

Republic of the Philippines
Mindanao State University
Maigo School of Arts and Trades
Maigo, Lanao del Norte



CITIZEN'S CHARTER



(in pursuance of Republic Act 9485, otherwise known as Anti-Red Tape Act of 2007 which was approved to improve the efficiency in the delivery of government service to the public by reducing bureaucratic red tape, preventing graft and corruption, and providing penalties therefore)

THE SCHOOL SEAL



The seal of the Mindanao State University – Maigo School of Arts and Trades shows a gear encircling the Mindanao State University seal which:

was created by an anonymous student with a very good sense of culture and vision. The three rays on top stand for the Mindanao, Sulu and Palawan (MINSUPALA) regions which were the main thrust of MSU at its inception. The lamp in the middle signifies the light with which to guide the people in their quest for knowledge. Finally, the fish and the “okir” symbols around the lamp along with the color scheme represent the unique and impressive culture of the Maranaos in the area surrounding the Mindanao State University. (MSU Main Campus - Marawi)

The gear, symbolic of industrial society, reflects Industrial Technology as the focal program of the campus. Furthermore, it depicts interdependence and advancement in knowledge and skills among the students. The year, 2001, indicates the time of the campus's affiliation to the Mindanao State

VISION

MSU, a world-class university in Southern Philippines

COMPLIMENTARY VISION

A renowned learning institution in industrial technology and related fields in Southern Philippines

COMPLIMENTARY MISSION

MSU-MSAT shall provide the manpower required by the technological sector of the local and global economy through its quality programs in instruction, research, extension and production

OBJECTIVES

Instruction

1. To rationalize curricular offerings by aligning them to respond to changing industrial technological needs and conditions, and to meet national and international standards.
2. To provide quality and relevant technical and technological knowledge, skills and competencies to ensure the employability of graduates locally and abroad.

3. To provide leadership and expertise in the area of industrial technology for socio-economic development.

Research

To promote and engage in quality research studies responsive to local and global technological needs.

Extension

1. To conduct community-based skill training activities in order to develop technical knowledge, skills and attitudes among the individuals in the community..

2. To enhance linkages and involvement in community development through extension services.

Production

To engage in production projects and activities in industrial technology and related fields to generate sustainable income.

OFFICE OF THE REGISTRAR

LIST OF FRONTLINE SERVICES

<i>Types of frontline services</i>	<i>Fees</i>	<i>Forms</i>	<i>Processing Time</i>	<i>Person In-Charge</i>
Admission	N/A	Admission Slip & Student's Information Sheet	30 minutes	Admission Officer
Registration/Enrollment	N/A	Certificate of Registration	40 hours	Registrar/Staff
Validation/Accreditation	N/A	Transcript of Records/Report Cards	2 hours	Registrar
Evaluation of student records a) Accrediting subjects & units taken b) Maximum Residence role c) Placement to the curricular level d) Sequencing of subjects in the curriculum e) Student Retention f) Scholarship Program	N/A	Evaluation Sheet	2 hours	Registrar
Release of Transcript of Records & other Important Documents	50/page 50.00 50.00	- TOR - Honorable Dismissal - Cert. of Official Receipt	One month after graduation	Registrar/Staff & School Cashier

Validation/Accreditation of Subjects

- Schedule of Availability of Service : Monday to Friday (8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service : College Students and Freshmen
- What are the requirements : Transcript of Records & Informative Form
- Duration : Three Semester
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Students will give Transcript of Records and or Information Form (for transferees)	Get the Transcript of Records and or Information Form	30 minutes	Registrar	N/A	Transcript of Records Informative Form
2	Submit the subjects and units taken from any SUC's and or private institution	Accredit the subjects and units earned if they have the same course content and number of units	1 hour	Registrar	N/A	TOR/ Informative Form
3		Inform the student of the result				
END OF TRANSACTION						

Evaluation of Student Records

- Schedule of Availability of Service : Monday to Friday (8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service : College Students and Freshmen
- What are the requirements : Transcript of Records, Informative Form & Evaluation Sheet
- Duration :
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity	Person In-Charge	Fees	Form
1	Submit Transcript of Records	Evaluate subjects and units taken from any SUC's & or private institutions based on TOR.	30 minutes	Registrar	N/A	Transcript of Records
2	Secure the Evaluation Sheet from the Registrar	Release the evaluation sheet showing the grades of the subjects taken	10 minutes	Registrar/Staff	N/A	Evaluation Sheet
END OF TRANSACTION						

Release of Transcript of Records and Other Important Documents

- Schedule of Availability of Service : One month after graduation (Monday to Friday at 8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service : MSU-MSAT Students
- What are the requirements : Clearance
- Duration :
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Secure student clearance	Provide clearance	5 minutes	Staff	N/A	Student Clearance
2	After completing the signatures on the clearance, pay the necessary fees to the cashier's office then return it to the office of registrar.	Received the clearance and give the requested documents and let him/her sign the record book.	20 minutes	Registrar/Staff	N/A	Student Clearance
END OF TRANSACTION						

OFFICE OF THE CASHIER

LIST OF FRONTLINE SERVICES

Administrative and Support Services (Cashier Office)

Types of frontline services	Fees	Forms	Processing Time (Under normal circumstances per transaction)	Person In-Charge
Payment of claims	(none)	Vouchers	1 hour	School Cashier
Receive Student Fees and other collections	(none)		2 minutes	Cashier/Staff
Records and Information Management	(none)			
a) Preparation of payroll, check, check advice and remittances		- Payroll, check, check advice & remittances	- 16 hours	Cashier/Accounting Staff /AAO
b) Issuance of Certifications/Confirmations of loans and signing of student clearances		-Certification & Clearances	- 3 minutes	
c) Collection of unpaid student accounts		-Official Receipt	- 2 minutes	
Report of Collection and deposit	(none)	Columnar Book	1 minute	Cashier/Administrative and Accounting Staff
Disbursement Record	(none)	Columnar Book	1 minute	
Report of Disbursement	(none)	Columnar Book	1 minute	
Cash in Bank	(none)	Columnar Book	1 minute	
Cash Receipts Summary	(none)	Columnar Book	1 minute	
Budget Allocation	(none)	Columnar Book	1 minute	
Report of Check issued/cancelled	(none)	Columnar Book	1 minute	

Payment of Claims (Voucher)

- Schedule of Availability of Service : Monday to Friday (8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service : Students, Suppliers, Faculty members, and other Stake Holders
- What are the requirements : Supporting Documents (Official Receipts, RER, Certificate of Appearance, etc.)
- Duration : 1 hour
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Submit claim voucher with supporting documents duly funded and approved	Validate issued check and advice for signature with the Head of Office	1 hour	Cashier	N/A	Vouchers
2	Encash forwarded check and advice to Land Bank of the Philippines, Iligan City	Forward the Check Advice to LBP, Iligan City	4 hours	Cashier/Staff	N/A	N/A
END OF TRANSACTION						

Receive Students Fees and other Collections

- Schedule of Availability of Service : Monday to Friday (8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service : Students, Parents
- What are the requirements : COR
- Duration : 1 hour
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Present COR form (MSU-MSAT)	Assess the form	5 minutes	Cashier/Staff	(depending upon the number of unit load)	Generated
2	Pay the corresponding amount either partial or in full	Issue Official Receipt (O.R)	2 minutes	Cashier/Staff	(depending upon the number of unit load)	Generated
3	Inquire other Collections/Rentals	For other collections/rentals issue Official Receipts	2 minutes	AAO/Supply Officer /IGP Coordinator / Head of Office	N/A	OR
END OF TRANSACTION						

Records and Information Management

- Schedule of Availability of Service : Monday to Friday (8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service : Students, Parents, Faculty and Personnel
- What are the requirements : COR
- Duration : 1 hour
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Inquire transaction verbally at the window	Facilitate transactions	1 minute	Cashier/Staff	N/A	(N/A)
2	For GSIS, PAG-IBIG & PhilHealth, accomplish Business Form	Acknowledge Business Form for Transaction	1 hour	Cashier	N/A	Business Form
		Submit check advice to LBP, Iligan City	4 hours	Cashier/Staff	N/A	LBP Check Advice
		Remit Payables to GSIS, PAG-IBIG & PhilHealth, Iligan City	8 hours	Cashier/Staff	N/A	GSIS Format PAG-IBIG Format PhilHealth Format
END OF TRANSACTION						

OFFICE OF THE STUDENT AFFAIRS

LIST OF FRONTLINE SERVICES

Office of Student Affairs (Guidance & Counseling)

Types of frontline services	Fees	Forms	Processing Time (Under normal circumstances per transaction)	Person In-Charge
Enrollment (SSC)	25.00	SSC Form 1	1 minute	Coordinator Student Affairs Guidance Counselor
Guidance & Counseling				Coordinator Student Affairs Guidance Counselor
Bi-monthly Home Visitation for Clean & Green Environment Program		Inspection Form	1 hour	Coordinator Student Affairs Guidance Counselor
Conduct Election on Student Supreme Council (SSC)	30.00	Election Paraphernalia	6 hours	Coordinator Student Affairs Guidance Counselor
Conduct Orientation Program & Acquaintance Party	30.00			Coordinator Student Affairs Guidance Counselor
Conduct Information Drive on Drug Free, Disaster-risk Reduction Management and Climate Change Adaptation			4 hours	Coordinator Student Affairs Guidance Counselor
Attend & Supervise the Flag Raising Ceremony every Monday				Coordinator Student Affairs Guidance Counselor

Office of Student Affairs (Guidance & Counseling)

Types of frontline services	Fees	Forms	Processing Time (Under normal circumstances per transaction)	Person In-Charge
Records & Information management a) Students Information Sheet b) List of Graduates c) List of Deserving Students d) List of students with problems e) List of recognize/accredited student organization, fraternities, unions, clubs & other group. f) List of school's activities and programs				Coordinator Student Affairs, Class Advisers, Guidance Counselor

Students Affairs (Enrolment)

- Schedule of Availability of Service : (8.00 A.M. – 5.00 P.M)
- Who may Avail of the Service : Students
- What are the requirements : Enrollment and OSA
- Duration : 8 hours
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under Normal circumstances)	Person In-Charge	Fees	Form
1	Secure Students' Information Sheet (SIS) Form I	Provide the form (SIS)	1 minute	/Coordinator OSA	P5/form	SIS
2	Accomplish SIS and submit	Acknowledge through log book & temporary receipt	10 minutes	Coordinator OSA		SIS
END OF TRANSACTION						

Guidance and Counseling

- Schedule of Availability of Service : (8.00 A.M. – 5.00 P.M)
- Who may Avail of the Service : Students and Faculty Members
- What are the requirements :
- Duration : 8 hours
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under Normal circumstances)	Person In-Charge	Fees	Form
1	Inform Guidance Counselor on problem encountered	Treat the problem and employ necessary measures		Subject teacher, Class Adviser, Department Chairman, GC	(none)	Guidance Form
2		Advise all concerns for immediate resolution of the problem		Parents, Teachers and or Guardians		
END OF TRANSACTION						

Guidance and Counseling

- Schedule of Availability of Service : (8.00 A.M. – 5.00 P.M)
- Who may Avail of the Service : Students and Faculty Members
- What are the requirements :
- Duration : 8 hours
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under Normal circumstances)	Person In-Charge	Fees	Form
1	Inform Guidance Counselor on problem encountered	Treat the problem and employ necessary measures		Subject teacher, Class Adviser, Department Chairman, GC	(none)	Guidance Form
2		Advise all concerns for immediate resolution of the problem		Parents, Teachers and or Guardians		
END OF TRANSACTION						

- | Steps | Applicant/Client | Service Provider | Duration of Activity
(Under Normal circumstances) | Person In-Charge | Fees | Form |
|---------------------------|---------------------------------------|--|--|--|-------------|-------------|
| 1 | Clean ,Organize, Sanitize Dormitories | Conduct ocular inspection and evaluation | 2 hours | Guidance Counselor,
OSA Coordinator,
Dept. Chairmen
School Nurse,
Dormitory In-Charge & Students | (none) | |
| 2 | Receive the award | Give recognition to the cleanest, well organized dormitory | 20 minutes | Dormitory Manager,
Guidance Counselor,
OSA Coordinator,
School Nurse,
Head of the Agency | (none) | |
| END OF TRANSACTION | | | | | | |

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- | Steps | Applicant/Client | Service Provider | Duration of Activity
(Under normal circumstances) | Person In-Charge | Fees | Form |
|-------|---------------------------------|---|--|--|----------|--------------|
| 1 | Accomplish Form | Post/publish requirements | 3 minutes | Guidance Counselor | P25/head | Filling Form |
| 2 | Submit the Form | Assess/ Evaluate Forms | 5 minutes | Guidance Counselor | (none) | |
| 3 | Conduct Party Meeting | Attend the Party Meeting | 30 minutes | Guidance Counselor | | |
| 4 | Campaign Period | Observation, monitoring & guidance | 8 hours | Student's Party,
Teachers,
Guidance Counselor &
OSA Coordinator | | |
| 5 | Student Rally | Observation, monitoring & guidance
Counselor | 1 hour & 30 min. | Students,
Teachers,
Guidance Counselor, | | |
| 6 | Receive Election paraphernalia- | Distribution of Election paraphernalia | 2 minutes | Guidance Counselor,
COMELEC | | |

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Conduct Students' Orientation Program and Acquaintance Party

- Schedule of Availability of Service : (8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service : Students, Faculty members, Personnel
- What are the requirements : Attendance
- Duration : 8 hours
- How to avail of the Service

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1		Post/publish schedule of orientation program	40 minutes	Guidance Counselor		
2	Attend the Orientation program	Conduct/Administer the Orientation Program	3 hours & 30 minutes	Guidance Counselor, OSA Chairman, Heads, Faculty & Staff/Students		
		Conduct Evaluation/Follow-up	3 hours	Guidance Counselor & OSA Chairman		
		Provide counseling for non-compliance of rules and regulations.		Guidance Counselor, OS Coordinator, chairman & Teacher Adviser	(none)	
END OF TRANSACTION						

PROVISION OF STUDENTS' SERVICES (Campus Library, Cafeteria, Dental/Clinic, Security Services)

- Schedule of Availability of Service : (8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service : Officially-Enrolled Students, Faculty members, Personnel
- What are the requirements : Certificate Of Registration, School ID
- Duration : 1 hour
- How to avail of the Service :

A. Library Services

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION of ACTIVITY (Under normal circumstances)	PERSON-In-Charge	FEES	FORMS
1	Secure Library/Borrower's Card	Issue library borrowers card	5 minutes	Campus Librarian	5.00	Library card & ID picture
2	Avail of library holdings	Provide the library holdings services	5 minutes	Campus Librarian/Aid	N/A	N/A

B. Cafeteria Services

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION of ACTIVITY (Under normal circumstances)	Person In-Charge	FEES	FORMS
1	Request/Coordinate with Cafeteria Manager	Accommodate request	10 minutes	Cafeteria Manager	N/A	N/A
2	Determine commodities available	Provide as requested	10 minutes	Salesgirl for the day	Depends on pricelist	N/A

C. Dental/Medical Clinic Services

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION of ACTIVITY (Under normal circumstances)	Person In-Charge	FEES	FORMS
1	Seek dental form for check-up	Provide dental form	5 minutes	Campus Dentist	100.00	Dental form
2	Submit for dental check-up	Checks oral/dental condition	30 minutes	Campus Dentist	N/A	N/A
3	Verify condition of the result	Inform client on particular recommendation	5 minutes	Campus dentist	N/A	Record Book

D. Security Services

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION of ACTIVITY (Under normal circumstances)	PERSON IN-CHARGE	FEES	FORM
1	Present ID to the guard on-duty	Inspect proper identity of the students	10 seconds	Security Guard on-duty	N/A	N/A
2		Allow students in the campus	N/A	Security Guard-on-duty	N/A	N/A
3	(For Visitors/Guests) Submit for proper identity	Record name/s in the Log Book & issue Visitors ID	1 minute	Security Guard on-duty	N/A	N/A
4	Submit materials brought in and out	Record materials brought in and out	3 minutes	Security Guard-on-duty	N/A	N/A

- Schedule of Availability of Service : (8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service : Students
- What are the requirements :
- Duration : 8 hours
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1		Posting/publication on the issue	15 minutes	Guidance Counseling		
2	Attend information drive	Conduct information drive	1 hour	Guidance Counselor, OSA Coordinator, Heads, Faculty & Staff		
3	Ask questions/complaints clarifications and verifications	Declare open forum	30 minutes	Guidance Counselor, OSA Chairman, Heads, Faculty & Staff		
		Conduct Evaluation and follow-up				
END OF TRANSACTION						

EXTENSION SERVICES

TYPES OF SERVICES	FEES	DOCUMENT/S REQUIRED	PROCESSING TIME	PERSON IN-CHARGE
PERFORMANCE OF EXTENSION SERVICES ACTIVITIES				
1. Disseminating Technology/Information Materials	As required	ICT/IEC or Techno manuals/leaflets and other reading materials	6 -8 hours	Extension personnel
2. Designing Training Handouts	As required	Related literature and studies	240 hours	Extension office personnel/Chairmen of the departments
3. Establishing Linkage with GOs and NGOs	As required	Letter of intent/Trace letter/Memorandum of Agreement	72 hours	Department Chairmen and Extension Personnel
4. Conducting Seminars/Trainings	Depends on the facility or as required	Permission and Request letter/Seminar papers/ letter/Letter of intent/ Soft/hard copies/ audio/video/ instruments	Depends on the duration of the seminar	Presenter/Facilitators/Extension Personnel, Chairmen of the Departments
5. Conducting Community Services	Depends on the facilitator or as required	Permission letter/ Seminar papers/ Request letter/Letter of intent/Soft/hard copies/audio/video/ instruments	Depends on the duration of the training	Presenter/Facilitators/Extension Personnel, Chairmen of the Departments

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4. CONDUCT OF SEMINARS/TRAININGS

- Schedule of availability of service - Monday to Sunday (6 a.m. – 6: p.m.)
- Who may avail of the service - Entrepreneurs, housewives, students, researchers
- What are the requirements - Soft and hard copies of completed research seminar papers, and available related technology manuals
- Duration - 8 hours a day
- How to avail of the service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORM
1.	Seek permission for the conduct of seminar/training	Ask permission from higher authority of MSU-MSAT to conduct seminar/training	16 hours	Extension Office Personnel/ Chairmen of the Departments	None	Letter-permit with objective of the seminar/training
2.	Clarify training design of the seminar /training	Draft and outline the seminar papers and schedule of seminar/training	32 hours	Extension Office Personnel/ Chairmen of the Departments	None	Related literature and studies/ techn. and seminar manuals
3.	Scout seminar/ training sponsors	Send request- letter to sponsor/s for source of budget	40 hours	Extension Office Personnel/ Chairmen of the Department	None	Request letter
4.	Ask resource persons for the seminar/ training	Tap resource persons/guests and send request letter	32 hours	Extension Office Personnel/ Chairmen of the Department	As required	Request letter
5.	Prepare presentation materials for the seminar/ training	Prioritize relevant topics for presentation with IEC and ICT	40 hours	Extension Office Personnel/ Chairmen of the Department	As required	Materials from IEC and ICT
6.	Gather reading materials for the seminar/ training	Reproduce seminar/ training materials/handouts	32 hours	Extension Office Personnel	As required	Materials from IEC and ICT
7.	Register name in the roster of participants	Account total number of participants	3 hours	Extension Office Personnel	None	List of attendance
8.	Claim seminar/training kit	Distribute seminar/training kit	1 hour	Extension Office Personnel/Chairmen of the Department	None	Reading materials
9.	Receive plaques or certificates	Distribute plaques and certificates	1 hour	Chairmen of the Departments	None	Plaques and certificates
END OF TRANSACTION						

5. CONDUCT OF COMMUNITY SERVICES

- Schedule of availability of service - Monday to Sunday (6 a.m. – 6: p.m.)
- Who may avail of the service - Entrepreneurs, housewives, Out-of- School Youth, BHW
- What are the requirements - Supplies and Materials
- Duration - 8 hours a day
- How to avail of the service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEE	FORM
1.	Verify the office on the assurance of the service to be conducted	Ask permission from higher authority of MSU-MSAT to conduct community service	8 hours	Extension Office Personnel	Non	Letter Permit
2.	Make verification on the venue that needs community service	Ask permission from the higher authority of the community to be served	16 hours	Extension Office Personnel	Non	Letter Permit
3.	Assist in the distribution of letter of intent	Prepare and submit of intent letter to concern offices	4 hours	Extension Office Personnel/ and Chairmen of the Department	Non	Letter of Intent
4.	Help make follow-ups	Follow-up response and prepare MOA if ever request is approved	16 hours	Extension Office Personnel	Non	Approved permit
5.	Observe discretion in the	Assist in the signing of MOA	3 hours	Extension Office	Non	Memorandum of

Income- Generating- Project Services
(MSU-MSAT Gym, Hostel, HRM/SAMAR Bldg.)

- Schedule of availability of service - Monday to Sunday (6 a.m. – 6: p.m.)
- Who may avail of the service - Stakeholders, Students, Faculty, etc
- What are the requirements - Letter Request, OR
- Duration - As needed
- How to avail of the service

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In- Charge	Fees	Forms
1	Make a Formal Letter- Request	Receive the letter request for approval	1 hour	IGP Coordinator, Supply Officer, Admin. Ass't, Cashier, Head of Office	Depending on services rendered	Business Form
2	Verify monetary obligation	Issue official receipt	5 minutes	Cashier	Depends on Tariff rates.	OR
3	Submit receipt for final action	Provide scheduled/approved request	5 minutes	IGP Coordinator, Dept. Chairmen, Supply Officer	Based on tariff rates	OR
4		Prepare the venue for the said purpose	3 hours	Dept. Chairmen, Supply Officer	N/A	N/A

Administrative and Support Services
(ADMIN/HRDO/PERSONNEL OFFICE)

Types of frontline services	Fees	Forms	Processing Time (Under normal circumstances per transaction)	Person In-Charge
HIRING/RECRUITMENT		Publication of vacant Positions	- 4 hours	AHRMO/Adm. Officer
APPOINTMENTS - Processing of appointments	N/A	- CSC Form No. 33 - Notice of Approval of appointments - Ad-Interim - Contract of Service - Job Order	- 2 hours (simple) - 3 months (complex) - 30 minutes	AHRMO/Admin. Officer/Staff
INFORMATION AND RECORDS MANAGEMENT - Publication of bulletin of vacant positions - Issuance of Personnel Records - Recording of Service/leave credits - Checking of Daily Time Records - Issuance of Certificate Cert. of No Pending Administrative Case Certificate of Employment - Authentication of documents - Receiving and releasing of communication/documents - Issuance of Faculty/Personnel clearance - Preparation of claims/vouchers - Publication of Annual Report - Preparation of Agenda Matters for BOR Meeting - Preparation of Budget Proposal	N/A	- CSC format - Service record/NOSA - CSC Form No. 6 - CSC Form No. 48 - Clearance - DBM/COA Form - DBM Forms	- 6 hour & 40 minutes - 30 minutes - daily - daily - 5 minutes - 5 minutes - 2 minutes - 5 minutes - 2 nd week of March/year or as need arise – 5 minutes - 8 hours - 80 hours - 86 hours - 80 hours	-AHRMO/ Adm Officer/Staff - AHRMO - AHRMO - AHRMO AHRMO -Admin. Officer/Staff Acting Administrative Officer

(CSC Form No. 33, Notice of Approval, Ad-Interim, Contract of Service and Job Order)

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INFORMATION AND RECORD MANAGEMENT

(Publication and Posting of Vacant Position)

- Schedule of Availability of the Service: Monday to Friday (8:00 AM-5:00 PM without noon break)
- Who may avail: Applicant and concerned employee/s and official/s
- What are the Requirements: List of Vacant Position of the agency in accordance with the CSC format/design
- Duration: 8 hours
- How to avail of the Service:

Steps	Applicant/Client	Service Provider	Duration of Activity (Under Normal circumstances)	Person In-Charge	Fees	Form
1		Post the vacant positions in at least Three (3) conspicuous places for at least Ten (10) days.	- 8 hours	-AHRMO/ CSC Director or Staff		
2		Publish the list of vacant positions in the CSC Field or Regional Office/s.	- 8 hours	-AHRMO/ CSC Director or Staff		
END OF TRANSACTION						

INFORMATION AND RECORDS MANAGEMENT

(Issuance of Personnel Record, Recording of Credits, Checking of DTRs, Issuance of Certificates and Clearances, Authentication, Receiving and Releasing of Communications and Documents)

- Schedule of Availability of Service: Monday to Friday (8:00 AM-5:00 PM No Noon Break)
- Who may avail of the Service: Employee/s (faculty/staff) wish to secure information and documents
- What are the Requirements: Request pertinent document
- Duration: 3-30 minutes
- How to avail of the Service:

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	- Comply with required forms	- Provide request form (first-come-serve-basis).	- 3 minutes	-Record Officer/ Personnel Staff	(none)	- request form
2	- Receive copy of documents	- Retain a copy of requested document for file	- 3 minutes	-Record Officer/ Personnel Staff	(none)	
END OF TRANSACTION						

INFORMATION AND RECORD MANAGEMENT

(Preparation/Screening and Evaluation of Claims/Voucher)

- Schedule of Availability of the Service: Monday to Friday (8:00 AM-5:00 PM No Noon Break)
- Who may avail: Faculty and Staff and all concerned
- What are the Requirements:

* For Travel Expenses Voucher (TEV)

- Travel Order (TO)
- Obligation Request (OR)
- Disbursement Voucher (DV)
- Itinerary of travel (IT)
- Completion of Travel Form (CTF) "Appendix B"
- Certificate of Appearance, Tickets, RER, etc.

* For Supplies and Materials:

- Obligation Request (OR)
- Disbursement Voucher (DV)
- Canvass Form (CF)
- Abstract of Canvass (AOC)
- Purchase Request (PR)
- Purchase Order (PO)
- Inspection Report (IR)
- Other Supporting Documents

* For other ordinary claims:

- Obligation Request (OR)
- Disbursement Voucher (DV)
- Supporting Documents (OR, RER, Tickets, CA, etc.)

Note: Infrastructure projects, equipments and facilities need appropriate bidding and Award subject to the Implementing Rules and Regulation, Accounting and Auditing Procedures.

- Duration:
- How to avail of the Service

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	- Prepare and submit appropriate documents to the Administrative Officer for evaluation and recommendation	- Assess/evaluate the documents	- 5 minutes	- Admin. Staff	(none)	OR, DV, IT, CTF, TO, CT, AOC, PR, IR
2	- Endorse evaluated documents to designated office/s	- Allot and certify as to the availability of funds	- 16 hours	- Administrative Assistant III / Cashier	(none)	OR, DV, IT, CTF, TO, CT, AOC, PR, IR
3	-Sign voucher and claim the check	-Facilitate the voucher and release the check	- 3 minutes	- Cashier	(none)	
END OF TRANSACTION						

INFORMATION AND RECORD MANAGEMENT

(Publication of Annual Reports)

- Schedule of Availability of the Service: Monday to Friday (8:00 AM-5:00 PM without noon break)
- Who may avail: Faculty and Staff, Dean of Instruction and Department Chairman
- What are the Requirements: Narrative Reports with pictures and caption
- Duration: One month
- How to avail of the Service:

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	- Provide documentation report	- Accept the narrative reports with pictures and caption for consolidation	- One month	-Department Chairman, Research and Extension Coordinators	(none)	
		- Consolidate narrative reports and secure funding for reproduction	- 75 hours	- Officer-In-Charge/Campus Secretary/ Documentation Staff		
		- Circulation of copies to all concerned	- 2 hours			
END OF TRANSACTION						

INFORMATION AND RECORD MANAGEMENT

(Preparation of Agenda Matters for BOR Meeting)

- Schedule of Availability of the Service: Monday to Friday (8:00 AM-5:00 PM without noon break)
- Who may avail: Department Chairmen/Officer-in-Charge/Campus Secretary
- What are the Requirements: List of agenda with complete supporting documents
- Duration: Two (2) weeks – 80 hours
- How to avail of the Service:

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	- Prepare and submit proposed agenda for BOR Meeting	- Evaluate the necessity and validity of the proposals	- 30 hours and 30 minutes	- Department Chairman /Campus-Secretary/ Admin. Officer	(none)	
2	- Seek approval from the Head of Office for inclusion in the agenda matters	- Approved proposal be submitted to the BOR Secretary	- 40 hours	Department Chairman /Campus-Secretary/ Admin. Officer	(none)	
		- Submit consolidated agenda matters to the BOR Secretary through OVPAA for endorsement.	- 8 hours	-OVPAA/BOR Secretary/Campus Secretary/Admin. Officers		
END OF TRANSACTION						

INFORMATION AND RECORD MANAGEMENT

(Preparation of Annual Budget Proposal)

- Schedule of Availability of the Service: Monday to Friday (8:00 AM-5:00 PM)
- Who may avail: Accounting Personnel, Department Chairmen and Faculty Association President
- What are the Requirements: Budget Call/DBM Forms Internal Budget Operation/Manual
- Duration:
- How to avail of the Service:

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	- Department Chairmen submit budget proposal for consolidation and endorsement to the Head of Office	- Adopt necessary and appropriate evaluation and endorse to Admin. Office for consolidation.	- 16 hours	- Chairman of the Department		
2	- Allow ample time for possible action	- Admin. Office shall consolidate the submitted internal budget for operation	- 24 hours	- Admin. Officer, Planning Officer		
3	- Make a follow-up	- Conduct special APC Meeting for review and approval by Head of Office	- 3 hours	- Admin Officer, and APC Members		
4	- Request final copy of proposal for endorsement	- Endorse to MSU Main Budget Office for inclusion in the University Budget preparation	- 8 hours	- Budget Office/Personnel and Admin. Office Staff		
5	- Get copy of the approved Budget	- Provide copy of the approved Budget to all concerned	- 1 hour	- All concerned		
END OF TRANSACTION						

OFFICE OF THE SUPPLY OFFICER

LIST OF FRONTLINE SERVICES

**Administrative and Support Services
(SUPPLY AND PROPERTY OFFICE)**

Types of frontline services	Fees	Forms	Processing Time	Person In-Charge
Procurement of Office Supplies and Materials				
- Requisition of office supplies/materials		- Annex G-9	- 1 hour	- Faculty/Staff
a) Disbursement		- OR, DV, Abstract, canvas, PR, PO, IR & BIR Form 2376	- 1 hour	- Faculty/Staff
b) Canvassing		- Canvass Form	- 8 hours (1 day)	- Supply Officer/ /Authorized Personnel
c) Purchasing		- PO, OR, DV, Canvass, Abstract & Award	- 8 hours (1 day)	- Supply Officer/ /Authorized Personnel
- Issuance/Releasing/Distribution of requisition/procured supplies/materials			- 8 hours (1 day)	- Supply Officer/
- Recording Management (carding/Indexing)				- Supply Officer/Authorized Personnel
a) Report of Supplies/Materials issued		- Appendix 59	- 15 minutes	- Supply Officer
b) Property, Plant & Equipment Ledger Card		- Appendix 8 & Appendix 8-A		- Supply Officer
c) Property Card		- Appendix 39		- Supply Officer
d) Report of Accountability for accountable forms		- Appendix 65		- Supply Officer
- Conduct Physical Inspection			- 3 hours	- Supply Officer
- Inventory Program		- Appendix 62	- 80 hours	- Supply Officer
- Disposal of Waste Material		-Waste Material Form	- 2 hours	- Supply Officer

Procurement

(Requisition of Office Supplies and Materials)

- Schedule of Availability of Service : Monday to Friday 8:00 A.M. – 5:00 P.M. (No Noon Break)
- Who may Avail of the Service : Chairman/Department Heads, Faculty and Staff
- What are the requirements :
- Duration : 1 hour
- How to avail of the Service:

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Make and submit requisition in accordance with the approved Annual Procurement Plan	Check and Review	1 hour	Supply Officer	(none)	Annex G-9
2	Follow-up Admin. Office	If qualified, forward to Administrative Office for approval	5 minutes	Admin. Officer (Supervising)	(none)	Annex G-9
3	If approved, get the documents and re-forward to the supply officer	Canvass the supplies/Materials as requested.	16 hours	Supply Officer/ Action Officer	(none)	Canvass form
4		After the canvass, forward it to the BAC for Bidding and Awards.	2-3 hours	BAC	(none)	Canvass Form
5		Issue purchased request form for approval by the Head of Office or Supervising Administrative Officer inclusive Purchase Order, PR, Abstract & IR.	4 hours	Supply Officer/ Administrative Officer/ Head of Office	(none)	Complete set Procurement Forms

6	Forward to Accounting Office for funding and get approval of payment from the Head of Office	Provide funds/budget with obligation number duly entered to JEV & other records.	1 hour & 30 minutes	Admin. Assistant III/ Head of Office		
7		Forward to Cashier's Office for check issuance	1 hour	Cashier		
8		Forward to the Office of the Head or concerned Official for signature.				
9	Claim the check	Facilitate voucher and release the check	5 minutes	Cashier		
END OF TRANSACTION						

Note: There are situations when the Cashier carries the check and pays to the claimant, or the claimant carries documents for processing.

(Issuance/Releasing/Distribution of Supplies/Materials)

- [illegible]

Conduct of Physical Inspection

- [illegible]

(Recording and Information Management)

- | Steps | Applicant/Client | Service Provider | Duration of Activity | Person In-Charge | Fees | Form |
|---------------------------|-------------------------|---------------------------------|-----------------------------|-------------------------|-------------|------------------|
| 1 | Secure requisition slip | Screen/Evaluate the requisition | 2 minutes | Supply Officer | (none) | Requisition Slip |
| | Give ample time | Indexing and carding | 5 minutes | Supply Officer/ | | Index Card |
| 2 | Present requisition | Provide or issue requisition | 10 minutes | Supply Officer/ | | |
| END OF TRANSACTION | | | | | | |

- | Steps | Applicant/Client | Service Provider | Duration of Activity
(Under normal circumstances) | Person In-Charge | Fees | Form |
|---------------------------|---|---|--|--|-------------|-------------------|
| 1 | Show and provide list of facilities and equipment with status for inventory | Conduct item inventory to determine status, usability, lifespan, and availability, etc. | 48 hours | All concerned/
Supply Officer | | Inventory Program |
| | | Update the inventory program before the end of every fiscal year, seek approval from the Head of Office | 16 hours | Supply Officer/
Administrative Officer/
Head of Office/
Auditor | | |
| END OF TRANSACTION | | | | | | |

Steps	Applicant/Client	Service Provider	Duration of Activity	Person In-Charge	Fees	Form
1	Present letter request duly approved by the Agency Head or his authorized representative, stating what need/s to be prioritized	Provide the necessary documents.	3 minutes	Administrative Assistant III/ Head of Office	(none)	
END OF TRANSACTION						

Recording and Information Management

(Disbursement, Journal Entry Voucher, Check Disbursement Report and General Ledger)

- Schedule of Availability of Service : Monday to Friday 8:00 A.M. – 5:00 P.M. (No Noon Break)
- Who may Avail of the Service : Auditor
- What are the requirements : On-line Documents
- Duration : 1 hour
- How to avail of the Service:

Steps	Applicant/Client	Service Provider	Duration of Activity	Person In-Charge	Fees	Form
1	Construct letter request duly approved by the Agency Head or his authorized representative, stating priorities	Provide the necessary documents	3 minutes	Administrative Assistant III/ Head of Office	(none)	
2		Review the authenticity of documents	3 minutes	Administrative Assistant III/ Head of Office	(none)	
END OF TRANSACTION						

**OFFICE OF THE CHAIRMAN
SECONDARY DEPARTMENT**

LIST OF FRONTLINE SERVICES

Types of frontline services	Fees	Forms	Processing Time (Under normal circumstances per transaction)	Person In-Charge
Conduct Teachers Meeting	(none)			Chairman
Enrollment (High School Students)		Enrollment Form	30 minutes	Chairman & Committee on Enrollment
Issuance of card, Certificate of Good Moral Character (for students who wish to transfer)	(none)	Good Moral Character Form	10 minutes	Chairman/Registrar
First day of School	(none)		8 hours	Chairman & All Secondary Teachers
Student Orientation Program	(none)		2 hours	Chairman/Guidance Counselor
Conduct Parent-Teachers' Community Association Quarterly		Teachers Performance Evaluation Forms		Chairman
Conduct Teachers' Performance Evaluation		TER Forms(student, peers, supervisor)	4 hours	Chairman/Supervisor

Conduct of Teachers' Meeting

- Schedule of Availability of Service : May 25, 2009 (Monday at 8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service : MSU-MSAT Secondary Teachers
- What are the Requirements : Memorandum
- Duration : 8 hours
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1		Issue Memorandum with reference slip and signature	30 minutes	Chairman	N/A	N/A
2	Attendance/Presence during the meeting	Discuss rules & regulations & Distribution of teaching load	6 hours	Chairman	N/A	N/A
3	Room arrangement	Supervise	2 hours	Chairman	N/A	N/A
END OF TRANSACTION						

Enrollment Period (Secondary Department)

- Schedule of Availability of Service : May 16 to May 28, 2009 (8:00 A.M. – 5:00 P.M)
- Who may Avail of the Service : Old student promoted to the next year level Freshmen Out of School youths qualified to enroll in the secondary level (ALS)
- What are the requirements : **Old Students**
 - * Form 138 (Report Card)
 - * Clearance**Freshmen**
 - * Form 138 (Report Card)
 - * Certificate of Good Moral Character
 - * NSO Birth Certificate
 - * Entrance Exam Result
- Duration : 80 hours/10 days
- How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Secure enrollment form	Assess enrolment documents	5 minutes	Chairman/Teacher-In - Charge	N/A	Enrollment Form
2	Accomplish enrollment form	Validate duly accomplished enrollment form	5 minutes	Chairman/Teacher-In - Charge	N/A	Enrollment Form
3	Submit for Physical examination	Determine vital physical limits	10 minutes	Medical Staff	N/A	Health Form
4	Registration-Student Supreme Council	Registration payment	5 minutes	SSC Elected Officer	P25.0	Official Receipt
5	Submit the evaluated enrolment form and pay the necessary school fees	Payment and Issuance of Certificate of Enrollment	5 minutes	Cashier/Registrar	P375.	Official Receipt

LIST OF FRONTLINE SERVICES

TYPES OF SERVICES	FEES	FORM/S REQUIRED	PROCESSING TIME	PERSON IN-CHARGE
PERFORMING RESEARCH ACTIVITIES				
A. Acceptance of Title for Research	none	Hard and soft copies of title And its guidelines.	4 hours	Research Panel
B. Preparation of research proposal	None	Bibliography and Webliography of the reading materials	3 months	Students, Faculty members (individual or group researchers)
C. Presentation/Defense of the research proposal	Depends on approved budget of the research Depends on the inputs provided by partner-agencies	Hard and soft copies of Research proposal and MOA	Depends on duration of the research project	Department Chairmen, Researchers
D. Implementation of the research/ project	Depends on approved budget of the project	Research proposal and MOA Hard/soft copies	Depends on duration of the research project	Department Chairmen, Researchers
E. Publication of the research/ project	Depends on the approved budget	Hard or soft copies of the manuscript	Depends on duration of the research project 10 days	Department Chairmen, Researchers
F. Translation of the completed research and its Package of Technology (POT)		Latest available technology manual or CD		

A. ACCEPTANCE OF TITLE FOR RESEARCH PROPOSAL

- | | |
|---------------------------------------|---|
| • Schedule of availability of service | - Monday to Friday (8 a.m. – 5 p.m.) |
| • Who may avail of the service | - Researchers, Faculty members, Students |
| • What are the requirements | - Soft and hard copies of research title and its guidelines |
| • Duration | - 8 hours |
| • How to avail of the service | |

[illegible]

END OF TRANSACTION

[illegible]

F. FILING OF BOUND COMPLETED RESEARCH

- Schedule of availability of service - Monday to Friday (6 a.m. – 6: p.m.)
- Who may avail of the service - School library, Faculty members, Students
- What are the requirements - Hard copies of research or soft copies of scientific paper
- Duration - 12 hours a day
- How to avail of the service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORM
1.	File hard and soft copies of completed research	Prepare and accept completed research and file to Research and Extension Office, School library, Office of the partner Institutions and Agencies	8 hours a day	Researcher/s or research personnel and partner agencies	As required	Hard- bound completed research and endorsement letter
2.	Record the number of copies and name of research project	Record titles and number of the completed research and response of the endorsement letter	80 hours	Researcher/s and research personnel	As required	Hard- bound research with endorsement letter
3.	Update development of report	Submit development report to immediate supervisor	32 hours	Researcher/s and research personnel	As required	Hard- bound research copy
4.	Recommend posting of the report	Post the accomplished research to office bulletin	12 hours	Researcher/s and research personnel	As required	Complete reports or data
END OF TRANSACTION						

G. TRANSLATION OF COMPLETED RESEARCH AND ITS PACKAGE OF TECHNOLOGY (POT) AND TECHNOLOGY MANUALS

- Schedule of availability of service - Monday to Friday (6 a.m. – 6: p.m.)
- Who may avail of the service - Researchers, other agencies, campus library
- What are the requirements - Hard and soft copies of research and technology manuals
- Duration - 8 hours a day
- How to avail of the service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES
1.	Translate completed research and technology manuals	Translate the completed research and technology manuals to Filipino and Cebuano	8 hours	Researcher/s or research personnel and partner agencies	As required
2.	Submit translated POT to committee for editions	Edit the submitted POT	80 hours	Researcher/s and research personnel	As required
3.	Compile output for final copies	Accept the submitted final copies of translated POT	32 hours	Researcher/s and research personnel	As required
4.	Bind the final POT copies	Evaluate and layout the final copies for dissemination	12 hours	Researcher/s and research personnel	As required
END OF TRANSACTION					

RESEARCH SERVICES

TYPES OF SERVICES	FEES	FORM/S REQUIRED	PROCESSING TIME	PERSON IN-CHARGE
PERFORMING RESEARCH ACTIVITIES				
A. Acceptance of research proposal STEPS: 1. Screening for research proposal <ul style="list-style-type: none"> • General adaptability • Economic profitability • Social acceptability • Potential availability of support service 2. Determining funding agencies 3. Approving qualified proposal 4. Implementing schedule	none	Hard and soft copies of research proposal Record Ledger Soft/hard copies	4 hours 1 hour 3 hours 1 hour	Research Panel
B. Preparing research proposal STEPS: 1. Construction of research instruments 2. Processing of needed information in the brief research formats 3. Evaluation of the prepared research potentialities 4. Determining funding agencies 5. Submitting copies to funding agencies 6. Signing of Memorandum of Agreement (MOA) by funding agencies and researchers 7. Monitoring and following-up of the submitted proposal.	None None None None	Related literature and studies List of partner agencies Final hard or soft copies of research proposal MOA documents	4 days 1 day 2 days 3 days	Individual or group researchers from different department or field of specialization Research Panel
			3-8 months	
C. Implementation of the approved research proposal STEPS: 1. Preparing of inputs/materials 2. Processing and conducting field trials based on the protocol 3. Gathering of research data 3. Interpreting of research data 4 Presenting recommendations based on findings 5. Producing initial copy of the research 6. Compiling research into soft or hard copies.	Depends on approved budget of the project	Research proposal and MOA Approved Proposed protocol Data from different research instruments Data from different statistical tools Evaluate recommendations and provide enhancements Hard/soft copies	2 months 1 month 80 hours 4 hours 80 hours	Department Chairmen, Research Panel
D. Implementation of research/project from other agencies STEPS: 1. Processing and conducting field experiment based on protocol 2. Gathering research data 3. Interpreting of research data 4. Encoding the research 5. Submitting data results to partner agencies	Depends on the inputs provided by partner agencies	Research proposal and MOA Data from different research instruments Data from different statistical Tools Hard/soft copies Hard/soft copies	Depends on duration of the research project 1 month 80 hours 40 hours 4 hours	Department Chairmen, researcher/s
E. Publication of completed research STEPS: 1. Processing research into soft or hard copies	Depends on	Hard or soft copy of research	7 days	Researcher/s and

2. Submitting research copy to National Library for publication	approved budget of the project	Application letter and 2 copies of hard- bound research	3 months	Dept. Chairmen
3. Submitting to local or other scientific journals for publication.		Hard- bound research	12 days	
F. Filing of bound completed research STEPS: 1. Filing hard or soft copies to Research and Extension Office, School library 2. Recording the number of copies and name of research project 3. Up-dating report to immediate supervisor 4. Posting accomplished report to office bulletin.	none	Books either hard or soft Ledger book Report letters Letter to publish	3 days 1 day 2 days 2 days	Researcher/s and Research personnel
G. Translation of completed research and its Package of Technology	Depends	Latest available technology	12-20 days	Researcher/s and
(POT) STEPS: 1. Translating POT to Filipino and Cebuano 2. Submitting to committee for editing 3. Compiling output to final copies 4. Producing hard and soft copies	on the approved budget	manual/s Hard/soft copies of translated manual/s Hard /soft copies of translated manual/s Hard copies of translated manual/s	3-7 days 3-7 days 12-15 days	Research personnel
END OF TRANSACTION				