Classification:	Simple			
Type of Transaction:	G2C - Government To Citizen			
Who may avail:	MSU-TCTO Faculty and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request for reservation	Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of reservation to campus librarian for approval/disapproval of request	1.1 Receive and record the request. 1.2 Approve/disapprove request depending on the merit of the purpose.	None None	5 minutes 5 minutes	Table No. 10 <i>Campus Librarian</i>
2. Receive the confirmation of approval/disapproval letter request	2. Notify the client	None	3 minutes	Table No. 10
End of Transaction				
	TOTAL	13 minutes		
	None			



5. INTERLIBRARY LOAN

The MSU-TCTO Campus Library allows other library within Tawi-Tawi to borrow books and other library materials.

Office or Division:	CAMPUS LIBRARY			
Classification:	Simple			
Type of Transaction:	G2C - Government To Citizen			
Who may avail:	Other School			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter to the Campus Librarian		Client		
2. Valid ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request to the Campus Librarian	1.1 Receive and record the request 1.2 Check the availability of books. 1.3 Campus Librarian approves / disapproves the letter of request depending on the merits of the purpose.	None	1 hour	<i>Table No. 1</i> <i>Campus Librarian</i>
2. Receive the confirmation of approval/disapproval letter request	2.1 Notify the client 2.2 Record and file the approved/disapproved request for filling	None	10 minutes	<i>Table No. 10</i>
3. If approved/available, present a valid ID and	3.1 Prepare the books available for loan out.	None	4 hours	<i>Table No. 12</i>



request for books to loan out				
4. Receive the requested book	4.1 Release the books/library materials.	None	10 minutes	<i>Table No. 12</i>
End of Transaction				
	TOTAL	None	5 hours and 10 minutes	



6. COMPUTER USAGE

The Campus Library allows students to use computer for encoding purposes.

Office or Division:	CAMPUS LIBRARY			
Classification:	Simple			
Type of Transaction:	G2C - Government To Citizen			
Who may avail:	MSU-TCTO Students, Faculty and Staff			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. University ID	Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present University ID and log-in in the computer usage statistics form	1. Receive and check the name of the student.	None	3 minutes	<i>Table No. 5</i>
2. Use the computer	2. Monitor the student user.	None	1 hour	<i>Table No. 5</i>
3. Log out in the computer usage statistics form	3. Check the computer and the computer usage statistics form.	None	3 minutes	<i>Table No. 5</i>
End of Transaction				
	TOTAL None	1 hour and 6 minutes		



INTEGRATED SCIENCE LABORATORY

Internal Services



1. USE OF INTEGRATED SCIENCE LABORATORY FACILITIES, APPARATUSSES, EQUIPMENT AND CHEMICALS

These services may be availed by academic and semi-academic personnel, and students under the University who handles or is under any Science Laboratory classes (Chemistry, Biology, and Physics subjects) and also those who need to use the Audio-Visual Room under the Integrated Science Laboratory.

Office or Division:	Integrated Science Laboratory			
Classification:	Simple			
Type of Transaction:	G2C – Government To Citizen			
Who may avail:	Faculty, Students and other clients			
	WHERE TO SECURE			
1. Request letter	Client			
2. Request Form	ISL			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form	1.1 Receive request form and forwards to person-in-charge 1.2 Enter request in ISL logbook 1.3 Evaluate the request and determine the availability of the requested facility/ equipment 1.4 Endorse request to ISL Chief 1.5 Approve/Disapprove request	None	5 minutes 5 minutes 30 minutes 2 minutes 5 minutes	<i>Table 1</i> <i>Table 3</i> <i>ISL Chief</i>



	1.6 Prepare requested facility, apparatus and equipment. 1.7 Prepare requested chemicals, solutions and reagents.		3 hours 3 hours	<i>Table 4</i> <i>ISL Chief</i>
2. Receive the requested facilities and materials	2. Provide the requested facility and materials for laboratory activities	None	15 minutes	<i>ISL Chief</i>
End of Transaction				
	TOTAL	None	7 hours and 2 minutes	



SECONDARY EDUCATION DEPARTMENT

External Services



1. Student Admission

Admission process for new, returning and transfer students in the MSU-TCTO junior high schools

Office or Department	MSU-TCTO Junior High Schools					
Classification	Simple					
Type of Transaction	G2C- Government to Citizen					
Who may avail?	Incoming Grade 7/New Students, Returning Students and Transfer Students					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
Admission Form (All students)	School Staff					
Previous Academic Record (Returning students)	Class adviser					
Form 138-A or School Report Card (New and transfer students)	School last attended					
Certificate of Good Moral Character (New students)	School last attended					
Honorable Dismissal (Transfer students)	School last attended					
Authenticated Live Birth Certificate (New and transfer students)	Philippine Statistics Authority					
Two pieces of latest 2x2 pictures (All students)						
Client Steps		Office/Department Action	Fees to be Paid	Processing Time		
1. Registers name in the logbook	1. Ask student to write name and sign in the logbook	None	2 Minutes	Table 1		
2. Secures admission form	2. Releases admission form	None	1 Minute	Table 2		



3. Fills out the admission form and presents it together with other requirements	3.1 Receives accomplished admission form and other requirements	None	1 Minute	<i>Table 3</i>
	3.2 Checks the appropriateness of the admission requirements and forward them to the School Principal		4 Minutes	
	3.3 Signs/approves student admission		2 Minutes	<i>Table 4</i>
4. Claims duly approved admission documents	4. Releases duly signed/approved admission documents	None	1 Minute	<i>Table 5</i>
5. Proceeds to registration/enrollment	5. Advises student to register/enroll	None	1 Minute	<i>Table 6</i>
End of Transaction				
Total		None	10 Minutes	



2. Student Registration/Enrollment

Registration/enrollment process for all admitted students in the MSU-TCTO junior high schools

Office or Department	MSU-TCTO Junior High Schools			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who may avail?	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved admission form (All students)	School Principal			
Registration/Enrollment Form (All students)	Enrolling faculty/staff			
Previous academic record (Returning students)	Class adviser			
Form 138-A/School Report Card (New and transfer students)	School last attended			
Certificate of Good Moral Character (New students)	School last attended			
Honorable Dismissal (Transfer students only)	School last attended			
Birth Certificate (New and transfer students)	Philippine Statistics Authority			
Two pieces of latest 2x2 pictures (All students)				
Client Steps	Office/Department Action	Fees to be Paid	Processing Time	Person Responsible
1. Secures and accomplishes registration/enrollment form	1. Issues registration or enrollment form	None	1 Minute	<i>Table 7</i>
2. Organizes in a folder and submits the approved admission, duly completed registration/enrollment form and other requirements	2.1 Receives and checks the completeness of the registration/enrollment requirements and forward the documents to the faculty assigned	None	5 Minutes	<i>Table 8</i>



	2.2 Verifies registration/enrollment requirements and signs the enrollment form 2.3 Lists student and forward certificate of registration/enrollment (COR/COE) to the School Principal 2.4 Signs/approves COR/COE		5 Minutes 5 Minutes 1 Minute	<i>Table 9</i> <i>Table 10</i> <i>Table 11</i>
3. Obtains copy of the approved COR/COE	3.1 Issues approved COR/COE 3.2 Informs student of the opening of classes and class schedule	None	1 Minute 2 Minutes	<i>Table 12</i> <i>Table 13</i>
End of Transaction				
	Total	None	20 Minutes	



3. Issuance of Certifications

(e.g., Good Moral Character and Honorable Dismissal)

Process to obtain certifications such as good moral character and honorable dismissal from the MSU-TCTO junior high schools

Office or Department	MSU-TCTO Junior High Schools			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who may avail?	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip/Form	School Staff			
Client Steps	Office/Department Action	Fees to be Paid	Processing Time	Person Responsible
1. Secures, accomplishes and submits request slip/form	1.1 Issues request slip/form 1.2 Receives request form and prepares the needed documents/certifications 1.3 Forward the documents to the School Principal 1.4 Signs the certifications	None	1 Minute 10 Minutes 1 Minute 2 Minutes	<i>Table 14</i> <i>Table 15</i>
2. Obtains copies of the requested certifications	2. Releases the requested certifications	None	1 Minute	<i>Table 16</i>
End of Transaction				
		Total	None	15 Minutes



4. Issuance of School Report cards

Process the request for the issuance of school report cards

Office or Division:	MSU-TCTO JUNIOR HIGH SCHOOLS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	MSU-TCTO Junior High School Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form		Office of the Principal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and accomplishes clearance	1. Releases and receives duly completed clearance	None	2 minutes	<i>Table 17</i>
2. Settles accountabilities, if any, and submits signed clearance	2. Receives form and clear student	None	3 Minutes	<i>Table 18</i>
3. Claims Report Card	3. Releases Report Card	None	2 Minutes	<i>Table 19</i>
End of Transaction				
Total	None	7 Minutes		



5. Issuance of Permanent Records

Process the request for the issuance of permanent records

Office or Division:	MSU-TCTO JUNIOR HIGH SCHOOLS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	MSU-TCTO Junior High School Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form		Office of the Principal		
Request Form		Office of the Principal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and accomplishes clearance	1. Releases and receives duly completed clearance	None	2 minutes	<i>Table 20</i>
2. Settles accountabilities, if any, and submits signed clearance	2. Receives form and clear student	None	3 Minutes	<i>Table 21</i>
3. Claims Permanent Record	3. Releases Permanent Record	None	2 Minutes	<i>Table 22</i>
End of Transaction				
Total	None	7 Minutes		



6. Issuance of Diploma

Process the request for the issuance of diplomas

Office or Division:	MSU-TCTO Junior High Schools			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	MSU-TCTO Junior High School Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Clearance Form	Office of the Principal			
Request Form	Office of the Principal			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and accomplishes clearance	1. Releases and receives duly completed clearance	None	2 minutes	Table 23
3. Settles accountabilities, if any, and submits signed clearance	4. Receives form and clear student	None	3 Minutes	Table24
5. Claims Diploma	4. Releases Diploma	None	2 Minutes	Table25
End of Transaction				
Total	None	7 Minutes		



RESIDENCE HALL

External Services



1. Application for Residence Hall Occupancy

MSU-TCTO Residence Hall occupants must comply the following requirements to facilitate the application of available slots in the residence hall of the University.

Office or Division:	Office of the Student Affairs/Residence Halls			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may avail:	STUDENTS OF MSU-TCTO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration		Office of the Registrar		
Form 001		Office of the Student Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form	1.1 Release printed forms 1.2 Asses the application form 1.3 Forward the form to Office of the Student Affairs	None	5 minutes 10 minutes 1 hour	Manager Manager Manager
2. Attend the scheduled interview	2.1 Interview shortlisted Participants	None	8 hours	<i>Office of the Students Affair and Manager/ Office of the Students Affair</i>



	2.2 Release Final list of Occupants for the Residence Hall 2.3 Notify accepted applicants		1 hour 10 minutes	Manager
3. Occupy the allotted slot/room	3.1 Sign agreement form 3.2 Prepare Assigned Rooms for the Occupants. 3.3 Orientation of house rules and other related University Policies	None	5 minutes 1 hour 2 hours	<i>Office of the Student Affair and Manager</i> <i>Manager</i> <i>Manager</i>
	TOTAL		13 hours and 30 minutes	



SCIENCE HIGH SCHOOL

External Services



1. APPLICATION FOR SCIENCE HIGH SCHOOL SCHOLARSHIP EXAMINATION (SHSSE)

The SHSSE is the qualifying test administered to eligible Grade 6 pupils who would like to study in the MSU-TCTO Science High School. The SHSSE is a scholastic aptitude test designed to measure students' scientific ability, quantitative ability, abstract reasoning and verbal ability.

Office or Division:	Science High School			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Graduating Elementary Pupil			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Fully accomplished Application Form in duplicate copies	Office of the Principal, Science High School			
2. Two (2) identical 1x1 ID pictures	Client			
3. Copy of report card (Grade 5 or 1 st grading in Grade 6) and certification from principal or adviser that applicant belongs to the upper 10% of the current graduating class	Respective Elementary School			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form	1.1 Issue application form;	None None	2 minutes 3 Minutes	<i>Table 1</i> <i>Table 1</i>



	1.2. Conduct short briefing and instruction.			
2. Present duly accomplished application form with documentary requirements	2.1. Record the transaction in the logbook		2 Minutes	<i>Table 1</i>
	2.2. Review and accept the application form and the required supporting documents;		15 minutes	<i>Table 1</i>
	2.3. Receive and sign application form;		5 minutes	<i>Table 1</i>
	2.4. Generate test permit with corresponding Examinee Number and Test Center.		15 minutes	<i>Table 1</i>
	TOTAL	None	42 minutes	



2. ENROLLMENT

Pertains to the act of officially enrolling or registering as a Grade 7 Scholar of the MSU-TCTO Science High School.

Office or Division:	Science High School			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	SHSSE and SHSEE Passers and Old Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fully accomplished Enrollment Form in duplicate copies		Office of the Registrar		
2. Two (2) identical 1x1 ID pictures		Client		
3. Certified true copy of report card (Grade 6 or Grade 11)		Respective School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Enrollment Form	1.1. Issue enrollment form;	None	5 minutes	Registrar
	1.2. Conduct short briefing and instruction.	None	5 minutes	Registrar
2. Present duly accomplished enrollment form with documentary requirements	2.1 Review and accept the application form and the required supporting documents;	None	15 minutes	Registrar



	2.2 Receive and sign enrolment form		5 minutes	<i>Registrar</i>
3. Pay Miscellaneous fee	3.1. Issue Miscellaneous fee receipt	Miscellaneous Fee (Php. 200.00)	3 minutes	<i>Table 1</i>
	3.2. Issue certificate of registration (COR)	None	15 minutes	<i>Table 1</i>
TOTAL		Php. 200.00	48 minutes	



3. PROCESSING OF REQUESTS FOR FORM 138

Covers request for school records Form 138.

Office or Division:	Science High School			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client:	Valid identification card of scholar/ alumni;	Respective School/Agency		
Representative:	a. Authorization letter; b. Government Issued Identification Card of the person being represented (1 Original and 1 Photocopy) c. Government Issued Identification Card of the Representative	Signed and authorized by Scholar/ Alumni requester. Issuing government agency Issuing government agency		
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Secure and accomplish request form	1.1 Issue request form 1.2 Approve request and prepare the requested document	None	2 minutes 5 days	<i>Registrar</i> <i>Registrar</i>
2. Claim requested documents	2.1 Issue requested documents; 2.2 Ask client to acknowledge receipt of records; 2.3 File the record	None	5 minutes	Registrar
TOTAL		None	5 days and 7 minutes	



4. PROCESSING OF REQUESTS FOR SIMPLE RECORDS (Graduation, Enrollment, Candidacy of Graduation, and Good Moral)

Covers request for simple records: Graduation, Enrollment, Candidacy of Graduation, and Good Moral.

Office or Division:	Science High School						
Classification:	Simple						
Type of Transaction:	Government to Citizen (G2C)						
Who may avail:	Students and Alumni						
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE					
Client: Valid identification card of scholar/ alumni;	Respective School/Agency						
Representative: a. Authorization letter; b. Government Issued Identification Card of the person being represented (1 Original and 1 Photocopy) c. Government Issued Identification Card of the Representative	 Signed and authorized by Scholar/ Alumni requester Issuing government agency Issuing government agency						
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Secure and accomplish request form	1.1 Issue request form 1.2 Prepare the requested document	None	5 minutes 2 days	Principal/Registrar/Staff			



2. Claim requested documents	2.1 Issue requested documents; 2.2 Ask client to acknowledge receipt of records; 2.3 File the record	None	5 minutes	Registrar
TOTAL		None	2 days and 10 minutes	



INTEGRATED LABORATORY SCHOOL (ILS)

External Services



1. Application for Entrance Examination

Interested enrollees must take first an entrance examination before he/she qualifies for admission.

Office or Division:	MSU-TCTO Integrated Laboratory School			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Students/Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		Registrar's Office		
2 pieces of latest 2x2 pictures in white background with name tag		Client		
Photocopy of Birth Certificate (NSO/PSA issued)		Client		
Certified True Copy of Elementary/ High School Card		Previous school		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the ILS (Elementary & High school) Logbook	1. Issue Entrance Application Form	None	1 minutes	Table 1-ED
2. Accomplish and submit Application form with the requirements attached	2. Check the Application form with the requirements for correctness of entries	None	5 minutes	Table 1-ED
3. Pay the examination fee and receive the examination slip	3. Give the examination slips and details of the entrance exam	Php 100.00	10 minutes	Window 2-ED
End of Transaction				
	TOTAL	Php 100.00	16 minutes	



2. Admission (Kindergarten)

A student is considered officially enrolled when he/she can present a COR (Certificate of Registration) and is in the official list of enrollees.

Office or Division:	MSU-TCTO Integrated Laboratory School			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Incoming Kindergarten Pupils			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Enrolment Form	Faculty Enrolling Officer			
Admission Requirements 1. Qualifying exam result 2. PSA birth certificate (must be 5 years old on or before end of August) 3. 2 pieces of latest 2x2 pictures in white background with name tag 4. Certificate of Nursery Program	Client Client Client Previous school			
<i>*MSU employees' child must secure a certification of direct dependence form</i>		HRDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the ILS (Kindergarten) Logbook	1. Hand the logbook and give the enrollment form	None	3 minutes	Table 1
2. Accomplish and submit enrolment form with the requirements attached	2.1 Check the enrolment form for correctness of entries and completeness of requirements. 2.2 Approve/	None	3 minutes	Faculty Enrolling Officer



3. Pay the fees and receive the Official Receipt	3. Receive fees	a. Registration Fee - Php 200 b. Library Fee – Php 200 c. School I.D. Fee - Php 100 d. Technology Fee- Php 400 e. Laboratory Fee- Php 300 f. Medical Fee- Php 300 *Fees approved thru BOR Res No. (balikan kita)	1 hour	<i>Cashier's Office</i>
4. Receive Certificate of Registration	4. Stamp “Registered” and issue students copy of Certificate of Registration	None	15 minutes	<i>Registrar's Office</i>
End of Transactions				
	TOTAL	Php 1,500.00	1 hour and 21 minutes	



3. Admission (Grade 7)

A student is considered officially enrolled when he/she can present a COR (Certificate of Registration) and is in the official list of enrollees.

Office or Division:	MSU-TCTO - Integrated Laboratory School			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Incoming and tranferee Grade 7 Pupils			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Enrolment Form		Faculty Enrolling Officer		
Admission Requirements 1. Qualifying exam result (for non-ILS) 2. Elementary School Card 3. Birth certificate 4. Certification of Good Moral 5. 2 pieces of latest 2x2 pictures		Faculty/staff in charge Previous school Client Previous school Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the ILS (Grade 7) Logbook	1. Hand the logbook and give the enrollment form	None	3 minutes	<i>Table 1</i>
2. Accomplish and submit enrolment form with the requirements attached	2.1 Check the enrolment form for correctness of entries and completeness of requirements. 2.2 Approve/disapprove	None	3 minutes	<i>Faculty Enrolling Officer</i>
3. Pay the fees and receive the Official Receipt	3. Receive fees	a. Registration Fee - Php 200	1 hour	



		b. Library Fee – Php 200 c. School I.D. Fee - Php 100 d. Technology Fee- Php 400 e. Laboratory Fee- Php 300 f. Medical Fee- Php 300 *Fees approved thru BOR Res No. (balikan kita)		<i>Cashier's Office</i>
4. Receive Certificate of Registration	4. Stamp “Registered” and issue students copy of Certificate of Registration	None	15 minutes	<i>Registrar’s Office</i>
End of Transactions				
	TOTAL	Php 1,500.00	1 hour and 21 minutes	



4. Admission (Grade 11)

A student is considered officially enrolled when he/she can present a COR (Certificate of Registration) and is in the official list of enrollees.

Office or Division:	MSU-TCTO - Integrated Laboratory School			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Incoming and transferee Grade 11			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Enrolment Form		Faculty Enrolling Officer		
Admission Requirements 1. Qualifying exam result 2. High School Card 3. Medical Certificate 4. PSA birth certificate 5. Certification of Good Moral 6. 2 pieces of latest 2x2 pictures		Faculty/staff in charge Previous school Client Client Previous school Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the ILS (Grade 11) Logbook	1. Hand the logbook and give the enrollment form	None	3 minutes	<i>Table 1</i>
2. Accomplish and submit enrolment form with the requirements attached	2.1 Check the enrolment form for correctness of entries and completeness of requirements. 2.2 Approve/disapprove	None	3 minutes	<i>Faculty Enrolling Officer</i>
3. Pay the fees and receive the Official Receipt	3. Receive fees	a. Registration Fee - Php		



		200 b. Library Fee – Php 200 c. School I.D. Fee - Php 100 d. Technology Fee- Php 400 e. Laboratory Fee- Php 300 f. Medical Fee- Php 300 *Fees approved thru BOR Res No. (balikan kita)	1 hour	Cashier's Office
4. Receive Certificate of Registration	4. Stamp “Registered” and issue students copy of Certificate of Registration	None	15 minutes	Registrar's Office
End of Transactions				
	TOTAL	Php 1,500.00	1 hour and 21 minutes	



5. Issuance of Replacement for Lost ID and Report Card

Replacement may be allowed when lost ID and report card will be reported immediately.

Office or Division:	MSU-TCTO Integrated Laboratory School			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Students/ Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form		Office of the Principal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the ILS Logbook	1. Logbook provided by the Department	None	3 minutes	<i>Table 1</i>
2. Fill out and submit request form	2. Receive form and bill the fee	None	3 minutes	<i>Registrar's Office</i>
3. Pay the replacement fee	3. Accept payment and issue Official Receipt	Php 100	5 minutes	<i>Cashier's Office</i>
4. Submit form with receipt to the adviser for the card and to the ICTO for the ID	4. Prepare the school card/ID	None	2 days	<i>ICTO</i>
5. Receive the card/ID	5. Release the school card/ID	None	5 minutes	<i>ICTO</i>
End of Transactions				
	TOTAL	Php 100	2 days and 12 minutes	



6. Issuance of Certification and other School Documents

Official documents may be issued for whatever legal purpose that may serve it best.

Office or Division:	MSU-TCTO Integrated Laboratory School			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form		Office of the Principal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the ILS logbook	1. Logbook provided by the Department	None	5 minutes	<i>Table 1</i>
2. Fill out and submit the request form	2. Verify records, assess and return the forms	None	5 minutes	<i>Registrar's Office</i>
3. Pay the fee	3. Receive payment and issue official receipt	None	5 minutes	<i>Cashiering Office</i>
4. Submit request form with the Official Receipt attached	4. Verify the form and receipt and prepare the document	None	5 minutes	<i>Table 1</i>
5. Sign the logbook and receive the document	5. Release the document	None	5 minutes	<i>Table 1</i>
End of Transactions				
	TOTAL		25 minutes	



OFFICE OF THE DIRECTOR FOR RESEARCH

Internal Services



1. Evaluation of the Request for Grants of In-house Research Projects

Any MSU-TCTO faculty and staff may apply for the research and creative work grant. They may apply individually or as a group. The maximum grant amount per project shall not exceed five hundred thousand pesos (PhP500,000.00) subject to availability of funds. The grant shall be for one year and may be extended for up to six months at most. (BOR Res. No. 292 s. 2017 and BOR Res. No. 486 s. 2021)

Office:	Office of the Director for Research			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	MSU-TCTO faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of intent addressed to the Chancellor through the OVCRIIDE endorsed by the faculty's academic unit or the staff's immediate supervisor (1 original printed copy and 1 photocopy)		Client		
2. Updated curriculum vitae (CV) of the main proponent (2 original printed copies)		Client		
3. Accomplished research grant proposal application form (2 original printed copies and an electronic copy in word file)		Admin Staff on Table 1 at Research Office		
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished research grant proposal application form with complete requirements		1. Receive the application with complete requirements and let the client log in the log book *Applications with incomplete requirements will not be accepted	None	5 minutes



	<p>1.1 Review the accomplished research grant proposal application form</p> <p>*If the research director is on official travel the documents submitted will be forwarded to the research director via email</p> <p>**If the research director is on official travel and there is no internet connection, the office will proceed with action 2.1</p>	None	5 days	<i>Research Director</i>
	<p>1.2 Return to the proponent the research grant proposal application form with comments for revision</p>	None	10 minutes	
2. Submits revised research grant application form	<p>2. Receive the revised research grant proposal application form</p>	None	5 minutes	<i>Admin Staff on Table 1 at Research office</i>
	<p>2.1 Forward the research grant proposal application form to the Office of the Vice-Chancellor for Research, Innovation, Development and Extension (OVCRIDE) to be screened and evaluated by the University Research, Extension, and Innovation Council (UREIC)</p>	None	30 minutes	<i>Research Director</i>



End of Transaction				
	TOTAL	None	5 days and 50 minutes	



2. Travel Grant Request for Paper Presentation

The travel grant is awarded to MSU-TCTO faculty members and staff who are invited to present or whose papers have been accepted for presentation in international meetings or conferences. The travel grant can only be availed once a year. The amount of the grant is fixed per applicant based on the location of the international meeting or conference subject to availability of funds (BOR Res. No. 294 s. 2017).

Office:	Office of the Director for Research			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	MSU-TCTO faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished travel grant application form (1 original printed and 3 photocopies)		Admin Staff on Table 2 at Research office		
2. Abstract of the paper to be presented (4 printed copies)		Client		
3. Evidence that the paper presented is related to a completed or on-going research with publishable results. If it's a thesis, provide an approval sheet (4 printed copies)		Client/Project team of the client		
4. Official invitation or acceptance letter from the conference organizers which indicates the title of the invited lecture or accepted paper (4 printed copies)		Conference organizers		
5. If the conference is in the Philippines, provide CHED endorsement (4 printed copies)		Conference organizers		
6. Official information about the conference: list of conference organizers, committee members, poster announcement (4 printed copies)		Conference organizers		
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submits accomplished travel grant application form with complete requirements	1. Receive the application with complete requirements and let the client log in the log book *We will not receive the application if requirements are incomplete	None	5 minutes	<i>Admin Staff on Table 2 at Research office</i>
	1.1 Review the accomplished travel grant application form to check if the conference/seminar is legitimate (approved or disapproved) *If the research director is on official travel the documents submitted will be forwarded to the research director via email	None	5 days	<i>Research Director</i>
	1.2 Prepare the endorsement for signature of the research director	None	30 minutes	<i>Admin Staff on Table 2 at Research office</i>
	1.3 Endorse to the Office of the Vice-Chancellor for Research, Innovation, Development and Extension (OVCRIDE) the request	None	30 minutes	<i>Research Director</i>
End of Transaction				
	TOTAL	None	5 days, 1 hour and 5 minutes	



3. Cash Incentive Request for International Paper Presentation

All MSU-TCTO faculty members and staff who have presented papers in legitimate international conferences. The amount of incentive will depend on whether it is an oral or poster presentation subject to availability of funds. A maximum of three (3) different papers presented per year by the same faculty or staff in legitimate international conferences may qualify for the incentive award subject (BOR Res. No. 293 s. 2017).

Office:	Office of the Director for Research	
Classification:	Complex	
Type of Transaction:	Government to Citizen	
Who may avail:	MSU-TCTO faculty and staff	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished cash incentive request form (1 original and 3 photocopies)	Admin Staff on Table 4 at Research office	
2. Abstract of the paper to be presented (1 original and 3 photocopies)	Client	
3. Evidence that the paper presented is related to a completed or on-going research with publishable results. If it's a thesis, provide an approval sheet (1 original and 3 photocopies)	Client/Project team of the client	
4. Special order of the applicant's participation in the international conference if the conference is outside of the Philippines, if within the Phil, provide approved Travel Order and Travel Authority (4 photocopies)	Client/Campus Secretary	
5. Official invitation or acceptance letter from the conference organizers which indicates the title of the invited lecture or accepted paper (1 original and 3 photocopies)	Conference Organizers	
6. If the conference is in the Philippines, provide CHED endorsement (1 original and 3 photocopies)	Conference Organizers	



7. Official information about the conference: list of conference organizers, committee members, poster announcement (1 original and 3 photocopies)		Conference organizers		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request form with complete requirements	<p>1. Receive the request form with complete requirements and let the client log in the log book</p> <p>* Applications with incomplete requirements will not be accepted</p>	None	5 minutes	<i>Admin Staff on Table 4 at Research office</i>
	<p>1.1 Review the requirements and check if the conference is legitimate for approval or disapproval</p> <p>*If the research director is on official travel the documents submitted will be forwarded to the research director via email</p>	None	4 days	<i>Research director</i>
	1.2 Prepare the endorsement to be forwarded to OVCRIIDE for signature of the research director	None	30 minutes	<i>Admin Staff on Table 4 at Research office</i>
	1.3 Recommend to the Office of the Vice-Chancellor for Research, Innovation, Development and Extension (OVCRIIDE)	None	15 minutes	<i>Research director</i>



End of Transaction				
	TOTAL	None	4 days and 50 minutes	



2. Cash Incentive Request for Paper Publication

All MSU-TCTO faculty members and staff who are authors of an article published in a peer reviewed journal that is indexed in SCOPUS or Science Citation Index (SCI) (Clarivate Analytics, previously owned by Thomson Reuters) or CHED-accredited journal will receive a pro-rated share of a Cash Incentive provided that the name of MSU-TCTO is also indicated in the article. The amount of incentive is based on the impact factor of the journal published subject to availability of funds (BOR Res. No. 293 s. 2017).

Office:	Office of the Director for Research				
Classification:	Complex				
Type of Transaction:	Government to Citizen				
Who may avail:	MSU-TCTO faculty and staff				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Accomplished cash incentive request form (1 original and 3 photocopies)		Admin Staff on Table 5 at Research Office			
2. Copy of the published paper (1 original and 3 photocopies)		Client			
3. Journal's guide to authors, policies and list of editorial board (1 original and 3 photocopies)		Journal Publishing Agency/Company where the client published his/her paper			
4. Information about the journal showing its impact factor (1 original and 3 photocopies)		Journal Publishing Agency/Company where the client published his/her paper			
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proponent submits application with complete requirements		1. Receive the request form with complete requirements and let the client log in the log book * Applications with incomplete requirements will not be accepted	None	5 minutes	Admin Staff on Table 5 at Research Office



	1.1 Evaluate the requirements and check if the journal is indexed in SCI, Scopus or CHED for approval or disapproval *If the research director is on official travel the documents submitted will be forwarded to the research director via email	None	4 days	<i>Research director</i>
	1.2 Prepare the endorsement to be forwarded to OVCRIIDE for signature of the research director	None	30 minutes	<i>Admin Staff on Table 5 at Research office</i>
	1.3 Recommend to the Office of the Vice-Chancellor for Research, Innovation, Development and Extension (OVCRIIDE)	None	15 minutes	<i>Research director</i>
End of Transaction				
	TOTAL	None	4 days and 50 minutes	



5. Use of Laboratory Facilities

This is for MSU-TCTO faculty and staff who would like to avail of the use of laboratory facilities at the research office. Laboratory equipment like microscope are not allowed to be removed from the premises except for field equipment like mask and snorkel and transect tape. Clients are advised to submit accomplished equipment request form at least 2 days before it is needed because the equipment requested may not be available because it is already being used by another client.

Office:	Office of the Director for Research			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	MSU-TCTO faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished equipment request form (1 original printed copy and 1 photocopy)		Admin Staff on Table 6 at Research Office		
2. Log in the equipment to be used in the logbook provided		Research Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits accomplished equipment request form and log in the equipment to be used in the logbook provided	1. Review and receive accomplished equipment request form	None	5 minutes	Admin Staff on Table 6 or Table 7 at Research Office
	1.1 Hand over the field equipment requested or direct the client inside the laboratory and orient him/her on the laboratory rules and regulations	None	1 hour	Admin Staff on Table 6 or Table 7 at Research Office



2. Client returns the requested field equipment on the date specified in the request form or inform the admin staff assigned that he/she is done using the laboratory equipment	2. The admin staff assigned will check the condition of the field and laboratory equipment to see if there were damages before clearing the client of the request	None	30 minutes	<i>Admin Staff on Table 6 or Table 7 at Research Office</i>
End of Transaction				
	TOTAL	None	1 hour and 30 minutes	



OFFICE OF THE DIRECTOR FOR RESEARCH

External Services



1. Use of Laboratory Facilities

This is for MSU-TCTO students and non-MSU-TCTO faculty and staff who would like to avail of the use of laboratory facilities at the research office. Laboratory equipment like microscope are not allowed to be removed from the premises except for field equipment like mask and snorkel and transect tape. Clients are advised to submit accomplished equipment request form at least 2 days before it is needed because the equipment requested may not be available because someone else is using it.

Office:	Office of the Director for Research			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	MSU-TCTO studens and non-MSU-TCTO faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished equipment request form (1 original printed copy and 1 photocopy)		Research Office		
Log in the equipment to be used in the logbook provided		Research Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits accomplished equipment request form and log in the equipment to be used in the logbook provided	1.1 Review and receive accomplished equipment request form	None	5 minutes	Admin Staff on Table 6 or Table 7 at Research Office
	1.2 Hand over the field equipment requested or direct the client inside the laboratory and orient him/her on the laboratory rules and regulations *subject to approval of the research director	None	1 hour	Admin Staff on Table 6 or Table 7 at Research Office



2. Client returns the requested field equipment on the date specified in the request form or inform the admin staff assigned that he/she is done using the laboratory equipment	2. The admin staff assigned will check the condition of the field and laboratory equipment to see if there were damages before clearing the client of the request	None	30 minutes	<i>Admin Staff on Table 6 or Table 7 at Research Office</i>
End of Transaction				
	TOTAL	None	1 hour and 35 minutes	



VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	<p>Answer the client feedback form and drop it at the designated drop box in front of the main entrance of the Administration Building</p> <p>Contact info: +639279436614 or secretary.tcto@msu.edu.ph</p>
How feedback is processed?	<p>Campus Secretary opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following mobile number: +639279436614</p>
How to file complaints?	<p>Form and drop it at the designated drop box in front of the main entrance of the Administration Building. Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none">- Name of person being complained- Incident- Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: +639279436614</p>
How complaints are processed?	The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.



	<p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Chancellor for Appropriate Action.</p> <p>The Complaints Officer will give the feedback to the client. For inquiries and follow-ups, clients may contact the following telephone number: +639279436614</p>
Contact Information of ARTA, PCC, CCB	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0980-881-6565 (SMS)



List of Offices

Office	Address	Contact Information
Office of the Chancellor	Sanga-Sanga, Bongao, Tawi-Tawi 7500	maryjoyceguintosali@msutawi-tawi.edu.ph
Office of the Vice Chancellor for Academic Affairs	Sanga-Sanga, Bongao, Tawi-Tawi 7500	benecitomaratas@msutawi-tawi.edu.ph
Office of the Vice Chancellor for Administration and Finance	Sanga-Sanga, Bongao, Tawi-Tawi 7500	jeffreyyasinnoor@msutawi-tawi.edu.ph
Office of the Vice Chancellor for Research and Extensions	Sanga-Sanga, Bongao, Tawi-Tawi 7500	kaberhajilan@msutawi-tawi.edu.ph
Office of the Vice Chancellor for Planning and Development	Sanga-Sanga, Bongao, Tawi-Tawi 7500	eduardoalivio@msutawi-tawi.edu.ph
Office of the Assistant Vice Chancellor for Secondary Education Department	Sanga-Sanga, Bongao, Tawi-Tawi 7500	wilhamhailaya@msutawi-tawi.edu.ph
Office of the Campus Secretary	Sanga-Sanga, Bongao, Tawi-Tawi 7500	wardahadirul@msutawi-tawi.edu.ph

HEADS OF ACADEMIC UNITS

Graduate School	Tubig Mampallam, Bongao, Tawi-Tawi 7500	elviniaalivio@msutawi-tawi.edu.ph
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College of Fisheries	Sanga-Sanga, Bongao, Tawi-Tawi 7500	jurmatikmasa@msutawi-tawi.edu.ph
College of Arts and Sciences	Sanga-Sanga, Bongao, Tawi-Tawi 7500	monafroidalangoh@msutawi-tawi.edu.ph
College of Education	Sanga-Sanga, Bongao, Tawi-Tawi 7500	fauziasalilatif@msutawi-tawi.edu.ph
College of Islamic and Arabic Studies	Sanga-Sanga, Bongao, Tawi-Tawi 7500	almirahadji@msutawi-tawi.edu.ph
Institute of Oceanography and Environmental Sciences	Sanga-Sanga, Bongao, Tawi-Tawi 7500	sheriffaandas@msutawi-tawi.edu.ph
Institute of Information and Communications technology	Sanga-Sanga, Bongao, Tawi-Tawi 7500	josephandas@msutawi-tawi.edu.ph
Science High School	Tubig Mampallam, Bongao, Tawi-Tawi 7500	murshidamontasir@msutawi-tawi.edu.ph
Integrated Laboratory School	Tubig Mampallam, Bongao, Tawi-Tawi 7500	jamaluddinsala@msutawi-tawi.edu.ph
HEADS OF RESEARCH AND EXTENSIONS SERVICES		
Office of the Director for Research	Sanga-Sanga, Bongao, Tawi-Tawi 7500	szhalun@msutawi-tawi.edu.ph
Office of Continuing Education and Extension Services	Sanga-Sanga, Bongao, Tawi-Tawi 7500	rnmuallil@msutawi-tawi.edu.ph
Marine Science Museum	Sanga-Sanga, Bongao, Tawi-Tawi 7500	rasulsabal@msutawi-tawi.edu.ph



HEADS OF SEMI-ACADEMIC UNITS

Office of the Student Affairs	Sanga-Sanga, Bongao, Tawi-Tawi 7500	alcynbakkang@msutawi-tawi.edu.ph
Office of the Director for Academic Support Services	Sanga-Sanga, Bongao, Tawi-Tawi 7500	freddyjulkainain@msutawi-tawi.edu.ph
Cultural Affairs and Community Relations Office	Sanga-Sanga, Bongao, Tawi-Tawi 7500	paramisuliamin@msutawi-tawi.edu.ph
Office of the Admission and Scholarships	Sanga-Sanga, Bongao, Tawi-Tawi 7500	ladznarlaja@msutawi-tawi.edu.ph
Sentro ng Wika at Kultura	Sanga-Sanga, Bongao, Tawi-Tawi 7500	charityjoyhashim@msutawi-tawi.edu.ph
Sama Studies Center	Sanga-Sanga, Bongao, Tawi-Tawi 7500	altanishmael@msutawi-tawi.edu.ph
Sports Development Office	Sanga-Sanga, Bongao, Tawi-Tawi 7500	shamiradais@msutawi-tawi.edu.ph
Campus Library	Sanga-Sanga, Bongao, Tawi-Tawi 7500	marymargaretclerigo@msutawi-tawi.edu.ph
Campus Guidance and Counseling	Sanga-Sanga, Bongao, Tawi-Tawi 7500	ribaabdulwahab@msutawi-tawi.edu.ph
Campus Registrar	Sanga-Sanga, Bongao, Tawi-Tawi 7500	tinamahajud@msutawi-tawi.edu.ph

HEADS OF ADMINISTRATIVE UNIT



Office of the Executive Assistant	Sanga-Sanga, Bongao, Tawi-Tawi 7500	alnasulsali@msutawi-tawi.edu.ph
Office of the Director for Administration Services	Sanga-Sanga, Bongao, Tawi-Tawi 7500	edwardlee@msutawi-tawi.edu.ph
Budget and Management Office	Sanga-Sanga, Bongao, Tawi-Tawi 7500	jaidaalsharif@msutawi-tawi.edu.ph
Human Resource Development Office	Sanga-Sanga, Bongao, Tawi-Tawi 7500	ibrahimmiguel@msutawi-tawi.edu.ph
Office for International Linkages	Sanga-Sanga, Bongao, Tawi-Tawi 7500	ionalynlarida@msutawi-tawi.edu.ph
Institute for Peace and Development in Mindanao	Sanga-Sanga, Bongao, Tawi-Tawi 7500	madzweenjoydeasis@msutawi-tawi.edu.ph
Alumni and Career Center	Sanga-Sanga, Bongao, Tawi-Tawi 7500	annwellms@msutawi-tawi.edu.ph
Office of Information, Press and Publication	Sanga-Sanga, Bongao, Tawi-Tawi 7500	abduljiimhassan@msutawi-tawi.edu.ph
Information and Communications Technology Office	Sanga-Sanga, Bongao, Tawi-Tawi 7500	charisallema@msutawi-tawi.edu.ph
Accounting Office	Sanga-Sanga, Bongao, Tawi-Tawi 7500	rukayyadarulsalim@msutawi-tawi.edu.ph
Cashiering Office	Sanga-Sanga, Bongao, Tawi-Tawi 7500	Suaibyusop@msutawi-tawi.edu.ph
Internal and Control Audit Unit	Sanga-Sanga, Bongao, Tawi-Tawi 7500	murphyunaid@msutawi-tawi.edu.ph



Remitting Office	Sanga-Sanga, Bongao, Tawi-Tawi 7500	lernamarquez@msutawi-tawi.edu.ph
Physical Plant division	Sanga-Sanga, Bongao, Tawi-Tawi 7500	allancaguioa@msutawi-tawi.edu.ph
General Services Office	Sanga-Sanga, Bongao, Tawi-Tawi 7500	edzfarladjahali@msutawi-tawi.edu.ph
Procurement Office	Sanga-Sanga, Bongao, Tawi-Tawi 7500	caharlammang@msutawi-tawi.edu.ph
Supply and Property Office	Sanga-Sanga, Bongao, Tawi-Tawi 7500	abdulpattanuruddin@msutawi-tawi.edu.ph
College Infirmary	Sanga-Sanga, Bongao, Tawi-Tawi 7500	jaiversahibuddin@msutawi-tawi.edu.ph
Office of the Security Force, Sanga-Sanga Campus	Sanga-Sanga, Bongao, Tawi-Tawi 7500	diomedesmatolo@msutawi-tawi.edu.ph
Office of the Security Force, Bongao Campus	Tubig Mampallam, Bongao, Tawi-Tawi 7500	jaimepagaling@msutawi-tawi.edu.ph
Integrated Science Laboratory	Sanga-Sanga, Bongao, Tawi-Tawi 7500	leideeangeliquegabir@msutawi-tawi.edu.ph
BAC Secretariat	Sanga-Sanga, Bongao, Tawi-Tawi 7500	jeffrylhadanoor@msutawi-tawi.edu.ph
Gender and Development Center	Sanga-Sanga, Bongao, Tawi-Tawi 7500	wardahadjirul@msutawi-tawi.edu.ph
Quality Assurance and Accreditation	Sanga-Sanga, Bongao, Tawi-Tawi 7500	alkwarizhmeabdusalam@msutawi-tawi.edu.ph



Nutrieskwela Radyo Kasannangan	Sanga-Sanga, Bongao, Tawi-Tawi 7500	annwellms@msutawi-tawi.edu.ph
MSU-TCTO Dormitel	Sanga-Sanga, Bongao, Tawi-Tawi 7500	moh.reedzfartungpalan@msutawi-tawi.edu.ph
MSU-TCTO Cafeteria	Sanga-Sanga, Bongao, Tawi-Tawi 7500	kingpuajik@msutawi-tawi.edu.ph
Layang-Layang Hall (Female Residence Hall I)	Sanga-Sanga, Bongao, Tawi-Tawi 7500	rosemaryulama@msutawi-tawi.edu.ph
Linggisan Hall (Female Residence Hall II)	Sanga-Sanga, Bongao, Tawi-Tawi 7500	Marifeaglosolos@msutawi-tawi.edu.ph
Tawsih Hall (Male Residence Hall I)	Sanga-Sanga, Bongao, Tawi-Tawi 7500	rosliesali@msutawi-tawi.edu.ph
Dandunay Hall (Male Residence Hall II)	Sanga-Sanga, Bongao, Tawi-Tawi 7500	reynoldlee@msutawi-tawi.edu.ph

-----Nothing Follows-----