

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: PANGASINAN STATE UNIVERSITY

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: Yes No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
ISSUANCE OF OFFICIAL RECEIPT (I.D FEE / I.D LACE / BOOKS / SCHOOL UNIFORM / P.E UNIFORM, ETC.)	COA Circular No. 2013-007 Guidelines for the use of Electronic Official Receipts to Acknowledge Collection of Income and other Receipts of Government	3.0 General Guidelines			
ISSUANCE OF OFFICIAL RECEIPT (OTR, DIPLOMA, TRANSFER CREDENTIAL, CERTIFICATION, ETC.)	COA Circular No. 2013-007 Guidelines for the use of Electronic Official Receipts to Acknowledge Collection of Income and other Receipts of Government	3.0 General Guidelines			
APPLICATION FOR CERTIFICATE OF GOOD MORAL CHARACTER			Article II Student Handbook	2015 as per BOR No. 106	

¹ Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

² Cite section number and quote provision identified in the governing law

APPLICATION FOR ADMISSION EXAM (FOR FILIPINO STUDENTS)			Article II of Student Handbook	2015 as per BOR No. 106	
APPLICATION FOR ADMISSION EXAM (FOR FOREIGN STUDENTS)	CHED Memo Order No. 09, Series of 2013	Article IX, Section 31	Article II of Student Handbook	2015 as per BOR No. 106	
PURCHASE OF BOOKS/ ID LACE/ SCHOOL AND P.E. UNIFORM					
MEDICAL CONSULTATION	CHED Memo Order No. 09, Series of 2013	Article IX, Section 27	Article VIII of Student Handbook	2015 as per BOR No. 106	
DENTAL CONSULTATION	CHED Memo Order No. 09, Series of 2013	Article IX, Section 27	Article VIII of Student Handbook	2015 as per BOR No. 106	
ISSUANCE OF CERTIFICATE OF EMPLOYMENT, SERVICE RECORD AND OTHER EMPLOYEE'S OFFICIAL DATA / DOCUMENT					
REQUEST FOR ORDER OF PAYMENT					
ISSUANCE OF PAYSLIP OR CERTIFICATION OF BENEFITS RECEIVED					
ISSUANCE OF CLEARANCE FOR FINANCIAL ACCOUNTABILITY					
ISSUANCE OF TAX CERTIFICATES					
REQUEST FOR PAYMENT OF CASH			PSU-QMS Manual	October 2017	

ADVANCE / REIMBURSEMENT / PROCUREMENT / PAYROLL AND OTHER CLAIMS					
REFUND OF FEES (OVERPAYMENT AND ASSESSMENT ERROR AND ADJUSTMENT)					
SIGNING OF LIBRARY CLEARANCE			Article VII of Student Handbook	2015 as per BOR No. 106	
ANSWERING REFERENCE QUESTIONS					
BORROWING LIBRARY BOOKS			Article VII of Student Handbook	2015 as per BOR No. 106	
RETURNING LIBRARY BOOKS			Article VII of Student Handbook	2015 as per BOR No. 106	
INTERNET ACCESS IN THE E-LIBRARY			Article VII of Student Handbook	2015 as per BOR No. 106	
AUDIO-VISUAL ROOM SERVICES					
ISSUANCE OF EVALUATION RECORD			Article II of Student Handbook	2015 as per BOR No. 106	
ISSUANCE OF TRANSFER CREDENTIALS FOR GRADUATES (Honorable Dismissal)			Article II of Student Handbook	2015 as per BOR No. 106	
ISSUANCE OF TRANSFER CREDENTIALS FOR			Article II of Student Handbook	2015 as per BOR No. 106	

UNDERGRADUATES (Honorable Dismissal)					
ISSUANCE OF OFFICIAL CERTIFICATION			Article II of Student Handbook	2015 as per BOR No. 106	
ISSUANCE OF CERTIFICATION, AUTHENTICATION AND VERIFICATION OF OTR AND DIPLOMA			Article II of Student Handbook	2015 as per BOR No. 106	
ISSUANCE OF OFFICIAL TRANSCRIPT OF RECORDS			Article II of Student Handbook	2015 as per BOR No. 106	
ADDING / DROPPING / CHANGING OF SUBJECTS			Article II of Student Handbook	2015 as per BOR No. 106	
COMPLETION / REMOVAL			Article II of Student Handbook	2015 as per BOR No. 106	
FILING A COMPLAINT AGAINST A STUDENT			Article XIII of Student Handbook	2015 as per BOR No. 106	
REQUEST FOR TEMPORARY EXEMPTION FROM WEARING THE SCHOOL UNIFORM			Article I of Student Handbook	2015 as per BOR No. 106	
PROCESSING OF APPLICATION TO AVAIL SCHOLARSHIP/GRANTS	CHED Memo Order No. 09, Series of 2013	Article IX, Section 25	Article III of Student Handbook	2015 as per BOR No. 106	
APPLICATION FOR A DEGREE THROUGH ETEEAP			PSU Code	2019 as per BOR No. 27	
EDIT THESES AND DISSERTATIONS ON THE					

GENERAL RULES OF GRAMMAR; COHESION AND COHERENCE; AND PLAGIARIZED TEXTS					
STATISTICAL CONSULTATION SERVICES					
ISSUANCE OF IDENTIFICATION CARD			Article I of Student Handbook	2015 as per BOR No. 106	
REQUEST FOR IDENTIFICATION CARD REPLACEMENT			Article I of Student Handbook	2015 as per BOR No. 106	
MAINTENANCE OF IT HARDWARE PERIPHERALS AND SOFTWARE INSTALLATION					
MANAGEMENT OF INTERNET AND NETWORK SERVICES					
MANAGEMENT OF QUICK CAMPUS++ SYSTEM					

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE³

GOVERNMENT SERVICE: ISSUANCE OF OFFICIAL RECEIPT (I.D FEE / I.D LACE / BOOKS / SCHOOL UNIFORM / P.E UNIFORM, ETC.)						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid	
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
ID Card	Article I of Student Handbook	Presents the ID Card with the prescribed payment for the following fees: <ul style="list-style-type: none"> • ID Fee • ID Lace Fee • Books • School Uniform • P.E. Uniform 	Article I of Student Handbook	1 minute	Necessary Fee <ul style="list-style-type: none"> • ID Fee • ID Lace Fee • Books • School Uniform • P.E. Uniform 	<ul style="list-style-type: none"> • Php 100.00 • Php 50.00 • Price Varies • Php 800.00 (Ready-made) • Php 682.00 (Cloth only) • Php 700.00
TOTAL				1 minute	Price Varies	

GOVERNMENT SERVICE: ISSUANCE OF OFFICIAL RECEIPT (OTR, DIPLOMA, TRANSFER CREDENTIAL, CERTIFICATION, ETC.)						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid	
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
ID Card	Article I of Student Handbook	Presents the ID Card with the prescribed payment for the following fees: <ul style="list-style-type: none"> • OTR • Diploma • Transfer Credential • Certification Fee • CAV • ROR • CTC • Authentication • Adding/Dropping Fee • Completion • Change Subject • Admission (for Foreign Students) 	Article I of Student Handbook	1 minute	Necessary Fee <ul style="list-style-type: none"> • OTR with DST • Diploma with DST • Transfer Credential with DST • Certification Fee with DST • CAV with DST • ROR with DST • CTC • Authentication • Adding/Dropping Fee • Completion • Change Subject • Admission (for Foreign Students) 	<ul style="list-style-type: none"> • Php 230.00 • Php 280.00 • Php 80.00 • Php 60.00 • Php 60.00 • Php 60.00 • Php 30.00 • Php 30.00 • Php 50.00 • Php 25.00 • Php 50.00 • Php 100.00
			TOTAL	1 minute	Price Varies	

GOVERNMENT SERVICE: APPLICATION FOR CERTIFICATE OF GOOD MORAL CHARACTER					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
ID Card	Article I of Student Handbook	Pays Certification Fee	Article I of Student Handbook	1 minute	Php 60.00
OR and ID Card	Article I of Student Handbook	Presents the OR and Valid ID for processing	Article I of Student Handbook	2 minutes	N/A
N/A		Claims Certification Form and signs in the Logbook	Article I of Student Handbook	2 minutes	N/A
TOTAL				5 minutes	Php 60.00

GOVERNMENT SERVICE: APPLICATION FOR ADMISSION EXAM (FOR FILIPINO STUDENTS)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
PSU Application for College Admission Test (<i>FM-AA-AGT-01</i>)	Article II of Student Handbook	Submits accomplished PSU Application for College Admission Test for verification	Article II of Student Handbook	2 minutes	N/A
N/A		Claims permit for examination	Article II of Student Handbook	3 minutes	N/A
TOTAL				5 minutes	N/A

GOVERNMENT SERVICE: APPLICATION FOR ADMISSION EXAM (FOR FOREIGN STUDENTS)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<ul style="list-style-type: none"> Valid Passport Affidavit of Support Police Clearance from Country of Origin Medical health Certificate Birth Certificate <p>For Freshmen:</p> <ul style="list-style-type: none"> Official Transcript of Records or Copy of Grades Certificate of Graduation (Diploma) Notice of Acceptance <p>For Transferee:</p> <ul style="list-style-type: none"> Letter of intent to transfer Certificate of Good Moral Character Transfer Credential & OTR Certificate of No Objection from previous school NBI Clearance 	Article II of Student Handbook	Submits Admission documents to the PSU Representative to the DFA	Article II of Student Handbook	15 minutes	N/A
ID Card	Article II of Student Handbook	Pays the Admission Fee	Article II of Student Handbook	1 minute	Php 100.00

PSU Application for College Admission Test (FM-AA-AGT-01)	Article II of Student Handbook	Submits accomplished PSU Application for College Admission Test for verification	Article II of Student Handbook	2 minutes	N/A
N/A		Claims permit for examination	Article II of Student Handbook	3 minutes	N/A
TOTAL				21 minutes	Php 100.00

GOVERNMENT SERVICE: PURCHASE OF BOOKS/ ID LACE/ SCHOOL AND P.E. UNIFORM						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid	
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
N/A		Submits the filled out required form		5 minutes	N/A	
Book Release Form(FM-FM-IGP-02) ID Lace Log Sheet Release Form Uniform Release Form (FM-FM-IGP-01)		Pays Certification Fee		1 minute	<ul style="list-style-type: none"> • Books • ID Lace • School Uniform <ul style="list-style-type: none"> ○ Cloth ○ Ready-made • PE Uniform 	<ul style="list-style-type: none"> • Price Varies • Php 50.00 • Php 682.00 • Php 800.00 • Php 700.00
Official Receipt		Presents OR and claims the item/s		4 minutes	N/A	
TOTAL				10 minutes	Price Varies	

GOVERNMENT SERVICE: MEDICAL CONSULTATION					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
ID Card	Article VIII of Student Handbook	Signs Physical Examination log book Submits filled out Patient's Medical Record (for new clients only)	Article VIII of Student Handbook	10 minutes	N/A
Patient's Medical Record (FM-AAMDS-04)	Article VIII of Student Handbook	Undergoes measurement of height, weight, Blood Pressure, respiration, pulse rate, Snellen's visual acuity	Article VIII of Student Handbook	10 minutes	N/A
Patient's Medical Record (FM-AAMDS-04)	Article VIII of Student Handbook	Submits to physical examination	Article VIII of Student Handbook	15 minutes	N/A
TOTAL				35 minutes	N/A

GOVERNMENT SERVICE: DENTAL CONSULTATION					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
ID Card	Article VIII of Student Handbook	Signs Physical Examination log book Submits filled out Dental Record Form (DRF) and undergoes interview for new clients only	Article VIII of Student Handbook	5 minutes	N/A
Dental Record Form (DRF)	Article VIII of Student Handbook	Undergoes oral/dental examination and/ or treatment (extraction and oral prophylaxis)	Article VIII of Student Handbook	30 minutes	N/A
TOTAL				35 minutes	Price Varies

GOVERNMENT SERVICE: ISSUANCE OF CERTIFICATE OF EMPLOYMENT, SERVICE RECORD AND OTHER EMPLOYEE'S OFFICIAL DATA / DOCUMENT					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Request for Documents Form (FM-AD-HRD-01)		Submits accomplished Request for Documents Form to the front desk personnel		3 minutes	N/A
N/A		N/A		2 minutes	N/A
N/A		N/A		10 minutes	N/A
N/A		N/A		6 minutes	N/A
N/A		Signs the logbook and receives COE/SR/ requested documents		4 minutes	N/A
TOTAL				25 minutes	N/A

GOVERNMENT SERVICE: REQUEST FOR ORDER OF PAYMENT					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Varies depending on type of fees / remittance		Presents assessment or document endorsing collection of particular fee and remittance list for campuses		2 minutes	N/A
N/A		Claims Order of Payment		2 minutes	N/A
TOTAL				4 minutes	N/A

GOVERNMENT SERVICE: ISSUANCE OF PAYSリップ OR CERTIFICATION OF BENEFITS RECEIVED					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
ID Card		Claims Pay slip or Certification of benefits received		2 minutes	N/A
N/A		Receives Pay slip / Certification of benefits received		1 minute	N/A
TOTAL				4 minutes	N/A

GOVERNMENT SERVICE: ISSUANCE OF CLEARANCE FOR FINANCIAL ACCOUNTABILITY					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Clearance Form (FM-AD-HRD-029 / FM-AD-HRD-026)		Submits Clearance Form for Financial Accountability		5 minutes	ID Card
N/A		Receives signed Clearance Form		2 minutes	N/A
TOTAL				7 minutes	N/A

GOVERNMENT SERVICE: ISSUANCE OF TAX CERTIFICATES					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
ID Card or copy of proof of collection		Requests for tax clearance		5 minutes	N/A
N/A		Receives Tax Certificate		2 minutes	N/A
TOTAL				7 minutes	N/A

GOVERNMENT SERVICE: REQUEST FOR PAYMENT OF CASH ADVANCE / REIMBURSEMENT / PROCUREMENT / PAYROLL AND OTHER CLAIMS					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Approved Request Billing or Statement of Account, Approved Obligation Slip / BUR, Supporting Documents		Submits approved request, billing or statement of account with the complete evaluated required supporting documents and Approved Obligation Slip / BUR		20 minutes	N/A
Disbursement Voucher		N/A		5 minutes	N/A
Signed Box A of DV		N/A		5 minutes	N/A
Signed Box B of DV		N/A		2 minutes	N/A
Check		N/A		10 minutes	N/A
Check		Claims the check		Varies depending on the availability of the Head of the Agency	N/A
TOTAL				Not later than 7 working days	N/A

GOVERNMENT SERVICE: REFUND OF FEES (OVERPAYMENT AND ASSESSMENT ERROR AND ADJUSTMENT)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Transaction slip		Presents requirements for evaluation		10 minutes	N/A
Disbursement Voucher		N/A		5 minutes	N/A
Signed Box A of DV		N/A		5 minutes	N/A
Signed Box B of DV		N/A		2 minutes	N/A
Check		N/A		10 minutes	N/A
Check		Claims the check		Varies depending on the availability of the Head of the Agency	N/A
TOTAL				Not later than 7 working days	N/A

GOVERNMENT SERVICE: SIGNING OF LIBRARY CLEARANCE					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Clearance Form	Article VII of Student Handbook	Presents the Clearance Form	Article VII of Student Handbook	2 minutes	N/A
Order of Payment Slip	Article VII of Student Handbook	Pays any unpaid / lost book/s (for students with accountability only)	Article VII of Student Handbook	2 minutes	Varies depending on the amount of item/s
Clearance Form	Article VII of Student Handbook	Claims the approved Clearance Form	Article VII of Student Handbook	1 minute	N/A
TOTAL				5 minutes	Varies depending on the amount of item/s

GOVERNMENT SERVICE: ANSWERING REFERENCE QUESTIONS					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Reference Question Form (FM-AA-LIB-07)		Submits the accomplished Reference Question Form		5 minutes	N/A
TOTAL				5 minutes	N/A

GOVERNMENT SERVICE: BORROWING LIBRARY BOOKS					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
ID Card	Article VII of Student Handbook	Presents book/s and the ID Card	Article VII of Student Handbook	3 minutes	N/A
Date due Slip (FM-AA-LIB-03) / Book Card (FM-AA-LIB-02)	Article VII of Student Handbook	Signs the Book card and Logbook, Claims the book/s	Article VII of Student Handbook	2 minutes	N/A
TOTAL				5 minutes	N/A

GOVERNMENT SERVICE: RETURNING LIBRARY BOOKS					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Book Card	Article VII of Student Handbook	Presents book/s for return	Article VII of Student Handbook	1 minute	N/A
N/A		Claims the ID Card	Article VII of Student Handbook	1 minute	N/A
TOTAL				2 minutes	N/A

GOVERNMENT SERVICE: INTERNET ACCESS IN THE E-LIBRARY					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Daily Attendance Logbook	Article VII of Student Handbook	Registers in the Daily Attendance Logbook and wait for PC assignment	Article VII of Student Handbook	2 minutes	N/A
Daily Attendance Logbook	Article VII of Student Handbook	Logs out	Article VII of Student Handbook	1 minute	N/A
TOTAL				3 minutes	N/A

GOVERNMENT SERVICE: AUDIO-VISUAL ROOM SERVICES					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
AVR Request Form	Article VII of Student Handbook	Submits the accomplished AVR Request Form (2 copies)	Article VII of Student Handbook	2 minutes	N/A
N/A		Claims the approved AVR Request Form	Article VII of Student Handbook	1 minute	N/A
TOTAL				3 minutes	N/A

GOVERNMENT SERVICE: ISSUANCE OF EVALUATION RECORD					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
ID Card and accomplished Evaluation Result Form	Article II of Student Handbook	Submits the accomplished Evaluation Result Form	Article II of Student Handbook	15 minutes (Regular Students) 1 hour (Irregular Students)	N/A
N/A		Claims the Evaluation Record	Article II of Student Handbook	1 minute	N/A
TOTAL				16 minutes (for Regular Students) / 1 hour and 1 minute (for Irregular Students)	N/A

GOVERNMENT SERVICE: ISSUANCE OF TRANSFER CREDENTIALS FOR GRADUATES (Honorable Dismissal)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
ID Card	Article II of Student Handbook	Pays the Transfer Credential Fee	Article II of Student Handbook	1 minute	Php 80.00
Official Receipt	Article II of Student Handbook	Presents the Official Receipt	Article II of Student Handbook	30 minutes	N/A
N/A		Claims the Transfer Credential	Article II of Student Handbook	1 minute	N/A
TOTAL				32 minutes	Php 80.00

GOVERNMENT SERVICE: ISSUANCE OF TRANSFER CREDENTIALS FOR UNDERGRADUATES (Honorable Dismissal)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
N/A		Gets the Application for Transfer Credential and secure required signatures	Article II of Student Handbook	1 minute	N/A
ID Card	Article II of Student Handbook	Pays the Transfer Credential Fee	Article II of Student Handbook	1 minute	Php 80.00
Official Receipt and Accomplished Application for Transfer Credential (FM-AA-REG-12)	Article II of Student Handbook	Presents the Official Receipt and submits duly accomplished Application for Transfer Credential (FM-AA-REG-12)	Article II of Student Handbook	30 minutes	N/A
N/A		Claims the Transfer Credential	Article II of Student Handbook	1 minute	N/A
TOTAL				33 minutes	Php 80.00

GOVERNMENT SERVICE: ISSUANCE OF OFFICIAL CERTIFICATION					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
ID Card	Article II of Student Handbook	Presents the accomplished appropriate form and pays the Certification Fee	Article II of Student Handbook	1 minute	Php 60.00
Official Receipt	Article II of Student Handbook	Presents Official Receipt	Article II of Student Handbook	Within 3 working days	N/A
N/A		Claims the Official Certification		1 minute	N/A
TOTAL				Within 3 working days	Php 60.00

GOVERNMENT SERVICE: ISSUANCE OF CERTIFICATION, AUTHENTICATION AND VERIFICATION OF OTR AND DIPLOMA					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
ID Card	Article II of Student Handbook	Pays the Certification, Authentication and Verification (CAV) Fee	Article II of Student Handbook	1 minute	Php 60.00
Official Receipt	Article II of Student Handbook	Presents the Official Receipt	Article II of Student Handbook	1 hour	N/A
N/A		Claims the OTR/Diploma	Article II of Student Handbook	1 minute	N/A
TOTAL				1 hour and 2 minutes	Php 60.00

GOVERNMENT SERVICE: ISSUANCE OF OFFICIAL TRANSCRIPT OF RECORDS					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Request Form	Article II of Student Handbook	Submits accomplished Request Form	Article II of Student Handbook	10 minutes	N/A
ID Card	Article II of Student Handbook	Pays the OTR Fee	Article II of Student Handbook	1 minute	Php 230. 00
Official Receipt	Article II of Student Handbook	Presents the Official Receipt	Article II of Student Handbook	Not later than 5 working days	N/A
N/A		Claims the OTR	Article II of Student Handbook	1 minute	N/A
TOTAL				Not later than 5 working days	Php 230.00

GOVERNMENT SERVICE: ADDING / DROPPING / CHANGING OF SUBJECTS					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
ID Card	Article II of Student Handbook	Pays the Appropriate Fee	Article II of Student Handbook	1 minute	P50.00 /subject
Official Receipt	Article II of Student Handbook	Presents the Official Receipt	Article II of Student Handbook	2 minutes	N/A
Add / Drop Slip (FM-AA-REG-06)	Article II of Student Handbook	Proceeds to the concerned department chair	Article II of Student Handbook	30 minutes	N/A

Accomplished Add / Drop Slip (FM-AA-REG-06)	Article II of Student Handbook	Submits the duly accomplished Add / Drop Slip	Article II of Student Handbook	10 minutes	N/A
TOTAL				43 minutes	P50.00 /subject

GOVERNMENT SERVICE: COMPLETION / REMOVAL					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
ID Card	Article II of Student Handbook	Pays the Completion Fee/ Removal Fee	Article II of Student Handbook	1 minute	P25.00 /subject
Official Receipt	Article II of Student Handbook	Presents the Official Receipt	Article II of Student Handbook	2 minutes	N/A
Completion Form	Article II of Student Handbook	Presents the completion form to the concerned faculty	Article II of Student Handbook	15 minutes	N/A
Accomplished Completion Form	Article II of Student Handbook	N/A		5 minutes	N/A
TOTAL				23 minutes	P25.00 /subject

GOVERNMENT SERVICE: FILING A COMPLAINT AGAINST A STUDENT					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Written Complaint	Article XIII of Student Handbook	Files written complaint to the Office of the Student Services using the prescribed form	Article XIII of Student Handbook	3 working days	N/A
Evidence/s	Article XIII of Student Handbook	Signs Settlement / Agreement Form	Article XIII of Student Handbook	10 minutes	N/A
		N/A			
		N/A			
Endorsement letter from the Office of the Student Services	Article XIII of Student Handbook	N/A		1 day	N/A
Evidence/s	Article XIII of Student Handbook	Attends Investigation	Article XIII of Student Handbook	5 working days	N/A
Report of the SDT together with the Evidences	Article XIII of Student Handbook	Awaits the decision	Article XIII of Student Handbook	1 day	N/A
TOTAL				9 working days	N/A

GOVERNMENT SERVICE: REQUEST FOR TEMPORARY EXEMPTION FROM WEARING THE SCHOOL UNIFORM					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		

ID Card	Article I of Student Handbook	Submits the excuse letter on non-wearing of school uniform	Article I of Student Handbook	5 minutes	N/A
Request Letter with Recommendation	Article I of Student Handbook	Secures the copy of request with decision	Article I of Student Handbook	5 minutes	N/A
TOTAL				10 minutes	N/A

GOVERNMENT SERVICE: PROCESSING OF APPLICATION TO AVAIL SCHOLARSHIP/GRANTS					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Report of Rating	Article III of Student Handbook	Inquires and applies for scholarship	Article III of Student Handbook	2 minutes	N/A
Accomplished Application Form (FM-AA-SCH-01) Report of Rating, Registration Form, Assessment Slip, and Certification signed by coordinator and Campus Executive Director (CED)	Article III of Student Handbook	Submits accomplished application form and needed requirements for scholarship Institutional Scholarship Student Leadership, Athletic and Cultural Scholarship	Article III of Student Handbook	5 minutes	N/A
N/A		N/A		20 minutes	N/A
N/A		Awaits the release of the grant	Article III of Student Handbook	1 minute	N/A
TOTAL				28 minutes	N/A

GOVERNMENT SERVICE: APPLICATION FOR A DEGREE THROUGH ETEEAP						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid	
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
N/A		Inquires about ETEEAP	PSU Code	10 minutes	N/A	
N/A		Asks for the ETEEAP Application form	PSU Code	5 minutes	N/A	
Application Form with corresponding documents	PSU Code	Submits Application Form with corresponding documents	PSU Code	5 minutes	N/A	
Application Form Assessment print out	PSU Code	Answers questions of panel of assessors during the interview	PSU Code	30 minutes	N/A	
N/A		Proceeds to Dean's office and enrolls required supplementary courses Presents requirements for Evaluation	PSU Code	2 minutes	N/A	
Course Approval Form	PSU Code	Secures Course Approval Form	PSU Code	1 minute	N/A	
Course Approval Form	PSU Code	Submits accomplished Course Approval Form	PSU Code	2 minutes	N/A	
Assessment of the Panel of Assessors	PSU Code	Submits Course Approval Form for Encoding of Subjects and Schedule	PSU Code	20 minutes	N/A	
Registration Print-Out	PSU Code	Pays Supplementary Course Fees	PSU Code	1 minute	BPA BS MA	Php 500.00 Php 500.00 Php 1,000.00
Credentials Registration Print Out	PSU Code	Submits Credentials to Registrar	PSU Code	3 minutes	N/A	

TOTAL	1 hour and 19 minutes (depends upon the supplementary courses prescribed by the assessors and the degree applied for)	Depends on the degree applied for
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GOVERNMENT SERVICE: EDIT THESES AND DISSERTATIONS ON THE GENERAL RULES OF GRAMMAR; COHESION AND COHERENCE; AND PLAGIARIZED TEXTS						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid	
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Filled out required form		Submits filled out required form		5 minutes	N/A	
CEL Application Form (CEL Form 1)		Pays Certification Fee		1 minute	<ul style="list-style-type: none"> • Undergraduates • Graduates 	Php 200.00 Php 500.00
Official Receipt CEL Certification		Presents OR and submits name for enrolment in the University portal for the issuance of the license to use the Grammarly software		10 minutes	N/A	
TOTAL				16 minutes (for Regular Students) / 1 hour and 1 minute (for Irregular Students)	Depends if the client is Graduate or Undergraduate	

GOVERNMENT SERVICE: EDIT THESES AND DISSERTATIONS ON THE GENERAL RULES OF GRAMMAR; COHESION AND COHERENCE; AND PLAGIARIZED TEXTS						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid	
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Consultation Request Form, Copy (soft/hard) of approved research title/proposal	PSU Code	Submits the Research Proposal Prior to Defense	PSU Code	1 hour	<ul style="list-style-type: none"> PSU Undergraduates PSU Graduates Other Professionals 	N/A Php 500.00 Php 500.00
Copy (soft/hard) of approved research title/proposal	PSU Code	Incorporates correction/s and Submits the Research Proposal After the Defense	PSU Code	1 hour	N/A	
All answered questionnaires/ encoded data (soft and hard copy)	PSU Code	Submits Research Data	PSU Code	Depends on the amount of data provided	<ul style="list-style-type: none"> PSU Undergraduates PSU Graduates Other Professionals 	Php 300.00 Php 1,000.00 Php 1,000.00
Encoded, examined and cleaned research data, copy of approved proposal (soft and hard copy)	PSU Code	N/A		3 to 5 days (depends on the type of analysis and number of clients served)	Descriptive Analysis	
					<ul style="list-style-type: none"> Undergraduates Master's Doctorate 	Php 300.00 Php 2,000.00 Php 3,000.00
					Basic Inferential Analysis	
					<ul style="list-style-type: none"> Undergraduates Master's Doctorate 	Php 300.00 Php 3,500.00 Php 4,500.00
					Higher Inferential Analysis	
					<ul style="list-style-type: none"> Undergraduates Master's Doctorate 	Php 300.00 Php 4,500.00 Php 5,000.00
Encoded, examined and cleaned research data, copy of approved	PSU Code	Checks and releases the output	PSU Code	1 day (depends on the objectives)	<ul style="list-style-type: none"> PSU Undergraduates PSU Graduates Other Professionals 	Php 300.00 Php 1,000.00 Php 1,000.00

proposal (soft and hard copy), Tabulated and analyzed data				and analysis applied)		
TOTAL				Not later than 10 days	Price Varies	

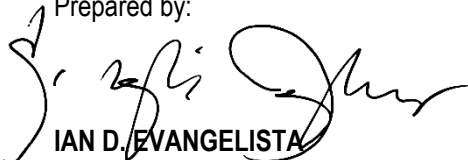
GOVERNMENT SERVICE: ISSUANCE OF IDENTIFICATION CARD					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
N/A		Pays the ID Card Fee	Article I of Student Handbook	1 minute	Php 100.00
N/A		Presents the Official Receipt	Article I of Student Handbook	1 minute	N/A
ID Card Slip	Article I of Student Handbook	Submits the accomplished ID Card Slip	Article I of Student Handbook	5 minutes	N/A
N/A		Inputs the client's signature to the e-signature pad	Article I of Student Handbook	2 minutes	N/A
N/A		Proceeds to the Pictorial Section	Article I of Student Handbook	5 minutes	N/A
N/A		Receives the printed ID Card	Article I of Student Handbook	1 minute	N/A
TOTAL				15 minutes	Php 100.00

GOVERNMENT SERVICE: REQUEST FOR IDENTIFICATION CARD REPLACEMENT					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Affidavit of Loss/ Letter of request/ Dilapidated ID Card	Article I of Student Handbook	Present requirements (for students only)	Article I of Student Handbook	2 minutes	N/A
N/A		Pays the ID Card Fee	Article I of Student Handbook	1 minute	Php 100.00
N/A		Presents the Official Receipt and accomplished ID Replacement Form	Article I of Student Handbook	1 minute	N/A
ID Card Slip	Article I of Student Handbook	Submits the accomplished ID Card Slip	Article I of Student Handbook	5 minutes	N/A
N/A		Inputs the client's signature to the e-signature pad	Article I of Student Handbook	2 minutes	N/A
N/A		Proceeds to the Pictorial Section	Article I of Student Handbook	5 minutes	N/A
N/A		Receives the printed ID Card	Article I of Student Handbook	1 minute	N/A
TOTAL				17 minutes	Php 100.00

GOVERNMENT SERVICE: MAINTENANCE OF IT HARDWARE PERIPHERALS AND SOFTWARE INSTALLATION					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
MIS Transaction Form		Submits accomplished MIS Transaction Form		2 minutes	N/A
N/A		Brings Hardware/Peripheral device/s		1 Hour	N/A
N/A		Waits for the release of the device/s		10 minutes	N/A
TOTAL				1 hour and 12 minutes	N/A

GOVERNMENT SERVICE: MANAGEMENT OF INTERNET AND NETWORK SERVICES					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
MIS Transaction Form		Submits accomplished MIS Transaction Form		2 minutes	N/A
N/A		N/A		1 Hour	N/A
N/A		N/A		10 minutes	N/A
TOTAL				1 hour and 12 minutes	N/A

GOVERNMENT SERVICE: MANAGEMENT OF QUICK CAMPUS++ SYSTEM					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
N/A		Registers in the Daily Attendance Logbook		2 minutes	N/A
Official Receipt		Enrollment/Registration Presents OR		3 minutes	N/A
Official Receipt		Order of Payments/Student Ledger Accounts Presents OR		3 minutes	N/A
TOTAL				8 minutes	N/A

Prepared by:

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 University President