



TARLAC STATE UNIVERSITY

**CITIZEN'S CHARTER
HANDBOOK**

2023

1st EDITION



TARLAC STATE UNIVERSITY

CITIZEN'S CHARTER

2023 (1st Edition)



I. Mandate:

Republic Act No. 11695 or the “Revised Tarlac State University Charter” has lapsed into a law on April 11, 2022. The Tarlac State University shall primarily provide advance instruction and professional training in literature, philosophy, science and technology, and arts, and other relevant fields of study. It shall also undertake research and extension services and provide progressive leadership in its areas of specialization (*Section 2, Republic Act 11695*).

II. Vision:

A globally competitive university recognized for excellence in sciences and emerging technologies.

III. Mission:

TSU shall develop highly competitive and empowered human resources fostering responsive global education, future-proof research culture, inclusive and relevant extension programs, and sustainable production projects.

IV. Core Values:

Pursuant to its mandated mission, the Tarlac State University commits to embody:

T - ruth in words, action and character

S - ervice with excellence and compassion

U - nity in diversity

Strategic Directions:

- **S** - ustainable student support programs to improve access to quality education to become globally competitive.
- **O** - utstanding international reputation and visibility through Academic and Research Exchanges.
- **A** - ssurance of quality and excellence through accreditation, assessment, and certification with global standards.
- **R** - igoorous Development Programs for executives, faculty, staff, and students.
- **H** - ighly responsive and innovative Research Development and Extension programs.
- **I** - nvestment on modern Infrastructures, facilities and equipment to ensure inclusive and responsive delivery of services to clients and stakeholders.
- **G** - ood governance, management, and accountability characterized by Truth Service and Unity.
- **H** - arness active partnerships and collaboration to local and international community.
- **E** - nhanced Production through Sustainable Income Generating Projects.
- **R** - esponsive, Innovative and Industry-based Curricula and Instruction.



LIST OF SERVICES

| | |
|---|-----------|
| Office of the University President | 1 |
| External/Internal Services | 1 |
| Processing of Action on Contracts and External Agreements | 2 |
| Processing of Request for Personal Meeting with the President | 4 |
| | |
| Internal Services | 6 |
| Processing of Request from Different Colleges/Offices of the University | 7 |
| Dissemination of Incoming Communication from Outside Persons or Agencies | 9 |
| | |
| Offices under Office of the University President | |
| | |
| Office of the University Board Secretary | 11 |
| Internal Services | 11 |
| Processing of Request for Copy of Board Resolutions | 12 |
| Submission of Complete Staff Work or Agenda by the Offices of the University | 13 |
| Submission of the Agenda to the University's Academic and Administrative Council Meeting | 14 |
| | |
| Quality Management Unit | 16 |
| External Services | 16 |
| Processing of requests for QMS Registered Documents for Various Purposes | 17 |
| | |
| Internal Services | 20 |
| Processing of requests for QMS Documents for Various Purposes | 21 |
| Processing of QMS Documents for Registration, Revision, and Abolition | 24 |
| | |
| Office of Internal Audit Service | 27 |
| Internal Services | 27 |
| Processing of Request for Audit Reports | 28 |
| Request for Audit Reports | 16 |
| | |
| Office of Quality Assurance | 29 |
| External Services | 29 |
| Facilitation of CHED Accreditation | 30 |
| Facilitation in Sending of TSU Faculty member as Program Accreditors | 32 |
| Facilitation in Sending TSU Faculty Member/s for AACCUP Accreditors Training | 34 |
| Facilitation of Philippine Technological Council-ACBET Certification Program for Engineering Programs | 37 |
| Facilitation of the Philippine Quality Award (PQA) | 40 |
| Facilitation of the QS Stars Ratings for Tarlac State University | 42 |
| Facilitation of Philippine Computer Society-Information and Computing Accreditation Board (PICAB) for Computer Studies Program | 45 |



| | |
|---|-----------|
| Facilitation of Institutional Accreditation (IA) | 48 |
| Internal Services | 51 |
| Facilitating in Sending TSU Faculty Member for Agency of Chartered Colleges and Universities in the Philippines (AACUP) Accreditors' Training | 52 |
| University Internal Program Accreditation | 55 |
| | |
| Office of Planning | 58 |
| Internal Services | 58 |
| Review And Approval of Pre-Planning Activities | 59 |
| Submission And Validation of Quarterly Scorecards And Monthly Accomplishment Report | 60 |
| | |
| Office of Public Affairs | |
| External/Internal Services | 61 |
| Coverage of University Activities | 62 |
| Publication of Online News | 63 |
| Publication and Distribution of TSU Bulletin | 64 |
| Production of University Information Materials | 65 |
| Approval of Posting of Information, Education and Communication (IEC) Materials | 67 |
| Addressing Client's Concerns via Email | 68 |
| Print/Social Media/TSU Website Materials for Posting | 69 |
| Requesting of Electronic Copy of Photos, Videos or Files | 70 |
| | |
| Management Information Systems Office | 71 |
| External/Internal Services | 71 |
| Account Creation and Assigning of Privileges | 72 |
| | |
| Internal Services | 73 |
| Changing of Posted Schedule | 74 |
| Office 365 Account Assistance | 75 |
| Tag/Un-tag of Faculty/Room/Schedule | 76 |
| Tag/Un-tag of Honorarium Classes | 77 |
| Transfer of Students | 78 |
| | |
| Software Development Unit | 79 |
| External/Internal Services | 79 |
| Biometrics Registration | 80 |
| Blocking and Unblocking of RFID Cards | 81 |
| Report Generation | 82 |
| | |
| Internal Services | 83 |
| Create and Update of Website/Webpage | 84 |
| Development of New Systems/Programs | 85 |



| | |
|--|------------|
| Hardware Maintenance Unit | 86 |
| External/Internal Services | 86 |
| Repair of ICT Equipment | 87 |
| Software Installation | 88 |
| Internal Services | 89 |
| Inspection for Condemn of ICT Equipment | 90 |
| Inspection for New ICT Equipment | 91 |
| Preventive Maintenance for Desktop Computer Units | 92 |
| Network Unit | 93 |
| External/Internal Services | 93 |
| Wi-Fi Access Registration | 94 |
| Internal Services | 95 |
| Creation of Domain Accounts | 96 |
| Reset of TSU Systems/Network Accounts | 97 |
| Unblocking of Websites | 98 |
| Wi-Fi Setup/Deployment | 99 |
| Granting VPN Access | 100 |
| Cabling for New Network Connection | 101 |
| Office of Alumni Affairs and Services | 102 |
| External Services | 102 |
| Processing of Request for Alumni ID Number/s (Graduated year 2016 to present) | 103 |
| Processing of Request for Alumni ID Number/s (Graduated year 2015 and below) | 104 |
| Office of Vice President for Administration | 105 |
| External/Internal Services | 105 |
| Processing of Endorsed Communication from the Office of the University President | 106 |
| Internal Services | 107 |
| Processing of Inter-Office Communication and Transactions | 108 |
| Accounting Unit | 110 |
| Internal Services | 110 |
| Processing of Request for Re-Assessment/Adjustment of Student Fees and Checking of Student Account Balances | 111 |
| Pre-audit of Liquidation Reports | 113 |
| External/Internal Services | 117 |
| Processing of Refund of Tuition & Other Fees, Overpayment, Breakage Deposit & Other Credit Balances | 118 |
| Pre-audit of Payroll/ Disbursement Vouchers | 120 |



| | |
|--|------------|
| Cashiering Unit | 135 |
| External/Internal Services | 135 |
| Claiming of Checks | 136 |
| Payment thru Advice to Debit Account (ADA) | 137 |
| Payment thru Petty Cash | 138 |
| External Services | 140 |
| Claiming of Cash Benefits over the counter | 141 |
| Payment of Fees thru Cash | 142 |
| Request for Certificate of Payment for Lost Official Receipt | 143 |
| Signing of Student Clearance | 144 |
| | |
| Contract Management Unit | |
| External Services | 145 |
| Processing Of Initial Payment – Mobilization / Advance Payment | 146 |
| Processing Of Initial Payment – First Progress Billing (If There Is No Advanced Payment) | 150 |
| Processing Of Subsequent/Succeeding Payment - Progress Payment | 154 |
| Processing Of Final Payment | 159 |
| Processing Of Variation Order / Additional Work Billing | 164 |
| Processing Of Infrastructure Project Billing Under Alternative Mode Of Procurement - Small Value Procurement (ABC: 1,000,000.00 Php Below) | 168 |
| Processing Of Request for The Release of Retention Money | 173 |
| External Services | 177 |
| Processing Of Material Approval Request | 178 |
| | |
| Planning and Design Unit | |
| Internal Services | 180 |
| Processing of Service Request for Design Layout | 181 |
| | |
| Facilities Maintenance Unit | 184 |
| Internal Services | 184 |
| Request For Various Repair Works | 185 |
| | |
| Janitorial and Ground Services Unit | 188 |
| Internal Services | 188 |
| Cleanliness And Greening of University Surroundings | 189 |
| | |
| Pollution Control and Safety Unit | 191 |
| Internal Services | 191 |
| Processing of Request for Hazardous Waste Generation Quarterly Report | 192 |
| Process for Issuance of Environment, Health, and Safety Supplies (Bulk Issuance) | 193 |
| Process for Issuance of Pollution Control and Safety Certificate for events and activities | 194 |



| | |
|---|------------|
| Business Affairs and Auxiliary Services Office | 196 |
| External/Internal Services | 196 |
| Request to Use the University Facilities | 197 |
| External Services | 199 |
| Digital Studio RFID Processing – For Alumni IDs | 200 |
| Internal Services | 201 |
| Processing of Application for Vehicle Gate pass | 202 |
| Processing of Request for ID and Re-ID (Lost ID and Worn-out) | 203 |
| Human of Resource Development and Management | 205 |
| External/Internal Services | 205 |
| Processing of Request for Personnel-Related Documents and Reports | 206 |
| Recruitment, Selection and Promotion Unit | 208 |
| External/Internal Services | 208 |
| Process for Hiring Temporary or Contractual Faculty Member | 209 |
| External Services | 213 |
| Process of Hiring of Job Order Personnel | 214 |
| Process for Job Vacancies Application | 217 |
| Internal Services | 219 |
| Process of Promoting Temporary Teaching Personnel to Permanent | 220 |
| Process of Hiring Contractual and Permanent No-Teaching Personnel | 223 |
| Process of Hiring Full-time/Part-time Lecturer | 227 |
| Process of Request for Issuance of DBP Certification | 230 |
| Process of Identification Card Issuance for TSU Employees | 231 |
| Performance Management Unit | 232 |
| Internal Services | 232 |
| Process for Submission of requirements to the National Budget Circular 461 | 233 |
| Training and Organizational Development Unit | 236 |
| External/Internal Services | 236 |
| Process of Filing of Cases and Complaints | 238 |
| Process of Sending participants to Outside Trainings or Seminars (Face-to-Face), and External Training (For Webinar With and Free Registration Fee) | 239 |
| Internal Services | 242 |
| Process of Issuance of Certificate of Compliance | 243 |
| Process for New Employee Orientation | 244 |
| Processing of Request for Scholarship Status of Employee-scholars | 246 |
| Process of Requesting for In-house Training or Seminar (Face-to-Face and Online) | 248 |
| Processing of Request for Study Leave Reinstatement of Employee-scholars | 250 |
| Processing of Request for Scholarship Extension | 252 |



| | |
|--|------------|
| Processing of Application for Scholarship | 254 |
| Process of Application for Sabbatical Leave | 255 |
| Processing of Thesis/Dissertation Financial Assistance | 258 |
| | |
| Employee Welfare Unit | 260 |
| External/Internal Services | 260 |
| Processing of Request for Issuance of Certifications | 261 |
| Process of Request for Employment Verification | 263 |
| | |
| Internal Services | 265 |
| Processing of Application for Leave of Absence | 266 |
| Process for Employee Counselling | 268 |
| Process of Exit Interview | 270 |
| Process for Plantilla Upgrading | 271 |
| Printing of Daily Time Record (DTR) for Overtime/Extended Services | 272 |
| Process for Requesting and Issuance of Authority to Travel Abroad | 273 |
| | |
| Administrative Services Unit | 275 |
| External Services | 275 |
| Preparation of remittances for BIR, GSIS, HDMF, and PHIC | 276 |
| Utilities' Voucher Preparation Procedure | 277 |
| | |
| Internal Services | 279 |
| Processing of Special Order for Honorarium Classes, Lecturers and Part-timers | 280 |
| Processing of Payroll Preparation for All Personnel Benefits of Permanent/ Temporary /Contractual Employees | 281 |
| Processing of Payroll for Overtime/Extended Services | 283 |
| Processing of Payroll Preparation for Proportional Vacation Pay of Permanent and Temporary Teaching Employees | 285 |
| Processing of payroll for Job Orders Salary | 287 |
| Processing of Payroll Preparation for Salary of Lecturers, Part-timers, and Faculty with Honorarium | 289 |
| Payroll Preparation for Salary/PERA of Permanent/Temporary/ Contractual Employees | 291 |
| Processing of payroll for student assistants' salary | 293 |
| Processing of Request for Personnel-Related Documents Preparation Procedure | 295 |
| | |
| Records and Archives Unit | 296 |
| External Services | 296 |
| Receiving of Documents | 297 |
| | |
| Internal Services | 298 |
| Process of Receiving and Controlling of Records and Documents | 299 |
| Processing of Request in Compliance to Freedom Of Information | 301 |
| Process of Requesting for Disposal of Records or Use of Storage | 302 |
| Process of Archiving of Documents and Materials | 304 |
| | |
| Procurement Unit | 305 |



| | |
|--|------------|
| External/Internal Services | 305 |
| Preparation and Submission of Annual Procurement Plan (APP) | 306 |
| Sale of Bidding Documents | 310 |
| Processing of Purchase Request / Job Order | 312 |
| Canvassing of Request for Quotation | 317 |
| | |
| Civil Security Unit | 318 |
| External/Internal Services | 318 |
| Processing of Request for CCTV Footage Review | 319 |
| Processing of Claims for Lost and Found Items | 321 |
| Processing of Action for Complaints | 322 |
| | |
| Dental Unit | 323 |
| Internal Services | 323 |
| Process of Scheduling New and Regular Clients for Dental Treatment (Walk-In) | 324 |
| Process of Scheduling New and Regular Clients for Dental Treatment (Online) | 326 |
| Process for Dental Pre and Post-Treatment Procedures | 328 |
| Process for Dental Treatment Procedure/s | 330 |
| Process for securing a Dental certificate | 331 |
| | |
| Medical Unit | 332 |
| External/Internal Services | 332 |
| Conducting of Pre-Employment and Annual Physical Examination | 333 |
| | |
| Internal Service | 336 |
| Process of Consultation for Walk-in Patient | 337 |
| Process of Issuance of Medical Certificate | 339 |
| | |
| Office of the Admission and Registration | 341 |
| External/Internal Services | 341 |
| Enrollment Procedure for Shifters and Returnees | 342 |
| Enrollment Procedure for Transferees and Second Coursers | 345 |
| Enrollment Procedure for Professional Education Takers, Masteral, Doctoral and Juris Doctor (WALK-IN and ONLINE) | 350 |
| | |
| External Services | 357 |
| Enrollment Procedure for Freshmen Enrollees (WALK-IN) | 358 |
| Enrollment Procedure for Freshman Enrollees (ONLINE) | 360 |
| Enrollment Procedure for Cross Enrollees from Different State University or College | 363 |
| Processing of Request for Transcript of Records of Graduates (First Copy) | 365 |
| Issuance of Temporary Notice of Acceptance for Foreign Student | 367 |
| | |
| Office Vice President for Academic Affairs, Colleges, Office of the Admission and Registration | 370 |



| | |
|--|------------|
| Internal Services | 370 |
| Enrollment Procedure for Incoming 2nd Year to 4th Year Regular Students (ONLINE and WALK-IN) | 371 |
| Enrollment Procedure for Incoming 2nd Year to 4th Year Irregular Students | 373 |
| Enrollment Procedure for Cross Enrollees within the University | 376 |
| Bulk Enrollment Procedure for Incoming 2nd Year to 4th Year Regular Students | 378 |
| Enrollment Procedure for Graduating Students with Overloading or Waiving of Pre-requisite Subjects (ONLINE and WALK-IN) | 379 |
| Process for Correction/Rectification of Grades (Online and Walk-In) | 382 |
| Walk-In Process for Withdrawal of Enrollment/Registration | 385 |
| Processing of Request for Various Academic Documents | 387 |
| Processing of Application for Leave of Absence (LOA) | 390 |
| Processing of Application for Graduation | 392 |
| Processing of Request for Data | 394 |
| Process of Bachelor of Fine Arts Qualifying Exam for Freshmen Students (Talent Determination Test) | 395 |
| | |
| Office of Student Affairs And Service | 397 |
| External/Internal Services | 397 |
| Processing of Monetary Incentives for Various Student Awardee and Alumni board passer | 398 |
| Processing For Student/ Personnel Insurance Claims | 399 |
| | |
| Internal Services | 401 |
| Budget Hearing: An Established Documented Budget Hearing Procedure For Student Councils And Student Publication | 402 |
| | |
| Career Education and Job Placement Services | 404 |
| External/ Internal Services | 404 |
| Request for Company Accreditation | 405 |
| Request for Career Fair, Campus Recruitment Activity, Career Development Webinar/ Seminar/ Training/ Workshop, Career Roadshow | 407 |
| Request for Job Posting and Graduate Listing | 409 |
| | |
| Testing, Evaluation, and Monitoring Unit | 410 |
| External Services | 410 |
| Processing of Admission Test Application for Incoming Freshmen Students | 411 |
| Administration of TSU-CAT for Incoming College Students | 413 |
| Processing of Application for the Administration of Psychological Test to Transferee Students | 414 |
| | |
| Economic Enterprise Development Unit | 415 |
| Internal Services | 415 |
| Processing of Request for Career Coaching (Walk-In and Online/Remote) | 416 |
| Income Generating Projects (Walk-In and Online/Remote) | 418 |
| Terminal Reports (Walk-In and Online/Remote) | 420 |
| Financial Literacy (Webinar/Seminar) | 422 |



| | |
|---|------------|
| Student Development Services | 423 |
| External Services | 423 |
| Processing of Student Clearance | 424 |
| Internal Services | 426 |
| Processing of Request for Re-Issuance of Lost FRID | 427 |
| | |
| Student Organization Unit | 428 |
| Internal Services | 428 |
| Processing of Application for Accreditation of Student Organization (New and/ or Renewal) | 429 |
| Processing of Request for the Conduct of Student Organization Activities (Online and On-Campus Activity/ies) | 431 |
| Processing of Request for the Conduct of Student Organization Activities (For Off-Campus Activity/ies) | 434 |
| | |
| Sports Development and Management Unit | 437 |
| External/Internal Services | 437 |
| Processing of Request for Participating in Sports Event on Regional and National Level | 438 |
| Processing of Request for Joining in the Host University for Sports Event on National Level | 441 |
| Processing of Request for Joining in Sports Event on International Level | 443 |
| Processing of Request for Hosting a Sports Event | 446 |
| | |
| External Services | 449 |
| Processing of Request for Joining Pocket Tournaments, Tune-Up Games, and CHED-Friendship Game | 450 |
| | |
| Student Publication Unit | 452 |
| Internal Services | 452 |
| Procedure for the Approval of Activities of Student Publication and College Publications | 453 |
| Publication's Intent to Operate | 454 |
| Reading of Student and College Publications' Budget and General Plan of Action | 455 |
| Signing of Resolution | 457 |
| Submission of Accomplishment Report | 459 |
| Printing and Circulation of the Student and College Publication Issues | 460 |
| | |
| Student Discipline Unit | 462 |
| External/Internal Services | 462 |
| Filing of Complaints and Investigation | 463 |
| Filing of Complaints and Investigation | 465 |
| Filing of Complaints and Investigation | 467 |
| Procedure for Appeal | 468 |



| | |
|---|------------|
| Scholarship and Financial Assistance Unit | 469 |
| External/ Internal Services | 469 |
| Processing of Financial Assistance Application from Private Provider/Grantor | 470 |
| Issuance of Certificate of Scholarship or Certificate on Non-Scholarship | 473 |
| | |
| International, Differently Abled, Indigenous, Marginalized Student Services | 474 |
| Internal Services | 474 |
| Processing of Application for Membership as International, Differently Abled, Indigenous and Marginalized Students | 475 |
| IDIMSS Application for Membership and Identification Card | 477 |
| Filing of IDIMSS Student Consultation Log and Assistance Log | 478 |
| IDMSS Student Consultation and Assistance | 479 |
| International Student Processing of VISA Conversion | 480 |
| International Student Processing of VISA Extension | 482 |
| | |
| Research, Accreditation and Records Unit | 484 |
| External/Internal Services | 484 |
| Processing of Document Request Service (Online and Walk In) | 485 |
| | |
| Office of Library Services | 487 |
| External Services | 487 |
| Processing of Request to Access the Library by Visiting Researcher | 488 |
| | |
| Internal Services | 489 |
| Processing of Request for Borrowing Information Materials | 490 |
| Processing of Request for Document Delivery Service for Distance Users | 491 |
| Processing of Request for Online Reservation and Pick-Up | 492 |
| Return of Information Materials | 493 |
| Renewal | 494 |
| Reference Service | 496 |
| Processing of Library Clearance | 497 |
| Processing of Request to Use Computer & Internet Access | 499 |
| Processing of Request for Referral Service | 500 |
| Selective Dissemination of Information on Unpublished Materials | 501 |
| | |
| Office Of University Research Development | 502 |
| External Services | 502 |
| Processing of Request for Statistical Support and Related Services | 503 |
| Processing of Request for Test of Similarity Index | 505 |
| Processing of request for Water Analysis and Other Laboratory Services | 507 |
| | |
| Internal Services | 515 |
| Processing of Request for Research Output Incentives | 516 |



| | |
|---|------------|
| Processing of Funding Request for Research Paper Presentation and Research Publication | 519 |
| Processing of Research Proposal | 522 |
| Approval of Special Research Project/Program | 524 |
| | |
| Office of University Extension Services | 526 |
| External Services | 526 |
| Processing of Request for Extension Documents, Facility, and Equipment | 527 |
| Internal Services | 528 |
| Receiving and Endorsement of Request Letter/Form | 529 |
| Processing and Evaluation of Extension Proposal | 530 |
| Review of Extension Post-Reportorial Documents | 532 |
| | |
| Office of Technology Development Transfer & Commercialization | 533 |
| External Services | 533 |
| Processing of Requests for Trademark Application Assistance | 534 |
| | |
| Center for Food Technology and Research | 537 |
| External/Internal Services | 537 |
| Processing of FTRC Service Requests | 538 |
| Processing of Shared Facility Services Request | 540 |



| FEEDBACK AND COMPLAINTS MECHANISM | |
|--|--|
| How to send feedback | <p>A. Face-to-face Transactions</p> <ol style="list-style-type: none"> 1. Accomplish the Client Satisfaction Measurement (CSM) Survey form & drop it at CSM box available at various offices or at the designated Public Assistance Complaints Desk (PACD) 2. Scan the CSM QR Code posted at the CCIB of various offices. <p>B. Online Transactions</p> <ol style="list-style-type: none"> 1. Click the Client Satisfaction Measurement (CSM) link to be provided by the transacting Office. |
| How feedbacks are processed | <p>Client Satisfaction Measurement (CSM) Survey forms are collected, generated & summarized by the Quality Management System (QMS) Unit on a monthly basis.</p> <p>The generated reports are transmitted to the offices of the University President and Vice Presidents to take appropriate actions based on the reported summary result.</p> |
| How to file a complaint | <p>To file a complaint, kindly submit a complaint letter (must be subscribed and sworn) to the Office of the University President with the following details:</p> <ul style="list-style-type: none"> • Full name and address of the complainant, • Full name and address of the person complained of as well as his or her position and designation at the university, • Narrative of the relevant and material facts which show the acts or omissions allegedly committed by the employee • Certified True Copies of documentary evidence and affidavits of his witness (if any) |
| How complaints are processed | <p>The Office of the University President endorses the complaint letter to the Human Resource Development Management Office (HRDMO)</p> <p>Upon the initial assessment and evaluation of the case, the HRDMO interviews the parties involved and facilitates initial mediation and amicable settlement. After the concern has been addressed, the HRDMO shall submit a case report and recommend to</p> |



| | |
|-------------------------------------|---|
| | the Office of the University President, for appropriate action. |
| Contact Information of: | |
| Contact Center ng Bayan (CCB) | Text 0908 881-6565 or Call 1-6565 |
| Presidential Complaint Center (PCC) | 8888 8736-8645 or 8736-8603 8736-8606 or 8736-8629 |
| Anti-Red Tape Authority (ARTA) | 8475-5091 or 8478-5093 or 8478-5099 complaints@arta.gov.ph |



LIST OF OFFICES

| Office | Address | Contact Information |
|---|--|----------------------------|
| Administration Office | 2 nd floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8154 |
| Alumni Affairs Office | Alumni Center, TSU Lucinda Campus, Binauganan, Tarlac City | (045) 606-8141 |
| Budget Management Unit | 1 st floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8151 |
| Cashiering Unit (Collection) | 1 st floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8167 |
| Cashiering Unit (Disbursement) | 1 st floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8152 |
| Civil Security Unit | 1 st floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8166 (Office) |
| College of Architecture and Fine Arts | CAFA Bldg., TSU San Isidro Campus, San Isidro, Tarlac City | (045) 606-8170 |
| College of Arts and Social Sciences | 2 nd floor, Smith Hall, TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8171 |
| College of Business and Accountancy | 2 nd floor, CBA Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (042) 606-8172 |
| College of Computer Studies | CCS Bldg., TSU San Isidro Campus, San Isidro, Tarlac City | (045) 606-8173 |
| College of Criminal Justice Education | 1 st floor, CCJE Bldg., TSU Lucinda Campus, Binauganan, Tarlac City | 0925 877 5125 |
| College of Engineering and Technology | 1 st floor, CET Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8175 |
| College of Public Administration and Governance | 1 st floor, CPAG Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8177 |
| College of Science | 1 st floor, COS Bldg., TSU Lucinda Campus, Binauganan, Tarlac City | (045) 606-8178 |
| College of Teacher Education | 1 st floor, (Regional Institute for Continuing Education, RICE Bldg., TSU Lucinda Campus, Binauganan, Tarlac City | (045) 606-8174 |
| Dental Health Unit | CET Compound, TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8137 |
| Guidance & Counseling Office Unit | 2 nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8130 |



| | | |
|---|--|----------------|
| Internal Audit Service | Mezzanine floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8122 |
| Medical Unit | 1 st floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8136 |
| Office of Admission and Registration | Office of Admission and Registration Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8182 |
| Office of Business and Auxiliary Services | 1 st floor Business Center Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8153 |
| Office of Culture and Arts | 1 st floor, Multi-purpose Commercial Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8133 |
| Office of Facilities Development and Management | 3rd Floor, Business Center Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8160 |
| Office of Gender and Development | 1st floor, GAD Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8196 |
| Office of Human Resource Development Management | Mezzanine floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8155 |
| Office of International Affairs and Linkages | 1st floor, CET. Compound, TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8180 |
| Office of Library Services | 3rd floor, CBA Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8138 |
| Lucinda Campus Library | Jose V. Yap Library Bldg., TSU Lucinda Campus, Binauganan, Tarlac City | (045) 606-8140 |
| San Isidro Campus | TSU San Isidro Campus, San Isidro, Tarlac City | (045) 606-8139 |
| Office of Management Information Systems | 2nd floor, Mixed-use Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8127 |
| Office of Planning | 3rd floor, Mixed-use Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8126 |
| Office of Public Affairs | 1st floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8123 |



| | | |
|--|--|----------------|
| Office of Quality Assurance | 1 st floor, CPAG Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8124 |
| Office of Student Affairs Services | 2 nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8130 |
| Office of Technology Development, Transfer and Commercialization | 1 st floor, FTRC Bldg., TSU Lucinda Campus, Binauganan, Tarlac City | (045) 606-8193 |
| Office of TSU National Service Training Program | 1 st floor, Multi-purpose Commercial Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8181 |
| Office of University Board Secretary | 2 nd floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8121 |
| Office of University Extension Services | 2 nd floor, FTRC Bldg., TSU Lucinda Campus, Binauganan, Tarlac City | (045) 606-8191 |
| Office of University Research Development | 2 nd floor, RED Bldg., TSU Lucinda Campus, Binauganan, Tarlac City | (045) 606-8190 |
| Office of the University President | 2 nd floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8101 |
| Office of the Vice President for Academic Affairs | 2 nd floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8115 |
| Office of the Vice President for Administration | 2 nd floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8112 |
| Office of the Vice President for Research, Development and Extension | 2 nd floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8111 |
| Procurement Unit | 2 nd floor, Motorpool Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8157 |
| Quality Management Unit | 3 rd floor, Mixed-use Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8184 |
| Records and Archives Unit | 1 st floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8156 |
| Scholarship and Financial Assistance Unit | Student Center, TSU Lucinda Campus | (045) 606-8132 |
| School of Law | 2 nd floor, Multi-purpose Commercial Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8176 |
| Sports Development Management Unit | Multi-purpose Commercial Bldg., TSU Main Campus, Romulo | (045) 606-8134 |



| | | |
|-------------------------------------|--|----------------|
| | Boulevard, San Vicente, Tarlac City | |
| Student Development Services | 2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8131 |
| Supply and Property Management Unit | Supply and Management Office Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8159 |
| University Testing & Evaluation | 3 rd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City | (045) 606-8135 |



Office of the University President

External/Internal Services



1. Processing of Action on Contracts and External Agreements

The service allows the Office of the University President to act on projects/partnerships with external stakeholders through contracts and external agreements.

| | | | | |
|--|--|-------------------------|------------------------|---|
| Office or Division: | Office of the University President | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C - Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government | | | |
| Who may avail: | University Stakeholders, Guests, and Visitors | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Draft of Contract or related document (1 Original Copy) | | The client will provide | | |
| 2. Review and comments by the University Legal Counsel and the recommendations (1 Original Copy) | | Legal Counsel | | |
| 3. Revision of the contract or agreement incorporating the Legal Counsel's recommendations (3 Original Copies) | | The Client will provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the pertinent documents. | 1. Review the submitted documents. | None | 1 working day | <i>Staff and President, or Officer-in-Charge, or Representative Office Of The University President</i> |
| 2. Follow up on contract and pertinent document | 2. Approval or disapproval of the document. | None | 1 working day | <i>President, or Officer-in-Charge, or Representative Office Of The University President</i> |
| 3. Receipt of preliminary action on Contract or Agreement | 3. Submit to the Secretary of the Board of Regents (BOR), if the latter's action is needed | None | 1 working day | <i>Staff Office Of The University President Board Secretary Tarlac State University</i> |
| 4. Receipt of final Action | 4. Board Secretary includes the matter in the Agenda of the Regular/Special Meeting of the Board of Regents; BOR acts on the contract or agreement | None | 1 working day | <i>Board Secretary Tarlac State University Staff Office Of The University President Board of Regents Tarlac State University</i> |



| | | | |
|---------------|-------------|-----------------------|--|
| TOTAL: | None | 4 working days | |
|---------------|-------------|-----------------------|--|



2. Processing of Request for Personal Meeting with the President

This service allows concerned stakeholders to request a meeting with the University President both for a walk-in and with an approved scheduled appointment.

| | | | | |
|---|--|------------------------|--|---|
| Office or Division: | Office of the University President | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government | | | |
| Who may avail: | University Stakeholders, Guests, and Visitors | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Valid Identification Card (1 Original Copy) | | Client will provide | | |
| 2. Letter of the purpose of the transaction or visit with the University President (1 Original Copy) | | Client will provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present the identification card. | 1. Staff acknowledges the valid identification card | None | 1 minute | <i>Staff Office Of The University President</i> |
| For walk-in: 2. Show a letter of purpose (if any). Mention the purpose of the transaction or visit. | For walk-in: 2. Staff read letters of purpose or listens to verbal answers. Informs the President, Officer-in-Charge, or Representative about the visitor and purpose. | None | 5 minutes | <i>Staff Office Of The University President</i> |
| With an approved scheduled appointment: 2. Show an appointment letter or evidence of acceptance. | With an approved scheduled appointment: 2. Staff verifies Notice of Acceptance of appointment | | | |
| 3. Meet the President | For walk-in: 3. President or Officer-in-Charge meets the visitor. Staff checks the availability of the President or Representative. Set appointment date and time. | None | 15 minutes (depending on the concerns/issues at hand/purpose) | <i>President, or Officer-in- Charge, or Representative Office Of The University President</i> |



| | | | | |
|---------------|--|-------------|-------------------|--|
| | With an approved scheduled appointment: 3. Staff notifies President, or Officer-in-Charge and meets the guest or visitor | | | |
| TOTAL: | | None | 21 minutes | |



**Office of the University President
Internal Services**



1. Processing of Request from Different Colleges/Offices of the University

The service allows colleges, offices, and units of the university to submit request to the Office of the University President through letters and/ or communications. The approval is subject to the presence and schedule of the President. The Officer-In-Charge will act in the absence or unavailability of the President.

| | | | | |
|---|--|------------------------|------------------------|--|
| Office or Division: | Office of the University President | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Offices/Colleges of the University | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request letter (3 Original Copies) | | Client will provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Forward letter/ communication to the Office of the University President. | a. Staff receives letters/communications for approval from the various colleges/offices, of the University for approval of the President. | None | 10 minutes | <i>Staff and President, or Officer-in-Charge, or Representative Office Of The University President</i> |
| | b. Staff checks the completeness of letters/communications, and of the documents being submitted. Staff reminds to the colleges/offices if the documents are not complete. | | | |
| | c. If documents are complete, Staff forwards letters/communications to the President, or Officer-in-Charge for appropriate action. | | | |
| | 1.4 The President approves or endorses to the Vice Presidents/ appropriate officials concerned, or to sender/ filer for revision or action. | None | 5 minutes | <i>President, or Officer-in-Charge, or Representative Office Of The University President</i> |
| 2. Client receives action on the request. | 2. Staff records the letters/communications in the logbook and | None | 1 working day | <i>Staff</i> |



| | | | | |
|--|---|-------------|---------------------------------------|------------------------------------|
| | forwards approved letter/ communication to the Records Management Unit. | | | Office Of The University President |
| | TOTAL: | None | 1 working day & 15 minutes | |



2. Dissemination of Incoming Communication from Outside Persons or Agencies

The service allows the Office of the University President to act on communication from outside persons or agencies. The approval is subject to the presence and schedule of the President. The Officer-In-Charge will act in the absence or unavailability of the President.

| | | | | |
|---|--|------------------------|------------------------|---|
| Office or Division: | Office of the University President | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | TSU Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letters/communications from Outside Persons or Agencies (1 Original Copy) | | Client will provide | | |
| 2. Endorsed Letters/communications from Outside Persons or Agencies (1 Original Copy) | | Client will provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit a letter to the Records and Archives Unit | 1.1 Records and Archives Unit logs and maintains a copy of received letters/communication and forwards such to the Office of the University President. | None | 5 minutes | <i>Clerk</i> Records and Archives Unit |
| | 1.2 Staff log the letters/communication in the logbook upon receipt of the letters/communication. | None | 5 minutes | <i>Staff</i> Office Of The University President |
| | 1.3 Forward letters/communication to the President or Officer-in-Charge for action and endorsement. | | | |
| | 1.4 Forward letters/communication to the President or Officer-in-Charge for action and endorsement. | None | 5 minutes | <i>President, or Officer-in-Charge, or Representative</i> Office Of The University President |
| 2. Receive endorsement or action on the request. | 2. Staff logs letter/communications acted upon by the President or Officer-in-Charge and forwards the | None | 5 minutes | <i>Staff</i> Office Of The University President |



| | | | | |
|---------------|---|-------------|-------------------|--|
| | endorsed letter/ communication to the concerned office for dissemination or information. | | | |
| TOTAL: | | None | 20 minutes | |



Office of the University Board Secretary

Internal Services



1. Processing of Request for Copy of Board Resolutions

The service allows offices, units, and colleges of the university to secure board resolutions to be informed on the matters the board voted on.

| | | | | |
|---|--|-------------------------|------------------------|--|
| Office or Division: | Office of the Board Secretary | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Concerned Units or Offices of the University | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter of request for board resolution (1 Original Copy) | | The client will provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit a letter of request to the Office of the Board Secretary. | 1. Receive and review the request. | None | 1 working day | <i>Board Secretary, Clerk</i> Office of the Board Secretary |
| 2. Provide additional information about the board resolution request. | 2.1 Undergo short interview to the client regarding the request. 2.2 Prepare the requested resolutions (either Academic, Administrative, or Board Resolution) | None | 1 working day | <i>Board Secretary, Clerk</i> Office of the Board Secretary |
| 3. Receive the requested board resolution. | 3. Release the requested board resolution | None | | <i>Clerk</i> Office of the Board Secretary |
| TOTAL: | | None | 2 working days | |



2. Submission of Complete Staff Work or Agenda by the Offices of the University

The service allows colleges, offices, and units of the university to accomplish the Complete Staff Work Form for their requests to be included in the Agenda during the Board of Regents Meeting for their request to be acted upon by the Board of Regents.

| Office or Division: | Office of the Board Secretary | | | |
|--|--|------------------------|------------------------|--|
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Concerned Units or Offices of the University | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Accomplished Complete Staff Work (CSW) Form or Agenda (1 Original Copy) | | Client will provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit fully accomplished Complete Staff Work (CSW) or Agendas to the Office of the Board Secretary | 1.1 Pre-assess the request | None | 5 working days | <i>Board Secretary</i> Office of the Board Secretary |
| | 1.2 Schedule a special/pre-board or board meeting, with the participation of Board of Regents. | None | 1 working day | <i>Board Secretary</i> Office of the Board Secretary <i>President</i> OUP Board of Regents |
| | 1.3 Discuss the submitted agenda. | None | 1 working day | <i>Board Secretary</i> Office of the Board Secretary <i>President</i> OUP Board of Regents |
| | 1.4 Approval/disapproval of the agenda by the Board of Regents. | None | 1 working day | <i>Board Secretary</i> Office of the Board Secretary <i>President</i> OUP Board of Regents |
| 2. Receive a copy of the approved board resolution. | 1.5 Release and file the approved agendas or board resolutions. | None | 1 working day | <i>Board Secretary,</i> <i>Clerk</i> Office of the Board Secretary |
| TOTAL: | | None | 9 working days | |



3. Submission of the Agenda to the University's Academic and Administrative Council Meeting

This service helps the offices and colleges a chance to give an overview of their individual achievements, accomplishments, contributions, list what steps must be taken and formulate a timeline for when specific tasks need to be completed and the resources required in order to achieve the goals of the university.

| | | | | |
|--|--|---|------------------------|--|
| Office or Division: | Office of the Board Secretary | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Heads, Directors or OIC of the University | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. List of Agendas | | From Deans, Directors, Heads, of the University | | |
| 2. Administrative Council Resolution | | Office of the Board Secretary | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the Agendas to the Office of the Board Secretary | 1.1 Pre-assessment of the request | None | 5 working days | <i>Board Secretary</i> Office of the Board Secretary |
| | 1.2 Schedule the Administrative Meeting and Academic Council Meeting | None | 1 working day | <i>Board Secretary</i> Office of the Board Secretary <i>President</i> OUP Vice Presidents for Administration, Academic Affairs, Research, Development, and Extension Administrative Council, Academic Council |
| | 1.3 Discuss the agendas with the Administrative Council and Academic Council Meeting | None | 1 working day | <i>Board Secretary</i> Office of the Board Secretary <i>President</i> OUP Vice Presidents for Administration, |



| | | | | |
|---------------|---|-------------|-----------------------|--|
| | | | | Academic Affairs, Research, Development, and Extension Administrative Council, Academic Council |
| | 1.4 Approve the agenda | None | 1 working day | <i>Board Secretary</i> Office of the Board Secretary <i>President</i> OUP Vice Presidents for Administration, Academic Affairs, Research, Development, and Extension Administrative Council, Academic Council |
| | 1.5 Release the approved agenda, Administrative Council Resolution, and Academic Council Resolution | None | 1 working day | <i>Board Secretary, Clerk</i> Office of the Board Secretary |
| TOTAL: | | None | 9 working days | |



Quality Management Unit

External Services



1. Processing of requests for QMS Registered Documents for Various Purposes

The service allows accrediting bodies and other interested parties to request and have copies of TSU's documented information. Documented information are documents implemented in the service provision of different units, offices and colleges of the university that are enrolled/ registered in the QMS Unit and being controlled by the Document Control Officer.

Note: *Not all requested documents are being issued, (e.g. manual/s, operation manual/s, process manual/s) but can be viewed and read thru TSU website.*

| | | | | |
|---|--|-------------------------|------------------------|---|
| Office or Division: | Quality Management System Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request letter addressed to the TSU President (1 Original Copy or Electronic Copy) with the following information: <ul style="list-style-type: none"> • Full Name of the Client/Requestor • Office/Unit/College • Email Address • Specific Document Requested • Purpose(s) • Signature of the Requestor | | The client will provide | | |
| Or Electronic Copy of the request letter | | Requestor/Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. For Walk-in Transaction: Submit 1 hard copy of the request letter to the Office of the University President. 1. For Online Transaction: Send an electronic copy of the request letter via email thru pres_office@tsu.edu.ph <i>Note: The processing time will start from the receipt of the Endorsement form from the Office of the University President.</i> | 1. Receive the Endorsement Form from the Office of the President together with the attached approved letter of request and assign its unique reference number then forward it to the officer in charge | None | 1 hour | Staff Quality Management System Unit |



| | | | | |
|---|--|------|---------------|---|
| 2. Receive an email reply from QMS acknowledging receipt of the request | 2.1 Send an email reply to the requesting party to acknowledge receipt of the request | None | 1 hour | <i>Document Control Officer</i> Quality Management System Unit |
| | 2.2 Review and evaluate the received Endorsement Form and search for the requested document | None | 1 hour | <i>Document Control Officer</i> Quality Management System Unit |
| | <p>2.3 For Walk-in Transaction: Reproduce the requested document</p> <p><i>Note: Reproduction day is dependent on the number of on-going reproduction and printing job being carried out by the Business Center Office.</i></p> <p>2.3 For Online Transaction: Prepare the requested document and consult with the Unit Head for the review and release of the pertinent document then proceed to Agency Actions #2.5</p> | None | 1 working day | <i>Document Control Officer</i> Quality Management System Unit |
| | 2.4 Stamp the reproduced document with an “uncontrolled copy” mark and consult with the Unit Head for the review and release of the pertinent document | None | 5 hours | <i>Document Control Officer</i> Quality Management System Unit |
| | 2.5 Log the document/s to be issued in Releasing Log - Other Copy Holders and Requested Documents | None | 5 hours | <i>Document Control Officer</i> Quality Management System Unit |



| | | | | |
|---|---|------|-------------------------------------|---|
| <p>3. For Walk-in Transaction: Review the completeness of the requested documents and receive the requested document and Sign in the receiving column of the Logbook</p> <p>3. For Online Transaction: Receive an email reply from the QMS regarding the requested data</p> | <p>3.1 For Walk-in Transaction: Issue the requested document</p> <p>3.1 For Online Transaction: Send an email reply to the requesting party providing the document requested (if available) or notification on the unavailability of the document</p> | None | 2 hours | <i>Document Control Officer</i> Quality Management System Unit |
| | 3.2 Fill out the "Action Taken" portion of the Document Request Form and file the form | None | 1 hour | <i>Document Control Officer</i> Quality Management System Unit |
| TOTAL for Walk-in Transaction: | | None | 3 working days | |
| TOTAL for Online Transaction: | | None | 2 working days & 3 hours | |



Quality Management Unit

Internal Services



1. Processing of requests for QMS Documents for Various Purposes

The service allows different units, offices, and colleges of the university to request and have copies of TSU's documented information that are being managed by the QMS Unit such as QMS Registered Documents and Client Satisfaction Measurement Reports.

Note: Copy of manuals are being given for accreditation, audit, assessment, and certification purposes only.

For strict compliance with the Data Privacy Act, only the CSM Reports of the requestor's office and its concerned personnel are allowed to be given.

| | | | | |
|---|--|---|------------------------|--------------------------------------|
| Office or Division: | Quality Management System Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Accomplished Document Request Form (1 Original Copy or Electronic Copy) with the following information: <ul style="list-style-type: none"> • Full Name of the Client/Requestor • Office/Unit/College/Visitor • Email Address (for soft copy) • Type of Document(s) Requested • Specific Document Requested • Purpose(s) • Signature of the Requestor and Immediate Supervisor | | Quality Management System Unit or TSU website (https://tinyurl.com/qmsdrf) | | |
| Or Electronic Copy of the accomplished Document Request Form | | TSU website (https://tinyurl.com/qmsdrf) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit 1 hard copy of the Document Request Form to the QMS Unit *For Online Request Submit 1 electronic copy of the Document Request Form to gms@tsu.edu.ph via MS Teams | 1. Receive the DRF and assign its unique reference number then forward it to the officer in charge | None | 1 hour | Staff Quality Management System Unit |
| 2. Get the receiving copy of the said form from the QMS Unit *Receive an email reply from QMS acknowledging receipt of the request | 2.1 Return the receiving copy of the said form to the client *Send an email reply to the requesting party to acknowledge receipt of the request | None | 1 hour | Staff Quality Management System Unit |



| | | | | |
|--|---|------|---------------|--|
| | 2.2 Review and evaluate the submitted Document Request Form and search for the requested document | None | 1 hour | <i>Document Control Officer Data Controller Quality Management System Unit</i> |
| | 2.3 Reproduce the requested document <i>Note: Reproduction day is dependent on the number of on-going reproduction and printing job being carried out by the Business Center Office.</i> *Prepare the requested document and consult with the Unit Head for the review and release of the pertinent document then proceed to Agency Actions #2.5 | None | 1 working day | <i>Document Control Officer Data Controller Quality Management System Unit</i> |
| | 2.4 Stamp the reproduced document with an "uncontrolled copy" mark and consult with the Unit Head for the review and release of the pertinent document | None | 5 hours | <i>Document Control Officer Data Controller Unit Head Quality Management System Unit</i> |
| | 2.5 Log the document/s to be issued in Releasing Log - Other Copy Holders and Requested Documents | None | 5 hours | <i>Document Control Officer Data Controller Quality Management System Unit</i> |
| 3. Review the completeness of the requested documents and receive the requested document and Sign in the receiving column of the Logbook | 3.1 Issue the requested document | None | 2 hours | <i>Document Control Officer Data Controller Quality Management System Unit</i> |



| | | | | |
|---|--|------|-------------------------------------|--|
| *Receive an email reply from the QMS regarding the requested data | *Send an email reply to the requesting party providing the document requested (if available) or notification on the unavailability of the document | | | |
| | 3.2 Fill out the "Action Taken" portion of the Document Request Form and file the form | None | 1 hour | <i>Document Control Officer Data Controller Quality Management System Unit</i> |
| TOTAL for Walk-in Request: | | None | 3 working days | |
| TOTAL for Online Request: | | None | 2 working days & 3 hours | |

* *Online Request*



2. Processing of QMS Documents for Registration, Revision, and Abolition

The service allows units, offices, and colleges of the university to register documented information implemented in their various services and operations related to quality, environment, health, and safety.

| | | | | |
|---|---|--|------------------------|--|
| Office or Division: | Quality Management System Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All TSU Employee | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Properly filled out and approved Document Registration, Revision, and Abolition Form (1 Original Copy) | | Quality Management System Unit or TSU website (www.tsu.edu.ph) | | |
| 2. Duly signed and approved document following TSU's standard template and document nomenclature (1 Original Copy) | | Office/unit requesting for registration/revision/abolition | | |
| 3. Duly signed and updated Master list of Registered Documents (1 Original Copy) | | QMS Unit or TSU website (www.tsu.edu.ph) | | |
| <ul style="list-style-type: none"> If the document for registration is a revised one, surrender the old version or superseded version (Controlled Copy) of the document. For abolishing documents, surrender the current version (Controlled Copy) of the document. <p>Note: Only current versions of documented information are distributed to Official Copyholders</p> | | Office/unit requesting for registration/revision/abolition | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the following to the QMS Unit a. Approved Document Registration and Revision, and Abolition (DRRA) Form. *Must be reviewed and approved by the immediate supervisor and the next higher authority following b. Document to be registered | 1.1. Review and evaluate the submitted: Approved DRRA, Documented information, updated master list and superseded version (<i>for revised documents only</i>) Note: If there is/are problem/s, return the submitted documents for registration together with the attachment and discuss the concerns with the client and issue a Notification Slip | None | 30 minutes | Document Control Officer Quality Management System Unit |



| | | | | |
|--|--|-----------------------------------|---------------|--|
| c. Updated and signed masterlist Note: Additional requirement for revised documents to be registered - <i>superseded or old version of the document with controlled copy stamp</i> | 1.2 Receive and log the documented information to be registered in the Receiving, Retrieval, and Releasing Log | None | 30 minutes | <i>Document Control Officer Quality Management System Unit</i> |
| | 1.3. Register the Documented Information in the Database of QMS Documents | None | 30 minutes | <i>Document Control Officer Quality Management System Unit</i> |
| | 1.4 Stamp the document with the "master copy" mark | None | 3 minutes | <i>Document Control Officer Quality Management System Unit</i> |
| | 1.5 Reproduce the master copy of the document according to the number of official copyholders Note: Reproduction day depends on the number of on-going reproduction and printing job being carried out by the Business Center Office | None | 5 minutes | <i>Staff Document Control Officer Quality Management System Unit</i> |
| | 1.6. Obtain copies from Business Center and stamp the reproduced document with "controlled copy" mark. | None | 1 working day | <i>Staff Document Control Officer Quality Management System Unit</i> |
| | 1.7. Inform clients that documents were registered, and controlled copies are available for pick up in the QMS Unit | None | 2 minutes | <i>Document Control Officer Quality Management System Unit</i> |
| | 2. Receive the registered documents | 2. Issue the registered documents | None | 5 minutes |
| 3. Sign in the Receiving, Retrieval and Releasing Log | 3. Have the client sign in the receiving column of the log book | None | 3 minutes | <i>Staff Document Control Officer</i> |



| | | | | |
|---------------|--|-------------|----------------------------------|--------------------------------|
| | | | | Quality Management System Unit |
| TOTAL: | | None | 1 working day, 48 minutes | |

All documented information to be registered to QMS Unit shall be forwarded at least three working days prior to effectivity or implementation.



Office of Internal Audit Service

Internal Services



1. Processing of Request for Audit Reports

This service allows the Office of the Commission on Audit and University Colleges, Offices, and Units to obtain a copy of audit reports..

| | | | | |
|---|---|--|-------------------------------|---|
| Office or Division: | Internal Audit Service | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Commission on Audit and Colleges/Offices/Units of the University | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Approved request letter to obtain a copy of audit report (1 Original Copy). | | Office of the University President and/ or Client will provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Send a request letter to the Office of the University President for approval | 1.1 Receives approved request letter and records it in the logbook. | None | 1 minute | <i>Clerk</i> Internal Audit Service Office |
| | 1.2 Internal Audit Service Clerk sends the approved request letter to the IAS Director. | None | 1 minute | <i>Clerk</i> <i>Director</i> Internal Audit Service |
| | 1.3 Locates needed report and reproduce it. | None | 1 hour | <i>Clerk</i> Internal Audit Service |
| | 1.4 Records the distribution of the requested report. | None | 1 minute | <i>Clerk</i> Internal Audit Service |
| 2. Receive the requested report. | 2. Send the requested report to the recipient | None | 1 minute | <i>Clerk</i> Internal Audit Service |
| TOTAL: | | None | 1 hour & 4 minutes | |



Office of Quality Assurance

External Services



1. Facilitation of CHED Accreditation

The Quality Assurance Office facilitates the conduct of the CHED accreditation and assessment in coordination with the VP Academic Affairs Office, the VP Research and Extension Office, the VP Administration and Finance, and the various colleges in the university with potential to become an avenue and candidates for Center of Development, Center of Excellence, as well as ensuring quality and excellence through the Certificate of Program Compliance for every program offered in the university.

| | | | | |
|---|---|---|------------------------|--|
| Office or Division: | Quality Assurance Office (Government/CHED-Related Accreditation Unit) | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2G - Government to Government G2C – Government to Citizens | | | |
| Who may avail: | College Deans, Department Chairpersons, Faculty, Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Copy of Revised Policies and Standards on the Center of Excellence Project | | CHED Website and CHED Memorandum Order | | |
| 2. Copy of Revised Policies and Standards on the Center of Development Project | | CHED Website and CHED Memorandum Order | | |
| 3. Checklist of CHED Requirement for COPC Accreditation | | CHED Website and CHED Memorandum Order | | |
| 4. Outcomes-Based Syllabus of the Program | | TSU Colleges and Department Chairperson | | |
| 5. Application Form for COD | | CHED Website and Memorandum Order | | |
| 6. Application Form for COE | | CHED Website and Memorandum Order | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The College receives CHED Memorandum/Letter granting the request date of accreditation | 1.1 Studies and evaluates the CHED Guidelines for proper information | None | 1 day | <i>Personnel Quality Assurance Office</i> |
| | 1.2 Sets meeting with the TSU Officials to present the Guidelines and Schedule Plan for the conduct of CHED Accreditation and establish Committee to work on the different areas for certification and assessment | None | 3 hours | <i>Director and Staff Quality Assurance Office Admin. Council Members with the Directors and Unit Heads TSU</i> |
| 2. Attend the Committee meeting for Orientation and tasking | 2. Conduct Orientation meetings with the RQAT, COD/COE Committee for | None | 4 hours | <i>Director and Staff Quality Assurance Office</i> |



| | | | | |
|--|--|--|-----------------------------|---|
| | duties and responsibilities | | | <i>Committee</i> |
| 3. Prepares request for budget for the conduct of CHED Accreditation | 3. Assists in the preparation of the necessary steps and documents for the conduct of the CHED visit | Budgetary requirements | 1 hour | Director and Staff Quality Assurance Office |
| 4. All TSU Officials, concerned colleges/ programs and offices attends in the opening ceremony of the CHED accreditation | 4. Facilitates the conduct of the Opening Ceremony of the CHED Accreditation | None | 4 hours | <i>Staff Quality Assurance Office</i> <i>Admin. Council members TSU</i> <i>Faculty & Unit Heads Concerned Faculty or Office</i> |
| 5. Attend the Actual visit of CHED Accreditation | 5. Facilitates the interview and site visit with the concerned individuals | None | 4 hours | <i>Staff Quality Assurance Office</i> College concerned |
| 6. All TSU Officials, concerned colleges/programs and offices attend in the closing ceremony of the CHED accreditation | 6. Facilitates the conduct of the Closing Ceremony of the CHED Accreditation | Budgetary requirements | 4 hours | <i>Staff Quality Assurance Office</i> <i>Admin. Council members TSU</i> <i>Faculty & Unit Heads Concerned Faculty or Office</i> |
| 7. Receives the result of CHED Accreditation | 7. Cascades the results to the TSU officials and concerned colleges | None | 1 hour | <i>President Office of the University President</i> |
| TOTAL: | | Depends on the budgetary requirements | 3 days & 4 hours | |



2. Facilitation in Sending of TSU Faculty member as Program Accreditors

The Quality Assurance Office spearheads sending TSU Faculty members Accreditors for the program accreditation of various State Universities and Colleges in the Philippines based on the invitation and/or recommendations from the AACCUP National Office and Office of the President.

| | | | | |
|--|--|---|------------------------|--|
| Office or Division: | Quality Assurance Office - AACCUP Accreditation Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government G2C – Government to Citizens | | | |
| Who may avail: | TSU Faculty Accreditors SUC's undergoing accreditation based on invitation | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter of Invitation from AACCUP | | Office of the President | | |
| 2. Endorsement | | Office of the President | | |
| 3. Travel Order | | Quality Assurance Office and/or Dean's Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| | 1. The Office of the President staff receives the letter of invitation from AACCUP, inviting a specific TSU Faculty Accreditor for SUC Program Accreditation and presents it to the President 1.1 Endorses the invitation letter of AACCUP to QAO | None | 30 minutes | <i>President and Staff Office Of The University President</i> |
| 1. Receives the endorsed invitation | 1. The QAO informs/endorsees the invitation letter as program accreditor to the concerned faculty | None | 1 hour | <i>Director Quality Assurance Office</i> |
| 2. If the invited faculty is available on the scheduled date requested by AACCUP, the faculty member will confirm with the invitation. | 2.1 The necessary Travel Order is prepared by the QA Staff and signed by the faculty/accreditor, and noted by the QA Director with the concerned College Dean | None | 1 day | <i>Vice President Vice President For Academic Affairs Director Quality Assurance Office Dean Concerned College Faculty/Accreditor</i> |



| | | | | |
|---|---|-------------|--|--|
| | | | | <p>Concerned College</p> <p><i>Vice President</i> Vice President For Research And Extension Services</p> |
| | 2.2 The Quality Assurance Office sends a confirmation email on the requested faculty/ accreditor as an action to the invitation | None | 1 hour | <p><i>Staff</i> Quality Assurance Office</p> <p><i>Staff</i> AACCUP National Office</p> |
| 3. A certificate of appearance is presented to the QA Office from the invited Faculty/ Accreditor | 3. After the conduct and attendance on the SUC program accreditation through AACCUP, the QA Office demands for a Certificate of Appearance from the Invited Faculty/ Accreditor | None | 1 hour | <p><i>Staff</i> Quality Assurance Office</p> <p>Faculty/ Accreditor</p> |
| TOTAL: | | None | 1 day, 3 hours & 30 minutes | |



3. Facilitation in Sending TSU Faculty Member/s for AACUP Accreditors Training

The Quality Assurance Office facilitates the conduct of internal accreditation of the specific program to be subjected to AACUP survey visit. In coordination with the College Dean, the department chairpersons, and the area heads of every unit, an internal accreditation is held for critiquing as well as brainstorming of the strengths and weaknesses of the program set to be accredited.

| | | | | |
|---|--|------------------------------------|------------------------|--|
| Office or Division: | Quality Assurance Office - AACUP Accreditation Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government G2C – Government to Citizens | | | |
| Who may avail: | College Deans, Department Chairpersons, Faculty, Students, TSU AACUP Accreditors | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Technical Result of AACUP Accreditation Survey by program and validity dates | | Quality Assurance Office | | |
| 2. Narrative Report of the Program | | College Dean, Program Chairpersons | | |
| 3. Self-Survey of the Program | | College Dean, Program Chairpersons | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| | 1. The QA Office keeps a record of the technical results and the summary as well as findings and recommendations of every program which have undergone the accreditation process as provided by the AACUP. 1.1 The Quality Assurance Office securely keeps the technical results of accreditation of every program in the university and makes it available for perusal by the concerned colleges | None. | Year-round | <i>Director and Staff Quality Assurance Office</i> |
| | 2. The Quality Assurance Office Director and Staff regularly monitors the validity date of every program in the entire university | None. | Year-round | <i>Director and Staff Quality Assurance Office</i> |



| | | | | |
|--|---|------------------------|-----------------------------|--|
| | 2.1 Mindful of the validity dates of every program, the QA Office convenes with the College Deans for the conduct of the AACUP Accreditation visit | | | |
| 3. The Quality Assurance Office issues a Memorandum through the Document Management System (DMS) to conduct an Internal Accreditation of the program to be accredited. | 3. The QA Director communicates with the university administrative council and the concerned college dean and area heads for the conduct of the internal accreditation. | None | 1 hour | <i>Director and Staff Quality Assurance Office</i> <i>Deans, Area Heads and Faculty Concerned College</i> |
| 4. Internal Accreditation at the college for the program/s to be accredited | 4. The college dean concerned together with the area heads and the faculty of the program to be accredited by the AACUP accreditors of the university, and the QA staff convene for the conduct of internal accreditation | Budgetary requirements | 8 hours | <i>Director and Staff Quality Assurance Office</i> <i>AACUP Accreditors TSU</i> <i>Deans, Area Heads and Faculty Concerned College</i> |
| 5. As the summary results, findings, and recommendations per area of the program which have undergone internal accreditation are presented to the college dean concerned and the area heads, they must have input to their program enhancement prior to the actual survey visit. | 5. The AACUP Accreditors from the university present their inputs and assessment on the different areas of accreditation for utilization of the program under accreditation. | None. | 2 hours | <i>Director Quality Assurance Office</i> <i>AACUP Accreditors TSU</i> <i>Deans, Area Heads and Faculty Concerned College</i> |
| TOTAL: | | None | 1 day, 4 hours & | |



| | | | |
|--|--|-----------------------|--|
| | | 30 minutes | |
|--|--|-----------------------|--|



4. Facilitation of Philippine Technological Council-ACBET Certification Program for Engineering Programs

Through the Quality Assurance Office, the university sends faculty from the rank of Assistant Professors to Professors to attend the AACUP Training Program to be trained in the OBQA instruments and the rudiments of the accreditation process and to serve as internal accreditors of the university. Similarly, the said faculty and/or accreditors will constitute the pool of external accreditors who will serve as AACUP national accreditors.

| | | | | |
|--|--|--|------------------------|---|
| Office or Division: | Quality Assurance Office - AACUP Accreditation Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B – Government to Business Entity/ies | | | |
| Who may avail: | TSU Faculty from Assistant Professor to Professor Rank | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Invitation Letter from AACUP for the scheduled Accreditors Training | | AACUP Office President's Office | | |
| 2. Endorsement Letter | | President's Office | | |
| 3. Travel Order | | Quality Assurance Office Deans Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| | 1. The QA Office, through the Office of the University President, receives the Letter from AACUP for the Training of Accreditors 1.1 OUP forwards the Letter of Invitation to the QAO for nomination and action | None | 15 minutes | <i>Staff</i> Office Of The University President <i>Director & Staff</i> Quality Assurance Office |
| | 2. The Quality Assurance Office, in coordination with the OUP, reviews the qualifications and competencies of the potential faculty to be nominated for the AACUP Training Program. 2.1 The Quality Assurance Office reviews the existing list of university accreditors, | None | 4 hours | <i>Director</i> Quality Assurance Office <i>Dean,</i> <i>Department Chairpersons and Faculty</i> Different Colleges |



| | | | |
|--|----------------------------------|-----------------------|--|
| | budgetary requirement | 15 minutes | |
|--|----------------------------------|-----------------------|--|



5. Facilitation of the Philippine Quality Award (PQA)

The Quality Assurance Office facilitates the conduct of the internal accreditation of the specific program to be subjected to AACCUP survey visit. In coordination with the College Dean, the department chairpersons, and the area heads of every unit, an internal accreditation is held for critiquing as well as brainstorming of the strengths and weaknesses of the program set to be accredited.

| | | | | |
|--|---|------------------------------------|------------------------|--|
| Office or Division: | Quality Assurance Office - AACCUP Accreditation Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government G2C – Government to Citizens | | | |
| Who may avail: | College Deans, Department Chairpersons, Faculty, Students, TSU AACCUP Accreditors | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Technical Result of AACCUP Accreditation Survey by program and validity dates | | Quality Assurance Office | | |
| 2. Narrative Report of the Program | | College Dean, Program Chairpersons | | |
| 3. Self-Survey of the Program | | College Dean, Program Chairpersons | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| | <p>1. The QA Office keeps a record of the technical results and the summary as well as findings and recommendations of every program which have undergone the accreditation process as provided by the AACCUP.</p> <p>1.1 The Quality Assurance Office securely keeps the technical results of accreditation of every program in the university and makes it available for perusal by the concerned colleges.</p> | None. | Year-round | <i>Director and Staff Quality Assurance Office</i> |
| | 2. The Quality Assurance Office Director and Staff regularly monitor the validity date of every program in the entire university. | None. | Year-round | <i>Director and Staff Quality Assurance Office</i> |



| | | | | |
|--|---|------------------------|--|---|
| | 2.1 Mindful of the validity dates of every program, the QA Office convenes with the College Deans for the conduct of the AACCCUP Accreditation visit | | | |
| 3. The Quality Assurance Office issues a Memorandum through the Document Management System (DMS) to conduct an Internal Accreditation of the program to be accredited. | 3. The QA Director communicates with the university administrative council and the concerned college dean and area heads for the conduct of the internal accreditation. | None. | 1 hour | <i>Director and Staff Quality Assurance Office</i> <i>Deans, Area Heads and Faculty Concerned College</i> |
| 4. Internal Accreditation at the college for the program/s to be accredited | 4. The college dean concerned together with the area heads and the faculty of the program to be accredited by the AACCCUP accreditors of the university, and the QA staff convene for the conduct of internal accreditation | Budgetary requirements | 8 hours | <i>Director and Staff QAO</i> <i>AACCCUP Accreditors TSU</i> <i>Deans, Area Heads and Faculty Concerned College</i> |
| 5. As the summary results, findings, and recommendations per area of the program which have undergone internal accreditation are presented to the college dean concerned and the area heads, they must have input to their program enhancement before the actual survey visit. | 5. The AACCCUP Accreditors from the university present their inputs and assessment on the different areas of accreditation for utilization of the program under accreditation. | None. | 2 hours | <i>Director QAO</i> <i>AACCCUP Accreditors TSU</i> <i>Deans, Area Heads and Faculty Concerned College</i> |
| TOTAL: | | None | 1 day, 4 hours & 30 minutes | |



6. Facilitation of the QS Stars Ratings for Tarlac State University

The Quality Assurance Office facilitates the conduct of internal accreditation of the specific program to be subjected to AACUP survey visit. In coordination with the College Dean, the department chairpersons, and the area heads of every unit, an internal accreditation is held for critiquing and brainstorming of the strengths and weaknesses of the program set to be accredited.

| | | | | |
|---|--|------------------------------------|------------------------|--|
| Office or Division: | Quality Assurance Office - AACUP Accreditation Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government G2C – Government to Citizens | | | |
| Who may avail: | College Deans, Department Chairpersons, Faculty, Students, TSU AACUP Accreditors | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Technical Result of AACUP Accreditation Survey by program and validity dates | | Quality Assurance Office | | |
| 2. Narrative Report of the Program | | College Dean, Program Chairpersons | | |
| 3. Self-Survey of the Program | | College Dean, Program Chairpersons | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| | <p>1. The QA Office keeps a record of the technical results and the summary as well as findings and recommendations of every program which have undergone the accreditation process as provided by the AACUP.</p> <p>1.1 The Quality Assurance Office securely keeps the technical results of accreditation of every program in the university and makes it available for perusal by the concerned colleges.</p> | None | Year-round | <i>Director and Staff Quality Assurance Office</i> |
| | 2. The Quality Assurance Office Director and Staff regularly monitor the validity date of every program in the entire university | None | Year-round | <i>Director and Staff Quality Assurance Office</i> |



| | | | | |
|--|---|------------------------|---------|--|
| | 2.1 Mindful of the validity dates of every program, the QA Office convenes with the College Deans for the conduct of the AACUP Accreditation visit | | | |
| 3. The Quality Assurance Office issues a Memorandum through the Document Management System (DMS) for the conduct of an Internal Accreditation of the program to be accredited. | 3. The QA Director communicates with the university administrative council and the concerned college dean and area heads for the conduct of the internal accreditation. | None | 1 hour | <i>Director and Staff Quality Assurance Office</i> <i>Deans, Area Heads and Faculty Concerned College</i> |
| 4. Internal Accreditation at the college for the program/s to be accredited | 4. The college dean concerned, together with the area heads and the faculty of the program to be accredited with the AACUP accreditors of the university, and the QA staff convene for the conduct of internal accreditation. | Budgetary requirements | 8 hours | <i>Director and Staff Quality Assurance Office</i> <i>AACUP Accreditors TSU</i> <i>Deans, Area Heads and Faculty Concerned College</i> |
| 5. As the summary results, findings, and recommendations per area of the program which have undergone internal accreditation are presented to the college dean concerned and the area heads, they must have input to their program enhancement prior to the actual survey visit. | 5. The AACUP Accreditors from the university present their inputs and assessment on the different areas of accreditation for utilization of the program under accreditation. | None | 2 hours | <i>Director Quality Assurance Office</i> <i>AACUP Accreditors TSU</i> <i>Deans, Area Heads and Faculty Concerned College</i> |



| | | | |
|---------------|-------------|--|--|
| TOTAL: | None | 1 day, 4 hours & 30 minutes | |
|---------------|-------------|--|--|



7. Facilitation of Philippine Computer Society-Information and Computing Accreditation Board (PICAB) for Computer Studies Program

The Quality Assurance Office facilitates the conduct of internal accreditation of the specific program to be subjected to AACUP survey visit. In coordination with the College Dean, the department chairpersons, and the area heads of every unit, an internal accreditation is held for critiquing as well as brainstorming of the strengths and weaknesses of the program set to be accredited.

| | | | | |
|---|---|------------------------------------|------------------------|--|
| Office or Division: | Quality Assurance Office - AACUP Accreditation Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government G2C – Government to Citizens | | | |
| Who may avail: | College Deans, Department Chairpersons, Faculty, Students, TSU AACUP Accreditors | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Technical Result of AACUP Accreditation Survey by program and validity dates | | Quality Assurance Office | | |
| 2. Narrative Report of the Program | | College Dean, Program Chairpersons | | |
| 3. Self-Survey of the Program | | College Dean, Program Chairpersons | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| | <p>1. The QA Office keeps a record of the technical results and the summary as well as findings and recommendations of every program which have undergone the accreditation process as provided by the AACUP.</p> <p>1.1 The Quality Assurance Office securely keeps the technical results of accreditation of every program in the university and makes it available for perusal by the concerned colleges</p> | None | Year-round | <i>Director and Staff Quality Assurance Office</i> |
| | 2. The Quality Assurance Office Director and Staff regularly monitor the validity date of every program in the entire university | None | Year-round | <i>Director and Staff Quality Assurance Office</i> |



| | | | | |
|--|---|------------------------|---------|--|
| | 2.1 Mindful of the validity dates of every program, the QA Office convenes with the College Deans for the conduct of the AACUP Accreditation visit | | | |
| 3. The Quality Assurance Office issues a Memorandum through the Document Management System (DMS) for the conduct of an Internal Accreditation of the program to be accredited. | 3. The QA Director communicates with the university administrative council and the concerned college dean and area heads for the conduct of the internal accreditation. | None | 1 hour | <i>Director and Staff Quality Assurance Office</i> <i>Deans, Area Heads and Faculty Concerned College</i> |
| 4. Internal Accreditation at the college for the program/s to be accredited | 4. The college dean concerned together with the area heads and the faculty of the program to be accredited with the AACUP accreditors of the university, and the QA staff convene for the conduct of internal accreditation | Budgetary requirements | 8 hours | <i>Director and Staff Quality Assurance Office</i> <i>AACUP Accreditors TSU</i> <i>Deans, Area Heads and Faculty Concerned College</i> |
| 5. As the summary results, findings, and recommendations per area of the program which have undergone internal accreditation are presented to the college dean concerned and the area heads, they must have input to their program enhancement prior to the actual survey visit. | 5. The AACUP Accreditors from the university present their inputs and assessment on the different areas of accreditation for utilization of the program under accreditation. | None | 2 hours | <i>Director Quality Assurance Office</i> <i>AACUP Accreditors TSU</i> <i>Deans, Area Heads and Faculty Concerned College</i> |



| | | | |
|---------------|-------------|--|--|
| TOTAL: | None | 1 day, 4 hours & 30 minutes | |
|---------------|-------------|--|--|



8. Facilitation of Institutional Accreditation (IA)

The Quality Assurance Office facilitates the conduct of internal accreditation of the specific program to be subjected to AACUP survey visit. In coordination with the College Dean, the department chairpersons, and the area heads of every unit, an internal accreditation is held for critiquing as well as brainstorming of the strengths and weaknesses of the program set to be accredited.

| | | | | |
|---|--|------------------------------------|------------------------|--|
| Office or Division: | Quality Assurance Office - AACUP Accreditation Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government G2C – Government to Citizens | | | |
| Who may avail: | College Deans, Department Chairpersons, Faculty, Students, TSU AACUP Accreditors | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Technical Result of AACUP Accreditation Survey by program and validity dates | | Quality Assurance Office | | |
| 2. Narrative Report of the Program | | College Dean, Program Chairpersons | | |
| 3. Self-Survey of the Program | | College Dean, Program Chairpersons | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| | 1. The QA Office keeps a record of the technical results and the summary as well as findings and recommendations of every program which have undergone the accreditation process as provided by the AACUP. 1.1 The Quality Assurance Office securely keeps the technical results of accreditation of every program in the university and makes it available for perusal by the concerned colleges | None | Year-round | <i>Director and Staff Quality Assurance Office</i> |
| | 2. The Quality Assurance Office Director and Staff regularly monitor the validity date of every program in the entire university | None | Year-round | <i>Director and Staff Quality Assurance Office</i> |



| | | | | |
|--|---|------------------------|---------|--|
| | 2.1 Mindful of the validity dates of every program, the QA Office convenes with the College Deans for the conduct of the AACUP Accreditation visit | | | |
| 3. The Quality Assurance Office issues a Memorandum through the Document Management System (DMS) for the conduct of an Internal Accreditation of the program to be accredited. | 3. The QA Director communicates with the university administrative council and the concerned college dean and area heads for the conduct of the internal accreditation | None. | 1 hour | <i>Director and Staff Quality Assurance Office</i> <i>Deans, Area Heads and Faculty Concerned College</i> |
| 4. Internal Accreditation at the college for the program/s to be accredited | 4. The college dean concerned together with the area heads and the faculty of the program to be accredited with the AACUP accreditors of the university, and the QA staff convene for the conduct of internal accreditation | Budgetary requirements | 8 hours | <i>Director and Staff Quality Assurance Office</i> <i>AACUP Accreditors TSU</i> <i>Deans, Area Heads and Faculty Concerned College</i> |
| 5. As the summary results, findings, and recommendations per area of the program which have undergone internal accreditation are presented to the college dean concerned and the area heads, they must have input to their program enhancement prior to the actual survey visit. | 5. The AACUP Accreditors from the university presents their inputs and assessment on the different areas of accreditation for utilization of the program under accreditation | None | 2 hours | <i>Director Quality Assurance Office</i> <i>AACUP Accreditors TSU</i> <i>Deans, Area Heads and Faculty Concerned College</i> |



| | | | |
|---------------|-------------|--|--|
| TOTAL: | None | 1 day, 4 hours & 30 minutes | |
|---------------|-------------|--|--|



Office of Quality Assurance

Internal Services



1. Facilitating in Sending TSU Faculty Member for Agency of Chartered Colleges and Universities in the Philippines (AACUP) Accreditors' Training

The university, through the Quality Assurance Office, sends faculty from the rank of Assistant Professors to Professors to attend the AACUP Training Program to be trained in the OBQA instruments and the rudiments of the accreditation process and to serve as internal accreditors of the university. Similarly, the said faculty and/or accreditors will constitute the pool of external accreditors serving as AACUP national accreditors.

| | | | | |
|--|---|--|------------------------|---|
| Office or Division: | Quality Assurance Office - AACUP Accreditation Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B – Government to Business Entity/ies | | | |
| Who may avail: | TSU Faculty from Assistant Professor to Professor Rank | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Invitation Letter from AACUP for the scheduled Accreditors Training | | AACUP Office President's Office | | |
| 2. Endorsement Letter | | President's Office | | |
| 3. Travel Order | | Quality Assurance Office Deans Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| | 1. The QA Office, through the Office of the University President, receives the Letter from AACUP for the Training of Accreditors 1.1 OUP forwards the Letter of Invitation to the QAO for nomination and action | None | 15 minutes | <i>Staff</i> Office Of The University President <i>Director & Staff</i> Quality Assurance Office |
| | 2. The Quality Assurance Office, in coordination with the OUP, review the qualifications and competencies of the potential faculty to be nominated for the AACUP Training Program. 2.1 The Quality Assurance Office reviews the existing list of | None | 4 hours | <i>Director</i> Quality Assurance Office <i>Dean,</i> <i>Department Chairpersons and Faculty</i> Different Colleges |



| | | | | |
|-----------------------|--|---|---|--|
| the AACUP Training | | | | |
| TOTAL: | | Depends on the budgetary requirement | 5 days, 6 hours & 15 minutes | |



2. University Internal Program Accreditation

The Quality Assurance Office facilitates the conduct of internal accreditation of the specific program to be subjected to AACUP survey visit. In coordination with the College Dean, the department chairpersons, and the area heads of every unit, an internal accreditation is held for critiquing as well as brainstorming of the strengths and weaknesses of the program set to be accredited.

| | | | | |
|---|--|------------------------------------|------------------------|--|
| Office or Division: | Quality Assurance Office - AACUP Accreditation Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government G2C – Government to Citizens | | | |
| Who may avail: | College Deans, Department Chairpersons, Faculty, Students, TSU AACUP Accreditors | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Technical Result of AACUP Accreditation Survey by program and validity dates | | Quality Assurance Office | | |
| 2. Narrative Report of the Program | | College Dean, Program Chairpersons | | |
| 3. Self-Survey of the Program | | College Dean, Program Chairpersons | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| | 1. The QA Office keeps a record of the technical results and the summary as well as findings and recommendations of every program which have undergone the accreditation process as provided by the AACUP. 1.1 The Quality Assurance Office securely keeps the technical results of accreditation of every program in the university and makes it available for perusal by the concerned colleges | None | Year-round | <i>Director and Staff Quality Assurance Office</i> |
| | 2. The Quality Assurance Office Director and Staff regularly monitor the validity date of every program in the entire university | None | Year-round | <i>Director and Staff Quality Assurance Office</i> |



| | | | | |
|--|--|------------------------|---------|--|
| | 2.1 Mindful of the validity dates of every program, the QA Office convenes with the College Deans for the conduct of the AACUP Accreditation visit | | | |
| 3. The Quality Assurance Office issues a Memorandum through the Document Management System (DMS) for the conduct of an Internal Accreditation of the program to be accredited. | 3. The QA Director communicates with the university administrative council and the concerned college dean and area heads for the conduct of the internal accreditation | None | 1 hour | <i>Director and Staff Quality Assurance Office</i> <i>Deans, Area Heads and Faculty Concerned College</i> |
| 4. Internal Accreditation at the college for the program/s to be accredited | 4. The college dean concerned together with the area heads and the faculty of the program to be accredited with the AACUP accreditors of the university and the QA staff convene for the conduct of internal accreditation | Budgetary requirements | 8 hours | <i>Director and Staff Quality Assurance Office</i> <i>AACUP Accreditors TSU</i> <i>Deans, Area Heads and Faculty Concerned College</i> |
| 5. As the summary results, findings, and recommendations per area of the program which have undergone internal accreditation are presented to the college dean concerned and the area heads, they must have input to their program enhancement prior to the actual survey visit. | 5. The AACUP Accreditors from the university presents their inputs and assessment on the different areas of accreditation for utilization of the program under accreditation | None | 2 hours | <i>Director Quality Assurance Office</i> <i>AACUP Accreditors TSU</i> <i>Deans, Area Heads and Faculty Concerned College</i> |



| | | | | |
|--|---------------|-------------|--|--|
| | TOTAL: | None | 1 day, 4 hours & 30 minutes | |
|--|---------------|-------------|--|--|



Office of Planning

Internal Services



1. Review And Approval of Pre-Planning Activities

The service allows offices, units, and colleges of the University to secure approval from the Planning Office prior to conducting their respective planning activities.

| | | | | | |
|--|--|------------------------|--|--|--|
| Office or Division: | Office of Planning, Performance Monitoring and Evaluation | | | | |
| Classification: | Simple | | | | |
| Type of Transaction: | G2G - Government to Government | | | | |
| Who may avail: | Offices, Units, and Colleges of the University | | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | | |
| 1. Request letter for Office/Unit/College Planning (1 Original Copy) 2. Proposed Budget (1 Original Copy) 3. Program of Activities (1 Original Copy) | | | Requesting Office/Unit/College and/ or Client will provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1. Submit complete pre-planning requirements to Planning Office. | 1.1 Planning Staff receives, reviews, and validates submitted pre-planning requirements. <i>*If with incomplete requirements, relay feedback to the concerned office/unit/ college for completion/ proper action.</i> | None | 10 minutes | <i>Director and Staff</i> Planning Office | |
| | 1.2 Endorse complete pre-planning requirements to Planning Director for signature and approval. | None | 10 minutes | <i>Director</i> Planning Office | |
| | 1.3 Staff records details of the office/unit/college planning activities for monitoring purposes. | None | 5 minutes | <i>Staff</i> Planning Office | |
| 2. Receive a notification on the approval of the request. | 3. Planning Staff notifies the requesting Office / Unit / College of the approval of the request. | None | 5 minutes | <i>Staff</i> Planning Office | |
| TOTAL: | | None | 30 minutes | | |



2. Submission And Validation of Quarterly Scorecards and Monthly Accomplishment Report

The service allows offices, units, and colleges of the University to submit their Quarterly Scorecards and Monthly Accomplished Reports to the Planning Office for effective performance monitoring, and evaluation.

| | | | | | |
|--|---|------------------------|--|--|--|
| Office or Division: | Office of Planning, Performance Monitoring and Evaluation | | | | |
| Classification: | Simple | | | | |
| Type of Transaction: | G2G - Government to Government | | | | |
| Who may avail: | Offices, Units, and Colleges of the University | | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | | |
| <p>A. For Quarterly Scorecards Accomplished Plan Monitoring & Evaluation Scorecard (TSU-PME-SF-02), 1 Original Copy</p> <p>B. For Monthly Accomplishment Report Accomplished Monthly, 1 Original Copy Accomplishment Report (TSU-PME-SF-03), 1 Original Copy</p> | | | <p>Forms can be downloaded thru these links:</p> <p>https://www.tsu.edu.ph/media/4wwqi1db/tsu-pme-sf-02-plan-monitoring-evaluation-scorecard.docx</p> <p>https://www.tsu.edu.ph/media/okmdpulg/tsu-pme-sf-03-monthly-accomplishment-report.docx</p> | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1. Submit duly accomplished forms to Planning Office for review and approval. | 1.1 Staff receives, reviews, and validates submitted SF 02 and SF 03. | None | 10 minutes | Staff Planning Office | |
| 2. Receive feedback on the approval and/or deficiency. | 2. Upon receipt of duly accomplished SF 02 and SF 03, staff updates the tracker for scorecard and accomplishment report submission for proper monitoring. <i>* For offices with incomplete or incorrect documents, staff relays feedback to the concerned office for immediate action.</i> | None | 5 minutes <i>*10 minutes</i> | Staff Planning Office Staff Planning Office | |
| TOTAL: | | None | 15 minutes *25 minutes (with deficiency) | | |



Office of Public Affairs

External/Internal Services



1. Coverage of University Activities

The service allows the production of photos and videos of university activities and events. The output also serves as material for articles and layout design to be published on the TSU website, TSU Bulletin, TSU Annual Report and social media platforms.

| | | | | |
|---|--|---------------------------------------|---|---|
| Office or Division: | Office of Public Affairs | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request Form Coverage of Events or Activities <i>TSU-PAI-SF-09</i> | | Office of Public Affairs | | |
| 2. Details of event, Program flow (if any) | | Concerned office/college/organization | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit accomplished form | 1. Plot the request | None | 1 minute | <i>Technical Staff and/or Director Office Of Public Affairs</i> |
| 2. Provide program flow (if any) | 2.1 Attend the activity or event | None | 7 working days | <i>Technical Staff and/or Director Office Of Public Affairs</i> |
| | 2.2 Upload the photos/videos to available storage for safekeeping | None | 1 hour | <i>Technical Staff Office Of Public Affairs</i> |
| TOTAL: | | None | 7 working days, 1 hour, 1 minute | |

*Time may vary depending on the duration of the event



2. Publication of Online News

The service allows clients to get information on the programs, projects, activities in the university via TSU website and social media platforms.

| | | | | |
|--|--|---------------------------------------|--|--|
| Office or Division: | Office of Public Affairs | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Details of event, Program flow (if any) or news article | | Concerned office/college/organization | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit information or news article to OPA | 1.1 Proofread the received file for write-up or revision | None | 3 working days | <i>Technical Staff</i> Office Of Public Affairs |
| | 1.1.1 Staff shall be deployed to cover the event/activity and shall write an article afterwards | | | |
| | 1.2 Final checking of output shall be done by Director | None | 2 hours | <i>Director</i> Office Of Public Affairs |
| | 1.3 Staff shall upload the article to TSU website and social media platform. | None | 10 minutes | <i>Technical Staff</i> Office Of Public Affairs |
| TOTAL: | | None | 3 days, 2 hours, 10 minutes | |



3. Publication and Distribution of TSU Bulletin

The service allows to publish and distribute the university publication to stakeholders every month for information dissemination.

| | | | | |
|---|--|---------------------------------------|-------------------------------------|---|
| Office or Division: | Office of Public Affairs | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Details of event, Program flow (if any) or news article | | Concerned office/college/organization | | |
| 4. TSU Bulletin Receiving Log <i>TSU-PAI-SF-02 Rev 01</i> | | Office of Public Affairs | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Requesting office must submit information/news article and details to OPA for write-up or proofreading | 1.1 Proofread the received file for write-up or revision | None | 3 working days | <i>Technical Staff</i> Office Of Public Affairs |
| | 1.1 Staff shall be deployed to cover the event/activity and shall write an article afterwards | | | |
| | 1.2. Checking of article/s shall be done by the Publications Unit Head and Director | None | 2 hours | <i>Director</i> Office Of Public Affairs |
| | 1.3 Staff shall forward the final layout of the TSU Bulletin to BAASO for printing | None | 5 working days | <i>Technical Staff</i> Office Of Public Affairs |
| | 1.4 Final inspection of printed TSU Bulletin copies | None | 1 working day | <i>Director and Technical Staff</i> Office Of Public Affairs |
| | 1.5 Distribution of TSU Bulletin | None | 1 working day | <i>Technical Staff</i> Office Of Public Affairs |
| TOTAL: | | None | 10 working days, 2 hours | |



4. Production of University Information Materials

The service allows the agency to prepare, publish and distribute the university annual report and produce the university audio visual presentation highlighting the important accomplishments of the university for the past calendar year.

| | | | | |
|--|---|---|------------------------|---|
| Office or Division: | Office of Public Affairs | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Information and data about the university | | Concerned office/college/organization | | |
| 2. Outgoing Documents Log <i>TSU-PAI-SF-1</i> | | Office of Public Affairs | | |
| 3. Request for Eelectronic Copy of Photos, Videos or Files Log <i>TSU-PAI-SF-08</i> | | Office of Public Affairs | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill out the log sheet to receive a copy of requested file/material (also available online) | 1. OPPME shall gather information and data to be forwarded to OPA | None | 5 working days | <i>Director and Staff</i> OPPME |
| | 2. Review of documents for layout | None | 3 working days | <i>Director</i> Office of Public Affairs |
| | 3. Staff shall produce a book-type report/audio visual presentation on the reviewed documents | None | 4 weeks | <i>Technical Staff</i> Office of Public Affairs |
| | 4. Review of final output and content for publication | None | 3 working days | <i>Director and Technical Staff</i> Office of Public Affairs |
| | 5. Production | 5.1 Printing of TSU Annual Report shall be forwarded to BAASO 5.2. Rendering of output for the audio-visual presentation | None | 5 working days |
| | 2 working days | | | |
| | 1.1 Distribution | None | | <i>Technical Staff</i> OPA |
| | 1.1.1 Annual Report distribution to different offices | | 5 working days | |
| | 1.1.2 Upload, store and publish the University AVP. | | 1 working day | |



| | | | |
|---------------|-------------|------------------------|--|
| TOTAL: | None | 46 working days | |
|---------------|-------------|------------------------|--|



5. Approval of Posting of Information, Education and Communication (IEC) Materials

The service allows the review of approval of posters, tarpaulins and other information and communication materials to be posted within the university premises.

| | | | | |
|---|--|---------------------------------------|-----------------------------|--|
| Office or Division: | Office of Public Affairs | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Materials to be approved | | Concerned office/college/organization | | |
| 2. Posting of Print/Social Media/TSU Website Materials Log <i>TSU-PAI-SF-06 Rev 01</i> | | Office of Public Affairs | | |
| 3. Posting of Tarpaulins Log <i>TSU-PAI-SF-07 Rev 01</i> | | Office of Public Affairs | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present material subject to approval; Submit request letter with attachments, if any | 1.1 Review submitted material/s | None | 4 minutes | <i>Technical Staff</i> Office of Public Affairs |
| | 1.2 If there are no inputs necessary, the material may be approved. | None | 1 minute | <i>Technical Staff</i> Office of Public Affairs |
| | 1.2.1 Otherwise, incorporate inputs then submit again for review. | | 1 day | |
| TOTAL: | | None | 1 day, 5 minutes | |



6. Addressing Client's Concerns via Email

The service allows the review of approval of posters, tarpaulins and other information and communication materials to be posted within the university premises.

| | | | | |
|--|--|---|------------------------|--|
| Office or Division: | Office of Public Affairs | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Concerns/Requests | | Concerned office/college/organization External Client | | |
| 2. File Attachment | | Concerned office/college/organization External clients | | |
| 3. Reviewing of Email | | Office of Public Affairs | | |
| 4. Acknowledgement/Action | | Office of Public Affairs | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Send concerns or requests to agency. Attach file/s if there are any | 1.1 Review the content of email and attachments if there are any | None | 5 minutes | <i>Technical Staff</i> Office of Public Affairs |
| | 1.2 Acknowledge the receipt of email or take appropriate action on concern. | None | 3 minutes | <i>Technical Staff</i> Office of Public Affairs |
| TOTAL: | | None | 8 minutes | |



7. Print/Social Media/TSU Website Materials for Posting

The service allows the posting of print/social media/TSU website materials.

| | | | | |
|---|---|---|------------------------|--|
| Office or Division: | Office of Public Affairs | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Posting of Print/Social Media/TSU Website Materials Log <i>TSU-PAI-SF-06</i> | | Office of Public Affairs | | |
| 2. Material for Posting | | Concerned office/college/organization External clients | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Send materials for posting by filling up the necessary form (<i>TSU-PAI-SF-06</i>) | 1.1 Review the content of material/s for posting | None | 5 minutes | <i>Technical Staff</i> Office of Public Affairs |
| | 1.2 <i>If the material/s for posting is approved</i> , it will be posted through the preferred platform (bulletin boards, social media, TSU website, or can be both) | None | 10 minutes | <i>Technical Staff</i> Office of Public Affairs |
| | 1.2 <i>If the material/s for posting is subject to revision</i> , client will be notified to revise the content | | | |
| | 1.3 Notify the client if material/s is already posted | None | 3 minutes | <i>Technical Staff</i> Office of Public Affairs |
| TOTAL: | | None | 18 inutes | |



8. Requesting of Electronic Copy of Photos, Videos or Files

The service allows the requesting of electronic copy of photos, videos or files used in university materials, projects, and such.

| | | | | |
|---|--|--------------------------|------------------------|--|
| Office or Division: | Office of Public Affairs | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request for Electronic Copy of Photos/Videos or Files <i>TSU-PAI-SF-08</i> | | Office of Public Affairs | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Send request for photos/videos or files through online or logbook (<i>TSU-PAI-SF-08</i>) | 1.1 Review the form submitted | None | 5 minutes | <i>Technical Staff</i> Office of Public Affairs |
| | 1.2 <i>If the request is approved</i> , the staff will send the file/s through email or MS Teams 1.2 <i>If the request is disapproved</i> , the staff will inform the requestor via email or MS Teams on the reason/s for the disapproval | None | 10 minutes | <i>Technical Staff</i> Office of Public Affairs |
| | 1.3 For follow up, client will be notified once the posting is finished | None | 3 minutes | <i>Technical Staff</i> Office of Public Affairs |
| TOTAL: | | None | 18 minutes | |



Office of Management Information Office

External/Internal Services



1. Account Creation and Assigning of Privileges

The service allows the creation of accounts and assigning of privileges to employees and students.

| | | | | |
|--|---|--|------------------------|---|
| Office or Division: | Management Information Systems Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government | | | |
| Who may avail: | Any TSU student or employee | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. System Access and Privilege Request Form (1 original copy) | | Front Desk at MIS Office Online thru website (https://www.tsu.edu.ph/media/yjrh3sf5/tsu-mis-sf-26-system-access-and-privilege-request-form.docx) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Get the System Access and Privilege Request Form or download the form on the website and fill it out properly | 1. Give the System Access and Privilege Request Form or the link to download the form to the client | None | 3 minutes | <i>Software Unit Staff/Clerk</i> Management Information Systems Office |
| 2. Give the filled-out form to the Software Unit staff/Clerk or send it using email or MS Teams via miso@tsu.edu.ph | 2. Get the Request to Create / Reset User Account Form from the client | None | 3 minutes | <i>Software Unit Staff/Clerk</i> Management Information Systems Office |
| 3. Wait for the Software Unit staff/Clerk to perform the request | 3. The Software Unit staff/Clerk will create the account and assign the necessary privileges. The client will be notified when the task is finished | None | 10 minutes | <i>Software Unit Staff/Clerk</i> Management Information Systems Office |
| TOTAL: | | None | 16 minutes | |



Office Of Management Information Office

Internal Services



1. Changing of Posted Schedule

The service allows the official rectification of posted class schedules.

| | | | | |
|--|--|--|---|--|
| Office or Division: | Management Information Systems Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government | | | |
| Who may avail: | All Faculty and College Clerks | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request to Change Posted Schedule Form (1 original copy) | | Front Desk at MIS Office Online thru website (https://www.tsu.edu.ph/media/r0einaid/tsu-mis-sf-17-request-change-posted-schedule.docx) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Get the Request to Change Posted Schedule Form or download the form on the website and fill it out properly | 1. Give the Request to Change Posted Schedule to the client | None | 3 minutes | Clerk Management Information Systems Office |
| 1. Give the filled-out form to the MIS Clerk or send it using email or MS Teams via miso@tsu.edu.ph | 2. Get the Request to Change Posted Schedule from the client | None | 3 minutes | Clerk Management Information Systems Office |
| 3. Wait for the MIS Clerk to perform the request | 2. The MIS Clerk will change the posted schedule as requested and will notify you if your request has been finished or if there is a conflict and the schedule cannot be updated using phone call/ms team/messenger. | None | 3 working days | Clerk Management Information Systems Office |
| TOTAL: | | None | 3 working day/s, 0 hour/s, 6 minutes | |



2. Office 365 Account Assistance

The service allows the creation, password and reset of verification method of Office 365 account.

| | | | | |
|---|--|--|------------------------|---|
| Office or Division: | Network Unit/Software Development Unit - Management Information Systems Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government | | | |
| Who may avail: | All TSU Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Office 365 Assistance Request Form (1 original copy) | | Front Desk at MIS Office Online thru website (https://www.tsu.edu.ph/media/tnvn3d0w/tsu-mis-sf-66-office-365-assistance-request-form.docx) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Get Office 365 Assistance Request Form or download the form on the website or fill out the MS Forms. | 1. Give Office 365 Assistance Request Form or send the download link/MS Form link to the client. | None | 3 minutes | Staff Management Information Systems Office |
| 2. Give filled out form to a MISO Technical Staff or send it using MS Teams or email via miso@tsu.edu.ph | 2. Office 365 account will be created by the MIS Staff. | None | 5 mins | Staff Management Information Systems Office |
| 3. Wait for the Email account to be created. | 3. After an account is created, MISO Staff will give the credentials to the user. If the request is done online, the credentials will be given via email | None | 3 mins | Staff Management Information Systems Office |
| TOTAL: | | None | 11 minutes | |



3. Tag/Un-tag of Faculty/Room/Schedule

The service allows the tagging of faculty, room, and schedule to respective classes.

| | | | | |
|--|---|--|------------------------|--|
| Office or Division: | Management Information Systems Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G - Government to Government | | | |
| Who may avail: | All Faculty and College Clerks | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request to Tag Faculty/Room/Schedule form (1 original copy) | | Front Desk at MIS Office Online thru website (https://www.tsu.edu.ph/media/tmleo0jm/tsu-mis-sf-19-request-to-tag-untag-facultyroom.docx) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Get the Request to Tag Faculty/Room/Schedule Form or download the form on the website and fill it out properly | 1. Give the Request to Tag Faculty/Room/Schedule Form to the client | None | 3 minutes | Clerk Management Information Systems Office |
| 2. Give the filled-out form to the MIS Clerk or send it using MS Teams or email via miso@tsu.edu.ph | 2. Get the Request to Tag Faculty/Room/Schedule from the client | None | 3 minutes | Clerk Management Information Systems Office |
| TOTAL: | | None | 6 minutes | |



4. Tag/Un-tag of Honorarium Classes

The service allows the tagging of honorarium classes to faculty.

| | | | | |
|--|--|--|---|---|
| Office or Division: | Management Information Systems Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G - Government to Government | | | |
| Who may avail: | All Faculty and College Clerks | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Tagging of Honorarium Form (1 original copy) | | Front Desk at MIS Office Online thru website (https://www.tsu.edu.ph/media/fumlljez/tsu-mis-sf-20-honorarium-list.docx) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Get the Tagging of Honorarium Form or download the form on the website and fill it out properly | 1. Give the Tagging of Honorarium Form to the client | None. | 3 minutes | <i>Clerk</i> Management Information Systems Office |
| 2. Give the filled-out form to the MIS Clerk or send it using MS Teams or email via miso@tsu.edu.ph | 2. Get the Tagging of Honorarium Form from the client | None. | 3 minutes | <i>Clerk</i> Management Information Systems Office |
| 3. Wait for the MIS Clerk to perform the request | 3. The MIS Clerk will notify you if your request has been finished using phone call/ms team/messenger. | None. | 3 working days | <i>Clerk</i> Management Information Systems Office |
| TOTAL: | | None | 3 working day/s, 0 hour/s, 6 minutes | |



5. Transfer of Students

The service allows the official transfer of students from one section to another.

| | | | | |
|--|--|--|---|---|
| Office or Division: | Management Information Systems Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G - Government to Government | | | |
| Who may avail: | All Faculty and College Clerks | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Transfer of Students Form (1 original copy) | | Front Desk at MIS Office Online thru website (https://www.tsu.edu.ph/media/yyac5bma/tsu-mis-sf-38-request-to-transfer-form.docx) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Get the Transfer of Students form or download the form on the website and fill it out properly | 1. Give the Transfer of Students Form to the client | None. | 3 minutes | <i>Clerk</i> Management Information Systems Office |
| 2. Give the filled-out form to the MIS Clerk or send it using MS Teams or email via miso@tsu.edu.ph | 2. Get Transfer of Students Form from the client | None. | 3 minutes | <i>Clerk</i> Management Information Systems Office |
| 3. Wait for the MIS Clerk to perform the request | 3. The MIS Clerk will notify you if your request has been finished using phone call/ MS Teams/messenger. | None. | 3 working days | <i>Clerk</i> Management Information Systems Office |
| TOTAL: | | None | 3 working day/s, 0 hour/s, 6 minutes | |



Software Development Unit

External/Internal Services



1. Biometrics Registration

The service allows the collection of bio-information via fingerprinting which enables the registrants to record time and attendance through a biometric system.

| | | | | |
|---|--|--------------------------|------------------------|---|
| Office or Division: | Software Development Unit - Management Information Systems Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G - Government to Government | | | |
| Who may avail: | All TSU Employees, Student Athletes, and Student Trainees (at TSU Hotel) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Biometrics Registration Log | | Front Desk at MIS Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Get the Biometrics Registration Log and fill it out properly | 1. Give the Biometrics Registration Log to the client | None. | 3 minutes | <i>SDU Staff</i> Management Information Systems Office |
| 2. Give the filled-out log to the SDU Staff | 2. Get the Biometrics Registration Log from the client | None. | 3 minutes | <i>SDU Staff</i> Management Information Systems Office |
| 3. Wait for the SDU Staff | 3. The SDU Staff will register your fingerprint to the biometrics device | None. | 10 minutes | <i>SDU Staff</i> Management Information Systems Office |
| TOTAL: | | None | 16 minutes | |



2. Blocking and Unblocking of RFID Cards

The service allows the blocking and unblocking of lost RFID to avoid misuse and unblocking of blocked RFID.

| | | | | |
|--|---|--------------------------|------------------------|---|
| Office or Division: | Software Development Unit - Management Information Systems Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government | | | |
| Who may avail: | All student and employee RFID card holders may go to the MIS Office to request for the blocking or unblocking of their RFID Cards | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request to Block/Unblock Logbook | | Front Desk at MIS Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Get the Request to Block/Unblock Logbook and Fill it out properly | 1. Give the Request to Block/Unblock Logbook to the client | None. | 3 minutes | <i>Clerk/Software Unit Staff</i> Management Information Systems Office |
| 2. Give the filled-out logbook to the Software Unit staff | 2. Get the filled-out logbook from the client | None. | 3 minutes | <i>Software Unit Staff</i> MIS Office |
| 3. Wait for the Software Unit staff to block or unblock the RFID | 3. The Software Unit staff will notify you if your RFID has been Blocked or Unblocked | None. | 10 minutes | <i>Software Unit Staff</i> MIS Office |
| TOTAL: | | None | 16 minutes | |



3. Report Generation

The service allows the clients to request information coming from the different systems used by the university to aid decision making.

| | | | | |
|--|--|--|---------------------------------------|---|
| Office or Division: | Software Development Unit - Management Information Systems Office | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request for Data Form (1 original copy) | | Front Desk at MIS Office Online thru website (https://www.tsu.edu.ph/media/1gimolv/tsu-mis-sf-11-request-for-data-form.docx) or MS Forms | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Get the Request for data form or the MS Form link and fill it out properly | 1. Give the form/MS Form link to the client | None. | 3 minutes | <i>Clerk/SDU Staff</i> Management Information Systems Office |
| 2. Give the filled-out form to the Software Unit staff or submit the MS Form | 2. Get the filled-out form from the client or open their response on MS Form | None. | 3 minutes | <i>SDU Staff</i> Management Information Systems Office |
| 3. Wait for the Software Unit staff to perform the request (face to face). If the request is thru online wait for the email response | 3. The Software Unit staff will give to you the data you requested personally if face to face or thru MS teams/email if online transaction | None. | 7 working days | <i>SDU Staff</i> Management Information Systems Office MIS Office |
| TOTAL: | | None | 7 working day/s, and 6 minutes | |



Software Development Unit

Internal Services



1. Create and Update of Website/Webpage

The service allows clients to post added content to the university website or update outdated information to avoid misinformation and confusion.

| | | | | |
|---|---|--|------------------------------------|--|
| Office or Division: | Software Development Unit - Management Information Systems Office | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government | | | |
| Who may avail: | Any TSU employee, both Non-Teaching and Faculty with permanent, temporary, lecturer, and job order may go to the MIS Office to request for website/webpage update | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request for Website / Webpage Update Form (1 original copy) | | Front Desk at MIS Office Online thru website (https://www.tsu.edu.ph/media/yubbg2dl/tsu-mis-sf-01-request-website-update-form.docx) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Get the Request for website / webpage update form and fill it out properly | 1. Give the website / webpage update form to the client | None | 3 minutes | <i>Clerk/ SDU Staff</i> Management Information Systems Office |
| 2. Give the filled-out form to the Software Unit staff including all the information to be updated/posted on the website. Can be sent thru email or MS Teams via miso@tsu.edu.ph | 2. Get the website / webpage update form and the information to be posted from the client | None | 3 minutes | <i>SDU Staff</i> Management Information Systems Office |
| 3. Wait for the Software Unit staff to perform the request | 3. The Software Unit staff will notify you if your website/webpage has been updated | None | 7 days | <i>SDU Staff</i> Management Information Systems Office |
| TOTAL: | | None | 7 days, 0 hour/s, 6 minutes | |



2. Development of New Systems/Programs

The service allows clients to request a new Information System to aid in the ease of doing business, to be developed in-house by the software development unit.

| | | | | |
|---|--|--|--|--|
| Office or Division: | Software Development Unit – Management Information Systems Office | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C- Government to Citizen; G2G – Government to Government | | | |
| Who may avail: | All TSU Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. System/Program Maintenance and Development Form (1 original copy) User Evaluation and Feedback Form (1 original copy) | | Front Desk at MIS Office Online thru website (https://www.tsu.edu.ph/media/jdehiaui/tsu-mis-sf-02-system-program-maintenance-and-devt-form.docx) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Get the System/Program Maintenance and Development Form and Fill it out properly | 1. Give the System/Program Maintenance and Development Form to the client | None | 3 minutes | <i>Clerk/ SDU Staff</i> Management Information Systems Office |
| 2. Give the filled-out form to the Software Unit staff | 2. Receive the form for approval of the MISO Head. The Software Unit staff will notify the client if the request is approved | None | 3 minutes | <i>SDU Staff</i> Management Information Systems Office |
| | a.) Perform privacy impact assessment. | None | 2 days | <i>SDU Staff</i> Management Information Systems Office |
| | b.) Proceed with the system development | None | 180 days | <i>SDU Staff</i> Management Information Systems Office |
| 3. Answer the User Evaluation and Feedback Form | 3. Give the User Evaluation and Feedback Form | None | 1 day | <i>SDU Staff</i> Management Information Systems Office |
| 4. Participate in the training and deployment | 4. Proceed with the training and Deployment | None | 2 days | <i>SDU Staff</i> Management Information Systems Office |
| TOTAL: | | None | 185 days, 0 hours and 6 minutes | |



Hardware Maintenance Unit

External/Internal Services



1. Repair of ICT Equipment

The service allows the troubleshooting and repair of the ICT equipment of end-users.

| | | | | |
|---|--|--------------------------|-----------------------------|---|
| Office or Division: | Hardware Unit - Management Information Systems Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G - Government to Government | | | |
| Who may avail: | All TSU Employees; Student Organizations | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Technical Service Request Form (1 original copy) | | Front Desk at MIS Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Client will proceed to MIS Office or call the MIS Clerk via phone call (#550) regarding the problem encountered on the hardware. | 1. The MIS Technician will go to the client's office to assess the problem encountered with the equipment. | None | 10 minutes | <i>MIS Hardware Technician</i> Management Information Systems Office IS Office |
| 2. Wait for the equipment to be repaired and delivered (if unit is pulled out) | 2. MIS Technician will perform the necessary actions/troubleshooting. | None | 10 hours | <i>MIS Hardware Technician</i> Management Information Systems Office |
| 3. Fill up Technical Service Request Form | 3. Get the signed form. | None | 3 minutes | <i>MIS Hardware Technician</i> Management Information Systems Office |
| TOTAL: | | None | 10 hours, 13 minutes | |



2. Software Installation

The service allows the installation of various software applications needed by end-users.

| | | | | |
|--|---|--|--------------------------|---|
| Office or Division: | Hardware Unit - Management Information Systems Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G - Government to Government | | | |
| Who may avail: | All TSU Employees; Student Organizations | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Technical Service Request Form | | Front Desk at MIS Office Online thru website https://www.tsu.edu.ph/media/1b3ic2ar/76-ict-device-inspection-form.docx | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The client will call the MIS Clerk via phone call (dial 550) regarding the request for software installation. | 1. The MIS Hardware Technician will proceed to the client's office and perform the software installation. | None | 5 minutes | <i>MIS Hardware Technician</i> Management Information Systems Office |
| 2. Wait for the software installation to be completed. | 2. Download necessary installation files and install the software | None | 1 hour | <i>MIS Hardware Technician</i> Management Information Systems Office |
| 3. Fill up Technical Service Request Form | 3. Get the form from the client. | None | 3 minutes | <i>MIS Hardware Technician</i> Management Information Systems Office |
| TOTAL: | | None | 1 hour, 8 minutes | |



Hardware Maintenance Unit

Internal Services



1. Inspection for Condemn of ICT Equipment

The service allows the condemn of unserviceable ICT equipment for disposal.

| | | | | |
|--|---|---|-------------------------------|---|
| Office or Division: | Hardware Unit - Management Information Systems Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G - Government to Government | | | |
| Who may avail: | All Permanent Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. ICT Equipment Inspection Form (1 original copy, 1 duplicate copy) | | Front Desk at MIS Office | | |
| 2. Property Acknowledgement Receipt | | Front Desk at Supply and Property Management Unit | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Client will call MIS Office via phone call (dial 550) to request the technical inspection officer for the inspection of the ICT device. | 1. The inspection officer will assess the ICT device based on the Property Acknowledgement Receipt | None | 4 hours | <i>Clerk Inspection Officer Management Information Systems Office</i> |
| 2. Client will sign the following: ICT Equipment Inspection Form | 2. The inspection officer will present the ICT Equipment Inspection Form to the client to be signed by the accountable personnel. | None | 5 minutes | <i>Inspection Officer Management Information Systems Office</i> |
| 3. Client will present the ICT Equipment Inspection Form to the Supply & Property Management Unit (SPMU) | 3. The inspection officer will coordinate with the Supply & Property Management Unit (SPMU) for validation of the inspection. | None | 5 minutes | <i>Inspection Officer Management Information Systems Office SPMU Staff</i> |
| TOTAL: | | None | 4 hours and 10 minutes | |



2. Inspection of New ICT Equipment

The service allows the inspection of new ICT equipment delivered to the university.

| | | | | |
|--|---|-------------------------------------|------------------------------|--|
| Office or Division: | Hardware Unit - Management Information Systems Office | | | |
| Classification: | Simple Transaction | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All Permanent Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Inspection and Acceptance Report Form | | Supply and Property Management Unit | | |
| 2. Request for Inspection Form | | Supply and Property Management Unit | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. SPMU staff will request inspection of new ICT devices from the inspection officer. | 1. The inspection officer will proceed with the inspection of the equipment. | None | 1 hour. | <i>Inspection Officer</i> Management Information Systems Office |
| 2. SPMU staff will present the Request for Inspection form and Inspection and Acceptance Report to the inspection officer to be fill out | 2. The inspection officer will fill out the Request for Inspection form and sign the Inspection and Acceptance Report | None | 10 minutes | <i>Inspection Officer</i> Management Information Systems Office |
| TOTAL: | | None | 1 hour and 10 minutes | |



3. Preventive Maintenance for Desktop Computer Units

The service allows the monthly scheduled maintenance of computer units to address issues and alleviate its future recurrence for the benefit of the end-user.

| | | | | |
|--|--|--------------------------|----------------------------|---|
| Office or Division: | Management Information Systems Office | | | |
| Classification: | Simple Transaction | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All TSU Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Technical Service Request Form (1 original copy) | | Front Desk at MIS Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Wait for the notification from the MIS Staff. | 1. MIS Hardware Technician will notify client/s scheduled for computer preventive maintenance. | None | 5 minutes | <i>MIS Hardware Technician</i> Management Information Systems Office |
| 2.Wait for the preventive maintenance to be completed. | 2) MIS Hardware Technician will proceed to the client/s office. | None | 2 hours | <i>MIS Hardware Technician</i> Management Information Systems Office |
| 3.Fill up the Technical Service Request Form | 3. Get the signed form. | None | 5 minutes | <i>MIS Hardware Technician</i> Management Information Systems Office |
| TOTAL: | | None | 2 hours, 10 minutes | |



Network Unit

External/Internal Services



1. Wi-Fi Access Registration

The service provides employees and students Wi-Fi access inside the university premises.

| | | | | |
|--|---|--------------------------|------------------------|--|
| Office or Division: | Network Unit - Management Information Systems Office | | | |
| Classification: | Simple Transaction | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G - Government to Government | | | |
| Who may avail: | All TSU Employees and Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Wi-Fi Access Registration Form (1 original copy) | | Front Desk at MIS Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Get Wi-Fi Access Registration Form and fill out properly. | 1. Give the Wi-Fi Access Registration Form. | None | 3 minutes | <i>Network Technician</i> Management Information Systems Office |
| 2. Give filled out form to Network Unit Staff. | 2. Network Technician will register the equipment if client is an employee. If the client is a student, he/she will be given an access voucher instead. | None | 5 minutes | <i>Network Technician</i> Management Information Systems Office |
| 3. Once the device is registered, they will have access to the university's Wi-Fi facilities. For students, they will use their received voucher as an access to the captive portal page to use the university's Wi-Fi facilities. | 3. Notify the client of they are already registered and/or guide them to login on the captive portal. | None | 3 minutes | <i>Network Technician</i> Management Information Systems Office |
| TOTAL: | | None | 11 minutes | |



Network Unit

Internal Services



1. Creation of Domain Accounts

The service allows the creation of an account to access the TSU Network.

| | | | | |
|---|--|--------------------------|------------------------|--|
| Office or Division: | Network Unit - Management Information Systems Office | | | |
| Classification: | Simple Transaction | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | All TSU Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request to Create / Reset Domain User Account Form (1 duplicate copy) | | Front Desk at MIS Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Get Request to Create / Reset User Account Form and fill out properly. | 1. Give Request to Create / Reset User Account Form to client. | None | 3 minutes | <i>Network Unit Staff</i> Management Information Systems Office |
| 2. Give filled out form to Network Unit Staff. | 2. Domain accounts will be created by a Network Unit Staff. | None | 5 minutes | <i>Network Unit Staff</i> Management Information Systems Office |
| 3. Wait for the account to be created. | 3. After an account is created, Network Unit Staff will give the user credentials needed to log in to the TSU Network. | None | 3 minutes | <i>Network Unit Staff</i> Management Information Systems Office |
| TOTAL: | | None | 11 minutes | |



2. Reset of TSU Systems/Network Accounts

The service allows the resetting of domain account password in case of locked account or forgotten password.

| | | | | |
|---|--|---|------------------------|--|
| Office or Division: | Network Unit - Management Information Systems Office | | | |
| Classification: | Simple Transaction | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All TSU Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request to Create / Reset Domain User Account Form (1 original copy) | | Front Desk at MIS Office Online thru website | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Get Request to Create / Reset User Account Form and fill out properly. | 1. Give Request to Create / Reset User Account Form to clients. | None | 3 minutes | <i>Network Unit Staff</i> Management Information Systems Office |
| 2. Give filled out form to Network Unit Staff. | 2. Network unit staff will reset the domain account of the client. | None | 10 minutes | <i>Network Unit Staff</i> Management Information Systems Office |
| 3. Wait for the account to be reset. | 3. After the account is reset, Network Unit Staff will give the user credentials needed to be able to log in to the TSU Network. | None | 3 minutes | <i>Network Unit Staff</i> Management Information Systems Office |
| TOTAL: | | None | , 16 minutes | |



3. Unblocking of Websites

The service grants the access of personnel to websites that are blocked in the university network.

| | | | | |
|---|---|--------------------------|------------------------|--|
| Office or Division: | Network Unit – Management Information Systems Office | | | |
| Classification: | Simple Transaction | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All TSU Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Unblock Website Form | | Front Desk at MIS Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Get Unblock Website Form and fill out properly. | 1. Give the Unblock Website Form to the client. | None | 3 minutes | <i>Network Technician</i> Management Information Systems Office |
| 2. Give duly filled out form to a Network Unit Staff. | 2. Network Unit Staff will unblock the websites requested for the user indicated on the form. | None | 15 minutes | <i>Network Technician</i> Management Information Systems Office |
| 3. Wait for their request to be accomplished. | 3. Notify the client that their request is done. | None | 3 minutes | <i>Network Technician</i> Management Information Systems Office |
| TOTAL: | | None | 21 minutes | |



4. Wi-Fi Setup/Deployment

The service allows the temporary deployment of Wi-Fi facility on areas that need Wi-Fi service within the university.

| | | | | |
|---|---|--|--------------------------|--|
| Office or Division: | Network Unit - Management Information Systems Office | | | |
| Classification: | Simple Transaction | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All TSU Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request for Wi-fi Setup/Deployment Form | | Front Desk at MIS Office Online website thru https://www.tsu.edu.ph/media/qy1atebw/tsu-mis-sf-27-wifi-setup-deployment.docx | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Get Request for Wi-fi Setup/Deployment Form and fill out properly. | 1. Give the Request for Wi-fi Setup/Deployment Form to the client. | None | 3 minutes | <i>Network Technician</i> Management Information Systems Office |
| 2. Give filled out form to Network Unit Staff. If a request is given less than a week before the event, the client must provide the reason; the request was only given on short notice. | 2. After processing the form, the request is upon the availability of equipment. If equipment is available, it will be configured and deployed before the event. However, if there is no equipment available the client will be informed of the matter. | None | 4 working days | <i>Network Technician</i> Management Information Systems Office |
| 3. The client will wait for the notification. | 3. Once equipment is configured, it will be deployed to the request location and notify the client once deployed. | None | 2 hours | <i>Network Technician/MIS Hardware Technician</i> Management Information Systems Office |
| 4. Inform MIS Staff that the event is finished. | 4. Once the event is done the equipment will be retrieved by MIS technical staff. | None | 1 hour | <i>Network Technician/MIS Hardware Technician</i> Management Information Systems Office |
| TOTAL: | | None | 4 working days, 3 | |



| | | | |
|--|--|-------------------------|--|
| | | hours, 3 minutes | |
|--|--|-------------------------|--|

5. Granting VPN Access

The service allows the granting of Virtual Private Network access to TSU Employees to access the university's application via internet connection,

| | | | | |
|--|---|--|--|--|
| Office or Division: | Network Unit - Management Information Systems Office | | | |
| Classification: | Simple Transaction | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All TSU Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. VPN Access Form (1 original copy) | | Front Desk at MIS Office Online website thru https://www.tsu.edu.ph/media/3oknimg1/tsu-mis-sf-65-vpn-access-form.docx | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Acquire or download VPN Access Form from the office or website. | 1. Provide VPN Access Form to the client | None. | 3 minutes | <i>Network Technician</i> Management Information Systems Office |
| 2. Fill in the necessary details on the form. | 2. Help the client for any clarification regarding the form | None | 2 days | <i>Network Technician</i> Management Information Systems Office |
| 3. Return the form to the office for submission. | 3. Receive the form from the client and check if the form is duly filled-up | None | 3 minutes | <i>Network Technician</i> Management Information Systems Office |
| 4. Bring the computer machine for the installation of VPN software | 4. Install the VPN software to the client's machine and provide orientation in using the software | None | 1 hour | <i>Network Technician</i> Management Information Systems Office |
| TOTAL: | | None | 2 working days, 1 hour, 6 minutes | |



6. Cabling for New Network Connection

The service allows the installation of cables for a new network connection.

| | | | | |
|---|---|--------------------------|---------------------------------------|--|
| Office or Division: | Network Unit/Hardware Unit - Management Information Systems Office | | | |
| Classification: | Simple Transaction | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government | | | |
| Who may avail: | All TSU Employees; Student Organizations | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Technical Service Request Form (1 original copy) | | Front Desk at MIS Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Request cabling for network connection for the office. | 1. Receive and acknowledge the request. | None | 3 minutes | <i>Network/ Computer Technician</i> Management Information Systems Office |
| 2. Coordinate with the network staff or technician for the cabling activity. | 2.The Network Technician will schedule the request and check if there are available supplies. | None | 30 minutes | <i>Network/ Computer Technician</i> Management Information Systems Office |
| 3. Designate or layout proper workstations area and coordinate with technician. | 3.The Network staff / Computer Technician will perform cabling activities at the client's office / college. | None | 3 working days | <i>Network/ Computer Technician</i> Management Information Systems Office |
| 4. Fill up the Technical Service Request Form | 4.Get the signed form. | None | 5 minutes | <i>Network/ Computer Technician</i> Management Information Systems Office |
| TOTAL: | | None | 3 working days and, 33 minutes | |



Office Of Alumni Affairs And Service

External Services



1. Processing of Request for Alumni ID Number/s (Graduated year 2016 to present)

The service allows TSU graduates to request their alumni number/s for Alumni ID.

| | | | | |
|---|--|--|----------------------------|--|
| Office or Division: | Alumni Affairs Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Alumni | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Accomplished Alumni Form (TSU-AAO-SF-04), 1 Original Copy | | Alumni Affairs Office The applicant or client can also provide through TSU website. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the accomplished alumni request form <i>(Full Name, Degree finished, Date Graduated, and Contact Information)</i> to Alumni Affairs Office | 1.1 Receive the submitted request form. 1.2 Verify the Identity of Alumni thru Alumni Database and input the alumni number. | None | 2 minutes 3 minutes | <i>Alumni Staff</i> Alumni Affairs Office |
| 2. Proceed to Business Center at the 2 nd Floor and present the accomplished alumni form with alumni number. | 2.1 Check the alumni request form. | None | 10 minutes | <i>Photographer</i> TSU Business Center and Auxiliary 2 nd Floor |
| 3. Receive Alumni ID | 3. Process the alumni ID and release Alumni ID | None | 2 hours | <i>Photographer</i> TSU Business Center and Auxiliary 2 nd Floor |
| TOTAL: | | None | 15 minutes | |



2. Processing of Request for Alumni ID Number/s (Graduated year 2015 and below)

The service allows TSU graduates to request their alumni number/s for alumni ID.

| | | | | |
|---|--|--|----------------------------------|--|
| Office or Division: | Alumni Affairs Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Alumni | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Alumni Form Accomplished Alumni Form (1 Original Copy) | | Alumni Affairs Office The applicant or client can also provide through TSU website. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the accomplished alumni request form <i>(Full Name, Degree finished, Date Graduated, and Contact Information) to Alumni Affairs Office</i> | 1.1 Receive the submitted request form. 1.2 Verify the Identity of Alumni thru Alumni Database and input the alumni number. | None | 2 minutes 3 minutes | <i>Staff</i> Alumni Affairs Office |
| 2. Proceed to Business Center at 1 st Floor for assessment of payment. | 2. Assess the alumni ID payment. | None | 20 minutes | <i>Staff</i> TSU Business Center and Auxiliary 1 st Floor |
| 3. Proceed to Cashiering window and pay. | 3. Accept the payment and provide the receipt | Php 100.00 | 20 minutes | <i>Staff</i> Cashiering Office |
| 4. Proceed to Business Center at the 2 nd Floor and present the request form with alumni number and official receipt. | 4. Check the request form, official receipt and | None | 10 minutes | <i>Photographer</i> TSU Business Center and Auxiliary 2 nd Floor |
| 5. Receive Alumni ID | 3. Process the alumni ID and release Alumni ID | None | 1 working day | <i>Photographer</i> TSU Business Center and Auxiliary 2 nd Floor |
| TOTAL: | | P 100.00 | 1 working day, 55 minutes | |



Office of Vice President For Administration

External/Internal Services



1. Processing of Endorsed Communication from the Office of the University President

The service allows for the processing of communications endorsed by the Office of the University President. This involves the determination of appropriate office and action for the endorsed communication.

| | | | | |
|--|--|------------------------------------|---|-------------------------------------|
| Office or Division: | Vice President for Administration | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Endorsement Form (1 original copy) 2. Attachment/s (1 photocopy) | | Office of the University President | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit signed endorsement form with attachment/s | 1.1 Review the contents of the endorsement | None | 5 mins | Staff/ VPA |
| | 1.2 If found complete and correct, receive the endorsement through the signing logbook of the office where the endorsement originated from and record the endorsement in the incoming and outgoing endorsement logbook | None | 30 seconds | Staff/ VPA |
| | 1.3 Assign concerned heads/staff to take charge of endorsement and sign the endorsement form | None | 2 working days | Vice President/VPA |
| | 1.4 Forward endorsement to concerned office/s and receiving office signs the incoming and outgoing endorsement logbook | None | 1 hour | Staff/ VPA |
| TOTAL: | | None | 2 days, 1 hour, 5 minutes and 30 seconds | Vice President Staff/VPA |

For strict compliance with the Data Privacy Act, only the CCSS Reports of the requestor's office and its concerned personnel are allowed to be given.



Office of Vice President for Administration

Internal Services



1. Processing of Inter-Office Communication and Transactions

This allows for the processing of inter-office communications and transactions such as letter requests, purchase request, work order, job order, payroll, request to serve meals and IPCR/DPCR/OPCR.

| | | | | |
|---|--|------------------------|------------------------|---------------------------|
| Office or Division: | Vice President for Administration | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen, G2G- Government to Government | | | |
| Who may avail: | ALL | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <p>For Request Letter:</p> <ul style="list-style-type: none"> Letter (3 original copies) <p>For Purchase Request:</p> <ul style="list-style-type: none"> Approved letter (1 original copy) Approved PPMP (1 photocopy) <p>For Work Order:</p> <ul style="list-style-type: none"> Approved letter (1 original copy) Approved PPMP (1 photocopy) Approved PR and RIS (4 original copies) <p>For Job Order:</p> <ul style="list-style-type: none"> Approved letter (1 original copy) <p>For Payroll/Voucher:</p> <ul style="list-style-type: none"> Approved letter (1 original copy) Approved PPMP (1 photocopy) Approved PR and RIS (4 original copies) <p>For Request to serve meals:</p> <ul style="list-style-type: none"> Notice of Meeting (1 photocopy) | | Client will Provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Submit documents with attachment/s to the VPA Office | 1.1 Review the contents of the document/s (e.g., Letter, Purchase Request, Work Order, Job Order, Payroll/Voucher, and Request to serve meal | None | 5 mins | <i>Staff VPA</i> |
| | 1.2 If found complete and correct, receive the document and sign the logbook | None | 30 seconds | <i>Staff VPA</i> |



| | | | | |
|--|--|-------------|--|-----------------------|
| | 1.3 Sign the document | None | 1 day | <i>Vice President</i> |
| | 1.4 Forward document to concerned office/s and receiving office sign the logbook | None | 1 hour | <i>Staff VPA</i> |
| | TOTAL: | None | 1 day, 5 minutes and 30 seconds | <i>Staff VPA</i> |

For strict compliance with the Data Privacy Act, only the CCSS Reports of the requestor's office and its concerned personnel are allowed to be given.



Accounting Unit

Internal Services



1. Processing of Request for Re-Assessment/Adjustment of Student Fees and Checking of Student Account Balances

The service allows students to request for verification of account balance/request for re-assessment/adjustment of fees and checking of account balance in accordance with the university policy.

| | | | | |
|---|---|------------------------|------------------------|-------------------------------------|
| Office or Division: | Accounting Unit | | | |
| Classification: | Simple | | | |
| | G2C – Government to Citizen | | | |
| Type of Transaction: | TSU Students | | | |
| Who may avail: | TSU Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| For Online Requests, details as follows are needed: 1. Name of Student 2. Student Number 3. Course 4. E-mail Address | | Client will provide. | | |
| For walk-in Printed Pre-Assessment/Pre-Registration Form (1 Original Copy) or TSU Identification Card | | Client will provide. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. For Online Request: Send an E-mail at acctg@tsu.edu.ph with the following details: State the purpose whether to verify account balance or request for re-assessment/adjustment of fees' schedule of payment. | 1.1. For Online Request: Check e-mail from time to time and receive the request. | None | 1 working day | Accounting Staff Accounting Unit |
| For Walk-in application: Present the pre-assessment/Pre-registration form or ID to the Accounting Office. | For Walk-in: Receive submitted requirements and open Student Account in the TSU Enrolment System. | None | 1 minute | Accounting Staff Accounting Unit |
| | 1.2 For Online Request: | None | 5 minutes | Accounting Staff Accounting Unit |



| | | | | |
|--|--|------|---|-------------------------------------|
| | <p>Open Student Account in TSU Enrolment System, Check account balance and review for possible reassessment/ adjustment of fees as requested in accordance with the University Policy.</p> <p>For Walk-in: Check account balance and review for possible reassessment/ adjustment of fees in accordance with the University policy.</p> | None | 4 minutes | Accounting Staff Accounting Unit |
| <p>2. For Online Request: Check e-mail for Response to request/verification</p> <p>For walk-in: Receive response to request.</p> | <p>2. For Online Request: Respond to Student's Request verification thru e-mail</p> <p>For walk-in: Respond to students' request</p> | None | 10 mins | Accounting Staff Accounting Unit |
| | | None | <p>For Online request: 1 working day, and 15 minutes For walk-in: 6 minutes</p> | |
| TOTAL: | | | | |



2. Pre-audit of Liquidation Reports

The review of documents supporting a transaction or series of transactions after cash advances are given and recorded. To provide a more efficient and effective control over the granting, utilization, and liquidation of cash advances.

Note: For further clarification on various documentary requirements please refer to COA Circular No. 2012-01 (Prescribing the Revised Guidelines and Documentary Requirements for Common Government Transactions).

In case of the limited number of original copies generated on documentary requirements, a certified true copy of the documents may suffice the requirements. The document shall be certified by the immediate supervisor of the concerned office.

| Office or Division: | Accounting Unit |
|--|--------------------------------|
| Classification: | Highly Technical |
| Type of Transaction: | G2G - Government to Government |
| Who may avail: | Employees/Officials |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |
| <p>A. For Salaries and Wages</p> <ol style="list-style-type: none"> 1. Daily Time Record (DTR) (1 Original Copy) 2. Special Order (1 Original Copy) 3. Make-Up Form (For Teaching Personnel) (1 Original Copy) 4. Letter of Reinstatement (1 Original Copy) 5. Medical Certificate (1 Original Copy) 6. Endorsement (1 Original Copy) 7. Approved Request for Student Assistant (For Student) (1 Original Copy) 8. Certificate of Registration (For Student) (1 Original Copy) 9. Summary of Hours Rendered and Equivalent Teaching Hours (for Teaching Personnel) (1 Original Copy) 10. Clearance (for last salary due to resignation/end of contract/reinstatement/retirement (1 Original Copy) 11. Job Order/Contractual of Service (for newly hired Job Order/Service Contractor) (1 Original Copy) 12. Appointment (For newly hired/promoted Permanent/Contractual/Temporary Employee(1 Original Copy) 13. Certificate of Assumption of Duty(For newly hired/promoted Permanent/Contractual/Temporary Employee) (1 Original Copy) | <p>Client will Provide</p> |



| | |
|--|--|
| <p>14. Oath of Office (For newly hired/promoted Permanent/Contractual/Temporary Employee) (1 Original Copy)</p> <p>15. Accomplishment Report (1 Original Copy)</p> <p>B. For Travel Expenses</p> <ul style="list-style-type: none">• Foreign Travel: <ol style="list-style-type: none">1. Paper/electronic plane tickets, boarding pass, boat or bus ticket (1 Original Copy)2. Certificate of Appearance/Attendance/Participation for training/seminar (1 Original Copy)3. Approved Travel Order / Itinerary of Travel (1 Original Copy)4. Approved Request for External Training (1 Original Copy)5. Letter of Invitation of host/sponsoring country/agency/organization (1 Original Copy)6. For plane fare, quotations of three travel agencies or its equivalent (1 Original Copy)7. Flight itinerary issued by the airline/ticketing office/travel agency (1 Original Copy)8. Copy of the United Nations Development Program(UNDP) rate for the daily subsistence allowance (DSA) for the country of destination for the computation of DSA to be claimed (1 Original Copy)9. Document to show the dollar to peso exchange rate at the date of grant of cash advance (1 Original Copy)10. In case of seminars/trainings (1 Original Copy)<ul style="list-style-type: none">• Invitation addressed to the agency inviting participants (issued by the foreign country)• Acceptance of the nominees as participants (issued by the foreign country)• Program Agenda and Logistics Information11. Endorsement/Action Form (1 Original Copy)12. Recommendation (1 Original Copy)13. Revised Itinerary of Travel, if applicable (1 Original Copy) | |
|--|--|



| | |
|---|--|
| <p>14. Narrative report on trip undertaken/Report on Participation (1 Original Copy)</p> <p>15. OR in case of refund of excess cash advance (1 Original Copy)</p> <p>16. Certificate of Travel Completed</p> <p>17. Liquidation Report(1 Original Copy)</p> <p>• Local Travel</p> <p>1. Paper/electronic plane, boat or bus ticket, boarding pass, terminal fee (1 Original Copy)</p> <p>2. Certificate of Appearance/Attendance/Participation/Recognition (1 Original Copy)</p> <p>3. Approved Travel Order / Itinerary of Travel (1 Original Copy)</p> <p>4. Approved Request for External Training (1 Original Copy)</p> <p>5. Revised or supplemental Office Order or any proof supporting the change of schedule (1 Original Copy)</p> <p>6. Revised Itinerary of travel, if the previous approved itinerary was not followed (1 Original Copy)</p> <p>7. Certification by the agency head or authorized representative (in case of claims for reimbursement of actual accommodation expenses for travel beyond 50-km radius, difference not to exceed 100% of the prescribed accommodation component) (1 Original Copy)</p> <p>8. Bills and Receipts (in case of claims for reimbursement of actual accommodation expenses for travel beyond 50-km radius, difference not to exceed 100% of the prescribed accommodation component) (1 Original Copy)</p> <p>9. Liquidation Report</p> <p>10. Reimbursement Expense Receipt (RER), if any (1 Original Copy)</p> <p>11. Toll fee, Parking fee (1 Original Copy)</p> <p>12. OR in case of refund of excess cash advance (1 Original Copy)</p> <p>13. Certificate of Travel Completed (1 Original Copy)</p> <p>14. Letter of Invitation of host/agency/organization (1 Original Copy)</p> <p>15. Program (1 Original Copy)</p> <p>16. Endorsement/Action Form (1 Original Copy)</p> | |
|---|--|



| 17. Recommendation (1 Original Copy) 18. Trip Ticket (1 Original Copy) 19. Purchase Order / Invoice (fuel) (1 Original Copy) | | | | |
|---|--|-----------------|-----------------|--|
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit Liquidation Report with supporting documents | 1.1 Receive Liquidation Report | None | 1 working day | <i>Accounting Staff</i> Accounting Unit |
| | 1.2 Assign control number, record the transaction, etc. | | | |
| | 1.3 Pre-audit Liquidation Report (check if supporting documents are complete and expenditure is accurate, valid and in accordance with the governing law | None | 4 working days | <i>Accounting Staff</i> Accounting Unit |
| | 1.4 The Accountant shall verify the report, record it in the books, sign the report and forward to Finance Office for final verification. | | 3 working days | <i>Accounting Unit Head</i> Accounting Unit |
| | 1.5 Submit the report with all the vouchers/ payrolls and supporting documents to the Auditor. | None | 2 working days | <i>Accounting Staff</i> Accounting Unit |
| 2. Receive Liquidation Result/Clearance | 2. Notify Client | None | 1 working day | <i>Accounting Staff</i> Accounting Unit |
| TOTAL: | | None | 10 days | |

Note: Processing time as prescribed by the COMMISSION ON AUDIT CIRCULAR NO. 97-002 February 10, 1997 (page 4 - 5.3)



Accounting Unit

External/ Internal Services



1. Processing of Refund of Tuition & Other Fees, Overpayment, Breakage Deposit & Other Credit Balances

The service allows students to request refunds for overpayment, breakage deposit, and other credit balances.

| | | | | |
|---|-----------------------------|---|------------------------|---------------------------|
| Office or Division: | Accounting Unit | | | |
| Classification: | Complex Transaction | | | |
| | G2C – Government to Citizen | | | |
| Type of Transaction: | | | | |
| Who may avail: | Qualified TSU Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <p>Note: For online request, all requirements shall be in PDF or JPEG Format (Electronic Copy)</p> <p>A. For refund of Tuition and Other Fees:</p> <ol style="list-style-type: none"> 1. Official Receipt (1 Original Copy) 2. Certificate of Registration (1 Original Copy) 3. Accomplished Dropping Form (1 Original Copy) 4. Official Receipt of Revision Fee (1 Original Copy) 5. Client's Contact Details/ Number <p><i>*Note: Refund is applicable when dropping the entire course within the first month after enrolment).</i> <i>1st week – 80% refund</i> <i>2nd to 4th week – 50% refund</i></p> <p>B. For Refund of Overpayment and Other Credit</p> <ol style="list-style-type: none"> 1. Official Receipt (1 Duplicate Copy) 2. Certificate of Registration (1 Duplicate Copy) 3. Document/ Letter (proof of dissolved subject/s) (1 Duplicate Copy) 4. Client's Contact Details/ Number <p>C. For Refund of Breakage Deposit</p> <ol style="list-style-type: none"> 1. Student ID (1 Original Copy) 2. Client's Contact Details/ Number | | <p>Client will provide.</p> <p>Client will provide.</p> <p>Client will provide.</p> | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |



| | | | | |
|--|---|------|-----------------------|--|
| <p>1. For Online Request: Send an e-mail at acctg@tsu.edu.ph regarding the request and attach complete requirements.</p> <p>For Walk-in application: Present the complete requirements to the Accounting Office.</p> | <p>1.1. For Online Request: Receive the email/ request, open Student Account in the TSU Enrolment System to check and verify account balance/ payments if eligible for refund, and print the complete requirements received from the client.</p> | None | 1 working day | Accounting Staff Accounting Unit |
| | <p>For Walk-in: Receive submitted requirements and open Student Account in the TSU Enrolment System to check and verify account balance/ payments if eligible for refund.</p> | None | 1 working day | Accounting Staff Accounting Unit |
| | <p>1.2 Prepare Obligation Request Status and Disbursement Voucher/ Payroll and attach complete requirements to be signed by the Accounting Unit Head.</p> | None | 3 working days | Accounting Staff Accounting Unit Head |
| | <p>1.3 Forward the prepared documents to Budget and Management Unit.</p> | None | 1 working day | Accounting Staff Accounting Unit |
| TOTAL: | | None | 5 working days | |



2. Pre-audit of Payroll/ Disbursement Vouchers

The validating of documents supporting a transaction or series of transactions before these are being paid and recorded. Pre-audit is being performed to determine the accuracy, validity, and legality of the expenditure, and to assure that there are enough funds available for the payment.

Note: For further clarification on various documentary requirements please refer to COA Circular No. 2012-01 (Prescribing the Revised Guidelines and Documentary Requirements for Common Government Transactions)

In case of a limited number of original copies generated on documentary requirements, a certified true copy of the documents may suffice the requirements. The document shall be certified by the immediate supervisor of the concerned office.

| Office or Division: | Accounting Unit |
|---|--|
| Classification: | Complex |
| Type of Transaction: | G2G - Government to Government |
| Who may avail: | Employees, Units, Offices, and Colleges |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |
| <p>A. For Training and Seminar</p> <ol style="list-style-type: none"> 1. Training Request Form (1 Original Copy) 2. Invitation (1 Original Copy) 3. Program (1 Original Copy) 4. Attendance Sheet (1 Original Copy) 5. Endorsement (1 Original Copy) 6. Certificate of Recognition/Appreciation/Participation/Attendance (1 Original Copy) 7. PPMP / Approve Budget (w/breakdown of expenses) (1 Original Copy) 8. Board Resolution (1 Original Copy) 9. General Plan of Action/ Budget Plan (1 Original Copy) 10. Request on the Conduct of Activity (1 Original Copy) 11. Certificate of Registration/ ID (1 Original Copy) 12. Documentation (1 Original Copy) 13. Directory/ List of Officer (1 Original Copy) 14. Official Receipt/ Sale Invoice, if any (inspected) (1 Original Copy) <p>B. For Cash Incentive</p> <ol style="list-style-type: none"> 1. PPMP / Approve Budget (w/breakdown of expenses) (1 Original Copy) 2. Board Resolution / Guidelines on the Grants of Cash Incentives (1 Original Copy) 3. Certificate of Recognition/Appreciation/Particip | <p>Concerned Offices/Employees/Officials</p> |



| | |
|---|--|
| <p>ation/Attendance (1 Original Copy)</p> <ol style="list-style-type: none">4. Endorsement (1 Original Copy)5. Invitation (1 Original Copy)6. Attendance (1 Original Copy)7. General Plan of Action/ Budget Plan (1 Original Copy)8. Request on the Conduct of Activity (1 Original Copy)9. Certificate of Registration / ID (1 Original Copy)10. Documentation (1 Original Copy)11. Directory/List of Officers (1 Original Copy) <p>C. For Honorarium</p> <ol style="list-style-type: none">1. Daily Time Record (DTR) (1 Original Copy)2. Special Order (SO) (1 Original Copy)3. Summary of Hours Rendered/ ETH (1 Original Copy)4. Make-Up Form (for Teaching Personnel) (1 Original Copy)5. Clearance (1 Original Copy)6. Endorsement (1 Original Copy)7. Recommendation (1 Original Copy)8. Accomplishment Report/ (1 Original Copy)9. Statement of Work Accomplished (1 Original Copy)10. Memorandum of Agreement (1 Original Copy)11. Terminal Report (1 Original Copy)12. Project Proposal (1 Original Copy)13. Liquidation Report (1 Original Copy)14. Status Report (1 Original Copy)15. Official Receipt (1 Original Copy)16. Board Resolution/Guidelines (1 Original Copy)17. Contract (1 Original Copy)18. Notice to Proceed (1 Original Copy)19. Notice of Award (1 Original Copy)20. Technical Evaluation Committee Endorsement (1 Original Copy)21. Minutes of Meeting/s (1 Original Copy)22. Certificate of Completion (1 Original Copy)23. Certificate of Final Inspection (1 Original Copy)24. Extension Service Post Activity Report (1 Original Copy) | |
|---|--|



25. Travel Order (1 Original Copy)
26. Certificate of Completed Travel (1 Original Copy)
27. Summary of Findings (1 Original Copy)
28. Attendance (1 Original Copy)
29. Pictures/Documentation (1 Original Copy)

D. For Utility. Tel. Ad. Others

1. Statement of Account / Bill / Invoice / Official Receipt / Charge Slip/ (1 Original Copy)
2. Policy (Insurance) (1 Original Copy)
3. Newspaper clippings evidencing publication (Advertisement) (1 Original Copy)
4. Summary (Account / Bill / Invoice / Receipt / etc.) (1 Original Copy)
5. BAC Resolution (1 Original Copy)
6. Abstract of Quotation (1 Original Copy)
7. Certificate of Job Completion (1 Original Copy)
8. Work Order (1 Original Copy)
9. Job Order (1 Original Copy)
10. PPMP/ Approve Budget (1 Original Copy)
11. Notice of Award (1 Original Copy)
12. Endorsement (1 Original Copy)
13. Recommendation (1 Original Copy)

E. For Research and Incentive

• **Research Publication**

1. Request for Incentive of Research Publication (1 Original Copy)
2. Approval of Funding Form (1 Original Copy)
3. Authors Declaration Consent Form (1 Original Copy)
4. Copy of Journal/Article included cover page, copy right page, editorial page, editorial board and table of contents of journal. (1 Original Copy)
5. Board Resolution/ Guidelines of Granting Research Funding Support and Incentive. (1 Original Copy)

• **Research Presentation**

1. Request for Incentive of Research Presentation (1 Original Copy)
2. Approval of Funding Form

| | |
|--|--|
| <p>(1 Original Copy)</p> <ol style="list-style-type: none"> 3. Author Declaration Consent Form (1 Original Copy) 4. Copy of the Paper/Article (1 Original Copy) 5. Invitation to the Presentation (1 Original Copy) 6. Program of the Conference (1 Original Copy) 7. Certificate of the Appearance (1 Original Copy) 8. Certificate of Presentation/Recognition/Participation (1 Original Copy) 9. Travel Order (1 Original Copy) 10. Board Resolution/ Guidelines on Granting Research Funding Support and Incentives (1 Original Copy) <p>• Research Citation</p> <ol style="list-style-type: none"> 1. Request for Incentive of Research Citation (1 Original Copy) 2. Approval of Funding Form (1 Original Copy) 3. Authors Declaration Consent Form (1 Original Copy) 4. Copy of Citing Article with names of author/s including the citing journal/book with date of publication and its category (1 Original Copy) 5. Board Resolution/Guidelines on granting Research Funding Support and Incentive (1 Original Copy) <p>• Winner in Research Competition/Oral Presentation in the University In-House Review</p> <ol style="list-style-type: none"> 1. Request for Incentive as Winner in Research Competition/Oral Presentation in the University In-House Review (1 Original Copy) 2. Approval of Funding Form (1 Original Copy) 3. Authors Declaration Consent Form (1 Original Copy) 4. Copy of Paper (1 Original Copy) 5. Invitation to the Presentation (1 Original Copy) 6. Program of the Event (1 Original Copy) 7. Certificate of Appearance (1 Original Copy) | |
|--|--|



| | |
|---|--|
| <p>8. Certificate of Presentation/Recognition/Participation (1 Original Copy)</p> <p>9. Travel Order (if applicable) (1 Original Copy)</p> <p>10. Board Resolution/Guidelines on granting Research Funding Support and Incentive (1 Original Copy)</p> <p>• Funding of Papers Presentation</p> <ol style="list-style-type: none">1. Approval Request for Funding of Papers Presentation (1 Original Copy)2. Approval of Funding Form (1 Original Copy)3. Authors Declaration Consent Form (1 Original Copy)4. Copy of the full paper (1 Original Copy)5. Invitation to the Presentation or Acceptance Letter (1 Original Copy)6. Approval Sheet of Thesis or Dissertation (1 Original Copy)7. Evaluation Rating (1 Original Copy)8. Board Resolution/Guidelines on granting Research Funding Support and Incentive (1 Original Copy) <p>• Funding of Paper Publication</p> <ol style="list-style-type: none">1. Approval Request for Funding of Papers Publication (1 Original Copy)2. Approval of Funding Form (1 Original Copy)3. Authors Declaration Consent Form(1 Original Copy)4. Copy of the full paper (1 Original Copy)5. Acceptance Letter from the Publishing Journal (1 Original Copy)6. Board Resolution/Guidelines on granting Research Funding Support and Incentive (1 Original Copy) <p>F. For Books Consignment</p> <ol style="list-style-type: none">1. Certificate (1 Original Copy)2. Delivery Receipt /Sales Invoice (Original Copy for first payment and Photocopy for the next payments) (1 Original Copy)3. Pullout Receipt, if any (1 Original Copy) | |
|---|--|

| | |
|--|--|
| <p>4. Inspection and Acceptance Report (1 Original Copy)</p> <p>5. Approval Letter Request of College for the book to be offered at the Business Center (1 Original Copy)</p> <p>G. For Repairs and Maintenance</p> <p>1. Inspection and Acceptance Report/ Waiver of Inspection (1 Original Copy)</p> <p>2. Sales Invoice / Charge Invoice/ Service Invoice / Statement of Account (1 Original Copy)</p> <p>3. Request for Post-Repair Inspection (for vehicle) (1 Original Copy)</p> <p>4. Certificate of Job Completion / Certificate of Calibration (1 Original Copy)</p> <p>5. Work Order/ Purchase Order (1 Original Copy)</p> <p>6. Evaluation of Technical Specifications (1 Original Copy)</p> <p>7. Endorsement (1 Original Copy)</p> <p>8. Recommendation (1 Original Copy)</p> <p>9. Abstract of Quotation (1 Original Copy)</p> <p>10. Request for Quotation (1 Original Copy)</p> <p>11. Price Quotation/ Canvas Sheet/ Service Quotation (1 Original Copy)</p> <p>12. Job Order/ Purchase Request (1 Original Copy)</p> <p>13. Requisition and Issue Slip (1 Original Copy)</p> <p>14. PPMP / Approve Request for Fund /Budget (1 Original Copy)</p> <p>15. Request for Pre-Repair Inspection (1 Original Copy)</p> <p>16. Waste Material Report (1 Original Copy)</p> <p>H. For Purchases</p> <ul style="list-style-type: none"> • Purchase thru Bidding <ol style="list-style-type: none"> 1. Purchase Request/ Job Order (1 Original Copy) 2. Purchase Order/ Work Order/ Contract (Original) duly receive by bidder/supplier/Letter Order (1 Original Copy) 3. Sales Invoice/ Original Invoice (1 Original Copy) 4. Delivery Receipt (1 Original Copy) | |
|--|--|



| | |
|--|--|
| <ol style="list-style-type: none">5. Inspection and Acceptance Report (1 Original Copy)6. Result of Test/ Analysis by the proper government agency (if items subject to test) (1 Original Copy)7. Evaluation of technical Specification (1 Original Copy)8. Copy of advertisement/ Invitation to Bid (1 Original Copy)9. Bid Tender of winning Bidder (1 Original Copy)10. Bidder's Bond (1 Original Copy)11. Notice of Award (1 Original Copy)12. Notice of Proceed (1 Original Copy)13. Performance Bond (1 Original Copy)14. Abstract of Bids supportive by: Bid Tender of other Participants (1 Original Copy)15. Acceptance of Bid/ Proposal (1 Original Copy)16. Property Acknowledgment Receipt (1 Original Copy)17. BAC Resolution/ Board Resolution (1 Original Copy)18. Certificate of Job Completion19. Endorsement (1 Original Copy)20. Recommendation (1 Original Copy)21. Contract/ Memorandum of Agreement (1 Original Copy)22. Terms of Reference (1 Original Copy)23. PPMP/ Approve Budget (1 Original Copy)24. Copy of Memorandum Receipt (Equipment) (1 Original Copy) <ul style="list-style-type: none">• Emergency Purchase/ Shopping/ Small Value<ol style="list-style-type: none">1. Requisition and Issue Slip/ Supply availability Inquiry (1 Original Copy)2. Purchase Request/ Job Order (1 Original Copy)3. Purchase Order/ Work Order/ Contract (Original) duly receive by bidder/supplier/Letter Order (1 Original Copy) | |
|--|--|



| | |
|--|--|
| <ol style="list-style-type: none">4. Inspection and Acceptance Report (1 Original Copy)5. Property Acknowledgement Report (1 Original Copy)6. Waste Material Report (1 Original Copy)7. Result of Test/ Analysis by the proper government agency (if items subject to test) (1 Original Copy)8. Evaluation of technical Specification (1 Original Copy)9. Charge Invoice/ Delivery Receipt/Statement of Account/ Billing Statement (1 Original Copy)10. Sales Invoice/ Official Receipt (1 Original Copy)11. Request for Quotation (1 Original Copy)12. Price Quotation/Canvas Sheet (1 Original Copy)13. Abstract of quotation/Summary of Canvas (1 Original Copy)14. Acceptance of Bid/ Proposal (1 Original Copy)15. Request of Pre-Repair Inspection (1 Original Copy)16. Request of Post-Repair Inspection (1 Original Copy)17. Certificate of the Emergency Purchase- in the absence of canvass is amount is below P1,000.00 (1 Original Copy)18. BAC Resolution/ Board Resolution (1 Original Copy)19. Certificate of Job Completion (1 Original Copy)20. Notice of Award (1 Original Copy)21. Notice to Proceed (1 Original Copy)22. Endorsement (1 Original Copy)23. Recommendation (1 Original Copy)24. Contract/ Memorandum of Agreement (1 Original Copy)25. Terms of Reference (1 Original Copy)26. Business Permit (1 Original Copy)27. Affidavit, if any (1 Original Copy) | |
|--|--|

| | |
|--|--|
| <p>28. Research Capsule Proposal (Research) (1 Original Copy)</p> <ul style="list-style-type: none"> • Negotiated Purchase <ol style="list-style-type: none"> 1. Purchase Request/ Job Order (1 Original Copy) 2. Purchase Order/ Work Order/ Contract (Original) duly receive by bidder/supplier/Letter Order (1 Original Copy) 3. Sales Invoice/ Original Invoice (1 Original Copy) 4. Delivery Receipt (1 Original Copy) 5. Inspection and Acceptance Report (1 Original Copy) 6. Result of Test/ Analysis by the proper government agency (if items subject to test) (1 Original Copy) 7. Evaluation of technical Specification (1 Original Copy) 8. Delivery Receipt (1 Original Copy) 9. Authority to enter into negotiated contract (1 Original Copy) 10. Certificate of Failure of Bidding from PBAC (1 Original Copy) 11. Canvass sheet/Price quotation (1 Original Copy) 12. Abstract / Summary of Canvass (1 Original Copy) 13. Request for founding (1 Original Copy) 14. Performance Bond (1 Original Copy) 15. Bac (1 Original Copy) 16. Certificate of Job Completion (1 Original Copy) • Repeat Order <ol style="list-style-type: none"> 1. Purchase Request/ Job Order v 2. Purchase Order/ Work Order/ Contract (Original) duly receive by bidder/supplier/Letter Order (1 Original Copy) 3. Sales Invoice (Original) 4. Certified true copy of Previous PO (1 Original Copy) 5. Certified true copy of Previous Sales Invoice (1 Original Copy) 6. Inspection and Acceptance Report (1 Original Copy) | |
|--|--|

| | |
|---|--|
| <ul style="list-style-type: none"> • Purchase thru Exclusive/Sole Distribution <ol style="list-style-type: none"> 1. Supplies Availability Inquiry (1 Original Copy) 2. Purchase Request/ Job Order (1 Original Copy) 3. Purchase Order/ Work Order/ Contract (Original) duly receive by bidder/supplier/Letter Order (1 Original Copy) 4. Sales Invoice (Original) 5. Inspection and Acceptance Report (1 Original Copy) 6. Result of Test/ Analysis by the proper government agency (if items subject to test) (1 Original Copy) 7. Evaluation of technical Specification (1 Original Copy) 8. Delivery Receipt (1 Original Copy) 9. Certificate of Exclusive Distributorship issued by manufacturer/ Principal (1 Original Copy) 10. Price Quotation/ Canvass Sheet (1 Original Copy) 11. Request for Founding (1 Original Copy) 12. Certificate for agency authorized official: (1 Original Copy) 13. No sub-dealers selling at lower price (1 Original Copy) 14. That no suitable substitutes are available (1 Original Copy) 15. BAC Resolution (1 Original Copy) I. For Infrastructure <ul style="list-style-type: none"> • Change or extra work order and contract price adjustment: (Small Value) <ol style="list-style-type: none"> 1. Approved Change and Extra Work Order (1 Original Copy) 2. Approval from proper authorities of price adjustment (1 Original Copy) 3. Agency Estimate (1 Original Copy) 4. Inspection Report (1 Original Copy) 5. Certificate of Job Completion (1 Original Copy) | |
|---|--|

| | |
|--|--|
| <ul style="list-style-type: none"> 6. Bill of Creditor (1 Original Copy) 7. Job Order / Purchase Request (1 Original Copy) 8. BAC Resolution (1 Original Copy) 9. Recommendation (1 Original Copy) 10. Endorsement/Action Form (1 Original Copy) 11. Picture/s • Retention Fee: <ul style="list-style-type: none"> 1. Bill of Creditor (1 Original Copy) 2. Surety Bond/Warranty (1 Original Copy) 3. Certificate of Completion (1 Original Copy) 4. Certificate of Final Inspection (1 Original Copy) 5. Recommendation (1 Original Copy) 6. Endorsement/Action Form (1 Original Copy) 7. Previous vouchers/payment (photocopy) 8. Contract/WO/PO (1 Original Copy) 9. Job Order / Purchase Request (1 Original Copy) 10. Notice of Award / Letter of Award / Acceptance of Bid / Proposal (1 Original Copy) 11. Notice to Proceed / Notice to Commence Work (1 Original Copy) • Final Payment <ul style="list-style-type: none"> 1. Bill of Creditor (1 Original Copy) 2. Certificate of Completion (1 Original Copy) 3. Certificate of Final Inspection (1 Original Copy) 4. Surety Bond/Warranty (1 Original Copy) 5. Affidavit of Contractor re payment of laborers and materials (1 Original Copy) 6. Previous vouchers/payment (photocopy) 7. Recommendation (1 Original Copy) 8. Endorsement/Action Form (1 Original Copy) 9. Contract/WO/PO (1 Original Copy) 10. Job Order/Purchase Request | |
|--|--|

| | |
|---|--|
| <p>(1 Original Copy)</p> <p>11. Notice of Award / Letter of Award / Acceptance of Bid / Proposal (1 Original Copy)</p> <p>12. Notice to Proceed / Notice to Commence Work (1 Original Copy)</p> <p>13. Picture/s (1 Original Copy)</p> <p>14. Statement of Work Accomplished (1 Original Copy)</p> <ul style="list-style-type: none"> • Contract thru Public Bidding / Negotiated Contract - Infra • Initial, Mobilization or 1* Progress Payment (whichever comes first) • Copy of Advertisement / Invitation to Bid <ol style="list-style-type: none"> 1. Abstract of Bid (1 Original Copy) 2. Bidder's Bond/Surety Bond (1 Original Copy) 3. Bidder's Tender Form / Bid Form / Bid Proposal (1 Original Copy) 4. Notice of Award / Letter of Award / Acceptance of Bid / Proposal (1 Original Copy) 5. Contract/WO/PO (1 Original Copy) 6. Program of Work and Detailed Cost Estimate(1 Original Copy) 7. Notice to Proceed / Notice to Commence Work (1 Original Copy) 8. Report of Accomplishment verified and certified by government project Engineer and approved by authorized official/ Inspection Report (for 1" progress payment only) (1 Original Copy) 9. Performance Bond / Surety Bond (1 Original Copy) 10. Plans and specification (1 Original Copy) 11. Bill of Creditor (1 Original Copy) 12. Contractor's Accreditation (PCAB License) (1 Original Copy) 13. Agency Estimate (1 Original Copy) 14. Blue Print (1 Original Copy) 15. Evidence that contractor is duly licensed and registered (PCAB) (1 Original Copy) 16. Recommendation (1 Original Copy) 17. Endorsement/Action Form (1 Original Copy) | |
|---|--|



| | |
|--|--|
| <p>18. Picture/s (1 Original Copy) 19. Job Order/Purchase Request (1 Original Copy) 20. BAC Resolution (1 Original Copy) 21. Insurance (1 Original Copy) 22. Evaluation Report (1 Original Copy) 23. Certificate of Completion (1 Original Copy) 24. Certificate of Final Inspection (1 Original Copy)</p> <p>• Subsequent/Succeeding Payment:</p> <ol style="list-style-type: none">1. Bill of Creditor (1 Original Copy)2. Recommendation (1 Original Copy)3. Endorsement/Action Form (1 Original Copy)4. Picture/s (1 Original Copy)5. Report of Accomplishment / Inspection Report/ Certificate of Acceptance (1 Original Copy)6. Previous vouchers/payment (photocopy)7. Contract/WO/PO8. Job Order / Purchase Request (1 Original Copy)9. Notice of Award / Letter of Award / Acceptance of Bid / Proposal (1 Original Copy)10. Notice to Proceed / Notice to Commence Work (1 Original Copy) <p>J. For Overtime and Extended Service</p> <ol style="list-style-type: none">1. Approve Authority to Render Overtime/Extended Services (1 Original Copy)2. Daily Time Recode (DTR) (1 Original Copy)3. Report on Overtime/Extended Service Rendered (1 Original Copy)4. Statement of Overtime/Extended Services (1 Original Copy)5. Accomplishment Report (1 Original Copy)6. Travel Order, if any (1 Original Copy)7. Trip Ticket/Routinary (for driver) (1 Original Copy)8. Guard Detail duty schedule (for guards) (1 Original Copy)9. Summary of extended services (1 Original Copy) <p>K. For Meals & Snacks</p> | |
|--|--|



| <ol style="list-style-type: none"> 1. Certificate of Job Completion (1 Original Copy) 2. Work Order / Purchase Order (1 Original Copy) 3. Abstract of Quotations (1 Original Copy) 4. Price Quotations (1 Original Copy) 5. Request for Quotation (1 Original Copy) 6. BAC Resolution (1 Original Copy) 7. Notice to Proceed (1 Original Copy) 8. Notice of Award (1 Original Copy) 9. Job Order / Purchase Request (1 Original Copy) 10. Certificate of PhilGEPS Registration (1 Original Copy) 11. Summary / Breakdown of expenses (1 Original Copy) 12. Charge Invoice / Delivery Receipt (1 Original Copy) 13. Sales Invoice / Official Receipt (1 Original Copy) 14. Request to Serve Meals (1 Original Copy) 15. Catering Service Contract (1 Original Copy) 16. Notice of Meeting / Memo / Resolution (1 Original Copy) 17. PPMP / Approved Request for Fund/Budget (1 Original Copy) 18. Program (1 Original Copy) 19. Documentation, if any 20. Attendance Sheet <p>L. For Rental</p> <ol style="list-style-type: none"> 1. Certificate of Job Completion (1 Original Copy) 2. Work Order (1 Original Copy) 3. Abstract of Quotation (1 Original Copy) 4. Price Quotation (1 Original Copy) 5. Request Quotation (1 Original Copy) 6. Job Order (1 Original Copy) 7. Endorsement (1 Original Copy) 8. Recommendation (1 Original Copy) 9. Approved Budget/PPMP (1 Original Copy) | | | | |
|---|----------------|-----------------|-----------------|--------------------|
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |



| | | | | |
|---|---|-------------|---------------------------|--|
| 1. Submit Payroll/ Disbursement Voucher with supporting documents | 1.1 Receive Disbursement Vouchers/ Payrolls with Supporting Documents | None | 1 working day | <i>Accounting Staff</i> Accounting Unit |
| | 1.2 Assign control number and stamp all sheets attached | | | |
| | 1.3 Record the transaction in the logbook | | | |
| | 1.4 Post to index card | | | |
| | 1.5 Attach Pre- Audit Report form | | | |
| | 1.6 Forward to the assigned pre-auditing staff | | | |
| | 1.7 Pre-audit Disbursement Vouchers/ Payrolls (check if supporting documents are complete and expenditure is accurate, valid and in accordance with the governing law | None | 3 working days | <i>Accounting Staff</i> Accounting Unit |
| | 1.8 Sign/certify as to the availability of fund and forward to VP Admin | None | 1 working day | <i>Accounting Unit Head/Staff</i> Accounting Unit |
| 2. Receive Salary/Payment | 2. Release Salary/Payment | None | 1 working day | <i>Accounting Unit Head/Staff</i> Accounting Unit |
| TOTAL: | | None | 6 working days | |



Cashiering Unit

External/Internal Services



1. Claiming of Checks

Payment of obligations *thru check*.

| | | | | |
|---|--|---|------------------------|---|
| Office or Division: | Cashiering Unit - Disbursement | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen G2B – Government to Business Entities G2G - Government to Government | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Valid ID | | The payee will provide. | | |
| For authorized representative: 1. Authorization or Special Power of Attorney (1 Original Copy). 2. Valid ID of representative. 3. Valid ID of payee (1 duplicate copy with specimen signature) | | The authorized representative will provide. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present valid ID / requirements of the authorized representative | 1. Check the completeness of requirements | None | 5 minutes | <i>Releasing Officer</i> Cashiering Unit |
| 2. Issue an Official receipt | 2. Check the issued Official receipt | None | 5 minutes | <i>Releasing Officer</i> Cashiering Unit |
| 3. Sign on the Disbursement Voucher. | 3. Make the client sign the disbursement voucher | None | 5 minutes | <i>Releasing Officer</i> Cashiering Unit |
| 4. Claim check and tax certificate for suppliers. | 4. Release the check and tax certificate if available. | None | 5 minutes | <i>Releasing Officer</i> Cashiering Unit |
| TOTAL: | | None | 20 minutes | |



2. Payment Thru Advice to Debit Account (ADA)

Direct payment of obligations thru bank.

| | | | | |
|---|--|--------------------------|------------------------|--|
| Office or Division: | Cashiering Unit - Disbursement | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen G2B – Government to Business Entities G2G - Government to Government | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Disbursement Voucher | | Accounting Unit or VPAF | | |
| 2. Official Receipt from client | | The client will provide. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Give Disbursement Voucher to Receiving Staff | 1.1 Receive approved Disbursement Voucher (DV) charged from GAAA. | None. | 5 minutes | <i>Receiving Staff</i> Cashiering Unit |
| | 1.2 Prepare and route for approval of List of Due and Demandable Accounts Payable-Advice to Debit Account (LDDAP-ADA) and Summary of LDDAP- ADA Issued and validated Amount Entries (SLIAE). | None. | 10 minutes | <i>Disbursing Staff</i> Cashiering Unit |
| | 1.3 Transmit LDDA-ADA to Government Servicing Bank. | None. | 30 minutes | <i>Disbursing Staff</i> Cashiering Unit |
| | 1.4 Notify payee of the ADA payment. | None. | 10 minutes | <i>Disbursing Staff</i> Cashiering Unit |
| 2. Client will present an Official Receipt | 2. Receive OR from client and release Tax Certificate if available | None. | 5 minutes | <i>Disbursing Staff</i> Cashiering Unit |
| TOTAL: | | None | 1 hour | |



3. Payment thru Petty Cash

The petty cash fund is intended for emergency purchases P 5,000.00 below.

| | | | | |
|---|---|------------------------|-------------------|--|
| Office or Division: | Cashiering Unit - Disbursement | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B – Government to Business Entities G2G - Government to Government | | | |
| Who may avail: | Requestor | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Petty Cash Voucher (4 Original copies) | | Petty Cash Custodian | | |
| 1. Fill up the PCV with attached required documents | 1. Receive approved petty cash voucher (PCV) with attached required documents from requestor. | None | 5 minutes | <i>Petty Cash Custodian Disbursement</i> |
| 2. Sign PCV and claim cash. | 2. Give the PCV and Cash to the requestor | None | 2 minutes | <i>Petty Cash Custodian Disbursement</i> |
| 3. Submit official receipt to Petty Cash Custodian for liquidation. | 3. Check the official receipt for replenishment | None | 30 minutes | <i>Petty Cash Custodian Disbursement</i> |
| TOTAL: | | None | 37 minutes | |



4. Payment thru Checks

Payment of obligation using empress fund.

| | | | | |
|--|--|------------------------|-------------------|--|
| Office or Division: | Cashiering Unit - Disbursement | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B – Government to Business Entities G2G - Government to Government | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Disbursement Voucher (3 Original copies) | | Accounting Unit, VPAF | | |
| 2. ACIC Form (1 duplicate copy) | | Cashiering Unit | | |
| 3. Official Receipt (Original Copy) | | Client | | |
| 1. Give Disbursement Voucher to Receiving Staff | 1.1 Receive approved Disbursement Voucher (DV). | None | 5 minutes | <i>Receiving Staff</i> Cashiering Unit |
| | 1.2 Prepare and route for approval checks and Advice of Checks Issued and Cancelled (ACIC) if necessary. | None | 10 minutes | <i>Disbursing Staff</i> Cashiering Unit |
| | 1.3 Transmit ACIC to Government Servicing Bank. | None | 30 minutes | <i>Disbursing Staff</i> Cashiering Unit |
| | 1.4 Notify payee of the payment. | None | 5 minutes | <i>Disbursing Staff</i> Cashiering Unit |
| 2. Issue Official Receipt and claim Tax Certificate if needed. | 2. Check the Official receipt and give the Tax Certificate to the client | None | 5 minutes | <i>Disbursing Staff</i> Cashiering Unit |
| TOTAL: | | None | 55 minutes | |



Cashiering Unit

External Services



1. Claiming of Cash Benefits Over the Counter

Students with cash benefits from scholarships, assistant wages, refunds, and allowances can claim their cash in the cashiering office.

| | | | | |
|---|---|---|------------------------|---|
| Office or Division: | Disbursement Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | University Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| University ID | | The student will provide | | |
| a. Authorization or Special Power of Attorney (1Original Copy). b. Valid ID of representative. c. Valid ID of payee with specimen signature. (1 duplicate copy) | | The authorized representative will provide. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present valid ID to requirements of the authorized representative | 1. Check the completeness of requirements | None | 3minutes | Collecting Staff Cashiering Unit |
| 2. Sign on the payroll | 2. Make the student sign the payroll | None | 2 minutes | Collecting Staff Cashiering Unit |
| 3. Claim cash | 3. Give cash to the student or representative | None. | 2 minutes | Collecting Staff Cashiering Unit |
| TOTAL: | | None | 7 minutes | |



2. Payment of Fees thru Cash

This service is intended to issue an Official Receipt to Students after paying their outstanding balance to the University.

| | | | | |
|--|---|--|------------------------|--|
| Office or Division: | Cashiering Unit- Collection | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Past and current students of TSU | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Assessment Slip (Original copy) | | Registrar Office, Business Center, Accounting Office | | |
| 2. University ID | | The client will provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Provide the Assessment slip and Student ID | 1.1 Receive Assessment Slip and/or Valid ID from student | None | 1 minute | <i>Collecting Staff</i> Cashiering Unit |
| | 1.2 Encode necessary data to the computerized Collection System | None | 1 minute | <i>Collecting Staff</i> Cashiering Unit |
| 2. Pay the necessary amount | 2. Accept legal tender currencies | Outstanding balance | 1 minute | <i>Collecting Staff</i> Cashiering Unit |
| 3. Claim Official Receipt (O.R.) from Collecting Officer | 3. Give the Official Receipt (O.R.) to the client | None | 1 minute | <i>Collecting Officer</i> Cashiering Unit |
| TOTAL: | | None | 4 minutes | |



3. Request for Certificate of Payment for Lost Official Receipt

This service is intended to issue Certificate of Payment upon request of payee.

| | | | | |
|--|--|-------------------------|------------------------|--|
| Office or Division: | Cashiering Unit - Collection | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Past and current Student of TSU | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Affidavit of Lost (Original Copy) | | The payee will provide. | | |
| 2. University ID | | The payee will provide. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Request at the collection window the Certificate of Payment | 1. Verify correctness of the Affidavit of loss and ID number | None | 1 minute | <i>Collecting Staff</i> Cashiering Unit |
| 2. Pay the Certification Fee | 2.1 Collect the payment | Php 20 | 1 minute | <i>Collecting Staff</i> Cashiering Unit |
| | 2.2 Collector process, print and sign the certificate of payment | None | 1 minute | <i>Collecting Staff</i> Cashiering Unit |
| 3. Claim Certificate of Payment | 3. Release the Certificate of payment | None | 1 minute | <i>Collecting Staff</i> Cashiering Unit |
| TOTAL: | | None | 4 minutes | |



4. Signing of Student Clearance

All students must pay their outstanding balance, if there is any, before the signing of their student clearance.

| | | | | |
|---|---|---------------------------|------------------------|--|
| Office or Division: | Cashiering Unit-Collection | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | University Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Student Clearance Form (Original Copy) | | Registrar | | |
| 2. University ID | | The student will provide. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present Student Clearance Form | Verify if the student has unpaid balance. | None | 30 seconds | <i>Collecting Staff</i> Cashiering Unit |
| 2. Pay Unpaid Balance | 2. Payment of unpaid balance or liability is required before clearance. | Outstanding balance | 2 minutes | <i>Collecting Staff</i> Cashiering Unit |
| 3. Claim Student Clearance | After fees has been settled, collection staff will then sign the clearance. | None | 30 seconds | <i>Collecting Staff</i> Cashiering Unit |
| TOTAL: | | None | 3 minutes | |



Office Of Facilities Development And Management Contract Management Unit

External Services



1. Processing Of Initial Payment – Mobilization / Advance Payment

This Service allows the client/contractor to avail Mobilization or Advance Payment that refers to the initial billing received by the contractor which must not exceed fifteen (15%) of the contract amount for the project. This amount shall be paid in lump sum or, at the

| | |
|----------------------------|--|
| Office or Division | Facilities Development and Management Unit – Contract Management Unit (FDMO-CMU) |
| Classification | Highly Technical |
| Type of Transaction | G2B-Government to Business Entity/ies |
| Who may avail | Contractors for the University Infrastructure Projects |

most, two (2) installments according to a schedule specified in the ITB and other relevant

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|--|
| 1. Letter of Intent of the Contractor (1 Original Copy) | The contractor will provide |
| 2. Advance Payment Bond (15% of the contract amount) (1 Original Copy) | The contractor will provide |
| 3. Mobilization Photographs (1 Original Copy) | The contractor will provide |
| 4. Bank Account Details (if GAA-funded only) (1 Original Copy) | The contractor will provide |
| 5. Building Permit (if applicable) (1 Original Copy) | Tarlac City Office of the Building Official |
| 6. Endorsement Letter from the President (1 Original Copy) | Facilities Development and Management Unit – Contract Management Unit (FDMO-CMU) |
| 7. Recommendation Letter from FDMO Director (Triplicate Copies) | Facilities Development and Management Unit – Contract Management Unit (FDMO-CMU) |
| 8. Other documents peculiar to the contract (1 Duplicate Copy) | Facilities Development and Management Unit – Contract Management Unit (FDMO-CMU) |

bidding documents.

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS/ RESPONSIBLE |
|---|--|-----------------|-----------------|--|
| 1. Submit Letter of Intent addressed to the University President attached with pictures and Advance Payment Bond to the Records and Archives Unit (RAU) of TSU for logging and controlling. | 1.1 Receive the Letter of Intent and submit to the Office of the President for action. | None | 2 working days | <i>Staff</i> Records and Archives Unit <i>University President</i> Office of the University President |



| | | | | |
|--|---|------|---------------|--|
| | 1.2 Endorse the letter to the Office of the Vice President for Administration for action. | None | 1 working day | <i>University President</i> Office of the University President <i>Vice President</i> Office of the Vice-President of Administration |
| | 1.3 Endorse the letter to the Facilities Development and Management Office for action. | None | 1 working day | <i>Vice President</i> ADMIN <i>Director</i> Facilities Development and Management Office |
| | 1.4 Forward the request letter to the CMU to check and validate the request. | None | 1 working day | <i>Director</i> Facilities Development and Management Office <i>Unit Head</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.5 Prepare the documentary requirements for Advance Payment based on the Checklist. | None | 1 working day | <i>Staff</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.6 Check the prepared documents if correct and complete. | None | 1 working day | <i>Unit Head</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.7 Reproduce three (3) copies of the | None | 1 working day | <i>Staff</i> |



| | | | | |
|--|--|------|---------------|---|
| | documentary requirements as stated in the Checklist | | | Facilities Development and Management Office – Contract Management Unit |
| | 1.8 Prepare the Recommendation Letter attached with the documentary requirements for Advance Payment. | None | 1 working day | <i>Unit Head</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.9 Validate the attached documents and sign the Recommendation Letter. | None | 1 working day | <i>Director</i> Facilities Development and Management Office |
| | 1.10 The Recommendation letter will be forwarded to Office of VPA to recommend for approval. | None | 1 working day | <i>Clerk</i> Facilities Development and Management Office <i>Vice President</i> Office of the Vice-President of Administration |
| | 1.11 The recommendation letter will be forwarded to OUP for approval. | None | 1 working day | <i>Clerk</i> Office of the Vice-President of Administration <i>University President</i> Office of the University President |
| | 1.12 The recommendation letter will be forwarded to RAU to record and file a copy and release the remaining copies to FDMO to be used for Initial/Advance Payment. | None | 1 working day | <i>Staff</i> Records and Archives Unit |



| | | | | |
|--|--|------|--|---|
| | 1.13 Receive the signed Recommendation Letter and compiles all the documentary requirements for Advance/Initial Payment. | None | 1 working day | <i>Staff</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.14 Prepare the Obligation Request and Disbursement Voucher for Advance/Initial payment and attach all compiled documentary requirements. | None | 2 working days | <i>Unit Head</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.15 Sign the Obligation Request and Disbursement Voucher. | None | 1 working day | <i>Director</i> Facilities Development and Management Office |
| | 1.16 Log the signed OBR and voucher and forward to the Budget Management Unit. | None | 1 working day | <i>Staff</i> Facilities Development and Management Office – Contract Management Unit |
| | TOTAL: | None | 18 working days, 0 hours, 0 minutes | |



2. Processing Of Initial Payment – First Progress Billing (If There Is No Advanced Payment)

This Service allows the contractor to opt out of charging a Mobilization/Advance Payment from the Procuring Entity and proceed to a First Progress Billing, provided the minimum evaluated accomplishment is at least 20% of the contract amount. Choosing this billing process also removes the deduction of a recoupment amount relative to the advance

| | |
|----------------------------|--|
| Office or Division | Facilities Development and Management Unit – Contract Management Unit (FDMO-CMU) |
| Classification | Highly Technical |
| Type of Transaction | G2B-Government to Business Entity/ies |
| Who may avail | Contractors for the University Infrastructure Projects |

payment to the succeeding progress billings of the project.

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|--|
| 1. Letter of Intent of the Contractor (1 Original Copy) | The contractor will provide |
| 2. Contractor's Progress Billing Statement for the Period Covered (1 Original Copy) | The contractor will provide |
| 3. Progress Photographs (Before, During, After) (1 Original Copy) | The contractor will provide |
| 4. Results of Test Analysis (concrete test, meager test, etc.), if there is a test analysis within the period only. (1 Original Copy) | The contractor will provide |
| 5. Bank Account Details (if GAA-funded only) (1 Original Copy) | The contractor will provide |
| 6. Building Permit (if applicable) (1 Original Copy) | Tarlac City Office of the Building Official |
| 7. Endorsement Letter from the President (1 Original Copy) | Facilities Development and Management Unit – Contract Management Unit (FDMO-CMU) |
| 8. Agency's Statement of Work Accomplished (includes the statement of time elapsed and the certification of the FDMO-Monitoring Unit) (1 Original Copy) | Facilities Development and Management Unit – Contract Management Unit (FDMO-CMU) |
| 9. Recommendation Letter from FDMO Director (Triplicate Copies) | Facilities Development and Management Unit – Contract Management Unit (FDMO-CMU) |
| 10. Other documents peculiar to the contract (1 Duplicate Copy) | Facilities Development and Management Unit – Contract Management Unit (FDMO-CMU) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON/S RESPONSIBLE |
|--|--|-----------------|-----------------|--|
| 1. Submit Letter of Intent addressed to the University President attached with pictures, | 1.1 Receive the Letter of Intent and submit to the Office of the President for action. | None | 2 working days | <i>Staff</i> Records and Archives Unit <i>University President</i> |



| | | | | |
|--|--|-------------|----------------------|---|
| <p>progress billing statement and SWA to the Records and Archives Unit (RAU) of TSU for logging and controlling.</p> | | | | <p>Office of the University President</p> |
| | <p>1.2 Endorse the letter to the Office of the Vice President for Administration for action.</p> | <p>None</p> | <p>1 working day</p> | <p><i>University President</i> Office of the University President</p> <p><i>Vice President</i> Office of the Vice-President of Administration</p> |
| | <p>1.3 Endorse the letter to the Facilities Development and Management Office for action.</p> | <p>None</p> | <p>1 working day</p> | <p><i>Vice President</i> Office of the Vice-President of Administration</p> <p><i>Director</i> Facilities Development and Management Office</p> |
| | <p>1.4 Forward the request letter to the CMU to check and validate the request.</p> | <p>None</p> | <p>1 working day</p> | <p><i>Director</i> Facilities Development and Management Office</p> <p><i>Unit Head</i> Facilities Development and Management Office – Contract Management Unit</p> |
| | <p>1.5 Prepare the documentary requirements for First Progress Billing (No</p> | <p>None</p> | <p>1 working day</p> | <p><i>Staff</i> Facilities Development and Management</p> |



| | | | | |
|--|---|------|----------------|---|
| | advanced payment) based on the Checklist. | | | Office – Contract Management Unit |
| | 1.6 Check the prepared documents if correct and complete. | None | 2 working days | <i>Unit Head</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.7 Reproduce three (3) copies of the documentary requirements as stated in the Checklist. | None | 1 working day | <i>Staff</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.8 Prepare the Recommendation Letter attached with the documentary requirements for First Progress Billing (No advanced payment) | None | 1 working day | <i>Unit Head</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.9 Validate the attached documents and sign the Recommendation Letter. | None | 1 working day | <i>Director</i> Facilities Development and Management Office |
| | 1.10 The Recommendation letter will be forwarded to Office of VPA to recommend for approval. | None | 1 working day | <i>Clerk</i> Facilities Development and Management Office <i>Vice President</i> Office of the Vice-President of Administration |
| | 1.11 The recommendation letter will be forwarded to OUP for approval. | None | 1 working day | <i>Clerk</i> Office of the Vice-President of Administration |



| | | | | |
|--|---|------|----------------|---|
| | | | | <i>University President</i> Office of the University President |
| | 1.12 The recommendation letter will be forwarded to RAU to record and file a copy and release the remaining copies to FDMO to be used for First Progress Billing (No advanced payment). | None | 1 working day | <i>Staff</i> Records and Archives Unit |
| | 1.13 Receive the signed Recommendation Letter and compiles all the documentary requirements for First Progress Billing (No advanced payment) | None | 1 working day | <i>Staff</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.14 Prepare the Obligation Request and Disbursement Voucher First Progress Billing (No advanced payment) and attach all compiled documentary requirements. | None | 2 working days | <i>Unit Head</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.15 Sign the Obligation Request and Disbursement Voucher. | None | 1 working day | <i>Director</i> Facilities Development and Management Office |
| | 1.16 Log the signed OBR and voucher and forward to the Budget Management Unit. | None | 1 working day | <i>Staff</i> Facilities Development and Management Office – Contract |



| | | | | |
|--|--|---------------|------|-------------------------------------|
| | | | | Management Unit |
| | | TOTAL: | None | 19 working days, 0 hours, 0 minutes |

3. Processing Of Subsequent/Succeeding Payment - Progress Payment

This Service allows the contractor to avail Progress payments which refer to the succeeding billing requests by the contractor after the Mobilization/Advance Payment or First Progress Billing (20%). These can be billed once a month or through an agreed schedule with the Procuring Entity depending on the availability of funds.

| | |
|----------------------------|--|
| Office or Division | Facilities Development and Management Unit – Contract Management Unit (FDMO-CMU) |
| Classification | Highly Technical |
| Type of Transaction | G2B-Government to Business Entity/ies |
| Who may avail | Contractors for the University Infrastructure Projects |

| CHECKLIST | WHERE TO SECURE |
|---|--|
| 1. Letter of Intent of the Contractor (1 Original Copy) | The contractor will provide |
| 2. Contractor's Progress Billing Statement for the Period Covered (1 Original Copy) | The contractor will provide |
| 3. Progress Photographs (Before, During, After) (1 Original Copy) | The contractor will provide |
| 4. Results of Test Analysis (concrete test, meager test, etc.), if there is a test analysis within period. (1 Original Copy) | The contractor will provide |
| 5. Bank Account Details (If GAA-funded Only) (1 Original Copy) | The contractor will provide |
| 6. Endorsement Letter from the President (1 Original Copy) | Facilities Development and Management Unit – Contract Management Unit (FDMO-CMU) |
| 7. Agency's Statement of Work Accomplished (includes the statement of time elapsed and the certification of the Infrastructure Project and Inspection Team) | Facilities Development and Management Unit – Contract Management Unit (FDMO-CMU) |



| | |
|---|--|
| (1 Original Copy) | |
| 8. Recommendation Letter from FDMO Director (Triplicate Copies) | Facilities Development and Management Unit – Contract Management Unit (FDMO-CMU) |
| 9. Approved Obligation Request of Initial Payment (1 Original Copy) | Facilities Development and Management Unit – Contract Management Unit (FDMO-CMU) |
| 10. Paid Vouchers (1 Original Copy) | Facilities Development and Management Unit – Contract Management Unit (FDMO-CMU) |
| 11. Other documents peculiar to the contract (1 Duplicate Copy) | Facilities Development and Management Unit – Contract Management Unit (FDMO-CMU) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON/S RESPONSIBLE |
|--|---|-----------------|-----------------|--|
| 1. Submit Letter of Intent addressed to the University President attached with pictures, progress billing statement and SWA to the Records and Archives Unit (RAU) of TSU for logging and controlling. | 1.1 Receive the Letter of Intent and submit to the Office of the President for action. | None | 2 working days | <i>Staff</i> Records and Archives Unit <i>University President</i> Office of the University President |
| | 1.2 Endorse the letter to the Office of the Vice President for Administration for action. | None | 1 working day | <i>University President</i> Office of the University President <i>Vice President</i> Office of the Vice-President of Administration |
| | 1.3 Endorse the letter to the Facilities Development and Management Office for action. | None | 1 working day | <i>Vice President</i> Office of the Vice-President of Administration <i>Director</i> Facilities Development and |



| | | | | |
|--|---|------|---------------|--|
| | | | | Management Office |
| | 1.4 Forward the request letter to the CMU to check and validate the request. | None | 1 working day | <i>Director</i> Facilities Development and Management Office <i>Unit Head</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.5 Prepare the documentary requirements for Succeeding-Progress Payment based on the Checklist. | None | 1 working day | <i>Staff</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.6 Check the prepared documents if correct and complete. | None | 1 working day | <i>Unit Head</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.7 Reproduce three (3) copies of the documentary requirements as stated in the Checklist. | None | 1 working day | <i>Staff</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.8 Prepare the Recommendation Letter attached with the documentary requirements for Succeeding-Progress Payment. | None | 1 working day | <i>Unit Head</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.9 Validate the attached | None | 1 working day | <i>Director</i> |



| | | | | |
|--|--|------|---------------|---|
| | documents and sign the Recommendation Letter. | | | Facilities Development and Management Office |
| | 1.10 The Recommendation letter will be forwarded to Office of VPA to recommend for approval. | None | 1 working day | <i>Clerk</i> Facilities Development and Management Office <i>Vice President</i> Office of the Vice-President of Administration |
| | 1.11 The recommendation letter will be forwarded to OUP for approval. | None | 1 working day | <i>Clerk</i> Office of the Vice-President of Administration <i>University President</i> Office of the University President |
| | 1.12 The recommendation letter will be forwarded to RAU to record and file a copy and release the remaining copies to FDMO to be used for Succeeding-Progress Payment. | None | 1 working day | <i>Staff</i> Records and Archives Unit |
| | 1.13 Receive the signed Recommendation Letter and compiles all the documentary requirements for Succeeding-Progress Payment. | None | 1 working day | <i>Staff</i> Facilities Development and Management Office – Contract Management Unit |



| | | | | |
|--|---|-------------|--|---|
| | 1.14 Prepare the Disbursement Voucher for Succeeding-Progress Payment and attach all compiled documentary requirements. | None | 2 working days | <i>Unit Head</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.15 Sign the Disbursement Voucher. | None | 1 working day | <i>Director</i> Facilities Development and Management Office |
| | 1.16 Log the signed voucher and forward to the Accounting Unit. | None | 1 working day | <i>Staff</i> Facilities Development and Management Office – Contract Management Unit |
| | TOTAL: | None | 18 working days, 0 hours, 0 minutes | |



4. Processing Of Final Payment

This Service allows the contractor to avail the final payment that will be made upon one hundred percent (100%) completion of the work. This payment will be reduced by whatever balance remains of the amount that is needed in order to return to the government the 15% advance payment previously made.

| | |
|----------------------------|--|
| Office or Division | Facilities Development and Management Unit - Contract Management Unit (FDMO-CMU) |
| Classification | Highly Technical |
| Type of Transaction | G2B-Government to Business Entity/ies |
| Who may avail | Contractors for the University Infrastructure Projects |

| CHECKLIST | WHERE TO SECURE |
|--|-----------------------------|
| 1. Letter of Intent of the Contractor (1 Original Copy) | The contractor will provide |
| 2. Contractor's Final Billing Statement (1 Original Copy) | The contractor will provide |
| 3. Contractor's Affidavit (1 Original Copy) | The contractor will provide |
| 4. Warranty Bond (30% of contract amount) One (1) year effective from the date of Final Acceptance (1 Original Copy) | The contractor will provide |
| 5. Progress Photographs (Before, During, After) (1 Original Copy) | The contractor will provide |
| 6. Results of Test Analysis (concrete test, meager test, etc.), if there is test analysis within the period. (1 Original Copy) | The contractor will provide |
| 7. Approved revised S-Curve (applicable if there is approved time extension only), both approved revised S-Curve & PERT/CPM Network Diagram which shall be color coded (applicable if there is an approved Variation Order with time extension), revised PERT/CPM Network Diagram which shall be color coded (applicable if there is approved Variation Order without time extension) (1 Original Copy) | The contractor will provide |
| 8. Approved letters of time extension (if applicable) (1 Original Copy) | The contractor will provide |
| 9. Permit to Operate from Environmental Management Bureau (EMB) (for projects with elevator and generator set) (1 Original Copy) | The contractor will provide |
| 10. List of Equipment (for projects with equipment only; use the required template by FDMO-PMU) (1 Original Copy) | The contractor will provide |



| | |
|--|--|
| 11. Occupancy Permit (if applicable) (1 Original Copy) | The contractor will provide |
| 12. Approved As-Built Plan (if Applicable) (1 Original Copy) | The contractor will provide |
| 13. Logbook of the Contractor, stamped as "Certified True Copy" * (1 Original Copy) | The contractor will provide |
| 14. Bank Account Details* (if GAA-funded only) (1 Original Copy) | The contractor will provide |
| 15. Endorsement Letter from the President (1 Original Copy) | Facilities Development and Management Unit - Contract Management Unit (FDMO-CMU) |
| 16. Agency's Statement of Work Accomplished (includes the statement of time elapsed and the certification of the Infrastructure Project and Inspection Team) (1 Original Copy) | Facilities Development and Management Unit - Contract Management Unit (FDMO-CMU) |
| 17. Recommendation Letter from FDMO Director (Triplicate Copies) | Facilities Development and Management Unit - Contract Management Unit (FDMO-CMU) |
| 18. Approved Obligation Request of Initial Payment (1 Original Copy) | Facilities Development and Management Unit - Contract Management Unit (FDMO-CMU) |
| 19. Paid Vouchers (1 Original Copy) | Facilities Development and Management Unit - Contract Management Unit (FDMO-CMU) |
| 20. Certificate of Completion (1 Original Copy) | Facilities Development and Management Unit - Contract Management Unit (FDMO-CMU) |
| 21. Final Inspection Report (1 Original Copy) | Facilities Development and Management Unit - Contract Management Unit (FDMO-CMU) |
| 22. Other documents peculiar to the contract (1 Duplicate Copy) | Facilities Development and Management Unit - Contract Management Unit (FDMO-CMU) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON/S RESPONSIBLE |
|--|--|-----------------|-----------------|--|
| 1. Submit Letter of Intent addressed to the University President attached with pictures, Final billing statement and SWA to the Records and Archives Unit (RAU) of TSU for logging | 1.1 Receive the Letter of Intent and submit to the Office of the President for action. | None | 2 working days | <i>Staff</i> Records and Archives Unit <i>University President</i> Office of the University President |



| | | | | |
|------------------|---|------|----------------|--|
| and controlling. | | | | |
| | 1.2 Endorse the letter to the Office of the Vice President for Administration for action. | None | 1 working day | <i>University President</i> Office of the University President <i>Vice President</i> Office of the Vice-President of Administration |
| | 1.3 Endorse the letter to the Facilities Development and Management Office for action. | None | 1 working day | <i>Vice President</i> Office of the Vice-President of Administration <i>Director</i> Facilities Development and Management Office |
| | 1.4 Forward the request letter to the CMU to check and validate the request. | None | 1 working day | <i>Director</i> Facilities Development and Management Office <i>Unit Head</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.5 Prepare the documentary requirements for Final Payment based on the Checklist. | None | 3 working days | <i>Staff</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.6 Check the prepared documents if correct and complete. | None | 1 working day | <i>Unit Head</i> Facilities Development and Management |



| | | | | |
|--|---|------|---------------|---|
| | | | | Office – Contract Management Unit |
| | 1.7 Reproduce three (3) copies of the documentary requirements as stated in the Checklist. | None | 1 working day | <i>Staff</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.8 Prepare the Recommendation Letter attached with the documentary requirements for Final Payment. | None | 1 working day | <i>Unit Head</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.9 Validate the attached documents and sign the Recommendation Letter. | None | 1 working day | <i>Director</i> Facilities Development and Management Office |
| | 1.10 The Recommendation letter will be forwarded to Office of VPA to recommend for approval. | None | 1 working day | <i>Clerk</i> Facilities Development and Management Office <i>Vice President</i> Office of the Vice-President of Administration |
| | 1.11 The recommendation letter will be forwarded to OUP for approval. | None | 1 working day | <i>Clerk</i> Office of the Vice-President of Administration <i>University President</i> Office of the University President |
| | 1.12 The recommendation letter will be | None | 1 working day | <i>Staff</i> Records and Archives Unit |



| | | | | |
|--|---|------|--|---|
| | forwarded to RAU to record and file a copy and release the remaining copies to FDMO to be used for Final Payment. | | | |
| | 1.13 Receive the signed Recommendation Letter and compiles all the documentary requirements for Final Payment. | None | 1 working day | <i>Staff</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.14 Prepare the Disbursement Voucher for Final Payment and attach all compiled documentary requirements. | None | 2 working days | <i>Unit Head</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.15 Sign the Disbursement Voucher. | None | 1 working day | <i>Director</i> Facilities Development and Management Office |
| | 1.16 Log the signed voucher and forward to the Accounting Unit. | None | 1 working day | <i>Staff</i> Facilities Development and Management Office – Contract Management Unit |
| | TOTAL: | None | 20 working days, 0 hours, 0 minutes | |



5. Processing Of Variation Order / Additional Work Billing

This Service allows the contractor to avail payments for works satisfactorily accomplished on any Change Order or Extra Work Order that may be made only after approval of the same by the Head of the Procuring Entity or his duly authorized representative.

| | |
|----------------------------|--|
| Office or Division | Facilities Development and Management Unit - Contract Management Unit (FDMO-CMU) |
| Classification | Highly Technical |
| Type of Transaction | G2B-Government to Business Entity/ies |
| Who may avail | Contractors for the University Infrastructure Projects |

| CHECKLIST | WHERE TO SECURE |
|--|--|
| 1. Letter of Intent of the Contractor (1 Original Copy) | The contractor will provide |
| 2. Warranty Bond (30% of contract amount) (1 Original Copy) | The contractor will provide |
| 3. Contractor's Billing Statement (1 Original Copy) | The contractor will provide |
| 4. Progress Photographs (1 Original Copy) | The contractor will provide |
| 5. Endorsement Letter from the President (1 Original Copy) | Facilities Development and Management Unit - Contract Management Unit (FDMO-CMU) |
| 6. Agency's Statement of Work Accomplished (includes the statement of time elapsed and the certification of the Infrastructure Project and Inspection Team) (1 Original Copy) | Facilities Development and Management Unit - Contract Management Unit (FDMO-CMU) |
| 7. Recommendation Letter from FDMO Director (Triplicate Copies) | Facilities Development and Management Unit - Contract Management Unit (FDMO-CMU) |
| 8. Certificate of Completion (1 Original Copy) | Facilities Development and Management Unit - Contract Management Unit (FDMO-CMU) |
| 9. Final Inspection Report (1 Original Copy) | Facilities Development and Management Unit - Contract Management Unit (FDMO-CMU) |
| 10. Other documents peculiar to the contract (1 Duplicate Copy) | Facilities Development and Management Unit - Contract Management Unit (FDMO-CMU) |



| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
|--|---|-----------------|-----------------|---|
| 1. Submit Letter of Intent addressed to the University President attached with pictures, Warranty Bond, Billing statement and SWA to the Records and Archives Unit (RAU) of TSU for logging and controlling. | 1.1 Receive the Letter of Intent and submit to the Office of the President for action. | None | 2 working days | <p><i>Staff</i> Records and Archives Unit</p> <p><i>University President</i> Office of the University President</p> |
| | 1.2 Endorse the letter to the Office of the Vice President for Administration for action. | None | 1 working day | <p><i>University President</i> Office of the University President</p> <p><i>Vice President</i> Office of the Vice-President of Administration</p> |
| | 1.3 Endorse the letter to the Facilities Development and Management Office for action. | None | 1 working day | <p><i>Vice President</i> Office of the Vice-President of Administration</p> <p><i>Director</i> Facilities Development and Management Office</p> |
| | 1.4 Forward the request letter to the CMU to check and validate the request. | None | 1 working day | <p><i>Director</i> Facilities Development and Management Office</p> <p><i>Unit Head</i> Facilities Development and Management Office – Contract Management Unit</p> |
| | 1.5 Prepare the documentary requirements for Variation Order / Additional Work | None | 2 working days | <p><i>Staff</i> Facilities Development and Management Office – Contract Management Unit</p> |



| | | | | |
|--|--|------|---------------|---|
| | Billing based on the Checklist. | | | |
| | 1.6 Check the prepared documents if correct and complete. | None | 1 working day | <i>Unit Head</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.7 Reproduce three (3) copies of the documentary requirements as stated in the Checklist. | None | 1 working day | <i>Staff</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.8 Prepare the Recommendation Letter attached with the documentary requirements for Variation Order / Additional Work Billing | None | 1 working day | <i>Unit Head</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.9 Validate the attached documents and sign the Recommendation Letter. | None | 1 working day | <i>Director</i> Facilities Development and Management Office |
| | 1.10 The Recommendation letter will be forwarded to Office of VPA to recommend for approval. | None | 1 working day | <i>Clerk</i> Facilities Development and Management Office <i>Vice President</i> Office of the Vice-President of Administration |
| | 1.11 The recommendation letter will be forwarded to OUP for approval. | None | 1 working day | <i>Clerk</i> Office of the Vice-President of Administration <i>University President</i> Office of the University President |
| | 1.12 The recommendation letter will be forwarded to RAU to record and file a copy and release the remaining copies to FDMO to be used for Variation Order / Additional Work Billing. | None | 1 working day | <i>Staff</i> Records and Archives Unit |



| | | | | |
|--|---|-------------|--|---|
| | 1.13 Receive the signed Recommendation Letter and compiles all the documentary requirements for Variation Order / Additional Work Billing | None | 1 working day | <i>Staff</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.14 Prepare the Disbursement Voucher for Variation Order / Additional Work Billing and attach all compiled documentary requirements. | None | 2 working days | <i>Unit Head</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.15 Sign the Disbursement Voucher. | None | 1 working day | <i>Director</i> Facilities Development and Management Office |
| | 1.16 Log the signed voucher and forward to the Accounting Unit. | None | 1 working day | <i>Staff</i> Facilities Development and Management Office Contract Management Unit |
| | TOTAL: | None | 19 working days, 0 hours, 0 minutes | |



6. Processing Of Infrastructure Project Billing Under Alternative Mode Of Procurement - Small Value Procurement (Abc: 1,000,000.00 Php Below)

Payments for works satisfactorily accomplished on any project under Alternative Mode of Procurement may be made only after approval of the same by the Head of the Procuring Entity or his duly authorized representative.

| | |
|----------------------------|--|
| Office or Division | Facilities Development and Management Unit - Contract Management Unit (FDMO-CMU) |
| Classification | Highly Technical |
| Type of Transaction | G2B-Government to Business Entity/ies |
| Who may avail | Contractors for the University Infrastructure Projects |

| CHECKLIST | WHERE TO SECURE |
|---|--|
| 1. Letter of Intent of the Contractor (1 Original Copy) | The contractor will provide |
| 2. Statement of Work Accomplished, if needed (1 Original Copy) | The contractor will provide |
| 3. Warranty Bond, if needed (30% of contract amount) (1 Original Copy) | The contractor will provide |
| 4. Progress Photographs (1 Original Copy) | The contractor will provide |
| 5. Results of Test Analysis (concrete test, meager test, etc.), if there is a test analysis within the period only (1 Original Copy) | The contractor will provide |
| 6. Approved letters of Time Extension (if applicable) (1 Original Copy) | The contractor will provide |
| 7. Approved revised S-Curve (applicable if there is approved time extension only), both approved revised S-Curve & PERT/CPM Network Diagram which shall be color coded (applicable if there is approved Variation Order with time extension), revised PERT/CPM Network Diagram which shall be color coded (applicable if there is approved Variation Order without time extension) (1 Original Copy) | The contractor will provide |
| 8. List of equipment (for projects with equipment only; use the required template from FDMO-PMU) (1 Original Copy) | The contractor will provide |
| 9. Endorsement Letter from the President (1 Original Copy) | Facilities Development and Management Unit - Contract Management Unit (FDMO-CMU) |
| 10. Recommendation Letter from FDMO Director (Triplicate Copies) | Facilities Development and Management Unit - Contract Management Unit (FDMO-CMU) |



| | |
|--|--|
| 11. Certificate of Completion (1 Original Copy) | Facilities Development and Management Unit - Contract Management Unit (FDMO-CMU) |
| 12. Final Inspection Report (1 Original Copy) | Facilities Development and Management Unit - Contract Management Unit (FDMO-CMU) |
| 13. Other supporting documents (1 Duplicate Copy) | Facilities Development and Management Unit - Contract Management Unit (FDMO-CMU) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON/S RESPONSIBLE |
|--|---|-----------------|-----------------|--|
| 1. Submit Letter of Intent addressed to the University President attached with pictures, Warranty Bond, Billing statement and SWA to the Records and Archives Unit (RAU) of TSU for logging and controlling. | 1.1 Receive the Letter of Intent and submit to the Office of the President for action. | None | 2 working days | <i>Staff</i> Records and Archives Unit <i>University President</i> Office of the University President |
| | 1.2 Endorse the letter to the Office of the Vice President for Administration for action. | None | 1 working day | <i>University President</i> Office of the University President <i>Vice President</i> Office of the Vice-President of Administration |
| | 1.3 Endorse the letter to the Facilities Development and Management Office for action. | None | 1 working day | <i>Vice President</i> Office of the Vice-President of Administration <i>Director</i> Facilities Development and Management Office |
| | 1.4 Forward the request letter to | None | 1 working day | <i>Director</i> |



| | | | | |
|--|---|------|----------------|--|
| | the CMU to check and validate the request. | | | Facilities Development and Management Office <i>Unit Head</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.5 Prepare the documentary requirements for Billing under Small Value Procurement based on the Checklist. | None | 2 working days | <i>Staff</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.6 Check the prepared documents if correct and complete. | None | 1 working day | <i>Unit Head</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.7 Reproduce three (3) copies of the documentary requirements as stated in the Checklist. | None | 1 working day | <i>Staff</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.8 Prepare the Recommendation Letter attached with the documentary requirements for Billing under Small Value Procurement. | None | 1 working day | <i>Unit Head</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.9 Validate the attached documents and sign the | None | 1 working day | <i>Director</i> Facilities Development and |



| | | | | |
|--|--|------|----------------|---|
| | Recommendation Letter. | | | Management Office |
| | 1.10 The Recommendation letter will be forwarded to Office of VPA to recommend for approval. | None | 1 working day | <i>Clerk</i> Facilities Development and Management Office <i>Vice President</i> Office of the Vice-President of Administration |
| | 1.11 The recommendation letter will be forwarded to OUP for approval. | None | 1 working day | <i>Clerk</i> Office of the Vice-President of Administration <i>University President</i> Office of the University President |
| | 1.12 The recommendation letter will be forwarded to RAU to record and file a copy and release the remaining copies to FDMO to be used Billing under Small Value Procurement. | None | 1 working day | <i>Staff</i> Records and Archives Unit |
| | 1.13 Receive the signed Recommendation Letter and compiles all the documentary requirements for Billing under Small Value Procurement. | None | 1 working day | <i>Staff</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.14 Prepare the Disbursement Voucher for Billing under Small Value Procurement and attach all | None | 2 working days | <i>Unit Head</i> Facilities Development and Management Office – Contract |



| | | | | |
|--|---|------|-------------------------------------|---|
| | compiled documentary requirements. | | | Management Unit |
| | 1.15 Sign the Disbursement Voucher. | None | 1 working day | <i>Director</i> Facilities Development and Management Office |
| | 1.16 Log the signed voucher and forward to the Accounting Unit. | None | 1 working day | <i>Staff</i> Facilities Development and Management Office – Contract Management Unit |
| | TOTAL: | None | 19 working days, 0 hours, 0 minutes | |



7. Processing Of Request for The Release Of Retention Money

This Service allows the contractor to receive the total “retention money” after the defect’s liability period and upon final acceptance of the works. “Retention money” refers to the amount equal to ten percent (10%) of the progress payments, before deductions are made, that is withheld by the Procuring Entity to cover the uncorrected discovered defects and third-party liabilities.

| | |
|----------------------------|--|
| Office or Division | Facilities Development and Management Unit - Contract Management Unit (FDMO-CMU) |
| Classification | Highly Technical |
| Type of Transaction | G2B-Government to Business Entity/ies |
| Who may avail | Contractors for the University Infrastructure Projects |

| CHECKLIST | WHERE TO SECURE |
|---|--|
| 1. Letter of Intent of the Contractor (1 Original Copy) | The contractor will provide |
| 2. Retention Bond (10% Contract amount) (1 Original Copy) | The contractor will provide |
| 3. Bank Account Details (if GAA-funded only) (1 Original Copy) | The contractor will provide |
| 4. Endorsement Letter from the President (1 Original Copy) | Facilities Development and Management Unit - Contract Management Unit (FDMO-CMU) |
| 5. Recommendation Letter from FDMO Director (Triplicate Copies) | Facilities Development and Management Unit - Contract Management Unit (FDMO-CMU) |
| 6. Approved Obligation Request of Initial Payment (1 Original Copy) | Facilities Development and Management Unit - Contract Management Unit (FDMO-CMU) |
| 7. Paid Vouchers (1 Original Copy) | Facilities Development and Management Unit - Contract Management Unit (FDMO-CMU) |
| 8. Other documents peculiar to the contract (1 Duplicate Copy) | Facilities Development and Management Unit - Contract Management Unit (FDMO-CMU) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON/S RESPONSIBLE |
|--|--|-----------------|-----------------|--|
| 1. Submit Letter of Intent addressed to the University President attached with Retention Bond to the Records and Archives Unit (RAU) of TSU for logging and controlling. | 1.1 Receive the Letter of Intent and submit to the Office of the President for action. | None | 2 working days | <i>Staff</i> Records and Archives Unit <i>University President</i> Office of the University President |
| | 1.2 Endorse the letter to the Office of | None | 1 working day | <i>University President</i> |



| | | | | |
|--|--|------|---------------|--|
| | the Vice President for Administration for action. | | | Office of the University President <i>Vice President</i> Office of the Vice-President of Administration |
| | 1.3 Endorse the letter to the Facilities Development and Management Office for action. | None | 1 working day | <i>Vice President</i> Office of the Vice-President of Administration <i>Director</i> Facilities Development and Management Office |
| | 1.4 Forward the request letter to the CMU to check and validate the request. | None | 1 working day | <i>Director</i> Facilities Development and Management Office <i>Unit Head</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.5 Prepare the documentary requirements for Processing of Retention Money based on the Checklist. | None | 1 working day | <i>Staff</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.6 Check the prepared documents if correct and complete. | None | 1 working day | <i>Unit Head</i> Facilities Development and Management Office – Contract Management Unit |



| | | | | |
|--|---|------|---------------|---|
| | 1.7 Reproduce three (3) copies of the documentary requirements as stated in the Checklist. | None | 1 working day | <i>Staff</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.8 Prepare the Recommendation Letter attached with the documentary requirements for Processing of Retention Money. | None | 1 working day | <i>Unit Head</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.9 Validate the attached documents and sign the Recommendation Letter. | None | 1 working day | <i>Director</i> Facilities Development and Management Office |
| | 1.10 The Recommendation letter will be forwarded to Office of VPA to recommend for approval. | None | 1 working day | <i>Clerk</i> Facilities Development and Management Office <i>Vice President</i> Office of the Vice-President of Administration |
| | 1.11 The recommendation letter will be forwarded to OUP for approval. | None | 1 working day | <i>Clerk</i> Office of the Vice-President of Administration <i>University President</i> Office of the University President |
| | 1.12 The recommendation letter will be forwarded to RAU to record and file a copy and release the remaining copies | None | 1 working day | <i>Staff</i> Records and Archives Unit |



| | | | | |
|--|--|------|--|---|
| | to FDMO to be used for Processing of Retention Money. | | | |
| | 1.13 Receive the signed Recommendation Letter and compiles all the documentary requirements for Processing of Retention Money. | None | 1 working day | <i>Staff</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.14 Prepare the Disbursement Voucher for Processing of Retention Money and attach all compiled documentary requirements. | None | 2 working days | <i>Unit Head</i> Facilities Development and Management Office – Contract Management Unit |
| | 1.15 Sign the Disbursement Voucher. | None | 1 working day | <i>Director</i> Facilities Development and Management Office |
| | 1.16 Log the signed voucher and forward to the Accounting Unit. | None | 1 working day | <i>Staff</i> Facilities Development and Management Office – Contract Management Unit |
| | TOTAL: | None | 18 working days, 0 hours, 0 minutes | |



**Office Of Facilities Development And Management
Monitoring Unit**

External Services



1. Processing Of Material Approval Request

This service allows contractors to request for the approval of materials to be used in the construction of infrastructure projects within the University premises. This is carried out to ensure that the materials used are in accordance with the contract's standards and

| | |
|----------------------------|---|
| Office or Division | Facilities Development and Management Unit –Monitoring and Inspection Unit (FDMO-MIU) |
| Classification | Simple |
| Type of Transaction | G2B-Government to Business Entity/ies |
| Who may avail | Contractors for the University Infrastructure Projects |

specifications.

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|---|
| Duly filled Material Approval Request Form (1 Original Copy) with the following information: <ul style="list-style-type: none"> • Project Title • Location of the project • Name of Contractor • Date and Time • List of Item, Technical Specifications, and the Proposed Specifications by the Contractor with details | Facilities Development and Management Unit –Monitoring and Inspection Unit (FDMO-MIU) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON/S RESPONSIBLE |
|--|--|-----------------|-----------------|---|
| 8. Submit the filled-out Material Approval Request | 8.1 Receive the filled-out form and material sample from the contractor for validation and review. | None | 10 minutes | <i>Project-in - Charge</i> Facilities Development and Management Office-Monitoring and Inspection Unit |
| | 1.17 Log the submitted Material Approval Request in the incoming communications log | None | 15 minutes | <i>Project-in - Charge</i> Facilities Development and Management Office-Monitoring and Inspection Unit |
| | 1.18 Validate if the proposed item is in accordance with the contract's standards and | None | 5 hours | <i>Evaluator/s</i> Facilities Development and Management Office- |



| | | | | |
|---------------------------------|--|-------------|----------------------------|---|
| | specifications. If not in accordance, put “disapproved” on the remarks and resubmit another material subject for approval. | | | Monitoring and Inspection Unit |
| | 1.19 Sign the MAR form by the Project in Charge and Head of Monitoring Unit | None | 10 minutes | <i>Project-in - Charge and Head Facilities Development and Management Office-Monitoring and Inspection Unit</i> |
| | 1.20 Log the contractor’s copy in the out-going communications log. | None | 15 minutes | <i>Project-in - Charge Facilities Development and Management Office-Monitoring and Inspection Unit</i> |
| | 1.21 Advise the contractor or its authorized representative to receive their copy. | None | 10 minutes | <i>Project-in- Charge Facilities Development and Management Office-Monitoring and Inspection Unit</i> |
| 2. Receive the signed MAR copy. | 1.7 Release the signed MAR copy. | | 10 minutes | <i>Project-in- Charge Facilities Development and Management Office-Monitoring and Inspection Unit</i> |
| TOTAL: | | None | 6 hours, 10 minutes | |



Office Of Facilities Development And Management
- Planning and Design Unit
Internal Services



1. Processing of Service Request for Design Layout

This service allows clients to request for assistance in designing a layout for a project and/or provide preliminary scheme and alter the design/scheme based on the client's inputs and

| | |
|-----------------------------|---|
| Office or Division: | Facilities Development and Management Office – Planning and Design Unit |
| Classification/s: | Highly Technical |
| Type of Transaction: | G2G – Government to Government G2C – Government to Citizen |
| Who may avail: | Employees, Units, Offices, Colleges and Students who are the enrolled in the University |

comments.

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Accomplished Service Request (1 Original Copy) with the following information: <ul style="list-style-type: none"> • Name of the Requestor • Office/Unit/College • Date submitted • Type of Request • Purpose of the Request • Signature of the Head of the Requestor's Office/Unit/College | Facilities Development and Management Office or TSU website <i>(https://tsu.edu.ph/downloads/for-faculty-and-personnel/)</i> |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON/S RESPONSIBLE |
|--|--|-----------------|-----------------|---|
| 1. Submit the necessary requirements to the Facilities Development and Management Office (FDMO). | 1.1 Receive and log the Service Request in the logbook and determine the control number then forward to the Director. | None | 10 minutes | <i>Clerk</i> Facilities Development and Management Office |
| | 1.2 Review the description and purpose of the request, determine if the request is approved or disapproved. If approved, forward the Service Request to the Head of the Planning and Design Unit. If disapproved, return the Service Request to the client, and inform them of | None | 30 minutes | <i>Director</i> Facilities Development and Management Office |



| | | | | |
|-----------------------------------|---|------|----------------|---|
| | the reason for disapproval. | | | |
| | 1.3 Issue the Claim Stub with the following information: <ul style="list-style-type: none"> • Name of the Requestor • Office/Unit/College • Date Filed • Control Number • Claiming date of request | None | 10 minutes | <i>Clerk Facilities Development and Management Office</i> |
| | 1.4 Assign a Personnel-in-Charge for the request. | None | 20 minutes | <i>Unit Head Planning and Design Unit</i> |
| 2. Attend the Client Conference. | 2.1 Conduct Client Conference through site investigation with the Requesting Office for interview and data gathering using the Client Conference Form. | None | 2 working days | <i>Project-in-Charge Planning and Design Unit</i> |
| | 2.2 Prepare the preliminary scheme using the gathered data as reference and submit it for approval. | None | 6 working days | <i>Project-in-Charge Planning and Design Unit</i> |
| | 2.3 Review and approve the preliminary scheme. | None | 8 hours | <i>Unit Head Planning and Design Unit</i> |
| | 2.4 Forward the approved preliminary scheme to the client and notify them about the 2 nd Client Conference. | None | 20 minutes | <i>Project-in-Charge Planning and Design Unit</i> |
| 3. Review the preliminary scheme. | 3.1 Conduct 2 nd Client Conference for additional inputs or comments. | None | 3 working days | <i>Project-in-Charge Planning and Design Unit</i> |
| | 3.2 Complete the preliminary scheme based on the inputs of Request Office/End-user and submit to the Unit Head for approval. | None | 5 working days | <i>Project-in-Charge Planning and Design Unit</i> |
| | 3.3 Check the completed preliminary scheme. | None | 8 hours | <i>Unit Head Planning and Design Unit</i> |
| | 3.4 Revise the complete drawing as to the suggestions and comments of the Unit Head. | None | 2 working days | <i>Project-in-Charge Planning and Design Unit</i> |
| | 3.5 Print the approved working drawings and endorse to the Clerk. | None | 2 hours | <i>Project-in-Charge</i> |



| | | | | |
|---|--|-------------|------------------------|--|
| | | | | Planning and Design Unit |
| 4. Return the claim stub to the Facilities Development and Management Office (FDMO), receive the requested design layout and fill out the outgoing logbook. | 4.1 Receive and sign the claim stub, release the requested design layout, and ask the client to affix their signature in the claim stub upon receipt of request. | None | 30 minutes | <i>Clerk</i> Facilities Development and Management Office |
| TOTAL | | None | 20 working days | |



**Office Of Facilities Development And Management
Facilities Maintenance Unit
(FDMO-FMU)
Internal Services**



1. Request For Various Repair Works

Request for various repair works is necessary to determine the necessity and extent of repair work to be done of the equipment, facilities or building for repair and to guide the property inspection in the post-repair inspection in determining if the repair specified in the pre-inspection report was actually undertaken.

| | |
|----------------------------|---|
| Office or Division | Facilities Development and Management Office –Facilities Maintenance Unit (FDMO-FMU) |
| Classification | Simple |
| Type of Transaction | G2C- Government to Citizen |
| Who may avail | TSU Employee such as Deans, Director, Unit Head, Students, TSU Office occupants and stakeholders. |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|-----------------|
| 1. Request for Pre-repair Inspection/ Repair and other services from duly signed and approved by the Head of Office or unit as the requestor. (2 copies) | FDMO-FMU Office |
| 2. Return Notice for Repair (2 copies original) | FDMO-FMU Office |
| 3. Requisition & Issuance Slip (RIS) (4 copies) | SPMU Office |
| 4. Return Receipt Slip Excess/ Unused Issued Items (2 Copies) | SPMU Office |
| 5. Accomplishment Report (2 copies) | FDMO-FMU Office |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON/S RESPONSIBLE |
|---|--|-----------------|-----------------|-----------------------------------|
| 9. Submit Request for Pre-Repair Inspection Form | 1. Recording and Documentation of Request | None | 2 mins. | <i>FMU Clerk</i> |
| 3. Determination of Repair to be done | 2. FMU Head Assigned the technician to conduct a pre repair inspection. | None | 30 mins. | <i>FMU Clerk</i> |
| 4. Submit evaluation & material estimate breakdown to FMU Unit Head | 3. Discuss to Client/ End- User the final evaluation of the request for repair. | None | 15 mins. | <i>FMU Head/ Technician Staff</i> |
| 5. Check Availability of Material: If materials are not available | 4.1. Request will return to End- User using return notice for repair form. 4.2. Prepare RFF/ PR & SAI or Job Order for Job Out related work. 4.3. Forward the approved RFF/ PR | None | 30 mins. | <i>FMU Head/ Technician Staff</i> |



| | | | | |
|---|---|------|--|-----------------------------|
| | & SAI or Job Order to Procurement Office. | | | |
| 6. If Material is Available | 5. Prepare requisition and Issuance Slip (RIS) then forward to the Supply and property management Unit for Approval. | None | 30 mins. | <i>FMU Clerk</i> |
| 7. Proceed to Job Site | 6. Prepare all the Materials needed | None | 20 mins. | <i>FMU Technician staff</i> |
| 7 Commence the repair | 7 Proceed with the Repair works | None | Minor Repair: 30 min. – 1hr Major Repair: 2 to 7 days | FMU Technician staff |
| 8 Accomplishment Report | 8.1 Submit Accomplishment report duly signed acknowledge by the end user and noted by the supervisor or head of the office. 8.2 End-User will Fill-Up Customer Feedback Form | None | 10 Min. | FMU Technician |
| 9) Conduct Post Repair Inspection Report (For Job out related work) | 9) Prepare the post repair Inspection report for and forward to Technical Working Committee to conduct of post repair | None | 30 Min. | FMU Head |



| | | | | |
|--|--|-------------|---------------------------|-----------------------------|
| | Inspection. | | | |
| 10) Prepare Waste Materials Report | 10) Collected excess unused materials will return to FDMO stock room for safekeeping. | None | 15 Min. | FMU Head / Technician staff |
| 11) Filing of Records for Accomplished Project | 11) Recording, encoding and photocopy of each accomplished project for documentation Purposes. | None | 20 Min. | FMU Clerk |
| TOTAL: | | None | 3 hours 22 minutes | |



**Office Of Facilities Development And Management
Janitorial and Ground Services Unit
(FDMO-JGSU)
Internal Services**



1. Cleanliness And Greening Of University Surroundings

To maintain the cleanliness and hygiene of TSU Building facilities, classrooms, and offices consists of the basic cleaning tasks that include sweeping, vacuuming, dusting shelves, cleaning of windows, mopping the floors and taking out trash etc.

| | |
|----------------------------|---|
| Office or Division | Facilities Development and Management Office –Janitorial and Ground Services Unit (FDMO-JGSU) |
| Classification | Simple |
| Type of Transaction | G2C- Government to Citizen |
| Who may avail | TSU Employee such as Deans, Director, Unit Head, Students, TSU Office occupants and stakeholders. |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|-----------------|
| 1. Request for Pre-Repair Inspection / Repair and other Services form for damage furniture's, facilities, and fixture. | JGSU Office |
| 2. Cleaning maintenance checklist and schedule | |
| 3. Comfort Room Checklist | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON/S RESPONSIBLE |
|--|---|-----------------|-----------------|-------------------------|
| 1. Submit Janitorial Services Request to JGSU office | 1.1. Recording and Documentation of Request | None | 20 mins. | <i>JGSU Clerk</i> |
| | 1.2. Evaluation of request and client agrees on time and day on scheduling of manpower. Note: Manpower request will be subject for the approval by the FDMO Director/ VP for Admin and Finance because of paid overtime if necessary. | None | 20 mins. | <i>JGSU Head</i> |
| | 1.3. Notification to client via phone call to confirm the scheduled manpower request for the deployment of JGSU Personnel | None | 15 mins. | JGSU Head / Clerk |
| | 1.4. JGSU Cleaning Maintenance to proceed with the assigned task and accomplished the | None | 15 mins. | JGSU Cleaning Personnel |



| | | | | |
|--|---|-------------|-------------------------------|--------------------------------|
| | cleaning checklist form provided | | | |
| 2. Waste segregation and disposal | 2.1. Emptied the trash cans, trash bins per office and classrooms. | None | 5 mins. | JGSU Cleaning Personnel |
| | 2.2. All collected waste materials must be segregated based on classes of waste. | None | 10 mins. | JGSU Cleaning Personnel |
| | 2.3. All collected identified recyclable/ non-recyclable waste and hazardous waste transported to waste storage area. | None | 20 mins. | JGSU Cleaning Personnel |
| 3. Client fills out a customer satisfaction form for the quality of service rendered by the JGSU Personnel | 3.1. Filling of records for the Accomplished task | None | 15 mins. | JGSU Clerk |
| | 3.2. Submit accomplishment report/ Cleaning checklist form every 15 th and 30 th day of the Month | None | 10 mins. | JGSU Cleaning Personnel/ Clerk |
| TOTAL: | | None | 2 hours and 10 minutes | |



Pollution Control and Safety Unit

Internal Services



1. Processing of Request for Hazardous Waste Generation Quarterly Report

This service enables the Tarlac State University (TSU) be compliant with Rules and Regulations of the Republic Act 6969, known as the Toxic Substances and Hazardous and Nuclear Waste Control Act of 1990, by having offices and area within the scope of the guideline, submit a quarterly report of the generated hazardous wastes for proper waste management and monitoring of the Pollution Control and Safety Unit (PCSU).

| | | | | |
|--|--|--|-------------------------------|--|
| Office or Division: | Pollution Control and Safety Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Tarlac State University Concern Offices/Colleges who Generate Hazardous Waste | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Accomplished Hazardous Waste Quarterly Report (TSU-PCS-SF-08) – (2 original copy). <ul style="list-style-type: none"> • Full Name of the Client/Requestor • Office/Unit/College/Visitor • Email Address (for soft copy) • Type of Document(s) Requested • Specific Document Requested • Purpose(s) • Signature of the Requestor and Immediate Supervisor | | Quality Management Service Unit (QMS) downloadable thru TSU website (www.tsu.edu.ph) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit accomplished Hazardous Waste Quarterly Report (TSU-PCS-SF-08). | 1.1 Receive the accomplished report. | None | 5 minutes | <i>Staff</i> Pollution Control and Safety Unit- Pollution Control Office |
| | 1.2 Review and evaluate the submitted report. | None | 5 minutes | <i>Staff</i> Pollution Control and Safety Unit- Pollution Control Office |
| | 1.3 Sign the report for approval. | None | 10 minutes | <i>Staff</i> Pollution Control and Safety Unit- Pollution Control Office |
| 2. Sign-in to logbook and receive the copy of the report | 2. Log in PCS Document Log (TSU-PCS-SF-01) and return the receiving copy of the said report to the originating office. | None | 2 hours and 5 minutes | <i>Staff</i> Pollution Control and Safety Unit- Pollution Control Office |
| TOTAL: | | None | 2 hours and 25 minutes | |



2. Process for Issuance of Environment, Health, and Safety Supplies (Bulk Issuance)

This service allows the Tarlac State University (TSU) Offices to have each of its members a health and safety essentials such as disposable wipes, ethyl alcohol, and face masks.

| | | | | |
|---|---|--|------------------------|---|
| Office or Division: | Pollution Control and Safety Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All Tarlac State University Offices | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. List of Active TSU Personnel (1 Original Copy) | | Human Resource and Development Management Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the List of Active TSU Personnel. | 1.1 Receive and confirm the submitted list of TSU employees. | None | 5 minutes | <i>Staff</i> Pollution Control and Safety Unit |
| | 1.2 Prepare the supplies to be release. | None | 5 minutes | <i>Staff</i> Pollution Control and Safety Unit |
| 2. Upon approval of submitted list, the office/s will receive notification that supplies can be picked up at the Pollution Control and Safety Office. | 2. Notify the Unit Head or Staff member of the office that their supplies are ready to pick up. | None | 1 minute | <i>Staff</i> Pollution Control and Safety Unit |
| 3. Proceed to the Pollution Control and Safety Office and sign to the list provided for the confirmation of receiving supplies. | 3. Verify the name if it is listed in the submitted list. | None | 1 minutes | <i>Staff</i> Pollution Control and Safety Unit |
| 4. Receive the supplies. | 3. Issue the supplies. | None | 5 minutes | <i>Staff</i> Pollution Control and Safety Unit |
| TOTAL: | | None | 17 minutes | |

**Retired Faculties are not eligible to receive such supplies.*

**Attached Faculties will be issued one set of supplies only.*



3. Process for Issuance of Pollution Control and Safety Certificate for events and activities

The service offers assistance to all offices and colleges in inspecting the area/ venue of an activity/program which will determine hazards and risk that may cause an incident. This will enable the prevention of such incidents during the activity/program.

| | | | | |
|---|--|-------------------------|------------------------|---------------------------|
| Office or Division: | Pollution Control and Safety Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government G2C - Government to Citizen | | | |
| Who may avail: | All Tarlac State University and Colleges | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Approved request letter of the Activity and the assistance to inspect the venue. | | The Client will provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the approved request letter of inspection addressed to PCSU Unit Head. | 1.1 Receive the letter from the requesting office. | None | 5 minutes | Staff PCSU |
| | 1.2 Review and confirm the letter as an approval of the inspection. | None | 10 minutes | PCSU |
| 2. Receive the date for the inspection | 2. Inform the client regarding the date of inspection. | None | 5 minutes | PCSU |
| 3. Inspect together with PCSU personnel. | 3.1 Inspect the area/ venue of the event. | None | 2 hours | Client Staff PCSU |
| | 3.2 Generate an Occupational Health and Safety Site Observation Report (TSU-PCS-SF-10) if there are non-conformity found the area/venue. | None | 1 hour | Staff PCSU |
| 4. Recieve the Occupational and Safety Site Observation report. | 4. Communicate non-conformity by forwarding the Occupational Health and Safety Site Observation Report for corrective action. If there are no non-conformity, proceed to the issuance of | None | 1 hour | Staff PCSU |



| | | | | |
|---|--|------|------------------------|----------------------|
| | the Certification (TSU-PCS-SF-12). | | | |
| 5. Act on the non-conformity indicated in the given Occupational Health and Safety Site Observation Report. | 5. Re-inspect the area for verification of the corrective action done by the client. | None | 2 hours | Client |
| 6. Receive the Certificate (TSU-PCS-SF-12) | 6.1 Issuance of the Certificate (TSU-PCS-SF-12) – (1 photocopy) | None | 1 hour | <i>Staff</i> PCSU |
| | 6.2 Log the document/s issued to the PCS Document Log (TSU-PCS-SF-01) | None | 30 minutes | <i>Staff</i> PCSU |
| TOTAL: | | None | 7 hours and 50 minutes | |



Business Affairs and Auxiliary Services Office

External/Internal Services



1. Request to Use the University Facilities

The service allows clients to request the use of different facilities of the University for various purposes.

| | | | | |
|--|--|------------------------------------|------------------------|--|
| Office or Division: | Business Affairs & Auxiliary Services Office (BAASO) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen G2G - Government to Government | | | |
| Who may avail: | Student Organizations recognized by the University Offices and Units of the University Government Agencies Non-Government Organizations | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request letter approved by the TSU President (1 Original Copy) | | Client will provide | | |
| 2. Endorsement from the TSU President (1 Duplicate Copy) | | Office of the University President | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present the Request letter approved by the TSU President or Endorsement from the TSU President and request for the assessment <i>for the rental if any.</i> | 1.1 Receive and verifies the documents presented | None | 1 minute | <i>Clerk of Digital Studio</i> Business Affairs and Auxiliary Services Office |
| | 1.2 Check the availability of the facility requested and prepares the Application Form and Assessment of Fees (if rental is applicable.) | None | 2 minutes | <i>Clerk of Digital Studio</i> Business Affairs and Auxiliary Services Office |
| 3. Proceed to the cashier for payment | 3. Receive and process the payment | Rental fees may vary | 3 minutes | <i>Staff</i> Cashiering Unit |
| 4. Submits the signed Application Form and present OR | 4.1 Receive the signed Application Form and OR | None | 1 minute | <i>Clerk of Digital Studio</i> Business Affairs and Auxiliary Services Office |
| | 4.2 Record the transaction in the Log Book | None | 1 minute | <i>Clerk of Digital Studio</i> Business Affairs and Auxiliary Services Office |
| | 4.3 Issue a copy of the approved Application Form to the customer/ applicant | None | 1 minute | <i>Clerk of Digital Studio</i> Business Affairs and Auxiliary Services Office |
| | 4.4 Forward the filled-out Application Form to the Office of Civil Security Unit (for their copy) | None | 1 minute | <i>Clerk of Digital Studio</i> Business Affairs and Auxiliary Services Office |



| | | | |
|---------------|-------------|-------------------|--|
| TOTAL: | None | 10 minutes | |
|---------------|-------------|-------------------|--|

RATES OF RENTAL OF FACILITIES

| FACILITIES | RATES |
|--------------------------------|---|
| TSU GYMNASIUM | Php 14, 000 (8 hours) |
| AVR MAIN, CET AVR AND BASO AVR | Php 5, 000 (8 hours) |
| VIP LOUNGE & ALUMNI CENTER | Php 5, 000 (8 hours) |
| CLASSROOMS | A.) Aircon - Php 700 for the first two hours and Php 300 hour thereafter B.) Non – Aircon – Php 150/hour |
| LED | Php 9, 900/hour and Php 2.75/second |
| COVERED COURT - LUCINDA CAMPUS | A.) Using Electricity – Php2, 500/day B.) Without Electricity –Php1, 500/day |

TSU FACILITIES

| | |
|--|---|
| TSU GYM | Php 5,000 for the first two hours and Php 1, 500/hour thereafter; |
| AVR MAIN, CET AVR, & BASO AVR | Php 3, 000 for the first three hours and Php 400/hour thereafter |
| VIP LOUNGE & ALUMNI CENTER | Php 3, 000 for the first three hours and Php 400/hour thereafter |
| PROMOTIONAL ACTIVITIES | A.) Using Electricity – Php1, 000/day B.) Without using Electricity – Php300/day |
| COVERED COURT LUCINDA CAMPUS | A.) Using Electricity – Php2, 500/day B.) Without Electricity – Php1, 500/day |



Business Affairs and Auxiliary Services Office

External Services



1. Digital Studio RFID Processing – For Alumni IDs

The process for availing Alumni IDs at the BAASO Digital Studio.

The service allows alumnus to request re-issuance of ID due to lost and/ or worn-out university identification cards.

| | | | | |
|---|--|------------------------|------------------------|--|
| Office or Division: | Business Affairs & Auxiliary Services Office (BAASO) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Alumnus | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Alumni ID Number (1 Original Copy) | | Alumni Affairs Office | | |
| 2. Official Receipt (1 Original Copy) | | Cashiering Unit | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill out the information needed on the log sheet and forms provided then submit it to the person in charge. Present alumni ID Number given by the Alumni Office. | 1. Verifies the information on the log sheet and forms provided. | None | 2 minutes | <i>Clerk of Digital Studio</i> Business Affairs and Auxiliary Services Office |
| 2. Wait for your name to be called for your alumni ID | 2. Call the client and take a photo for the ID | None | 2 minutes | <i>Clerk of Digital Studio</i> Business Affairs and Auxiliary Services Office |
| 3. Receive the ID | 3. Release the ID | None | 1 minute | <i>Clerk of Digital Studio</i> Business Affairs and Auxiliary Services Office |
| TOTAL: | | None | 5 minutes | |



Business Affairs and Auxiliary Services Office

Internal Services



1. Processing of Application for Vehicle Gate pass

The service allows clients to apply for vehicle gate pass for them to park their vehicles inside the university premises.

| | | | | |
|---|---|--|---------------------------|--|
| Office or Division: | Business Affairs & Auxiliary Services Office (BAASO) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen G2G - Government to Government | | | |
| Who may avail: | Students, Faculty and Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Accomplished Application Form (1 Original Copy) | | Business Affairs & Auxiliary Services Office (BAASO) | | |
| 2. Certificate of Registration of Vehicle (1 Duplicate Copy) | | The client will provide. | | |
| 3. Valid Official Receipt Registration of Vehicle (1 Duplicate Copy) | | The client will provide. | | |
| 4. Valid Driver's License (1 Duplicate Copy) | | The client will provide. | | |
| 5. TSU ID (1 Duplicate Copy) | | The client will provide. | | |
| 6. Certificate of Registration (<i>Officially enrolled</i>) (<i>For Students</i>), (1 Duplicate Copy) | | The client will provide. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present and submit all requirements. | 2. Receives, verifies, and ensure validity and completeness of submitted documents. | None | 30 minutes | <i>Clerk</i> Business Affairs and Auxiliary Services Office |
| 2. Proceed to the Cashiering Unit and pay the assessed fee. | 2. Receives payment and issue Official Receipt (OR). | ₱100.00 | 1 hour | <i>Staff</i> Cashiering Unit |
| 3. Proceed to the BAASO and present the OR. | 3. Verifies the OR and issues the gate pass. | None | 1 minute | <i>Clerk</i> Business Affairs and Auxiliary Services Office |
| TOTAL: | | ₱100.00 | 1 hour, 31 minutes | |



2. Processing of Request for ID and Re-ID (Lost ID and Worn-out)

The service allows clients to request re-issuance of ID due to lost and/ or worn-out university identification cards.

| | | | | |
|--|--|---|------------------------|--|
| Office or Division: | Business Affairs & Auxiliary Services Office (BAASO) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen G2G - Government to Government | | | |
| Who may avail: | Faculty & Personnel of the University Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| For Employees A. New ID 1. Request Slip for ID B. Re-ID 1. Charged Slip (1 Original Copy) | | HRD Office BAASO | | |
| For Students A. Lost ID 1. Affidavit of Loss (1 Original Copy) 2. Official Receipt of Payment for Re-ID (1 Original Copy) | | The client will provide. Cashiering Unit | | |
| B. Worn-out/ Damaged ID 1. Official Receipt of Payment for Re-ID (1 Original Copy) 2. Certificate of Registration 3. Worn-out or damaged ID | | Cashiering Unit The client will provide. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| For Employees: <i>A. New ID</i> 1. Present Request Slip for ID <i>B. Re-ID</i> 1. Present charged slip | For Employees 1. Receive Request Slip 1. Verify charged slip. | None | 5 minutes | <i>Clerk of Digital Studio</i> Business Affairs and Auxiliary Services Office |
| For Students: <i>A. Lost ID</i> 1. Secure an Affidavit of Loss <i>Proceed to Student Affairs Services to report the lost ID</i> | 1. Verifies requirements. | | | |
| <i>Worn-out/ ID:</i> 1. Present Certificate of Registration/Official Receipt | 1. Verifies requirements. | | | |



| | | | | |
|--|--|--------------------------------------|---------------------------|---|
| <p>For Employees 2. Proceed to digital studio.</p> <p>For Students: 2. Proceed to BAASO (assessment window) for the assessment of RFID and surrender your old RFID</p> | <p>For Employees 2. Take photo for RFID</p> <p><i>Lost ID:</i> 2. Assess the RFID and accept the old RFID</p> <p><i>Worn-out/ Damaged ID:</i> 2. Receive the old RFID</p> | None | 30 minutes | <i>Clerk of Digital Studio</i> Business Affairs and Auxiliary Services Office |
| <p>For Employees 2. Receive RFID and fill out the log sheet.</p> <p>For Students: 3. Proceed to the Cashiering Office for payment</p> | <p>For Employees 3. Release RFID</p> <p>For Students: 3. Receive and process the payment</p> | <p>₱160.00</p> <p>₱260.00 (lost)</p> | 5 minutes | <p><i>Clerk of Digital Studio</i> Business Affairs and Auxiliary Services Office</p> <p><i>Cashiering Staff</i> Cashiering Unit</p> |
| 4. Proceed to Digital Studio | 4. Take a photo for the RFID | None | 1 hour minute | <i>Clerk of Digital Studio</i> Business Affairs and Auxiliary Services Office |
| 5. Fill out the log sheet provided and wait for your name to be called for your RFID | 5. Release RFID | None | 5 minutes | <i>Clerk of Digital Studio</i> Business Affairs and Auxiliary Services Office |
| TOTAL: | | | | |
| For employees | | ₱160.00 | 40 minutes | |
| For students | | ₱260.00 | 1 hour, 45 minutes | |



**Office Of Human Resource
Development
And Management**

External/Internal Services



1. Processing of Request for Personnel-Related Documents and Reports

The service allows retrieval or acquisition of documents archived and documented by the office for the benefit of the concerned personnel or for any legal purposes it may be used.

| | | | | |
|--|--|--------------------------|------------------------|--|
| Office or Division: | Office of Human Resource Development and Management | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Current and Former University Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request Letter with attachment/s, <i>if any</i> (1 Original Copy) | | The client will provide. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the request letter with attachments, if any to the Office of Human Resource Development and Management | 1.1 Receive the submitted document/s | None. | 1 minute | <i>Messenger</i> Office of Human Resource Development and Management |
| | 1.2 Verify submitted document/s | None. | 1 minute | <i>Concerned Unit Head</i> Office of Human Resource Development and Management |
| | 1.3 Inform the client about the release date of the requested document | None. | 1 minute | <i>Messenger</i> Office of Human Resource Development and Management |
| | 1.4 Prepare the requested personnel-related documents and/or reports. | | 4 working days | <i>Staff</i> Office of Human Resource Development and Management or <i>Concerned Unit Head</i> Office of Human Resource Development and Management |



| | | | | |
|---|---|--------------|---------------------------------------|--|
| 2. Receive the requested document and/or report | 2. Release the requested document/s and/or reports | | 2 minutes | <i>Messenger</i> Office of Human Resource Development and Management |
| TOTAL: | | None. | 4 working days & 5 minutes | |



Recruitment, Selection and Promotion Unit

External/Internal Services



1. Process for Hiring Temporary or Contractual Faculty Member

The service allows the University to recruit and select qualified and competent faculty members for Temporary or Contractual employment status.

Note: This service is a multi-stage process. The timeliness of the approval of the application depends on the processing time declared in the Citizen's Charter of each processing office. Recruitment, Selection, and Promotion Unit only receives applications, screen applicants, and conduct interview and examination for qualified applicants.

| Office or Division: | Recruitment, Selection and Promotion Unit - Human Resource Development and Management Office | | |
|--|--|--|--|
| Classification: | Highly Technical | | |
| Type of Transaction: | G2G – Government to Government G2C – Government to Citizen | | |
| Who may avail: | All Eligible Applicants | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| 1. Accomplished Personnel Requisition Slip (TSU-HRD-SF01) and Qualification Standard (TSU-HRD-SF-02A/02B) - (1 Original Copy) | | Human Resource Development and Management Office or Download at (<i>Personnel Requisition Slip</i>) - https://www.tsu.edu.ph/media/is5hhiug/1-tsu-hrd-sf-01-revision-5-prs-latest.docx , (<i>Qualification Standard Form - Teaching</i>) - https://www.tsu.edu.ph/media/0pjknip/tsu-hrd-sf-02a-qualification-standard-form-teaching.docx , or (<i>Qualification Standard Form - Non-Teaching</i>) - https://www.tsu.edu.ph/media/dc2g4yjk/tsu-hrd-sf-02b-qualification-standard-form-non-teaching.docx | |
| 2. Application Letter (1 Original Copy) | | The applicant will provide. | |
| 3. Personal Data Sheet/Resumé (1 Original Copy) | | The applicant will provide. | |
| 4. Official Transcript of Record (1 Original copy and 1 Photocopy) | | The applicant will provide. | |
| 5. Certificate of units earned in Post-graduate course/s, if any (1 Original copy and 1 Photocopy) | | The applicant will provide. | |
| 6. Certificate of Eligibility, if applicable (1 Original copy and 1 Photocopy) | | The applicant will provide. | |
| 7. Certificate of Trainings/Seminar-Workshops for the last five (5) years (1 Original copy and 1 Photocopy) | | The applicant will provide. | |
| 8. Certificate of Awards, Plaque or Letter of Commendation for the last ten (10) years (1 Original copy and 1 Photocopy) | | The applicant will provide. | |
| 9. Certificate of Employment, including outside of government (1 Original copy and 1 Photocopy) | | The applicant will provide. | |
| 10. For Present Plantilla – Last 2 Performance Rating or Individual Performance Commitment and Review (IPCR) – (1 Original copy and 1 Photocopy) | | The applicant will provide. | |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|-----------------|-----------------|---|
| 1. The College Dean submits the Accomplished Qualification Standard Form and wait for the posting of vacant position | 1.1 Receive and verify the submitted QS Form | None | 1 minute | <i>Messenger</i> Human Resource Development and Management Office |
| | 1.2 Publish the Vacant Position/s for Internal and External Hiring | None | 1 hour | <i>Staff</i> Recruitment, Selection, and Promotion Unit |
| 2. The applicant submit the application requirements until the date specified in the publication | 2.1 Receive the submitted application requirements | None | 14 working days | <i>Messenger</i> Human Resource Development and Management Office |
| | 2.2 Screen the pertinent documents submitted by the applicants and select qualified applicant/s | None | 45 minutes | <i>Management Office</i> <i>or</i> <i>Staff</i> Recruitment, Selection, and Promotion Unit |
| | 2.3 Forward to the list of qualified applicant/s to the concerned College Dean for final selection | None | 4 minutes | <i>Messenger</i> Human Resource Development and Management Office |
| | 2.4 Receive the list of qualified applicants screened by the Recruitment, Selection, and Promotion (RSP) Unit and select the qualified applicants for demo, interview, and examination | None | 1 hour | <i>College Dean</i> Concerned College |
| | 2.5 The Human Resource Merit Promotion and Selection Boards (HRMPSB) Evaluator evaluates the documents of the selected qualified applicants. | None | 1 working day | <i>Human Resource Merit Promotion and Selection Boards (HRMPSB) Evaluator</i> Recruitment, Selection, and Promotion Unit |



| | | | | |
|--|--|------|------------|---|
| | 2.6 Notify the selected qualified applicants the schedule of their demo, interview, and examination | None | 10 minutes | <i>Staff</i> Recruitment, Selection, and Promotion Unit |
| 3. Attend the scheduled demo, interview, and examination | 3.1 Conduct the demo and interview | None | 5 hours | <i>Human Resource Merit Promotion and Selection Boards (HRMPSB) Evaluator and Staff</i> Recruitment, Selection, and Promotion Unit |
| | 3.2 Conduct the psychological test | None | 3 hours | <i>Psychometrician</i> Human Resource Development and Management Office |
| | 3.3 Prepare Ranking Result for approval of the Hiring Dean/Director; Notifies hired applicant | None | 45 minutes | <i>Staff</i> Recruitment, Selection, and Promotion Unit |
| | 3.4 Receive and Evaluate the Ranking Result and Forward the list of approved applicants to the RSP Unit for Background check (For External Applicant) | None | 10 minutes | <i>College Dean</i> Concerned College |
| | 3.5 Conduct background check for approved external applicants | None | 30 minutes | <i>Staff</i> Recruitment, Selection, and Promotion Unit |
| | 3.6 Route the Recommendation Letter for approval of the Appointing Authority | None | 2 hours | <i>Messenger</i> Human Resource Development and Management Office or <i>Staff</i> |



| | | | | |
|--|---|-------------|---|--|
| | | | | Recruitment, Selection, and Promotion Unit |
| | 3.7 Notify the hired applicants the schedule of Orientation for New Employee and Issue the list of pre-employment requirement/s via email | None | 20 minutes | <i>Staff</i> Recruitment, Selection, and Promotion Unit |
| 4. Receive the notification and report to the Human Resource Development and Management Office to submit the accomplished pre-employment requirements and attend the Orientation of New Employee | 4.1 Check and Verify the submitted requirements and coordinates with the Training and Organization and Development Unit for the Orientation of New Employee | None | 20 minutes | <i>Staff</i> Recruitment, Selection, and Promotion Unit |
| | 4.2 Conduct the Orientation of New Employee | None | 1 hour | <i>Staff</i> Training and Organization Development Unit <i>and</i> <i>Staff</i> Recruitment, Selection, and Promotion Unit |
| | 4.3 Instruct the New employees to report to their College Dean for their start date, class schedule, and faculty loading | None | 5 minutes | <i>Staff</i> Recruitment, Selection, and Promotion Unit |
| 5. Proceed to the College Dean to be informed of their start date, class schedule, and faculty loading | 5. Inform the New Employees about their start date, class schedule, and faculty loading | None | 15 minutes | <i>Dean</i> <i>Concerned</i> <i>College</i> |
| TOTAL: | | None | 16 working days, 6 hours, & 25 minutes | |



Recruitment, Selection and Promotion Unit

External Services



1. Process of Hiring of Job Order Personnel

The service allows the University to recruit and select qualified individuals needed for the job.

| | | | | |
|---|--|--|------------------------|---|
| Office or Division: | Recruitment, Selection and Promotion Unit - Human Resource Development and Management Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | All Eligible Applicants | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Personnel Requisition Slip (TSU-HRD-SF01) (1 Original Copy) | | Available at the HRDM Office / TSU Website https://www.tsu.edu.ph/media/is5hhiug/1-tsu-hrd-sf-01-revision-5-prs-latest.docx | | |
| 2. Qualification Standard Form (Teaching) (TSU-HRD-SF-02A) (1 Original Copy) Or Qualification Standard Form (Non-Teaching) (TSU-HRD-SF-2B) (1 Original Copy) | | Available at the HRDM Office / TSU Website https://www.tsu.edu.ph/media/Opjknip/tsu-hrd-sf-02a-qualification-standard-form-teaching.docx https://www.tsu.edu.ph/media/dc2g4yjk/tsu-hrd-sf-02b-qualification-standard-form-non-teaching.docx | | |
| 3. Application Letter (1 Original Copy) | | The applicant will provide. | | |
| 4. Personal Data Sheet/Resumé (1 Original Copy) | | The applicant will provide. | | |
| 5. Official Transcript of Record (1 Original copy and 1 Photocopy) | | The applicant will provide. | | |
| 6. Certificate of units earned in Post-graduate course/s, if any. (1 Original copy and 1 Photocopy) | | The applicant will provide. | | |
| 7. Certificate of Eligibility, if applicable. (1 Original copy and 1 Photocopy) | | The applicant will provide. | | |
| 8. Certificate of Trainings/Seminar-Workshops for the last five (5) years. (1 Original copy and 1 Photocopy) | | The applicant will provide. | | |
| 9. Certificate of Awards, Plaque or Letter of Commendation for the last ten (10) years. (1 Original copy and 1 Photocopy) | | The applicant will provide. | | |
| 10. Certificate of Employment, including outside of government service. (1 Original copy and 1 Photocopy) | | The applicant will provide. | | |
| 11. Performance Rating/IPCR (Last two (2) rating in the present plantilla) (1 Original copy and 1 Photocopy) | | The applicant will provide. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Dean/Director/Head submits the accomplished PRS and QS Form for signature of the concerned officials. | 1.1 Receive PRS and QS Form and forwards to the concerned office/official for approval. | None | 5 minutes | Messenger Human Resource and Development Management Office |



| | | | | |
|--|--|-------|------------|---|
| | | | | Concerned Officials |
| | 1.2. Publishes Vacant Positions | None | 1 hour | <i>RSPU Staff</i> Recruitment, Selection, and Promotion Unit |
| 2.Submit application requirements. | 2.Receive submitted requirements of applicants | None | 5 minutes | <i>Messenger</i> Human Resource and Development Management Office |
| 3.Hiring Director/Dean/Head will wait for the list of qualified applicants screened by the RSPU Staff. | 3.RSPU Staff screens pertinent documents of applicants and forwards them to the concerned Dean / Director / Heads for final selection. | None. | 45 minutes | <i>Messenger</i> <i>RSPU staff</i> Recruitment, Selection, and Promotion Unit |
| 4. Qualified applicants receive the notification for the scheduled interview and examination | 4.RSPU staff notifies applicants for the schedule of pre-employment tests and interview. | None | 15 minutes | <i>Hiring Supervisor</i> Concerned College/Office <i>RSPU Staff</i> Human Resource and Development Management Office |
| 5. Report or attend for scheduled examination and interview to the HRDM Office | 5.1Conducts examination and Personnel Selection Board Interview. | None | 3 hours | <i>RSPU Staff</i> Recruitment, Selection, and Promotion Unit Human Resource and Development Personnel Selection Board |
| | 5.2 Prepares Ranking Result and conducts a background check for the top-rank applicants. <i>*a day after the exam and interview conducted</i> | None | 45 minutes | <i>RSPU Staff</i> Recruitment, Selection, and Promotion Unit <i>Hiring Supervisor</i> Concerned College/Office |
| 6. Receive the hiring approval notification. | 6. Notifies the Hiring supervisor and hired applicant. | None | 20 minutes | Concerned College/Office |
| 7. The chosen applicant/s report to the HRDM Office | 7. Job Offer and issuance of pre-employment requirements. | None | 20 minutes | <i>Clerk</i> Recruitment, Selection, and Promotion Unit |



| | | | | |
|---|---|-------------|-------------------------------------|---|
| 8. Hired employee must submit the accomplished pre-employment requirements. | 8.1 Prepares the Job Order contract. 8.2 RSPU Staff checks the requirements and coordinates with the Training and Organizational Development Unit (TODU) Staff for the Orientation of New Employee. 8.3 RSPU Staff coordinates with the MIS Office for the Biometrics Registration. | None | 1 hour | <i>RSPU Staff and TODU Staff</i> Human Resource and Development Management Office |
| 9. Receive the information regarding his/her start date | 9. RSPU staff conducts on-boarding to the hired employee | None | 10 minutes | <i>RSPU Staff</i> Recruitment, Selection, and Promotion Unit <i>Hiring supervisor/ Assigned Buddy</i> Concerned College/Office |
| TOTAL: | | None | 0 days, 7 hour/s, 45 minutes | |

*The total turnaround time considers the availability of the signatories.



2. Process for Job Vacancies Application

The service allows clients to apply for specific job vacancies or positions posted by the Human Resource and Development Management Office.

| | | | | |
|---|--|-----------------------------|------------------------|---|
| Office or Division: | Recruitment, Selection and Promotion Unit - Human Resource Development and Management Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | All eligible applicants | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Application Letter (1 Original copy) | | The applicant will provide. | | |
| 2. Personal Data Sheet/Resumé (1 Original copy) | | The applicant will provide. | | |
| 3. Official Transcript of Record (1 Original copy and 1 Photocopy) | | The applicant will provide. | | |
| 4. Certificate of units earned in Post-graduate course/s, if any. (1 Original copy and 1 Photocopy) | | The applicant will provide. | | |
| 5. Certificate of Eligibility, if applicable. (1 Original copy and 1 Photocopy) | | The applicant will provide. | | |
| 6. Certificate of Trainings/Seminar-Workshops for the last five (5) years. (1 Original copy and 1 Photocopy) | | The applicant will provide. | | |
| 7. Certificate of Awards, Plaque or Letter of Commendation for the last ten (10) years. (1 Original copy and 1 Photocopy) | | The applicant will provide. | | |
| 8. Certificate of Employment, including outside of government service. (1 Original copy and 1 Photocopy) | | The applicant will provide. | | |
| 9. Performance Rating/IPCR 10. (Last two (2) rating in the present plantilla) 11. (1 Original copy and 1 Photocopy) | | The applicant will provide. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit all requirements and present all original copies. *Receiving of application is until the date of specified in the publication for published positions. | 1.1 Receive submitted document/s. | None | 1 minute | Messenger Human Resource Development and Management Office |
| | 1.2 Verify photocopied documents upon presentation of its original copies. | None | 5 minutes | Messenger Human Resource Development and Management Office |



| | | | | |
|---|---|-------------|---|--|
| | 1.3 Encode and schedule for evaluation and interview. | None | 3 working days | <i>Clerk</i> Recruitment, Selection, and Promotion Unit |
| 2. Receive the notification and attend the scheduled interview. | 2. Inform the applicant on his/her scheduled interview. | None | 5 minutes | <i>Clerk</i> Recruitment, Selection, and Promotion Unit |
| TOTAL: | | None | 3 working days, 0 hour/s, 11 minutes | |



Recruitment, Selection and Promotion Unit

Internal Services



1. Process of Promoting Temporary Teaching Personnel to Permanent

The service allows deserving temporary teaching personnel to be promoted to a permanent employment status through recommendation to satisfy the needs of every college.

| | | | | |
|---|---|---|------------------------|--|
| Office or Division: | | Human Resource Development and Management Office – Recruitment, Selection and Promotion Unit (HRDMO - RPSU) | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2G – Government to Government | | |
| Who may avail: | | All Temporary Teaching Personnel of TSU | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Checklist of Requirements for Appointment | | Human Resource and Development Office (HRDMO) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the duly signed and approved recommendation letter along with other supporting documents. | 1.1 Receive and evaluate the completeness of the submitted recommendation letter and other pertinent documents | None | 1 hour | <i>Messenger</i> Human Resource Development and Management Office |
| | 1.2 If submitted requirements are complete, coordinate the scheduled interview and prepare Notice of Meeting | None | 1 hour | Human Resource Management Personnel Selection Board & <i>Staff-in-Charge</i> Recruitment, Selection and Promotion Unit |
| 2. Receive notification for the schedule of the interview | 2. Notify the client for the schedule of the possible interview of Human Resource Management Personnel Selection Board (HRMPSB) through email or SMS. | None | 30 minutes | <i>Staff-in-Charge</i> Recruitment, Selection and Promotion Unit |
| 3. Attends the scheduled interview | 3.1 Convene Human Resource Management Personnel Selection Board (HRMPSB) Meeting | None | 2 hours | Human Resource Management Personnel Selection Board & <i>Staff-in-Charge</i> Recruitment, Selection and Promotion Unit |



| | | | | |
|---|--|------|---------------|--|
| | 3.2 Prepare evaluation result. | None | 1 working day | Human Resource Management Personnel Selection Board & Staff-in-Charge Recruitment, Selection and Promotion Unit |
| 4. Receive notification for the change of employment status | 4.1 Notify personnel for the changes on his/her employment status. | None | 3 minutes | Staff-in-Charge Recruitment, Selection and Promotion Unit |
| | 4.2 Conduct follow up to the dean concerned for the preparation of recommendation letter | None | 5 hours | Staff-in-Charge Recruitment, Selection and Promotion Unit |
| | 4.3 Coordinate the approved recommendation letter to the client | None | 3 minutes | Messenger Human Resource Development and Management Office & Staff-in-Charge Recruitment, Selection and Promotion Unit |
| | 4.4 Coordinate the schedule of the Oath Taking to the University President | None | 15 minutes | Messenger Human Resource Development and Management Office & Staff-in-Charge Recruitment, Selection and Promotion Unit |
| 5. Receive notification for the schedule of the Oath Taking | 5. Notify the client for the schedule of the Oath Taking | None | 2 minutes | Staff-in-Charge Recruitment, Selection and Promotion Unit |
| 6. Attends Oath Taking | 6. Facilitates Oath Taking | None | 30 minutes | Staff-in-Charge Recruitment, Selection and Promotion Unit |



| | | | |
|---------------|-------------|-----------------------------------|--|
| TOTAL: | None | 2 working days, 23 minutes | |
|---------------|-------------|-----------------------------------|--|



2. Process of Hiring Contractual and Permanent No-Teaching Personnel

This service offers opportunity for qualified TSU personnel and new applicants to be hired on a position with contractual or permanent employment status.

| | |
|---|--|
| Office or Division: | Human Resource Development and Management Office – Recruitment, Selection and Promotion Unit (HRDMO - RSPU) |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | All |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Personnel Requisition Slip <i>TSU-HRD-SF-01</i> - (1 Original Copy) | Human Resource and Development Office (HRDMO) or download at https://www.tsu.edu.ph/media/is5hhiug/1-tsu-hrd-sf-01-revision-5-prs-latest.docx |
| 2. Qualification Standard Teaching <i>TSU-HRD-SF-02A</i> – (1 Original Copy) | Human Resource and Development Office (HRDMO) or download at https://www.tsu.edu.ph/media/0pjknip/tsu-hrd-sf-02a-qualification-standard-form-teaching.docx |
| 3. Qualification Standard Non-Teaching <i>TSU-HRD-SF-02B</i> – (1 Original Copy) | Human Resource and Development Office (HRDMO) or download at https://www.tsu.edu.ph/media/dc2g4yjk/tsu-hrd-sf-02b-qualification-standard-form-non-teaching.docx |
| 4. Application Letter – (1 Original Copy) | The client will provide |
| 5. Personal Data Sheet / Resumé – (1 Original Copy) | |
| 6. Official Transcript of Records (1 Original Copy and 1 Photocopy) | |
| 7. Certificate of Units Earned in Post-Graduate Course/s (<i>if any</i>) – 1 Original and 1 Photocopy) | |
| 8. Certificate of Eligibility (<i>if applicable</i>) - (1 Original Copy and 1 Photocopy) | |
| 9. Certificate of Trainings / Seminars – Workshops For the Last Five (5) Years - (1 Original Copy and 1 Photocopy) | |
| 10. Certificate of Awards, Plaque or Letter of Commendation For the Last Ten (10) Years - (1 Original Copy and 1 Photocopy) | |
| 11. Certificate of Employment Including Outside of Government Service - (1 Original Copy and 1 Photocopy) | |



| 12. Performance Rating / IPCR (Last Two (2) Rating in the Present Plantilla) - (1 Original Copy and 1 Photocopy) | | | | |
|--|--|-----------------|-----------------|---|
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Dean / Director / Head submits accomplished Qualification Standard Form (QSF) and other pertinent documents | 1.1 Receive and evaluate the submitted Qualification Standard Form and other related documents (QSF) | None | 1 minute | <i>Messenger</i> Human Resource Development and Management Office |
| | 1.2 Publish vacant position | None | 1 hour | <i>Staff-in-Charge</i> Recruitment, Selection and Promotion Unit & CSC Field Office |
| 2. Applicant submits application requirements. | 2. Receives and evaluates the submitted application requirements | None | 14 working days | <i>Messenger</i> Human Resource Development and Management Office & <i>Staff-in-Charge</i> Recruitment, Selection and Promotion Unit |
| 3. Dean / Director / Head receives the application documents for screening. | 3. Forward application documents to the Dean / Director / Head concerned for final selection. | None | 45 minutes | <i>Messenger</i> Human Resource Development and Management Office & <i>Staff-in-Charge</i> Recruitment, Selection and Promotion Unit |
| 4. Dean / Director / Head submits and informs HRDMO regarding selected applicants. | 4. Receives application documents of the selected applicants. | None | 1 working day | <i>Evaluator</i> Human Resource Management Personnel Selection Board & <i>Staff-in-Charge</i> Recruitment, Selection and Promotion Unit |



| | | | | |
|--|---|----------|---|--|
| 5. Applicant receives notification for the schedule of the interview and examination | 5. Notify selected applicants for the schedule of the interview and examination. | None | 10 minutes | <i>Staff-in-Charge</i> Recruitment, Selection and Promotion Unit |
| 6. Applicant attends the scheduled interview and psychological examination. | 6.1 Convenes Human Resource Management Personnel Selection Board (HRMPSB) interview | None | 5 hours | Human Resource Management Personnel Selection Board & <i>Staff-in-Charge</i> Recruitment, Selection and Promotion Unit |
| | 6.2 Conducts Psychological Test for selected applicants | None | 3 hours | <i>Psychometrician</i> & <i>Staff-in-Charge</i> Recruitment, Selection and Promotion Unit |
| | 6.3 Prepares Ranking Result for the approval of the Appointing Authority | None | 30 minutes | <i>Staff-in-Charge</i> Recruitment, Selection and Promotion Unit & <i>Hiring Supervisor</i> College |
| 7. Applicant receives notification on the status of his/her application | 7.1 For internally hired applicants: Notifies client if he/she is hired | None | 10 minutes | <i>Staff-in-Charge</i> Recruitment, Selection and Promotion Unit |
| | For externally hired applicants: Conducts background check | | 30 minutes | |
| | 7.2 Route the Recommendation Letter for approval of the Appointing Authority | None | 2 hours | <i>Messenger</i> Human Resource Development and Management Office & <i>Staff-in-Charge</i> Recruitment, Selection and Promotion Unit |
| 7.3 Receives Approved Recommendation Letter | None | 1 minute | <i>Messenger</i> Human Resource Development and | |



| | | | | |
|--|---|-------------|---|--|
| | | | | Management Office |
| 8. Applicant reports to the Human Resource Development and Management Office (HRDMO) | 8. Issues list of pre-employment requirements | None | 20 minutes | <i>Staff-in-Charge</i> Recruitment, Selection and Promotion Unit |
| 9. Applicant submits the accomplished pre-employment requirements. | 9. Checks the requirements and coordinates with the Training and Organizational Development Unit (TODU) Staff for the Orientation of New Employee | None | 40 minutes | <i>Staff-in-Charge</i> Training and Organizational Development Unit & <i>Staff-in-Charge</i> Recruitment, Selection and Promotion Unit |
| 10. Applicant be notified on his/her start date | 10.1 Informs hired employee on his/her start date | None | 5 minutes | <i>Staff-in-Charge</i> Recruitment, Selection and Promotion Unit |
| | 10.2 Conducts on-boarding to the hired employee | None | 10 minutes | <i>Staff-in-Charge</i> Recruitment, Selection and Promotion Unit & <i>Hiring Supervisor</i> College |
| TOTAL: | | None | 15 working days, 9 hours, 22 minutes | |



3. Process of Hiring Full-time/Part-time Lecturer

The service will help the University to recruit and select qualified and competent faculty members.

| | | | | |
|---|--|--|------------|--|
| Office or Division: | Recruitment, Selection and Promotion Unit - Human Resource Development and Management Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | All Qualified TSU Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Personnel Requisition Slip and Qualification Standard (TSU-HRD-SF01, TSU-HRD-SF-02A / 2B) | | Human Resource Development and Management Office / TSU Website (<i>tsu.edu.ph</i>) | | |
| 2. Application Letter (1 Original Copy) | | The client will provide. | | |
| 3. Personal Data Sheet/Resumé (1 Original Copy) | | | | |
| 4. Official Transcript of Record (1 Original Copy and 1 Photocopy) | | | | |
| 5. Certificate of units earned in post-graduate course/s, if any. (1 Original Copy and 1 Photocopy) | | | | |
| 6. Certificate of Eligibility, if applicable. (1 Original Copy and 1 Photocopy) | | | | |
| 7. Certificate of Trainings/Seminar-Workshops for the last five (5) years. (1 Original Copy and 1 Photocopy) | | | | |
| 8. Certificate of Awards, Plaque or Letter of Commendation for the last ten (10) years. (1 Original Copy and 1 Photocopy) | | | | |
| 9. Certificate of Employment, including outside of government service. (1 Original Copy and 1 Photocopy) | | | | |
| 10. Performance Rating/IPCR (Last two (2) rating in the present plantilla) (1 Original Copy and 1 Photocopy) | | | | |
| CLIENT STEPS | AGENCY ACTIONS | | | |
| 1. Dean/Director/Head will submit the accomplished PRS and QS Form for signature of the concerned officials. | 1. Receive PRS and QS Form and forwards to the concerned office/official for approval. | None | 5 minutes | <i>Messenger</i> Human Resource Development and Management Office |
| 2. Hiring Director/Dean/Head will wait for the posting of the vacant position | 2. Publishes Vacant Positions | None | 30 minutes | <i>Staff</i> Recruitment, Selection and Promotion Unit |
| 3. Submit application requirements. | 3. Receive submitted requirements of applicants. | None | 5 minutes | <i>Messenger</i> Human Resource Development and |



| | | | | |
|---|---|------|---|--|
| | | | | Management Office |
| 4. Hiring Director/Dean/Head will wait for the list of qualified applicants screened by the RSPU Staff. | 4. Recruitment, Selection and Promotion Unit (RSPU) Staff screens pertinent documents of applicants and forwards them to the concerned Dean / Director / Heads for final selection. | None | 45 minutes | <i>Messenger</i> Human Resource Development and Management Office <i>Staff</i> Recruitment, Selection and Promotion Unit |
| 5. Qualified Applicants will wait for the schedule of interview and examination | 5. HRMPSB Evaluator evaluates the documents of the selected applicants. | None | 1 day <i>(time varies with the number of applicants)</i> | <i>HRMPSB Evaluator</i> Human Resource Development and Management Office <i>Staff</i> Recruitment, Selection and Promotion Unit |
| 6. Qualified applicants will wait for the schedule of demo interview | 6. Recruitment, Selection and Promotion Unit (RSPU) staff notifies applicants for the schedule of demo and interview. | None | 15 minutes | <i>Staff</i> Recruitment, Selection and Promotion Unit |
| 7. Clients will prepare for the interview and demo. | 7. Convenes demo and interview. | None | 5 hours <i>(Time varies with the number of applicants)</i> | HRMPSB Human Resource Development and Management Office <i>Staff</i> Recruitment, Selection and Promotion Unit |
| 8. Applicants will attend the scheduled examination. | 8. Conducts psychological test for selected applicants | None | 3 hours | <i>Psychometrician Staff</i> Recruitment, Selection and Promotion Unit |



| | | | | |
|--|--|--------------|------------------------------------|---|
| 9. Applicants will wait for the result. | 9. Prepares Ranking Result for approval of the Hiring Dean; Notifies hired applicant. | None | 45 minutes | <i>Staff</i> Recruitment, Selection and Promotion Unit |
| 10. Applicants will wait for the result. | 10. Conducts background check on the top-rank applicants. | None | 30 minutes | <i>Staff</i> Recruitment, Selection and Promotion Unit |
| 11. Chosen applicant will visit the HRDM Office. | 11. Issues list of pre-employment requirements | None | 20 minutes | <i>Staff</i> Recruitment, Selection and Promotion Unit |
| 12. Hired employee/s will submit the accomplished pre-employment requirements. | 12. Recruitment, Selection and Promotion Unit (RSPU) Staff checks the requirements and coordinates with the Training and Organizational Development unit (TODU) Staff for the Orientation of New Employee. | None | 40 minutes | <i>Staff</i> Training and Organizational Development Unit <i>Staff</i> Recruitment, Selection and Promotion Unit |
| 13. Client will be informed regarding his/her start date. | 13. Instruct the hired lecturer to report to their Dean for the schedule and faculty loading. | None | 2 minutes | <i>Staff</i> Recruitment, Selection and Promotion Unit |
| TOTAL: | | None. | 1 day, 11 hours, 57 minutes | |



4. Process of Request for Issuance of DBP Certification

The service allows employees to have their ATM Cards to easily obtain their salaries in no time.

| | | | | |
|--|--|------------------------|------------------------|--|
| Office or Division: | Recruitment, Selection and Promotion Unit - Human Resource Development and Management Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Employees who have rendered at least one (1) month in the University | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| None | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Inform the staff of Recruitment, Selection and Promotion (RSP) regarding the DBP Certification request. | 1.2 Verify if the client had rendered at least one month in the university. | None | 1 minute | Clerk Recruitment, Selection and Promotion Unit |
| | 1.2 Prepare the DBP Certification. | None | 2 minutes | |
| 2. Receive the requested DBP Certification. | 2. Issue the requested DBP Certification. | None | 2 minutes | Clerk Recruitment, Selection and Promotion Unit |
| TOTAL: | | None. | 5 minutes | |



5. Process of Identification Card Issuance for TSU Employees

The service allows employees to have their I.D.s as a requirement of being personnel of the University.

| | | | | |
|---|--|--|------------------------|--|
| Office or Division: | Recruitment, Selection and Promotion Unit - Human Resource Development and Management Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Employees who have rendered at least one (1) month in the University | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| ID Request Slip (TSU-HRD-SF85) (1 Original Copy) | | Human Resource and Development Management Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Inform the Human Resource Development and Management Office (HRDMO) front desk for requesting Employee ID. | 1.1 Endorsement to the Recruitment, Selection and Promotion Unit (RSP) Staff. | None | 1 minute | <i>Messenger</i> Human Resource Development and Management Office |
| | 1.2 Issue an ID Request Slip (TSU-HRD-SF85) | None | 1 minute | <i>Clerk</i> Recruitment, Selection and Promotion Unit |
| 2. Accomplish the ID Request Slip and proceed to the Business Center for the ID capturing. | 2. Receive the accomplished ID Request Slip and process the requested Employee ID. | None | 5 minutes | <i>Staff</i> Business Center |
| 3. Receive the requested ID. | 3. Issue the requested ID. | None | 1 minute | <i>Staff</i> Business Center |
| TOTAL: | | None. | 8 minutes | |



Performance Management Unit

Internal Services



1. Process for Submission of requirements to the National Budget Circular 461

"This service allows qualified faculty members to submit and comply to the requirements of the National Budget Circular 461 for upgrading of position or promotion.

Note: This service is a multi-stage process. Performance Management Unit only verify, certify, and submit the NBS documents to the National Budget Circular Regional Office- Zonal Center"

| | | | | | | | |
|--|--|--|--|--|------------------------|------------------------|---------------------------|
| Office or Division: | Performance Management Unit – Office Human Resource Development and Management | | | | | | |
| Classification: | Highly Technical | | | | | | |
| Type of Transaction: | G2G – Government to Government | | | | | | |
| Who may avail: | Academically Qualified or Professionally Qualified Faculty Members with plantilla item | | | | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | | | | |
| 1. Accomplished Application Form for NBC 461 Upgrading (1 Original Copy and 2 Photocopies) | | Performance Management Unit | | | | | |
| 2. Accomplished QCE Form (Self, Peer, Supervisor, & Client Rating) - (1 Original Copy and 2 Photocopies) | | Performance Management Unit or Download at Self QCE - https://www.tsu.edu.ph/media/pm5k3cbp/self-qce.docx Peer QCE - https://www.tsu.edu.ph/media/31kbexjj/peer-qce.docx Supervisor QCE - https://www.tsu.edu.ph/media/o1xgh3s4/supervisor-qce.docx | | | | | |
| 3. Personal Data Sheet/Resumé (1 Original Copy) | | The client will provide. | | | | | |
| 4. Official Transcript of Record (1 Original Copy and 1 Photocopy) | | | | | | | |
| 5. Certificate of units earned in Post-graduate course/s, <i>if any</i> (1 Original Copy and 1 Photocopy) | | | | | | | |
| 6. Certificate of Eligibility, if applicable (1 Original Copy and 3 Photocopies) | | | | | | | |
| 7. Certificate of Trainings/Seminar-Workshops for the last five (5) years (1 Original Copy and 3 Photocopies) | | | | | | | |
| 8. Certificate of Awards, Plaque or Letter of Commendation for the last ten (10) years (1 Original Copy and 3 Photocopies) | | | | | | | |
| 9. Service Record (1 Original Copy and 3 Photocopies) | | | | | | | |
| 10. Office Order of Designation (1 Original Copy and 3 Photocopies) | | | | | | | |
| CLIENT STEPS | AGENCY ACTIONS | | | | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit all necessary documents before the date specified in the | 1.1 Receive all the submitted documents | | | | None | 10 minutes | Staff |



| | | | | |
|--|--|---------------------------------------|----------------|---|
| notice from the National Budget Circular (NBC) Regional Office - Zonal Center to the Performance Monitoring Unit | | | | Performance Management Unit |
| | 1.2 Endorse the submitted documents to the Local Evaluation Committee | None | 10 minutes | <i>Head</i> Performance Management Unit |
| | 1.3 Verify the submitted documents | None | 2 working days | <i>Director</i> Office of Human Resource Development and Management or <i>Staff</i> Tarlac State University - Local Evaluation Committee |
| | 1.4 Coordinate with the Local Evaluation Committee about the status of application | None | 5 working days | <i>Head</i> Performance Management Unit <i>Director</i> Office of Human Resource Development and Management <i>TSU-Local Evaluation Committee</i> |
| | 1.5 Submit application documents to the Zonal Center 1.5.1 Wait for confirmation or feedback from the Zonal Center (Regional then National) | None | 5 minutes | <i>Head</i> Performance Management Unit |
| 2. Receive the notification regarding the status of their application | 2. Notify the client regarding the status of their application (<i>Regional then National</i>) | PHP10,000/ Professorial applicants | 3 working days | <i>Director</i> Office of Human Resource Development |



| | | | | |
|---------------|--|--|---|---|
| | | | | and Management <i>Chairperson</i> Local Evaluation Committee |
| TOTAL: | | PHP 10,000/ Professor ial applicant s | 10 working days & 25 minutes | |

* *Guidelines for the Accreditation of Full Professor can be viewed at <https://bit.ly/3na0fur>*

* *Note: A Memo from the Zonal Center will be sent stating therein the total processing time and deadline of submission. Usually, processing of submitted documents to the National Zonal Center is approximately within the year of application))*



Training and Organizational Development Unit

External/Internal Services



1. Process of Filing of Cases and Complaints

This service allows Tarlac State University employees to file cases and complaint arising in the workplace following due process and procedures.

| | | | | |
|---|---|-------------------------|------------------------|---|
| Office or Division: | Training and Organizational Development Unit – Office of Human Resource Development and Management | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | All TSU Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter (1 Original Copy or 1 Duplicate) that includes the following: a. Full name of complainant b. Address of complainant c. Full name of respondent d. Address of respondent e. Position f. Designation <i>Note: Must be in writing and under oath.</i> | | The client will provide | | |
| 2. Narrative report containing the acts or omissions allegedly committed by the employee. (1 Original Copy or 1 Duplicate) | | The client will provide | | |
| 3. Certified True Copies of documentary evidence and affidavits of his witness, <i>if any</i> (1 Original Copy or 1 Duplicate) | | The client will provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the documents to the Office of the University President | 1.1 Receives the submitted documents and endorse to the Office of Human Resource Development and Management (OHRDM) through Office of the Vice President for Administration and Finance | None | 3 minutes | <i>Clerk</i> Office of the University President |
| | 1.2 Initial assessment and evaluation of the case by the OHRDM | None | 30 minutes | <i>Director</i> Office of Human Resource Development and Management <i>or</i> <i>Technical Staff on Employee Relations Training and Organization</i> |



| | | | | |
|---|---|-------------|---|---|
| | | | | Development Unit |
| | 1.3 Informs parties of the schedule of the Interview and Mediation | None | 2 minutes | <i>Technical Staff on Employee Relations Training and Organization Development Unit</i> |
| 2 Attend the Interview and Mediation at the HRDM Office | 2. Interviews the parties involved and facilitate initial mediation and amicable settlement | None | 1 hour | <i>Director Office of Human Resource Development and Management or Technical Staff on Employee Relations Training and Organization Development Unit</i> |
| 3. Wait for the resolution of the case | 3 Submits case report and recommend to the Office of the University President through the Vice President for Administration and Finance | None | 2 working days | <i>Director Office of Human Resource Development and Management Vice President Office of the Vice President for Administration and Finance President Office of the University President</i> |
| TOTAL: | | None | 2 working days, 1 hour, & 35 minutes | |



2. Process of Sending participants to Outside Trainings or Seminars (Face-to-Face), and External Training (For Webinar With and Free Registration Fee)

This service allows Tarlac State University (TSU) employees opportunities to attend training and seminars offered and organized by training providers outside the University for personal and professional development. *Note: This service is a multi-stage process. The timeliness of the approval of the request depends on the processing time declared in the Citizen's Charter of each processing office. Training and Organizational Development Unit only approve and endorse trainings and seminars.*

| | | | | |
|---|---|--|------------------------|--|
| Office or Division: | Training and Organizational Development Unit – Office of Human Resource Development and Management | | | |
| Classification: | Outside Training – Highly Technical External Training with Registration Fee – Highly Technical External Training (Free Webinar) - Complex | | | |
| Type of Transaction: | G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government | | | |
| Who may avail: | All TSU Plantilla Personnel (Teaching and Non-Teaching) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter of invitation, Program of Activities and other attachments, <i>if any</i> (1 Original Copy) | | Training Provider | | |
| 2. Endorsement form/letter <i>if any</i> (1 Original Copy) | | Office of the University President | | |
| 3. Accomplished Request for External Training Form (TSU-HRD-144) (1 Original Copy) | | Training and Organizational Development Unit or Download at https://www.tsu.edu.ph/media/f0jpc2tj/tsu-hrd-sf-144-form-request-for-external-training.docx | | |
| For Outside Trainings or Seminars (Face-to-Face) and External Training with Registration Fee | | | | |
| 4. Accomplished Disbursement Voucher (DV) (4 Original Copies) | | Budget and Management Unit | | |
| 5. Accomplished Obligation Request and Status (ORS) (4 Original Copies) | | Cashiering Unit | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit all form/s and other documents/attachments | 1.1 Receives and reviews submitted forms and/or documents | None | 5 minutes | <i>Front Desk Clerk</i> Office of Human Resource Development and Management <i>or</i> <i>Training Assistant</i> Training and Organization Development Unit |
| | 1.2 Adds control number and have it signed by the Human Resource Development and | None | 2 minutes | <i>Training Assistant</i> Training and Organization Development Unit <i>or</i> <i>Director</i> |



| | | | | |
|--|---|-------|----------------|---|
| | Management Office (HRDMO) Director | | | Office of Human Resource Development and Management |
| | 1.3 Endorses signed documents to the Budget and Management Unit: | None | 1 working day | <i>Training Assistant</i> Training and Organization Development Unit |
| | 1.4 Receives the signed documents and have it signed by the Budget/Accounting Officer 1.4.1 Once signed endorse the document to the concern Vice President's Office | None | 1 working day | <i>Clerk</i> Budget and Management Unit |
| | 1.5 Receives the signed documents and have it signed by the Concerned Vice President 1.5.1 Once signed endorse the document to the Office of the University President | None | 1 working day | <i>Clerk</i> Concerned Vice President |
| | 1.6 The Office of the University President will return the approved Request for External Training to the Human Resource and Development Management Office (HRDMO) | None | 2 working days | <i>Clerk</i> Office of the University President |
| 2. Confirm attendance through the registration form /link or confirmation form sent by the training provider | 2.1 Upon receipt of approved Request for External Training, Notify the client/ participants. | None | 5 minutes | <i>Training Assistant</i> Training and Organization Development Unit |
| | 2.2 For Outside Training/Seminars (Face-to-Face) , Prepares the Travel Order. Have it signed by the participants, their Office Heads, their respective VPs, and President. | None | 2 working days | |
| For Outside Training/Seminars (Face-to-Face) and External Training with Registration Fee | 3.1 Receives the accomplished Disbursement Voucher (DV) and Obligation Request and Status (ORS) (4 copies each) | xNone | 10 minutes | <i>Training Assistant</i> Training and Organization Development Unit |



| | | | | |
|---|--|-------------|---|---|
| 3. Fill out both Disbursement Voucher (DV) and Obligation Request and Status (ORS) for the payment of the registration fee and per diem of the participants | 3.2 Certifies Disbursement Voucher (DV) and Obligation Request and Status (ORS), | None | 10 minutes | <i>Head</i> Training and Organization Development Unit |
| | 3.3 Forwards the certified Disbursement Voucher (DV) and Obligation Request and Status (ORS) to the Budget Management Unit (BMU) | None | 3 working days | <i>Training Assistant</i> Training and Organization Development Unit |
| | 3.4 The Budget Management Unit (BMU) process the remaining signatories until it reaches the Cashiering Unit | | | <i>Clerk</i> Budget and Management Unit |
| | 3.5 The Cashiering Unit deposit the registration fee to the account provided by the training provider. | | | <i>Clerk</i> Cashiering Unit |
| TOTAL TIME OUTSIDE TRAINING: | | None | 10 working days & 32 minutes | |
| TOTAL TIME EXTERNAL TRAINING WITH REGISTRATION FEE: | | None | 8 working days & 32 minutes | |
| TOTAL TIME EXTERNAL TRAINING (FREE WEBINAR): | | None | 5 working days & 12 minutes | |



Training and Organizational Development Unit

Internal Services



1. Process of Issuance of Certificate of Compliance

The service provides a documentary requirement for the processing of Travel Expenses Voucher and liquidation of Cash Advance for the employees who attended external training or seminar.

| | | | | |
|---|--|------------------------------------|------------------------|---|
| Office or Division: | Training and Organizational Development Unit – Office of Human Resource Development and Management | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | TSU Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Certificate of Attendance/Participation (1 Original Copy and 1 Photocopy Copy) | | The training provider will provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the document/s to the Training and Organizational Development Unit | 1.1 Receives submitted documents | None | 2 minutes | <i>Training Assistant</i> Training and Organization Development Unit |
| | 1. 2 Reviews the submitted document and Mark/stamp the duplicate copy | None | 5 minutes | <i>Head</i> Training and Organization Development Unit |
| | 1.3 Prepares the Certificate of Compliance | None | 5 minutes | <i>Training Assistant</i> Training and Organization Development Unit |
| 2. Receive the Certificate of Compliance | 2. Issues the Certificate of Compliance to the employee | None | 2 minutes | <i>Training Assistant</i> Training and Organization Development Unit |
| TOTAL: | | None | 14 minutes | |



2. Process for New Employee Orientation

The service provides newly hired/newly appointed employees of the university with an overview on the Tarlac State University's mission, vision, organizational structure, policies and procedures, and other employment details.

| | | | | |
|--|---|--|------------------------|--|
| Office or Division: | Training and Organizational Development Unit – Office of Human Resource Development and Management | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Newly hired and newly appointed employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Accomplished Request Form for Orientation, Testing and Counselling (1 Original Copy) | | Recruitment, Selection and Promotion Unit (RSPU) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the document/s to the Office of Human Resource Development and Management | 1.1 Receives the submitted document/s | None | 2 minutes | <i>Staff</i> Recruitment, Selection and Promotion Unit or <i>Training Assistant</i> Training and Organization Development Unit |
| | 1.2 Prepares necessary forms and documents and Zoom links (if online orientation) or venue (for face-to-face orientation) | None | 10 minutes | <i>Training Assistant</i> Training and Organization Development Unit |
| | 1.3 Informs newly hired/newly appointed employees of the details of the orientation | None | 5 minutes | <i>Staff</i> Recruitment, Selection and Promotion Unit |
| 2. Attend the New Employee Online Orientation | 2. Conducts New Employee Orientation using PowerPoint and Video Presentation | None | 2 hours | <i>Training Assistant</i> Training and Organization Development Unit |
| 3. Fill out the New Employee Orientation Evaluation Form and Employee Orientation Checklist and receive Information Technology Policy of the Tarlac State University, Quality, Environment, Health | 3. Issues the New Employee Orientation Evaluation Form and Employee Orientation Checklist to be accomplished by the attendees | None | 10 minutes | <i>Training Assistant</i> Training and Organization Development Unit |



| | | | | |
|---|--|-------------|---------------------------------|---|
| and Safety Policy Leaflet, and HR On-Boarding Brochure. | | | | |
| 4. Acknowledge receipt of email and other attachment. | 4. Sends the Information Technology Policy of the Tarlac State University, Quality, Environment, Health and Safety Policy Leaflet, and HR On-Boarding Brochure, via email. | None | 5 minutes | <i>Training Assistant</i> Training and Organization Development Unit |
| TOTAL: | | None | 2 hours & 32 minutes | |



3. Processing of Request for Scholarship Status of Employee-scholars

This service helps the employee-scholars to monitor the status of their requests from the Faculty Scholarship Committee through the Human Resource and Development Management Office (HRDMO).

Note: This service is a multi-stage process. Training and Organizational Development Unit only approve and endorse request/s for Scholarship status of Employee-scholars.

| | | | | |
|---|---|-------------------------|------------------------|--|
| Office or Division: | Training and Organizational Development Unit – Office of Human Resource Development and Management | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Employee-Scholars of the University | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request Letter with supporting documents, <i>if any</i> (1 Original Copy) | | The client will provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit request letter together with the supporting documents, if any, to the Training and Organizational Development Unit. | 1.1 Receive and check the request and documents submitted. <i>*If the submitted document is incomplete, notifies the scholar and informs about the lacking.</i> | None | 15 minutes | <i>Technical Staff on Employee Relations</i> Training and Organizational Development Unit |
| | 1.2 Discuss to the requestor all the conditions related to his/her request. | None | 15 minutes | <i>Technical Staff on Employee Relations</i> Training and Organizational Development Unit |
| | 1.3 Organize the documents and coordinate with the Faculty Scholarship Committee (FSC) or Non-Academic Personnel Scholarship Committee (NAPSC) for the schedule of the meeting. | None | 3 working days | <i>Technical Staff on Employee Relations</i> Training and Organizational Development Unit |
| | 1.4 Through the HRDM Office, the FSC/NAPSC shall convene to evaluate and, if in the affirmative, shall recommend the request for approval | None | 7 working days | <i>Technical Staff on Employee Relations</i> Training and Organizational Development Unit |



| | | | | |
|--|--|-------------|---|---|
| | by the Office of the University President. | | | <i>Members</i> TSU- Faculty Scholarship Committee (FSC)/ or Non-Academic Personnel Scholarship Committee (NAPSC) <i>President</i> Office of the University President |
| 2. Receives the notification regarding the status of request | 2. Notifies the requestor on the status of his/her request, in writing | None | 3 working days | <i>Technical Staff</i> <i>on Employee Relations</i> Training and Organizational Development Unit |
| TOTAL: | | None | 13 working days & 30 minutes | |



4. Process of Requesting for In-house Training or Seminar (Face-to-Face and Online)

The service allows other offices/departments of the university to organize and facilitate training or seminars for Tarlac State University (TSU) employees.

Note: This service is a multi-stage process. Training and Organizational Development Unit only approve and endorse In-house trainings and seminars.

| | | | | |
|---|--|---|------------------------|--|
| Office or Division: | Training and Organizational Development Unit – Office of Human Resource Development and Management | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | TSU Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Accomplished Training Request Form (TSU-HRD-SF-49) with attachments, <i>if any</i> (3 Original Copies) | | Training and Organizational Development Unit or Download at https://www.tsu.edu.ph/media/sshfq5e0/tsu-hrd-sf-49-training-request-form.docx | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit Training Request Form (TRF) to the Office of Human Resource Development and Management | 1.1 Receives the submitted Training Request Form with other supporting documents | None | 2 minutes | <i>Front Desk Clerk</i> Office of Human Resource Development and Management <i>or</i> <i>Training Assistant</i> Training and Organization Development Unit |
| | 1.2 Reviews the submitted TRF and supporting documents | None | 5 minutes | <i>Head</i> Training and Organization Development Unit |
| | 1.2.1 If approved, forward to the Budget Management Unit. If not, notify the client | | 1 working day | <i>Clerk</i> Budget Management Unit |
| | 1.2.2 If approved, forward to the Accounting Unit. If not, notify the client | | 1 working day | <i>Clerk</i> Accounting Unit |
| | 1.2.3 If approved, forward to the respective Vice President of the | | 1 working day | <i>Clerk</i> |



| | | | | |
|--|--|-------------|--|---|
| | requesting office. If not, notify the client. | | | Respective Vice President (AF, AA, PQA, RES) |
| | 1.3 Endorses TRF for final approval of the President | None | 1 working day | <i>Clerk</i> Office of the University President |
| 2. Announce the training details through DMS | 2.1 Secures a copy of the signed memo | None | 10 minutes | <i>Training Assistant</i> Training and Organization Development Unit |
| | 2.2 Prepares necessary training needs prior to scheduled webinar: <i>Zoom/MS Teams Link, Pre-registration Link and Post Training Evaluation, request to serve meal, if necessary</i> | None | 3 working days | <i>Training Assistant</i> Training and Organization Development Unit |
| TOTAL: | | None | 7 working days & 17 minutes | |



5. Processing of Request for Study Leave Reinstatement of Employee-scholars

This service allows the employee-scholars to reinstate and resume their duty after finishing the degree they took during their availed study leave.

Note: This service is a multi-stage process. Training and Organizational Development Unit only process and endorse request for study leave reinstatement of Employee-scholars, approval depends on the evaluation of other processing office.

| | | | | |
|--|---|--|------------------------|--|
| Office or Division: | Training and Organizational Development Unit – Office of Human Resource Development and Management | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C – Government to Government | | | |
| Who may avail: | Employee-Scholars of the University | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Accomplished Reinstatement Letter Form (TSU-HDR-151) (Triplicate Copies) | | Download at Tarlac State University Website https://www.tsu.edu.ph/media/1lrldi1mu/tsu-hrd-sf-151-revision-01-reinstatement-form.docx | | |
| 2. Diploma or Certificate from the University where he/she graduated (1 Original Copy) | | The client will provide. | | |
| 3. Transcript of Records (with Special Order for Private Schools) (1 Original Copy) | | | | |
| 4. Hard copy of the Thesis/Dissertation (1 Original Copy) | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit requirements to the Office of the University President | 1.1 Endorses to the Office of Human Resource Development and Management | None | 1 minute | <i>Clerk</i> Office of the University President |
| | 1.2 Endorses to the Employee Relations Staff. | None | 1 minute | <i>Messenger</i> Office of Human Resource Development and Management |
| | 1.3 Receives the documents. | None | 1 minute | <i>Technical Staff on Employee Relations</i> Training and Organizational Development Unit |
| | 1.4 Through the HRDM Office, the FSC/NAPSC shall convene to evaluate and, if in the affirmative, shall recommend the request for approval by the OUP. | None | 7 working days | <i>Technical Staff on Employee Relations</i> Training and Organizational Development Unit <i>Committee Members</i> |



| | | | | |
|--|---|-------------|---------------------------------------|--|
| | | | | <p>Faculty Scholarship Committee (FSC)/ or Non-Academic Personnel Scholarship Committee (NAPSC)</p> <p><i>President</i> Office of the University President</p> |
| 2. Receives the notification regarding the status of request | 2. Notify the applicant on the status of his/her request, in writing. | None | 2 working days | <i>Technical Staff on Employee Relations Training and Organizational Development Unit</i> |
| TOTAL: | | None | 9 working days & 3 minutes | |



6. Processing of Request for Scholarship Extension

This service allows the employee-scholars who cannot complete their degree within the period stipulated in their scholarship contract to request for one (1) semester extension with/without pay and with/without stipend to continue studying in their respective Universities.

Note: This service is a multi-stage process. Training and Organizational Development Unit only process and endorse request for Scholarship extension, approval depends on the evaluation of other processing office.

| | | | | |
|--|--|--------------------------|------------------------|--|
| Office or Division: | Training and Organizational Development Unit – Office of Human Resource Development and Management | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C – Government to Government | | | |
| Who may avail: | Employee-Scholars of the University | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter of Intent addressed to the Office of the University President with an endorsement from the College Dean/Director and concerned Vice President (1 Original Copy and 1 Photocopy) | | The client will provide. | | |
| 2. Updated Study Plan (1 Original Copy) | | | | |
| 3. Grade Reports (1 Original Copy) | | | | |
| 4. Certification from the adviser indicating the needed period by the grantee to finish the degree, <i>if any</i> . (1 Original Copy) | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit Letter of Intent to the Office of the University President (OUP). <i>Note: Request to extend shall be made one month before the current semester or end of summer/midyear for the FSC actions and endorsement to the OUP.</i> | 1.1 Endorses the letter to the Human Resource Development and Management Office | None | 1 minute | <i>Clerk</i> Office of the University President |
| | 1.2 Endorses to the Employee Relations Staff. | None | 1 minute | <i>Messenger</i> Office of Human Resource Development and Management |
| | 1.3 Informs requestor of the needed requirements. | None | 3 minutes | <i>Technical Staff on Employee Relations</i> Training and Organizational Development Unit |
| 2 Submit the requirements. | 2.1 Receives submitted documents. | None | 1 minute | <i>Technical Staff on Employee Relations</i> Training and Organizational Development Unit |



| | | | | |
|---------------|--|--------------|---------------------------------------|--|
| | <p>2.2 Through the HRDM Office, the FSC/NAPSC shall convene to evaluate and, if in the affirmative, shall recommend the request for approval by the OUP.</p> | None | 7 working days | <p><i>Technical Staff on Employee Relations Training and Organizational Development Unit</i></p> <p><i>Members</i> TSU- Faculty Scholarship Committee (FSC)/ Non-Academic Personnel Scholarship Committee (NAPSC)</p> <p><i>President</i> Office of the University President</p> |
| | <p>2.3 Notifies the applicant on the status of his/her request, in writing.</p> | None. | 2 working days | <p><i>Technical Staff on Employee Relations Training and Organizational Development Unit</i></p> |
| TOTAL: | | None. | 9 working days & 6 minutes | |



7. Processing of Application for Scholarship

This service provides opportunity for deserving faculty members and non-teaching personnel to pursue higher education.

Note: This service is a multi-stage process. Training and Organizational Development Unit only process and endorse scholarship application, approval depends on the evaluation of other processing office.

| | | | | |
|---|--|--|------------------------|--|
| Office or Division: | Training and Organizational Development Unit – Office of Human Resource Development and Management | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C – Government to Government | | | |
| Who may avail: | Permanent employees who have rendered two (2) years and above to the University. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter of Intent addressed to the Office of the University President with an endorsement from the College Dean/Director and concerned Vice President (1 Original Copy) | | The client will provide. | | |
| 2. Scholarship Application Form (1 Original Copy) | | Training and Organizational Development Unit | | |
| 3. Notice of Acceptance from the University or school where he/she plans to enroll (1 Original Copy) | | The client will provide. | | |
| 4. Very Satisfactory Performance Rating for the previous IPCR rating period (1 Original copy and 1 Photocopy) | | | | |
| 5. Certificate of Employment (1 Original Copy) | | | | |
| 6. Medical Certificate (1 Original Copy) | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit Letter of Intent to the Office of the University President. | 1.1 Endorses the letter to the HRDM Office. | None | 1 minute | <i>Clerk</i> Office of the University President |
| | 1.2 Endorses to the Employee Relations Staff. | None | 1 minute | <i>Messenger</i> Office of Human Resource Development and Management |
| | 1.3 Informs requestor of the needed requirements. | None | 3 minutes | <i>Technical Staff on Employee Relations</i> Training and Organizational Development Unit |
| 2. Submit the requirements | 2.1 Receives submitted documents. | Non | 1 minute | <i>Technical Staff on Employee Relations</i> Training and Organizational |



| | | | | |
|---------------|---|-------------|--|---|
| | | | | Development Unit |
| | 2.2 Through the HRDM Office, the TSU- Faculty Scholarship Committee (FSC)/Non-Academic Personnel Scholarship Committee (NAPSC) shall convene to evaluate and, if in the affirmative, shall recommend the application for approval by the OUP. | None | 7 working days | <i>Technical Staff on Employee Relations Training and Organizational Development Unit Members TSU- Faculty Scholarship Committee (FSC)/ Non-Academic Personnel Scholarship Committee (NAPSC)</i> <i>President Office of the University President</i> |
| | 2.2 Prepares and accomplishes CSW for Board Confirmation | None | 3 working days | <i>Technical Staff on Employee Relations Training and Organizational Development Unit</i> <i>Board of Regents Tarlac State University</i> |
| | 2.3 Notifies the applicant on the status of his/her application. 2.3.1 Facilitate the contract signing when approved. | None | 3 working days | <i>Technical Staff on Employee Relations Training and Organizational Development Unit</i> |
| TOTAL: | | None | 13 working days & 6 minutes | |



8. Process of Application for Sabbatical Leave

This service allows members of the faculty to study, conduct investigation and research, book writing, extension service, consultancy volunteer work or rest to improve their competency for service to the University

Note: This service is a multi-stage process. Training and Organizational Development Unit only process the application for sabbatical leave, approval depends on the evaluation of other processing office.

| | | | | |
|---|--|--|------------------------|--|
| Office or Division: | Training and Organizational Development Unit – Office of Human Resource Development and Management | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C – Government to Government | | | |
| Who may avail: | TSU Faculty with Ten (10) Years and Above Tenure | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Accomplished Application Form for Sabbatical (1 Original Copy and 2 Photocopies) | | Training and Organizational Development Unit | | |
| 2. Proposed program of work (1 Original Copy) | | The client will provide. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the accomplished Application Form with the Proposed Program of Work to Office of the University President | 1.1 Receives and verifies completeness of the submitted documents | None | 1 minute | <i>Clerk</i> Office of the University President |
| | 1.2 Endorses verified documents to Human Resource and Development Management Office (HRDMO) | None | 1 minute | <i>Clerk</i> Office of the University President |
| | 1.3 Receives and endorses the documents to the Employee Relations Staff” | None | 1 minute | <i>Messenger</i> Office of Human Resource Development and Management |
| | 1.4 Receives and endorses the documents to the Human Resource and Development Management Office (HRDMO) Director | None | 1 minute | <i>Technical Staff on Employee Relations</i> Training and Organizational Development Unit or <i>Director</i> Office of Human Resource Development and Management |



| | | | | |
|---|--|-------------|--|---|
| | 1.5 Convenes and evaluates the applicant's proposed program of work | None | 7 working days | <i>Members TSU- Administrative Council</i> |
| | 1.6 Prepares and accomplishes CSW for Board Confirmation | None | 7 working days | <i>Technical Staff on Employee Relations Training and Organizational Development Unit Board of Regents Tarlac State University</i> |
| 2. Receive an update on the status of the application | 2. Notify the applicant on the status of his/her application. 2.1 If approved, facilitate the contract signing. 2.2 If denied, inform the lacking. | | 3 working days | <i>Technical Staff on Employee Relations Training and Organizational Development Unit</i> |
| | TOTAL: | None | 17 working days & 4 minutes | |



9. Processing of Thesis/Dissertation Financial Assistance

This service allows deserving Tarlac State University (TSU) personnel to receive financial assistance as a support for the completion of their thesis or dissertation

Note: This service is a multi-stage process. Training and Organizational Development Unit only process the Financial Assistance for Thesis/Dissertation, the approval depends on the evaluation of other processing office.

| | | | | |
|--|--|---|------------------------|--|
| Office or Division: | Training and Organizational Development Unit – Office of Human Resource Development and Management | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C – Government to Government | | | |
| Who may avail: | Permanent TSU Personnel Rendering For At Least Two (2) Years with Defended Research Proposal | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Accomplished Request for Thesis/Dissertation Financial Assistance Form <i>TSU-HRD-SF-50</i> (1 Original Copy and 2 Photocopies) | | Training and Organizational Development Unit or Download at https://www.tsu.edu.ph/media/okdnurao/tsu-hrd-sf-50-request-for-thesis-dissertation-financial-assistance-r01.docx | | |
| 2. Accomplished Permit to Study Form <i>TSU-HRD-SF-27</i> (1 Original Copy and 2 Photocopies) | | Training and Organizational Development Unit or Download at https://www.tsu.edu.ph/media/cxxmzync/tsu_hrd-sf-27-permit-to-study-form.pdf | | |
| 3. Individual Performance Commitment and Review Summary (IPCR) for the past two (2) years (1 Original Copy) | | Training and Organizational Development Unit | | |
| 4. Research Proposal certified by the Dean concerned (1 Original Copy) | | The client will provide. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit accomplished forms and supporting requirements to the Office of the University President | 1.1 Receives and verifies completeness of the submitted documents | None | 1 minute | <i>Clerk</i> Office of the University President |
| | 1.2 Endorses verified documents to Human Resource and Development Management Office (HRDMO) | None | 1 minute | <i>Clerk</i> Office of the University President |
| | 1.3 Receives and endorses documents to the Employee Relations Staff | None | 1 minute | <i>Messenger</i> Office of Human Resource Development and Management |
| | 1.4 Convenes and evaluates if the thesis/dissertation is relevant with the development thrust of the University, if affirmative, shall | None | 7 working days | <i>Technical Staff on Employee Relations</i> Training and Organizational Development Unit |



| | | | | |
|---|--|-------------|---|---|
| | endorse the application to the Budget Office to determine if there are funds available. (If denied, kindly state agency action to be done) | | | <p><i>Members</i> TSU- Faculty Scholarship Committee (FSC)/ Non-Academic Personnel Scholarship Committee (NAPSC)</p> <p><i>Clerk</i> Budget Management Unit</p> |
| | 1.5 Endorses the application to the Office of the University President for approval. | None | 3 days | <i>Clerk</i> Office of the University President |
| | 1.6 Endorses to the Employee Relations Staff. | None | 1 minute | <i>Messenger</i> Office of Human Resource Development and Management |
| | 1.7 Compiles and endorses all the requirements to the Administrative Services Unit for the processing of voucher. | None | 5 minutes | <i>Technical Staff on Employee Relations</i> Training and Organizational Development Unit <i>Staff</i> Administrative Service Unit |
| 2. Receive the notification regarding the status of the application | 2. Notifies the client on the status of his/her application. | None | 1 minute | <i>Technical Staff on Employee Relations</i> Training and Organizational Development Unit |
| TOTAL:: | | None | 10 working days & 10 minutes | |



Employee Welfare Unit External/Internal Services



1. Processing of Request for Issuance of Certifications

The service allows the issuance of various certifications, e.g. Certificate of Employment, to be used by employees for any legal purpose needed.

| | | | | |
|--|--|---|------------------------|----------------------------|
| Office or Division: | Employees' Welfare Unit – Office of Human Resource Development and Management | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government G2C – Government to Client | | | |
| Who may avail: | Any TSU employee, active or inactive in service may go to the HRDM Office to request for certifications needed. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Fully-accomplished Certification / Documents Request Slip (TSU-HRD-SF-26), which contains the name of the personnel, their status, whether they are in active/inactive service, the requested certifications/documents, the purpose of the request. (1 Original Copy) | | Office of Human Resource Development and Management | | |
| 2. Other necessary documents for inactive personnel, such as copy of Approved Clearance, if not yet cleared, and Authorization Letter, for representatives (1 Original Copy) | | The client will provide. | | |
| 3. 201 File Folder of the personnel (1 Original Copy) | | Office of Human Resource Development and Management | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill-out and submit the accomplished Certification/ Documents Request Slip. | For Walk-in Application: 1. Receive the Certification/ Documents Request Slip. | None | 2 minutes | Staff EW Unit, HRDMO |
| For Online: Request for the employment details of the TSU personnel Concerned at hrdmo@tsu.edu.ph | For Online Application: 1. Check the Certifications & Documents Request Form online excel file that acts as the database of the online form. | None | 2 minutes | Staff EW Unit, HRDMO |



| | | | | |
|---|--|-------------|---------------------------|-----------------------------------|
| 2. Answer additional questions for the confirmation of the request and employment record. | 2.1 Ask the requesting personnel for additional documents, if necessary. | None | 2 minutes | <i>Staff</i> EW Unit, HRDMO |
| | 2.2 Check the 201 File Folder of the requesting personnel. | None | 2 hours | <i>Staff</i> EW Unit, HRDMO |
| | 2.3 Prepare and print the certification. | None | 15 minutes | <i>Director</i> HRDMO |
| 3. Receive the signed and dry-sealed request certificate. | 3. Release the signed and dry-sealed certification to the requesting personnel. Have them sign on the Certifications Logbook for records purposes, OR depending on the request of the personnel, scan the signed certification and send to the provided email address; or retrieve at the HR file box at a designated date and time. | None | 2 minutes | <i>Staff</i> EW Unit, HRDMO |
| TOTAL: | | None | 2 hour, 21 minutes | |



2. Process of Request for Employment Verification

The service allows the verification of the employment record of active and inactive personnel of the University for new employment and/or bank/loan applications.

| | | | | |
|--|--|--|------------------------|---|
| Office or Division: | Employees' Welfare Unit – Office of Human Resource Development and Management | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government G2B – Government to Business Entity | | | |
| Who may avail: | Any government agency and private companies requesting for the verification of active and/or inactive TSU employee for any legal purpose may avail of this service. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. List of personnel information to be verified (1 Original Copy) | | The client will provide. | | |
| 2. 201 File Folder of the personnel (1 Original Copy) | | Office of Human Resource Development and Management and/or Records and Archives Unit | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Request for the employment details of the TSU personnel concerned. For Online: Request for the employment details of the TSU personnel Concerned at hrdmo@tsu.edu.ph | For Walk-in/Phone Call Requests: 1.1 Receive and list the needed details and inform the client of feedback after 5 minutes. | None | 1 minute | <i>Staff</i> Employees' Welfare Unit |
| | For E-mail Requests: 1.1 Receive the email from the Background Investigator and start the verification/checking of the employment records of the personnel concerned. 1.2 Verify if the requested person is/was hired. Prepare and list the information needed. | None | 1 minute | <i>Staff</i> Employees' Welfare Unit |
| 1. Wait for the feedback for the verification of information. | 2.For Walk-in/Phone Call Requests: State the information as per recorded on the 201 File of the personnel or on the HRIS. If concerned person not found in the HRIS or 201 File, declare that the person has/have no employment recorded at TSU. | None | 5 minutes | <i>Staff</i> Employees' Welfare Unit |



| | | | | |
|---------------|---|-------------|-------------------|--|
| | <p>For E-mail Requests: Reply to the email sent by the investigating personnel/company. State the information as per recorded on the 201 File of the personnel or on the HRIS. If concerned person not found in the HRIS or 201 File, declare that the person has/have no employment recorded at TSU.</p> | None | 5 minutes | |
| TOTAL: | | None | 11 minutes | |



Employee Welfare Unit Internal Services



1. Processing of Application for Leave of Absence

This service allows client to file for their leave benefits and record their application for leave of absence throughout their service in the institution

| | | | | |
|--|--|---|------------------------|---|
| Office or Division: | Employees' Welfare Unit – Office of Human Resource Development and Management | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | All Permanent, Temporary, Contractual, and Substitute Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Fully Accomplished Application for Leave Form (1 Original Copy) | | The client will provide. | | |
| 2. Attachment/s depending on the type of leave availed (1 Original Copy) – Medical Certificate for Sick Leave | | The client will provide. | | |
| 3. Updated leave credits balance (1 Original Copy) | | Office of Human Resource Development and Management | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit a fully-accomplished Application for Leave Form. | 1.1 For Walk-in Applications: Receives Application for Leave Form and endorse to Employees' Welfare Unit personnel. | None | 2 minutes | <i>Messenger</i> Office of Human Resource Development and Management |
| | For Online Applications: Check and receive applications thru the Admin Module of the Online Leave Application Portal (https://leave.tsu.edu.ph/LeaveApplication) | None | | <i>Staff</i> Employees' Welfare Unit |
| | 1.2 For Walk-in Applications: Check and update the requesting personnel's Leave Credits balance. | None | 5 minutes | <i>Staff</i> Employees' Welfare Unit |
| | For Online Applications: The checking and updating of the requesting personnel's Leave Credits balance is | None | | |



2. Process for Employee Counselling

The service allows the employees to seek help and assistance from competent professionals to resolve personal, social, and career concerns that may be adversely affecting their well-being.

| | | | | |
|---|---|---|------------------------|---|
| Office or Division: | Employees' Welfare Unit – Office of Human Resource Development and Management | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Employees of the University | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Employee Self-Referral Counseling Slip <i>TSU-HRD-SF-96</i> (1 Original Copy) | | Office of Human Resource Development and Management | | |
| 2. Employee Referral Form <i>TSU-HRD-SF-100</i> (1 Original Copy) | | Office of Human Resource Development and Management | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. For Self-Referral: Accomplish the Employee Self-Referral Counseling Slip. For Employee Referral: Accomplish the Employee Referral Form. | 1.1 Receive the documents. | None | 1 minute | <i>Employee or Immediate Supervisor Tarlac State University Employee Counselor Employees' Welfare Unit</i> |
| | 1.2 Assess the nature of concern of the counselee. | None | 1 working day | <i>Employee Counselor Employees' Welfare Unit</i> |
| | 1.3 Communicate with the counselee to schedule the intake interview. | None | 1 working day | <i>Employee Counselor Employees' Welfare Unit</i> |
| 2. Attend to scheduled initial intake interview. | 2. Conduct an initial interview with the counselee and set another schedule for the Formal Counseling. | None | 30 minutes | <i>Employee Counselor Employees' Welfare Unit</i> |
| 4. Attend to the Formal Counseling session. | 3. Conduct Formal Counseling to the counselee and may refer him/her to other professionals, if needed. 5.1 Evaluate and monitor the outcome of the counseling. | None | 1 hour | <i>Employee Counselor Employees' Welfare Unit Director Office of Human Resource Development and Management</i> |



| | | | | |
|--|---|--------------------|--|---|
| <p>4. Client may request for further counseling session through the Employee Relations Staff, if needed.</p> | <p>4.1 Inform the counselor regarding the request of the client. 4.2 Once the goals of the counseling were achieved, the counseling relationship is terminated.</p> | <p>None</p> | <p>1 working day</p> | <p><i>Employee Counselor</i> <i>Employees' Welfare Unit</i></p> <p><i>Director</i> <i>Office of Human Resource Development and Management</i></p> |
| TOTAL: | | <p>None</p> | <p>3 working days, 1 hours & 31 minutes</p> | |



3. Process of Exit Interview

This service allows outgoing employees of the University to provide constructive and honest feedback that may help the institution to identify strengths and improve its weaknesses.

| | | | | |
|--|--|------------------------|---|---|
| Office or Division: | Employees' Welfare Unit – Office of Human Resource Development and Management | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Outgoing Employee of the University | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Exit Interview Form <i>TSU-HRD-SF-101</i> (1 Original Copy) | | | Office of Human Resource Development and Management | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to HRDMO for exit interview | 1.1 Receive the Exit Interview Form | None | 3 minutes | <i>Administrative Aide VI</i> Employee Welfare Unit |
| | 1.2 Provide an Exit Interview Form. | None | 1 minute | <i>Employee Counselor</i> Employees' Welfare Unit |
| 2. Accomplish and submit the Exit Interview Form | 2. Receive accomplished Exit Interview Form. | None | 3 minutes | <i>Employee Counselor</i> Employees' Welfare Unit |
| 3. Attend the Exit Interview | 3. Proceed with the Interview, if assessed necessary based on the filled-out form. | None | 45 minutes | <i>Clerk</i> Employee Welfare Unit <i>Technical Staff on Employee Relations</i> Training and Organizational Development Office |
| TOTAL: | | None | 52 minutes | |



4. Process for Plantilla Upgrading

This process is for recording/upgrading of plantilla items using DBM generated system – PSISOP

| | | | | |
|--|--|--------------------------|------------------------|-------------------------------|
| Office or Division: | Employees' Welfare Unit – Office of Human Resource Development and Management | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Recruitment, Selection & Promotion Unit | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Appointment (CS Form No. 33-B, Revised 2018) List of Plantilla of Personnel and Salary Adjustment (1 Original Copy) | | The client will provide. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit Appointment of the employees and/or List of Plantilla of Personnel and Salary Adjustment | 1.1 Receive submitted documents | None | 3 minutes | Staff Employees' Welfare Unit |
| | 1.2 Fill in items on the system and/or update the existing items | None | 20 minutes | Staff Employees' Welfare Unit |
| | 1.3 Recheck the data encoded | None | 10 minutes | Staff Employees' Welfare Unit |
| | 1.4 Upload to Department of Budget Management | None | 5 minutes | Staff Employees' Welfare Unit |
| 2. Receive the notification of the status of the upgrading of plantilla | 2.1 Notify the President for review and approval | None | 7 minutes | Staff Employees' Welfare Unit |
| | 2.2 Notify the client of the status of the upgrading of plantilla thru MS Teams, Email etc.) | | | |
| TOTAL: | | None | 45 minutes | |



5. Printing of Daily Time Record (DTR) for Overtime/Extended Services

The service allows TSU employees to request and receive a printed Daily Time Record (DTR) for their overtime or extended services.

| | | | | |
|---|--|--|------------------------|---|
| Office or Division: | | Human Resource Development and Management Office - Employees' Welfare Unit (HRDMO - EWU) | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2G – Government to Government | | |
| Who may avail: | | TSU Employees Rendering Overtime or Extended Services | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Accomplished and Duly Signed Overtime/Extended Services Form (1 Original Copy) | | The client will provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the accomplished and duly signed Overtime/Extended Services Form | 1.1 Receives and files the submitted document | None | 2 minutes | <i>Staff-in-Charge</i> Employee's Welfare Unit |
| | 1.2 Plot the overtime or extended services schedule as reflected on the submitted form | None | 10 minutes | <i>Staff-in-Charge</i> Employee's Welfare Unit |
| 2. Receive the printed the Daily Time Record (DTR) | 2. Print and issue the plotted Daily Time Record (DTR) schedule | None | 2 minutes | <i>Staff-in-Charge</i> Employee's Welfare Unit |
| TOTAL: | | None | 14 minutes | |



6. Process for Requesting and Issuance of Authority to Travel Abroad

This process is for the issuance of the authority to travel abroad for employees on official business or on leave of absence)

| | | | | |
|---|--|--------------------------|------------------------|-------------------------------|
| Office or Division: | Employees' Welfare Unit – Office of Human Resource Development and Management | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Any active TSU employee, both Teaching and Non-Teaching, permanent, temporary, contractual, and substitute status may go to the HRDM Office to request for Authority to Travel Abroad. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request Letter to Travel, which includes the travel dates and destination and the purpose of the travel, signed by the immediate supervisor and the Vice President concerned (1 Original Copy) | | The client will provide. | | |
| 2. Approved Application for Leave of Absence (1 Original Copy) | | | | |
| 3. Other necessary documents for Official Business travels and/or for CHED Scholar's travels <i>TSU-HRD-WI-20</i> (1 Original Copy) | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the fully accomplished Certification/ Documents Request Slip, as well as the University President-approved request letter to travel. | 1. Receive the Certification/ Documents Request Slip and approved request letter to travel. | None | 1 minute | Staff Employees' Welfare Unit |
| 2. Receive the checklist of the supporting documents needed for the approval of the request. | 2. Issue the Checklist for Authority to Travel Abroad Requirements. | None | 5 minutes | Staff Employees' Welfare Unit |
| 3. Submit the supporting documents for the request. | 3.1 Receive and check the submitted supporting documents, have them photocopied for the preparation of the Authority to Travel Abroad (ATA) document. | None | 5 minutes | Staff Employees' Welfare Unit |
| | 3.2 Prepare and print 2 copies of the Authority | None | 10 minutes | Staff |



| | | | | |
|--|--|-------------|---------------------------------------|---|
| | to Travel Abroad (ATA), attach a set of supporting documents for each ATA copy | | | Employees' Welfare Unit <i>Director</i> HRDMO |
| | 3.3 Submit to HRDM Director and concerned Vice President for countersign; University President for approval and signing. | None | 1 working day | <i>Staff</i> Employees' Welfare Unit <i>Director</i> Office of Human Resource Development and Management <i>Vice President</i> <i>University President</i> |
| 4. "Release the signed and dry-sealed Authority to Travel Abroad (ATA) and sign on the Logbook for records purposes" | 4. Release the signed and dry-sealed Authority to Travel Abroad (ATA) to the requesting personnel. Have them sign on the Logbook for records purposes. | None | 2 minutes | <i>Staff</i> Employees' Welfare Unit <i>Head</i> Employees' Welfare Unit |
| TOTAL: | | None | 1 working day & 23 minutes | |



Administrative Services Unit

External Services



1. Preparation of remittances for BIR, GSIS, HDMF, and PHIC

The service applies to the preparation of remittance voucher of withholding taxes, premiums, and loans of permanent, temporary, and contractual employees, job order, lectures, and part-timers of the university.

Note: This service is a multi-stage process. The ASU facilitates the preparation of remittance list, obligation request, and disbursement voucher only.

| | | | | |
|--|---|--|--|---|
| Office or Division: | Administrative Services Unit – Payroll and Remittance Section | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Tarlac State University Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Remittance List (1 Original Copy) | | From Administrative Services Unit – Payroll and Remittance Staff | | |
| 2. Disbursement Voucher (4 Original Copies) | | | | |
| 3. Obligation Request (4 Original Copies) | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME* | PERSON RESPONSIBLE |
| 1. Agency will notify TSU for the submission of Contribution and monthly amortization(loans) | 1.1 Prepares Monthly Remittance List | None | 2 days | <i>Payroll and/or Remittance Staff Administrative Services Unit</i> |
| | 1.2 Reviews remittance list including checking of figures entered. | None | 2 days | <i>Payroll and/or Remittance Staff Administrative Services Unit</i> |
| | 1.3 Prints Remittance List. | None | 10 minutes | <i>Payroll and/or Remittance Staff Administrative Services Unit</i> |
| | 1.4 Prepares Obligation Request and Disbursement Voucher. | None | 2 minutes | <i>Payroll and/or Remittance Staff Administrative Services Unit</i> |
| | 1.5 Signs Remittance List, Obligation Request and Disbursement Voucher. | None | 3 minutes | <i>Head Administrative Services Unit</i> |
| | 1.6 Logs documents and forwards to the next processing office. | None | 2 minutes | <i>Receiving/ Releasing Staff Administrative Services Unit</i> |
| TOTAL: | | None | 4 working days & 17 minutes | |



2. Utilities' Voucher Preparation Procedure

This procedure applies to preparation of payment voucher of utilities - Electric (Tarlac Electric Inc.), Water (Prime Water), Telephone (PLDT), and Internet (Converge/PLDT).

Note: This service is a multi-stage process. The ASU facilitates the preparation of remittance list, obligation request, and disbursement voucher only.

| | | | | |
|---|---|--|-------------------------|--|
| Office or Division: | Administrative Services Unit – Remittance Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B – Government to Business | | | |
| Who may avail: | TEI, Primewater, PLDT/Converge | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Statement of account (1 Original Copy) | | The client will provide | | |
| 2. Remittance List (1 Original Copy) | | From Telco's (<i>PLDT and Converge</i>)/Company | | |
| 3. Disbursement Voucher (4 Original Copies) | | From Administrative Services Unit – Remittance Staff | | |
| 4. Obligation Request (4 Original Copies) | | From Administrative Services Unit – Remittance Staff | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME* | PERSON RESPONSIBLE |
| 1. Submits monthly SOA through email or by a courier. | 1.1 Prepares Monthly Remittance List. | None | 10 minutes | <i>Remittance Staff Administrative Services Unit</i> |
| | 1.2 Reviews and checks SOA. | None | 1 day | <i>Remittance Staff Administrative Services Unit TelCos (<i>PLDT and Converge</i>) /Company</i> |
| | 1.3 Prepares monthly summary. | None | 3 hours | <i>Remittance Staff Administrative Services Unit</i> |
| | 1.4 Computes Withholding Taxes. | None | 30 minutes | <i>Remittance Staff Administrative Services Unit</i> |
| | 1.5 Encodes figures to disbursement voucher and obligation request. | None | 30 minutes | <i>Remittance Staff Administrative Services Unit</i> |
| | 1.6 Prints Disbursement Voucher and Obligation Request | None | 5 minutes | <i>Remittance Staff Administrative Services Unit</i> |
| | 1.7 Signs Disbursement Voucher and Obligation Request. | None | 5 minutes | <i>Head Administrative Services Unit</i> |
| | 1.8 Logs documents and forwards to the next processing office. | None | 2 minutes | <i>Receiving/ Releasing Staff Administrative Services Unit</i> |



| | | | |
|---------------|-------------|--|--|
| TOTAL: | None | 1 working day 4hrs & 17 minutes | |
|---------------|-------------|--|--|



Administrative Services Unit

Internal Services



1. Processing of Special Order for Honorarium Classes, Lecturers and Part-timers

The service applies to processing Special orders for honorarium classes of permanent employees, lecturers, and part-timers as basis for payment.

Note: This service is a multi-stage process. The ASU facilitates the checking of prepared Special Order by the colleges only.

| | | | | |
|--|--|--------------------------|-------------------------|---|
| Office or Division: | Administrative Services Unit – Payroll Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All TSU Lecturers, Part-timers & Plantilla Personnel with Honorarium Classes | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Unapproved Special Order (3 Original Copies) | | The client will provide. | | |
| 2. Individual Faculty Loading (1 Original Copy) | | | | |
| 3. College Summary of Faculty Loading (1 Original Copy) | | | | |
| 4. Approved Justification Letter <i>(For special cases, e.g., Under Benchmark)</i> | | | | |
| 5. Any Legal Basis <i>(if necessary)</i> | | | | |
| 6. Rotation Plan <i>(For College of Science – Nursing Student Only, Related Learning Experience)</i> | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME* | PERSON RESPONSIBLE |
| 1. Submits Special Order (S.O.) signed by the faculty and Dean and all documentary requirements. | 1.1 Receives S.O. and attached documentary requirements <i>(S.O. not signed by the concerned faculty and/or Dean shall not be accepted).</i> | None | 30 minutes | <i>Receiving/ Releasing Staff</i> Administrative Services Unit |
| | 1.2 Checks S.O. based on the set guidelines and including completeness of supporting documents | None | 6 hours | <i>Administrative Staff</i> Administrative Services Unit |
| | 1.3 Reviews and signs S.O. | None | 2 hours | <i>Head</i> Administrative Services Unit |
| | 1.4 Logs S.O. and forwards to the next processing office. | None | 1 hours & 30mins | <i>Receiving/ Releasing Staff</i> Administrative Services Unit |
| TOTAL: | | None | 1 working day | |



2. Processing of Payroll Preparation for All Personnel Benefits of Permanent/ Temporary /Contractual Employees

This procedure applies to payroll preparation for All Personnel Benefits of Regular/Temporary/Contractual employees (*determination of personnel entitled and/or qualified to such benefit is not included in this procedure*).

Note: This service is a multi-stage process. The ASU facilitates the preparation of list of personnel entitled to the benefits to preparation of payroll proof list for All Personnel Benefits of Permanent/ Temporary /Contractual Employees.

| | | | | |
|---|--|---|-------------------------|--|
| Office or Division: | Administrative Services Unit (ASU) – Payroll Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All TSU Personnel entitled to benefits | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. List of personnel with pro-rated benefit/s and not entitled to receive such benefit/s. (1 Original Copy) | | From Administrative Services Unit – Payroll Staff/HRDMO (<i>if necessary</i>) | | |
| 2. Payroll (3 Original Copies) | | From Administrative Services Unit (ASU) – Payroll Staff | | |
| 3. Obligation Request (4 Original Copies) | | | | |
| 4. Disbursement Voucher (4 Original Copies) | | | | |
| 5. Proof list (2 Original Copies) | | | | |
| 6. For single payee: (4 Original Copies Disbursement Voucher and 4 Original Copies Obligation Request) | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME* | PERSON RESPONSIBLE |
| | 1. Prepares list of personnel entitled to the benefits. | None | 1 hour | Payroll Staff Administrative Services Unit |
| | 2. Prepares payroll/disbursement voucher (<i>including encoding of deductions if any</i>). | None | 3 hours | Payroll Staff Administrative Services Unit |
| | 3. Checks figures entered in the payroll/disbursement voucher. | None | 1 hour | Payroll Staff Administrative Services Unit |
| | 4. Prints Payroll/disbursement voucher. | None | 30 minutes | Payroll Staff Administrative Services Unit |
| | 5. Prepares Obligation Request. | None | 2 minutes | Payroll Staff Administrative Services Unit |
| | 6. Prepares proof list (<i>not applicable if single payee</i>). | None | 1 hour | Proof list in-charge Administrative Services Unit |
| | 7. Signs payroll and Proof list. | None | 10 minutes | Head Administrative Services Unit |
| | 8. Logs documents and forwards to the | None | 2 minutes | Receiving/ Releasing Staff |



| | | | | |
|---------------|------------------------|-------------|---------------------------------|------------------------------|
| | next office concerned. | | | Administrative Services Unit |
| TOTAL: | | None | 6 Hours & 44 minutes | |



3. Processing of Payroll for Overtime/Extended Services

This procedure applies for the payroll preparation for Overtime/Extended Services.

Note: This service is a multi-stage process. The ASU facilitates the preparation of Receiving DTR and attached documentary requirements to preparation of payroll proof list for Overtime/Extended Services.

| | | | | |
|---|--|--|---|---|
| Office or Division: | Administrative Services Unit – Payroll Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All TSU personnel with approved authority to render overtime and extended services. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Approved authority to render Overtime/Extended Services (2 photocopy or in duplicate copies) | | From the employee/s claiming their payment for the Overtime/Extended Services they rendered. | | |
| 2. Report on Overtime/Extended Services Rendered (2 photocopy or in duplicate copies) | | | | |
| 3. Statement of Overtime/Extended Services (2 photocopy or in duplicate copies) | | | | |
| 4. Accomplishments Reports (2 photocopy or in duplicate copies) | | | | |
| 5. Daily Time Record (2 Xerox Copies) | | | | |
| 6. Payroll (3 In triplicate copy, All original copy) | | From Administrative Services Unit – Payroll Staff | | |
| 7. Obligation Request (4 Original Copies) | | From Administrative Services Unit – Proof list in-charge | | |
| 8) Proof list (2 Original Copies) | | | | |
| For single payee: (4 Original Copies Disbursement Voucher and 4 Original Copies Obligation Request) | | From Administrative Services Unit – Payroll Staff | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME* | PERSON RESPONSIBLE |
| 1. Submits signed Daily Time Record (DTR) and all documentary requirements (items 1 to 5 only). | 1.1 Receives DTR and attached documentary requirements (unsigned DTR shall not be accepted). Checks DTR and submitted documents. | None | 1 hour (time may vary depending on the bulk of DTRs received.) | Payroll Staff Administrative Services Unit |
| | 1.2 Computes total/allowable number of hours rendered. | None | 1 day (time may vary depending on the number of DTRs received.) | Payroll Staff Administrative Services Unit |
| | 1.3 Encodes total/allowable number of hours rendered (including deductions, if any). | None | 1 day | Payroll Staff Administrative Services Unit |



| | | | | |
|--|--|-------------|---|--|
| | 1.4 Checks figures entered in the payroll/disbursement voucher. | None | 5 minutes | <i>Payroll Staff Administrative Services Unit</i> |
| | 1.5 Prints payroll/disbursement voucher. | None | 3 minutes | <i>Payroll Staff Administrative Services Unit</i> |
| | 1.6 Prepares Obligation Request. | None | 3 minutes | <i>Payroll Staff Administrative Services Unit</i> |
| | 1.7 Prepares proof list (<i>not applicable to single payee</i>). | None | 1 hour | <i>Proof list in-charge Administrative Services Unit</i> |
| | 1.8 Counter signs payroll/disbursement voucher and signs proof list. | None | 5 minutes | <i>Head Administrative Services Unit</i> |
| | 1.9 Logs documents and forwards to the next processing office BMU accounting VPAF, VPAA, Cashiering. | None | 2 minutes | <i>Receiving/ Releasing Staff Administrative Services Unit</i> |
| | TOTAL: | None | 2 working days, 2 hours & 18 minutes | |



4. Processing of Payroll Preparation for Proportional Vacation Pay of Permanent and Temporary Teaching Employees

This procedure applies to payroll preparation for PVP of Permanent and Temporary Teaching Employees.

Note: This service is a multi-stage process. The ASU facilitates the preparation of computation of Proportional Vacation Pay (PVP) of each employee to preparation of payroll proof list for Proportional Vacation Pay of Permanent and Temporary Teaching Employees.

| | | | | |
|--|---|---|---|--|
| Office or Division: | Administrative Services Unit – Payroll Section | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Permanent and Temporary Teaching Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Payroll (3 copies) | | From Administrative Services Unit (ASU) – Payroll Staff | | |
| 2. Obligation Request (4 copies) | | | | |
| 3. Disbursement Voucher (4 copies) | | | | |
| 4. Proof list (2 copies) | | | | |
| 5. For single payee: (4 copies Disbursement Voucher and 4 copies Obligation Request) | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME* | PERSON RESPONSIBLE |
| 1. Submit fully accomplished and signed clearance form. | 1.1 Prepares computation of Proportional Vacation Pay (PVP) of each employee as to the number of days and the corresponding amount to be received by each employee. | None | 5 days <i>(time may vary depending on the availability of data from HRDMO)</i> | Payroll Staff Administrative Services Unit |
| | 1.2 Prepares payroll including encoding of deductions. | None | 1 day | Payroll Staff Administrative Services Unit |
| | 1.3 Checks figures entered in the payroll/disbursement voucher. | None | 1 hour | Payroll Staff Administrative Services Unit |
| | 1.4 Prints payroll/disbursement voucher. | None | 30 minutes | Payroll Staff Administrative Services Unit |
| | 1.5 Prepares Obligation Request. | None | 2 minutes | Payroll Staff Administrative Services Unit |
| | 1.6 Prepares proof list <i>(not applicable to single payee)</i> . | None | 10 minutes | Proof list in-charge Administrative Services Unit |



| | | | | |
|--|---|-------------|--|---|
| | 1.7 Signs payroll/disbursement voucher and proof list. | None | 10 minutes | <i>Head Administrative Services Unit</i> |
| | 1.8 Logs documents and forwards to next office concerned. | None | 2 minutes | <i>Receiving/Releasing Staff Administrative Services Unit</i> |
| | TOTAL: | None | 6 working days, 1 hour 54 & minutes | |



5. Processing of payroll for Job Orders Salary

This service applies to payroll processing for Salary of Job Orders.

Note: This service is a multi-stage process. The ASU facilitates the preparation of receiving Daily Time Record (DTR) documents to preparation of payroll proof list for Job Orders Salary.

| | | | | |
|--|---|--------------------------|---|---|
| Office or Division: | Administrative Services Unit (ASU) – Payroll Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | TSU Job Orders | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Daily Time Record (DTR) (2 original copies signed by the immediate supervisor) | | From the Job Order/s. | | |
| 2. Payroll (3 Original Copies) | | From ASU – Payroll Staff | | |
| 3. Obligation Request (4 Original Copies) | | | | |
| 4. Proof list (2 Original Copies) | | | | |
| 5. For single payee: (4 Original Copies Disbursement Voucher and 4 original copies Obligation Request) | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME* | PERSON RESPONSIBLE |
| 1. Submits Daily Time Record (DTR) signed by the immediate supervisor. | 1.1 Receives DTR (unsigned DTR shall not be accepted). | None | 1 hour & 5 minutes <i>(time may vary depending on the bulk of DTRs to be received)</i> | <i>Payroll Staff</i> Administrative Services Unit |
| | 1.2 Computes actual number of hours rendered. | None | 1 day <i>(time may vary depending on the number of DTRs received)</i> | <i>Payroll Staff</i> Administrative Services Unit |
| | 1.3 Encodes total number of hours rendered (including deductions). *Reviews the figures encoded. | None | 4 hours | <i>Payroll Staff</i> Administrative Services Unit |
| | 1.4 Prints payroll/ disbursement voucher and Obligation Request. | None | 8 minutes | <i>Payroll Staff</i> Administrative Services Unit |
| | 1.5 Prepares proof list (not applicable if single payee). | None | 1 hour | <i>Proof list in-charge</i> Administrative Services Unit |
| | 1.6 Signs payroll and proof list and counter signs disbursement voucher. | None | 5 minutes | <i>Head</i> Administrative Services Unit |



| | | | | |
|--|--|-------------|--|--|
| | 1.7 Logs documents and forwards to the next processing office. | None | 2 minutes | <i>Receiving/ Releasing Staff Administrative Services Unit</i> |
| | TOTAL: | None | 2 working day, 6 hours & 20 minutes | |



6. Processing of Payroll Preparation for Salary of Lecturers, Part-timers, and Faculty with Honorarium

This procedure applies for the payroll preparation for salary of lecturers/part-timers and plantilla personnel with honorarium class.

Note: This service is a multi-stage process. The ASU facilitates the preparation of receiving Daily Time Record (DTR) documents to preparation of payroll proof list for the Salary of Lecturers, Part-timers, and Faculty with Honorarium.

| | | | | |
|---|---|---------------------------------|--|---|
| Office or Division: | Administrative Services Unit – Payroll Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | All TSU lecturers, part-timers and plantilla personnel with honorarium class | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Daily Time Record (DTR) (1 original copy signed by the immediate supervisor) | | From the College. | | |
| 2. Summary of hours rendered (1 original copy and 1 xerox copy signed by the College clerk and Dean) | | | | |
| 3. Approved Special Order (SO) (1 xerox copy) | | | | |
| 4. Approved make up class request, if any (1 xerox copy) | | | | |
| 5. Payroll (3 copies) | | From ASU – Payroll Staff | | |
| 6. Obligation Request (4 copies) | | From ASU – Payroll Staff | | |
| 7. Proof list (2 copies) | | From ASU – Proof list in-charge | | |
| 8. For single payee: (4 copies Disbursement Voucher and 4 copies Obligation Request) | | From ASU – Payroll Staff | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME* | PERSON RESPONSIBLE |
| 1. Submits signed Daily Time Record (DTR), Summary of Hours Rendered, Special Order and make up request (if any). | 1.1 Receives documents (<i>unsigned DTR and/or incomplete attachments shall not be accepted</i>). | None | 1 hour (<i>time may vary depending on the bulk of DTRs to be received</i>) | <i>Receiving/ Releasing Staff</i> Administrative Services Unit |
| | 1.2 Checks DTRs and computes total number of hours rendered. | None | 8 hours (<i>time may vary depending on the number of DTRs received</i>) | <i>Payroll Staff</i> Administrative Services Unit |
| | 1.3 Prepares payroll (<i>including encoding of deductions, if any</i>). | None | 15 minutes | <i>Payroll Staff</i> Administrative Services Unit |
| | 1.4 Prints payroll/ disbursement voucher and Obligation Request. | None | 2 minutes | <i>Payroll Staff</i> Administrative Services Unit |



| | | | | |
|---------------|--|-------------|----------------------|--|
| | 1.5 Prepares proof list <i>(not applicable if single payee)</i> . | None | 1 hour | <i>Proof list in-charge</i> Administrative Services Unit |
| | 1.6 Counter signs payroll/disbursement voucher and signs proof list. | None | 2 hours | <i>Head</i> Administrative Services Unit |
| | 1.7 Logs documents and forwards to the next office concerned. | None | 2 minutes | <i>Receiving/Releasing Staff</i> Administrative Services Unit |
| TOTAL: | | None | 1 working day | |



7. Payroll Preparation for Salary/PERA of Permanent/Temporary/ Contractual Employees

This procedure applies to payroll preparation for Salary/PERA of Permanent/Temporary/Contractual Employees (determination of amount of deductions and adjustments to salary if any, are not included in this procedure).

Note: This service is a multi-stage process. The ASU facilitates the preparation of payroll including encoding of all deductions and salary adjustments, if any, to preparation of proof list for Salary/PERA of Permanent/Temporary/ Contractual Employees.

| | | | | |
|--|---|---------------------------------|-------------------------|--|
| Office or Division: | Administrative Services Unit – Payroll Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All TSU Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Payroll (3 original copies) | | From ASU – Payroll Staff | | |
| 2. Obligation Request (4 original copies) | | | | |
| 3. Proof list (2 original copies) | | From ASU – Proof list in-charge | | |
| 4. For single payee: (4 original copies Disbursement Voucher and 4 original copies Obligation Request) | | From ASU – Payroll Staff | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME* | PERSON RESPONSIBLE |
| 1. Submits signed Daily Time Record (DTR) and all documentary requirements | 1.1 Prepares payroll including encoding of all deductions and salary adjustments, if any. | None | 4 hours | <i>Payroll Staff</i> Administrative Services Unit |
| | 1.2 Checks figures entered in the payroll/disbursement voucher. | None | 40 minutes | <i>Payroll Staff</i> Administrative Services Unit |
| | 1.3 Prints Payroll/disbursement voucher. | None | 30 minutes | <i>Payroll Staff</i> Administrative Services Unit |
| | 1.4 Prepares and prints Obligation Request. | None | 2 minutes | <i>Payroll Staff</i> Administrative Services Unit |
| | 1.5 Prepares proof list (<i>not applicable if single payee</i>). | None | 30 minutes | <i>Proof list in-charge</i> Administrative Services Unit |
| | 1.6 Signs proof list, payroll/disbursement voucher and Obligation Request. | None | 10 minutes | <i>Head</i> Administrative Services Unit |
| | 1.7 Logs documents and forwards to the next office concerned. | None | 2 minutes | <i>Receiving/Releasing Staff</i> Administrative Services Unit |



| | | | |
|---------------|-------------|-------------------------------------|--|
| TOTAL: | None | 5 hours & 54 minutes | |
|---------------|-------------|-------------------------------------|--|



8. Processing of payroll for student assistants' salary

This procedure applies for the payroll preparation for salary of student assistants.

Note: This service is a multi-stage process. The ASU facilitates the preparation of receiving Daily Time Record (DTR) documents and attachments to preparation of payroll proof list for student assistants' salary.

| | | | | |
|---|--|---------------------------|--|---|
| Office or Division: | Administrative Services Unit – Payroll Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All TSU Student Assistants | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Daily Time Record (DTR) (2 Original Copy signed by the College Dean) | | From the College. | | |
| 2. Approved request letter (1 Xerox copy) | | From the College. | | |
| 3. Certificate of Registration (COR) (1 xerox copy) | | From the student/College. | | |
| 4. Payroll (3 Copies) | | From ASU – Payroll Staff | | |
| 5. Obligation Request (4 Copies) | | | | |
| 6. For single payee: four (4 Copies Disbursement Voucher and 4 Copies Obligation Request) | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME* | PERSON RESPONSIBLE |
| 1. Submit signed Daily Time Record (DTR), approved request letter and COR. | 1.1 Receives DTR, documents and attachments (<i>unsigned DTR shall not be accepted</i>). | None | 10 minutes (<i>time may vary depending on the number of DTRs to be received</i>) | <i>Receiving/ Releasing Staff</i> Administrative Services Unit |
| | 1.2 Checks DTR and attachments. | None | 2 days (<i>time may vary depending on the number of DTRs to be received</i>) | <i>Payroll Staff</i> Administrative Services Unit |
| | 1.3 Computes total number of hours rendered. | None | 10 minutes | <i>Payroll Staff</i> Administrative Services Unit |
| | 1.4 Encodes total number of hours rendered. | None | 3 minutes | <i>Payroll Staff</i> Administrative Services Unit |
| | 1.5 Checks figures entered in the payroll/ disbursement voucher. | None | 1 minute | <i>Payroll Staff</i> Administrative Services Unit |
| | 1.6 Prints payroll/disbursement voucher and Obligation Request. | None | 2 minutes | <i>Payroll Staff</i> Administrative Services Unit |
| | 1.7 Countersigns payroll/ disbursement voucher. | None | 5 minutes | <i>Head</i> Administrative Services Unit |



| | | | | |
|--|---|-------------|--|--|
| | 1.8 Logs documents and forwards to the next office concerned. | None | 2 minutes | <i>Receiving/ Releasing Staff Administrative Services Unit</i> |
| | TOTAL: | None | 2 working days & 33 minutes | |



9. Processing of Request for Personnel-Related Documents Preparation Procedure

This procedure applies to all request for personnel-related documents of Permanent/Temporary/Contractual Employees, Job Orders, Lecturers and Part-timers.

| | | | | |
|---|---|-----------------------------------|---|---|
| Office or Division: | Administrative Services Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All TSU Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Properly accomplished Request Slip Form (<i>TSU-ASU-SF-30</i>) (1 Original Copy) | | From Administrative Services Unit | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME* | PERSON RESPONSIBLE |
| 1. Submits properly filled-out Request Slip Form. (<i>TSU-ASU-SF-30</i>) | 1.1 Receives properly accomplished slip and confirms other details, if necessary. | None | 3 minutes | <i>Receiving/ Releasing Staff</i> Administrative Services Unit |
| | 1.2 Forwards the slip to the administrative staff in-charge. | None | 1 minute | <i>Receiving/ Releasing Staff</i> Administrative Services Unit |
| | 1.3 Prepares, prints, and countersigns the document based on the information found. | None | 4 hours (depending on the nature of request/s) | <i>Administrative Staff</i> Administrative Services Unit |
| | 1.4 Signs the document/s. | None | 1 minute | <i>Head</i> Administrative Services Unit |
| 2. Acknowledges receipt of documents by signing in the outgoing logbook. | 2. Logs the document/s. | None | 1 minute | <i>Receiving/ Releasing Staff</i> Administrative Services Unit |
| TOTAL: | | None | 4 hours & 6 minutes | |



Records and Archives Unit

External Services



1. Receiving of Documents

The service allows a systematic procedure of receiving records/documents from other agencies/institutions (government or non-government), taking into consideration the agency's Policies and Procedure on official communications (Admin. Order No. 67, s.2018), compliance to Republic Act 9470 (National Archives of the Philippines, (NAP Act of 2007), RA 10173 (Data Privacy Act), Executive Order No. 2 -The Freedom of Information (FOI) Act and RA 11032-Ease of Doing Business (EODB).

| | | | | |
|---|---|----------------------------|------------------------|---|
| Office or Division: | Records and Archives Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government | | | |
| Who may avail: | All Stakeholders | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Correspondences from outside agencies addressed to the TSU President | | The client will provide | | |
| Or Approved letter | | From the requestor/ client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present the communication letter with attachments, if any, at the Records and Archives Unit | 1.1 Review and receive the communication. The letter should be address to the TSU President and shall be indicated if printed by or received thru postal. | None | 7 minutes | <i>Staff</i> Records and Archives Unit |
| | 1.2. Stamp using the RAU seal at the upper right portion. Assign a tracer number, date, time and initial of the RAU receiving staff. | None | 7 minutes | <i>Staff</i> Records and Archives Unit |
| | 1.3. Record the communication in the assigned logbook of external documents. | None | 7 minutes | <i>Staff</i> Records and Archives Unit |
| 2. Received notification that the communication was already forwarded to the University President for appropriate action. | | None | 7 minutes | <i>Staff</i> Records and Archives Unit |
| TOTAL: | | None | 28 minutes | |



Records and Archives Unit

Internal Services



1. Process of Receiving and Controlling of Records and Documents

The service allows a systematic procedure of receiving and control of records/documents within the University, taking into consideration the agency's Policies and Procedure on official communications (Admin. Order No. 67, s.2018), compliance to Republic Act 9470 (National Archives of the Philippines, (NAP Act of 2007), RA 10173 (Data Privacy Act), Executive Order No. 2 -The Freedom of Information (FOI) Act and RA 11032-Ease of Doing Business (EODB).

| | | | | |
|--|--|--------------------------|------------------------|---|
| Office or Division: | Records and Archives Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All TSU Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Correspondences duly signed by the TSU President/ Vice President/s or Authorized Representative | | The client will provide. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present the communication letter with attachments, if any, at the Records and Archives Unit | 1.1 Review the nature/format of the communication. The document shall be duly signed by proper authority before receiving it. | None | 7 minutes | <i>Staff</i> Records and Archives Unit |
| | 1.2. Stamp using the Records and Archives Unit seal at the upper right portion. Assign a tracer number, date, time and initial of the Records and Archives Unit receiving staff. Get one original copy. If the original is to be released, the records file shall indicate "Received original copy" by the data owner. | None | 7 minutes | <i>Staff</i> Records and Archives Unit |
| | 1.3. Record to the appropriate logbook. | None | 7 minutes | <i>Staff</i> Records and Archives Unit |



| | | | | |
|--|---|-------------|-------------------|---|
| <p>2. Receive the recorded communication</p> <ul style="list-style-type: none"> a. Signing in the appropriate logbook. b. Via MS Teams/ eDMS c. Sign in the pigeonhole monitoring form. | <p>2.1. Dispatch the recorded communication:</p> <ul style="list-style-type: none"> a. Directly to the data owner. b. Send to MS Teams or post to eDMS (if recipients are less than ten (10) different colleges/ offices. c. Pigeonhole stationed at the Records and Archives Unit and inform the concerned personnel. | <p>None</p> | <p>30 minutes</p> | <p><i>Staff</i> Records and Archives Unit</p> |
| TOTAL: | | None | 30 minutes | |



2. Processing of Request in Compliance to Freedom Of Information

The service allows All TSU Employee to access the transactions relative to Executive Order No. 2, Freedom of Information Act.

| | | | | |
|---|--|--|---|--|
| Office or Division: | Records and Archives Unit | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All TSU Employee | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Submit Two (2) original copies of properly filled up and approved FOI Request Form (TSU-RAU-SF-07) | | From the Records and Archives Unit, TSU website (www.tsu.edu.ph) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The requestor shall accomplish the TSU-RAU-SF-07 Freedom of Information Request Form (Internal) and submit to Records and Archives Unit Office | 1. Personnel-in-charge shall conduct the initial evaluation of the completely filled-up FOI request form. Deny if the FOI request form is incomplete. | None | 10 minutes | <i>Staff</i> Records and Archives Unit <i>FOI Officer</i> TSU |
| 2. The requester receive the available record/information | 2. The personnel-in-charge shall retrieve and release the information if available, upon the approval of the Unit Head. 3. Preparation and submission of FOI reports. | None | For simple transaction, release the information within the date of request or not to exceed 7 working days. For complex transaction, the request shall be release within 15 working days, follow the regulations under Executive Order No. 2 (Freedom of Information Act) | <i>Staff</i> Records and Archives Unit <i>FOI Officer</i> TSU |
| TOTAL: | | None | 7 days and 5 minutes – Simple 15 days - Complex | |



3. Process of Requesting for Disposal of Records or Use of Storage

The service allows employees responsible in the disposal of records or use of storage to strictly comply with the National Archives of the Philippines (NAP) General Disposition Schedule (GRDS) and TSU Records Disposition Schedule (RDS)

| | | | | |
|--|---|--|------------------------|--|
| Office or Division: | Records and Archives Unit (Storage Area) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All TSU Employee | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Submit Two (2) original copies of properly filled up Request for Authority to Dispose of Records or Use of Storage Form (TSU-RAU-SF-05) | | From the Records and Archives Unit, TSU website (www.tsu.edu.ph) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submission to RAU the duly signed Request for Authority to Dispose of Records or Use of Storage Form (TSU-RAU-SF-05). | 1.1 The staff in-charge review the completeness of the filled-up form submitted. | None | 1 day | <i>Staff</i> In-Charged in the Storage and Disposition Administration Records and Archives Unit |
| | 1.2. If for disposal, transfer to the disposal is, if use of storage transfer to storage area depending upon the capacity of RAU designated area; | None | | <i>Staff</i> Storage In-Charged Records and Archives Unit |
| 2. Receive One (1) copy of the signed Request for Authority to Dispose of Records or Use of Storage Form (TSU-RAU-SF-05). | 2.1. Dispatch 1 copy of the signed Records and Archives Unit Form to the requestor and file one (1) copy for RAU. | None | 1 day | <i>Staff</i> Storage In-Charged Records and Archives Unit |
| | 2.2. The storage and disposal in charge shall conduct regular monitoring based on the GRDS and RDS. 2.3. at least once a year, RAU shall prepare the Request for | None | Yearly | <i>Staff and Head</i> Records and Archives Unit |



| | | | | |
|---------------|---|-------------|---|---|
| | authority to dispose using NAP Form No. 3, for the signature of the University President and approved by the NAP Executive Director, thru the Records Management Services Division. | | | |
| | <p>2.4. Once approved, prepare a letter addressed to the NAP Exec. Director, inviting NAP representative for the date of actual disposal and availment of their accredited buyer.</p> <p>2.5. Prepare invitation letter to the COA resident auditor and IAS as witness.</p> | None | Once a year, but depending upon the volume of the requested valueless records | <i>Head</i> Records and Archive Unit |
| | 2.6. Proceeds on the sale of Valueless records (disposal) shall be receipted at the Cashiering Office | None | Once the actual disposal is undertaken | <i>Staff</i> Cashiering Unit |
| TOTAL: | | None | 15 minutes | |



4. Process of Archiving of Documents and Materials

The service allows the selection, protection and preservation of documents and materials compliance to Republic Act 9470 (National Archives of the Philippines, NAP Act of 2007). Display or exhibit of the materials historically.

| | | | | |
|--|--|------------------------------------|--|---|
| Office or Division: | Records and Archives Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All TSU Employee | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Properly filled up Registration for Archives Materials Form (TSU-RAU-SF-19) | | From the Records and Archives Unit | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The requester will submit the accomplishment form and fill out the visitor's logbook. | 1.1 The staff in-charge will review the completeness of the form submitted. | None. | 15 minutes | <i>Staff</i> Records and Archives Unit |
| | 1.2 Conduct briefing to client | None | 15 minutes | <i>Staff</i> Records and Archives Unit |
| | 1.3 Reproduce the requested material except when the original is not under custody | None | 15 minutes | <i>Staff</i> Records and Archives Unit |
| | 1.4 re filing | None | 15 minutes – simple 1 day - complex | Records and Archives Unit |
| 2. Receive request | 2. Release of request | None | 15 minutes – simple 1 day - complex | Records and Archives Unit |
| TOTAL: | | None | 15 minutes – simple 1 day - complex | |



Procurement Unit

External/Internal Services



1. Preparation and Submission of Annual Procurement Plan (APP)

The service allows unit, offices and colleges of the university to submit their Project Procurement Monitoring Plan (PPMP) on an annual basis to be included in the Annual Procurement Plan (APP) of the university as mandated by law (RA 9184).

| | | | | |
|--|--|--|------------------------|--|
| Office or Division: | Procurement Unit – Bids and Awards Committee (BAC) Secretariat Division | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | TSU Units, Offices and Colleges | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Accomplished Project Procurement Monitoring Plan (PPMP) – (3 Original Copies or Triplicate) | | Downloadable from TSU Portal (https://www.tsu.edu.ph/media/kgantces/ppmp-format.xlsx) (https://www.tsu.edu.ph/media/3trfmo3b/ppmp-template.xlsx) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit all requirements and present all original copies to the Procurement Office. | 1.1 Receive and record the Project Procurement Monitoring Plan (PPMP) of offices/units/colleges on the incoming and outgoing logbook of the unit. | None | 61 calendar days | <i>Clerk</i> Procurement Unit – Bids and Awards Committee Secretariat Division |
| | 1.2 Forward all submitted Project Procurement Monitoring Plan (PPMP) to Planning and Management Section of the Unit. | None | 5 minutes | <i>Clerk</i> Procurement Unit – Bids and Awards Committee Secretariat Division |
| | 1.3 Receive and log all the Project Procurement Monitoring Plan (PPMP) forwarded by Bids and Awards Committee (BAC) - Secretariat Division. | None | 5 minutes | <i>Clerk</i> Planning and Mgt. Section |
| | 1.4 Prepare the schedule and Notice of Evaluation for the Project Procurement Monitoring Plan (PPMP) Committee and forward the same to Records Unit. | None | 1 hour | <i>Clerk</i> Planning and Mgt. Section & <i>Clerk</i> Procurement Unit & <i>Staff-in-Charge</i> Central Records |



| | | | | |
|---|--|------|-----------------|---|
| | 1.5. The Bids and Awards Committee (BAC) shall notify the Project Procurement Monitoring Plan (PPMP) Evaluation Committee and the concerned office, units and colleges in writing on the Scheduled Project Procurement Monitoring Plan (PPMP) Evaluation. | None | 1 working day | <i>Clerk</i> Procurement Unit – Bids and Awards Committee Secretariat Division |
| 2. Attend PPMP Evaluation and be notified if revision is needed | 2.1 Prepare, arrange documents and assist the Project Procurement Monitoring Plan (PPMP) Evaluation Committee during the evaluation. | None | 44 working days | <i>Clerk</i> Planning & Mgt. Section & PPMP Evaluation Committee |
| | 2.2 For PPMP With No Revisions: Forward the evaluated Project Procurement Monitoring Plan (PPMP) to the Bids and Awards Committee (BAC) Secretariat for consolidation. For PPMP With Revisions: Revise and adjust the initial Project Procurement Monitoring Plan (PPMP) of concerned offices, units, and colleges reflecting the budgetary allocation for their respective Program, Activities and Projects (PAPs) | None | 4 working days | <i>Clerk</i> Planning and Mgt. Section |
| | 2.3 Consolidate the evaluated Project Procurement Monitoring Plan (PPMP) to Indicative Annual Procurement Plan (APP). | None | 44 working days | <i>Clerk</i> Procurement Unit – Bids and Awards Committee Secretariat Division |
| | 2.4 Forward the consolidated | None | 16 working days | <i>Staff-in-Charge</i> |



| | | | | |
|--|---|------|----------------|---|
| | Indicative Annual Procurement Plan (APP) to the Budget Management Unit for the allocation of funds. | | | BAC Secretariat Procurement Unit & Budget Officer Budget Management Unit |
| | 2.5 Presentation of the consolidated Project Procurement Monitoring Plan (PPMP) to the Bids and Awards Committee (BAC) for the recommendation of procurement mode to be used. | None | 1 working day | Staff-in-Charge Procurement Unit |
| | 2.6 Forward the Funded Consolidated approved Annual Procurement Plan (APP) for approval of the Head of Procuring Entity (HOPE). | None | 4 working days | Staff-in-Charge BAC Secretariat Procurement Unit HOPE |
| | 2.7 Submit the approved Annual Procurement Plan (APP) to the Government Procurement Policy Board (GPPB) and Procurement Service of the Department of Budget and Management (PS-DBM) through on-line and directly to the office of the Government Procurement Policy Board (GPPB). | None | 1 working day | Staff-in-Charge BAC Secretariat Procurement Unit |
| | 2.8 Post to the Transparency Seal, on a conspicuous place, the Approved APP stamped and received by the Government Procurement Policy Board (GPPB) and duly stamped by the Office of Public Affairs (OPAI) for posting. | None | 1 working day | Staff-in-Charge BAC Secretariat Procurement Unit & Staff-in-Charge Office of Public Affairs and Information |



| | | | | |
|---------------------------|--|-------------|--|--|
| 3. Receive approved PPMP. | 3. File the approved APP of the University and forward approved PPMP of units, offices and colleges. | None | 1 working day | Staff-in-Charge BAC Secretariat Procurement Unit |
| TOTAL: | | None | 7 months, 13 days, 1 hour, 10 minutes | |

Note: Submission of initial Project Procurement Monitoring Plan (PPMP) from offices, units and colleges lasts for 61 calendar days (March to April of the current year).



2. Sale of Bidding Documents

The service allows suppliers and contractors to acquire bidding documents in order to compete in the bidding as mandated by the law (RA 9184).

| | | | | |
|--|---|---|------------------------|---|
| Office or Division: | Procurement Unit – Bids and Awards Committee (BAC) Secretariat Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B – Government to Business Entity/ies | | | |
| Who may avail: | All Eligible Business Entity/ies | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Bidding Documents (4 Original Copies) | | Client will provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit all requirements and present all original copies. | 1.1 Receive the Letter of Intent and other requirements from prospective bidders. | None | 5 minutes | <i>Staff-in-Charge</i> BAC Secretariat Procurement Unit |
| | 1.2 Assess the submitted requirements and inform the contractors/suppliers on the fee. | None | 5 minutes | <i>Staff-in-Charge</i> BAC Secretariat Procurement Unit |
| 2. Pay the fee at the Cashiering Unit. | 2. Receives payment and issues Official Receipt. | Maximum Cost of Bidding Documents Based on the Approved Budget for the Contract (ABC) (see table below) | 5 minutes | <i>Staff-in-Charge</i> Cashiering Unit |
| 3. Provide photocopy of the Official Receipt and submit complete set of bidding documents. | 3. Require the prospective bidder/supplier a complete set of bidding documents and a photocopy of the Official Receipt. | None | 5 minutes | <i>Staff-in-Charge</i> BAC Secretariat Procurement Unit |
| TOTAL: | | Maximum Cost of Bidding Documents based on ABC | 20 minutes | |
| Approved Budget for the Contract | | Maximum Cost of the Bidding Documents | | |
| PHP 500,000.00 and below | | PHP 500.00 | | |
| More than PHP 500,000.00 up to PHP 1,000,000.00 | | PHP 1,000.00 | | |
| More than PHP 1,000,000.00 up to PHP 5,000,000.00 | | PHP 5,000.00 | | |
| More than PHP 5,000,000.00 up to PHP 10,000,000.00 | | PHP 10,000.00 | | |



| | |
|--|---------------|
| More than PHP 10,000,000.00 up to PHP 50,000,000.00 | PHP 25,000.00 |
| More than PHP 50,000,000.00 up to PHP 500,000,000.00 | PHP 50,000.00 |
| More than PHP 500,000,000.00 | PHP 75,000.00 |



3. Processing of Purchase Request / Job Order

The service allows offices and colleges of the university to submit Purchase Request or Job Order to the unit and be processed according to the law (RA 9184).

| | | | | |
|--|--|---|------------------------|--|
| Office or Division: | Procurement Unit - Planning & Canvassing Division | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2B – Government to Business Entity/ies G2G – Government to Government | | | |
| Who may avail: | TSU Units, Offices and Colleges | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Accomplished Request for Funding Form (3 Original Copies or Triplicate) | | Budget Monitoring Unit | | |
| 2. Accomplished Purchase Request Form (3 Original Copies or Triplicate) | | Downloadable from TSU Portal (https://www.tsu.edu.ph/media/2vynentz/purchase-request.xlsx) | | |
| 3. Supply Availability Inquiry (3 Original Copies or Triplicate) | | Supply and Property Management Unit | | |
| 4. Accomplished Job Order Form (3 Original Copies or Triplicate) | | Downloadable from TSU Portal (https://www.tsu.edu.ph/media/klnoiyn/job-order.docx) | | |
| 5. Request for Quotation (3 Original Copies or Triplicate) | | Receiving & Canvassing Division, Procurement Office | | |
| 6. Abstract of Quotation (3 Original Copies or Triplicate) | | Receiving & Canvassing Division, Procurement Unit | | |
| 7. BAC Resolution (3 Original Copies or Triplicate) | | Receiving & Canvassing Division, Procurement Unit | | |
| 8. Purchase Order (5 Original Copies) | | Contract Management Division, Procurement Unit | | |
| 9. Work Order (3 Original Copies) | | Contract Management Division, Procurement Unit | | |
| 10. Designs or Layout (<i>if applicable</i>) | | Client will provide | | |
| 11. Contracts (<i>for suppliers/contractors with Notice of Award</i>) | | Receiving & Canvassing Division, Procurement Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit all requirements and present all original copies to the receiving Staff-in-Charge of the Procurement Unit. | 1.1 Receive the approved Purchase Request or Job Order along with the supporting documents and attached form for the number of days to process: Period of Action-SF 076 | None | 5 minutes | <i>Document Controller</i> Procurement Unit - Planning & Canvassing Division <i>Receiving Staff</i> Procurement Unit - Planning & Canvassing Division |
| | 1.2 Forward the Approved Purchase Request / Job Order to the Bids and Awards Committee | None | 5 minutes | <i>Receiving Staff</i> Procurement Unit - Planning |



| | | | | |
|--|---|------|----------------|---|
| | (BAC) Secretariat Section for processing. | | | & Canvassing Division |
| | 1.3 Affix control number on the Approved Purchase Request (PR) / Job Order (JO). | None | 5 minutes | BAC Secretariat & Staff-in-Charge Procurement Unit – Bids and Awards Committee Secretariat Division |
| | 1.4 Forward the approved Purchase Request (PR) / Job Order (JO) to the Bids and Awards Committee (BAC) Chair for the identification of mode of procurement. | None | 10 minutes | BAC Secretariat & Staff-in-Charge Procurement Unit – Bids and Awards Committee Secretariat Division |
| | 1.5 Forward the approved Purchase Request (PR) / Job Order (JO) to the DCC for the preparation of Request for Quotation and retain documents for processing under public bidding. | None | 10 minutes | Document Controller Procurement Unit & BAC Secretariat & Staff-in-Charge Procurement Unit |
| | 1.6 Prepare the bidding documents for the processing of request under public bidding. | None | 2 working days | BAC Secretariat & Staff-in-Charge Procurement Unit |
| | 1.7 Post to the PhilGeps website those request for public bidding. | None | 1 hour | BAC Secretariat & Staff-in-Charge Procurement Unit |



| | | | | |
|--|---|------------------|---------------------------------------|--|
| | 1.8 Post requests to be processed under Alternative Mode of Procurement with below 50,000 ABC. | None | 1 hour | <i>Staff-in-Charge</i> Planning and Canvassing Division |
| | 1.9 Prepare the conduct of public bidding for request/s to be undertaken through public bidding. If processed under Alternative Mode: Conduct canvassing for request/s undertaken through alternative mode of procurement. | None None | 58 working days 3 working days | BAC Secretariat Staff-in-Charge Division Unit & <i>Staff-in-Charge</i> Planning and Canvassing Unit |
| | 1.10. Prepare Bids and Awards Committee (BAC) resolutions for projects completed which are undertaken through public bidding and BAC resolutions for request undertaken through alternative mode of procurement with an ABC above 50,000 | None | 30 minutes | BAC Secretariat & <i>Staff-in-Charge</i> Procurement Unit |
| | 1.11. Forward the sealed quotation of contractors/suppliers to the Technical Working Group (TWG) -Technical and End-User for the evaluation of items. | None | 1 working day | <i>Staff-in-Charge</i> Planning and Canvassing Division |
| | 1.12. Prepare the Abstract of Quotation for request undertaken through alternative mode of procurement. | None | 2 hours | <i>Staff-in-Charge</i> Planning and Canvassing Division |
| | 1.13. The Canvassing Unit shall route the Abstract of Quotation for signing by the BAC Members. | None | 1 working day | <i>Document Controller</i> Procurement Unit |



| | | | | |
|--|--|------|----------------|--|
| | 1.14. Forward the completed projects undertaken through public bidding together with all the supporting documents to the Contract Mgt. Unit for the preparation of Notice of Award and Purchase Order for the projects undertaken through alternative mode of procurement. | None | 30 minutes | BAC Secretariat & Staff-in-Charge Procurement Unit |
| | 1.15. Forward the Notice of Award to the Office of the President for Approval. | None | 1 working day | Staff-in-Charge Contract Mgt. Division |
| | 1.16. Countersign the Purchase Order. | None | 5 minutes | Unit Head Procurement Office |
| | 1.17. Forward the duly countersigned Purchase Order/Work Order (PO/WO) to the Budget Office for obligation for funds. | None | 5 minutes | Staff-in-Charge Contract Mgt. Division |
| | 1.18. Issue copy of duly approved Notice of Award or Purchase Order or Work Order to the suppliers or contractors for signing or confirmation through phone call or sending of scanned copy through mail. | None | 2 working days | Staff-in-Charge Contract Mgt. Division |
| | 1.19. Forward copy of duly confirmed Purchase Order/Work Order (PO/WO) to the Commission on Audit. | None | 5 minutes | Staff-in-Charge Contract Mgt. Division |



| | | | | |
|---|--|-------------|---|--|
| | 1.20. Forward all complete documents to the Supply and Property Management Unit (SPMU) for the fulfillment of contracts. | None | 10 minutes | <i>Staff-in-Charge</i> Contract Mgt. Division |
| | 1.21. Post the awarded projects/contracts, for transparency, on a conspicuous place at the TSU website and on PhilGeps | None | 1 hour | BAC Secretariat & <i>Staff-in-Charge</i> Procurement Unit & <i>Staff-in-Charge</i> Planning and Canvassing Division Document Controller Procurement Unit |
| 2. Receive notification on the approval of their request. | 2. Inform the client on the approval of their request. | None | 5 minutes | <i>Staff-in-Charge</i> Procurement Unit & <i>Staff-in-Charge</i> Planning and Canvassing Division |
| TOTAL: | | None | 68 working days, 5 hour/s, 120 minutes | |



4. Canvassing of Request for Quotation

The service provides information on how canvassers of the TSU Procurement Unit conducts the canvassing of request for quotation of various request of units, offices and colleges of the university as mandated by law (RA 9184).

| | | | | |
|---|--|---|------------------------------------|--|
| Office or Division: | Procurement Unit - Planning & Canvassing Division | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2B – Government to Business Entity/ies | | | |
| Who may avail: | All Eligible Business Entity/ies | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request for Quotation (3 Original Copies or Triplicate) | | Receiving & Canvassing Division, Procurement Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. PhilGeps registered business entity/ies browse Request for Quotation (RFQ) via PhilGeps page or website and submit supporting documents. | 1. The Canvassing Unit shall post the Request for Quotation (RFQ) at the PhilGeps with ABC above 50,000 | None | 5 working days | <i>Staff-in-Charge</i> Planning and Canvassing Division |
| 2. Receive Request for Quotation with attached supporting documents. | 2. Distribute Request for Quotation (RFQ) to all eligible contractors/suppliers | None | 3 working days | <i>Staff-in-Charge</i> Planning and Canvassing Division |
| 3. The business entity/ies submit/s accomplished Request for Quotation (RFQ) to the canvasser. | 3. The Canvassing Staff-in-Charge shall retrieve all Request for Quotation (RFQ) distributed to all eligible contractors/suppliers | None | 1 hour | <i>Staff-in-Charge</i> Planning and Canvassing Division |
| TOTAL: | | None | 8 working days & 1 hour | |



Civil Security Unit

External/Internal Services



1. Processing of Request for CCTV Footage Review

This service allows all stakeholders to gain access in reviewing the footages inside the university at a given place and time for the purpose of investigation.

| | | | | |
|---|--|------------------------------|------------------------|---|
| Office or Division: | Civil Security Unit | | | |
| Classification: | Complex to Highly Technical | | | |
| Type of Transaction: | G2C, G2G, G2B | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request Letter | | From the requestor or client | | |
| 2. Approved letter subject for investigation | | From Data Privacy Officer | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the documentary requirements to the Civil Security Unit Office. | 1. Accept the document and ask information for further verification. | None | 5 Minutes | <i>Administrative Aide</i> Civil Security Unit Head Chief for Operation Security Guard on Duty |
| 2. The requestor will view from monitor and accompanied by staff. | 2. Review the CCTV footage in given specific location and time. | None | Within 20 working days | <i>Administrative Aide</i> Civil Security Unit Head Chief for Operation Security Guard on Duty |
| 3. Submit the approved letter subject for investigation. | 3. Accept the approved letter and provide the specific footage/s needed as evidence. | None | | <i>Administrative Aide</i> Civil Security Unit Head <i>Shift in-Charge</i> Chief for Operation Assistant Head Civil Security Unit Head |
| 4. Accomplish the information in the log sheet before leaving the office. | 4. Provide the log sheet. | None | 1 Minute | <i>Administrative Aide</i> Civil Security Unit Head Chief for Operation |



| | | | | |
|--|---------------|-------------|---|------------------------|
| | | | | Security Guard on Duty |
| | TOTAL: | None | 20 working day/s, 6 Minutes (Subject for further investigation) | |



2. Processing of Claims for Lost and Found Items

This service allows all stakeholders to turn over / claim the item/s that are declared to be lost and found inside the university.

| | | | | |
|---|---|----------------------------|------------------------|---|
| Office or Division: | Civil Security Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen or G2G – Government to Government | | | |
| Who may avail: | All stakeholders | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. One (1) valid Identification Card (Original) | | The claimant will provide. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Turn over / inquire on the lost item. | 1. Accept lost and found item/s recovered and keep in a safe compartment. | None | 5 minutes | <i>Administrative Aide or Security Guard on Duty</i> Civil Security Unit Head |
| | 1.1 Evaluate and seek more information about the item/s. 1.2 Ask ID of the person who surrender / claimant and check item(s) recovered in the compartment. | | 5 minutes | <i>Administrative Aide or Security Guard on Duty</i> Civil Security Unit Head |
| 2. Answer the questions of the Security | 2. Interview the client as part of the verification process. | None | 5 minutes | <i>Administrative Aide or Security Guard on Duty or Chief of Operation</i> Civil Security Unit Head |
| 3. Claim the lost item(s). | 3. Once verification is complete & successful, item will be issued to the client. | None | 2 minutes | <i>Administrative Aide or Security Guard on Duty or Chief of Operation or Shift in-Charge</i> Civil Security Unit Head |
| TOTAL: | | None | 17 minutes | |



3. Processing of Action for Complaints

This service allows all stakeholders to resolve their complaints inside the university.

| | | | | |
|--|--|------------------------|---|--|
| Office or Division: | Civil Security Office | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C - Government to Citizen or G2G – Government to Government | | | |
| Who may avail: | All stakeholders | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter of complaint (1 Original / Duplicate) | | Client will provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the document. | 1. Accept the document and input transaction / control number. | None. | 1 Minute | <i>Administrative Aide</i> Civil Security Unit Head |
| | 1.1 Gather information from the complainant and other factors. | None. | 8 minutes maximum time depends on the complaint. | <i>Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge</i> Civil Security Unit |
| 2. Client will wait to have a copy of complaint form received by the investigator. | 2. Investigators prepare spot report and blotter in the security activity logbook. | None | 7 minutes | <i>Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge</i> Civil Security Unit |
| | | | Within 10 - 20 working days depends on the complaint. | |
| 3. Client will wait about the status of his / her complaint. | 3. Endorse the higher authority If the findings have probable cause. | None | Within 10 - 20 working days depends on the complaint. | <i>Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge</i> Civil Security Unit |
| 4. Client will inform via call / sms once settled and already have findings about the complaint. | If not, amicable settlement is observed as an option. | | | |
| | 4. Inform client in the status of the complaint. | | | |
| TOTAL: | | None | 20 working day/s, 15 minutes | |



Dental Unit

Internal Services



1. Process of Scheduling New and Regular Clients for Dental Treatment (Walk-In)

The process allows the new and regular clients of the Dental Health Office to secure dental appointment prior to dental treatment.

| | | | | |
|---|--|------------------------|------------------------|--------------------------------------|
| Office or Division: | Dental Health Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen G2G – Government to Government | | | |
| Who may avail: | TSU Students and Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Accomplished <i>TSU-DHO-SF-01</i> Personal Information Sheet (1 Original Copy) ** for new clients only | | Dental Health Office | | |
| 2. Certificate of Registration (COR) - (1 Original / Photocopy) | | TSU Student Portal | | |
| 3. Valid TSU Identification Card (1 Original / 1 Photocopy) ** for TSU employees only | | Client Will Provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. For the student: Present his/her Certificate of Registration. For TSU personnel: Present a valid TSU identification card | 1.1 Dental Clerk receives and verifies the document presented. 1.2 Checks whether the client is a new or regular patient in the dental record. | None | 2 minutes | Dental Clerk Dental Health Office |
| 2. For New Client: Client fills out the Personal Information Sheet (<i>TSU-DHO-SF-01</i>) and submits the accomplished form. For Regular Client: Client waits for the tentative date and time of dental appointment. | 2.1. For New Client: Provides Personal Information Sheet upon verification of the C.O.R or valid TSU ID. 2.2. Checks the accuracy of the accomplished Personal Information Sheet by conducting short interview. 2.3 For New and Regular Client: Looks into the Dental Appointment Logbook to check available slots. | None | 3 minutes | Dental Clerk Dental Health Office |



| | | | | |
|---|---|-------------|-------------------|--------------------------------------|
| | 2.4. Verifies the availability of the client on the given tentative schedule. | | | |
| 3. Client secures schedule for dental treatment | 3. Finalizes and encodes the settled time and date of the appointment in the list of appointments. | None | 5 minutes | Dental Clerk Dental Health Office |
| 4. Client registers on the Daily Accomplishment Logbook (TSU-DHO-SF-14) | 4. Registers time and date of appointment on the Student's COR and Dental Appointment Logbook (TSU-DHO-SF-13) | None | 2 minutes | Dental Clerk Dental Health Office |
| TOTAL: | | None | 12 minutes | |



2. Process of Scheduling New and Regular Clients for Dental Treatment (Online)

The process is simplified for the new and regular clients of the Dental Health Office to secure dental appointment prior to dental treatment via online processing.

| | | | | | |
|---|---|------------------------|------------------------|--------------------------------------|---------------------------------|
| Office or Division: | Dental Health Office | | | | |
| Classification: | Simple | | | | |
| Classification: | Simple | | | | |
| Type of Transaction: | G2C – Government to Citizen G2G – Government | | | | |
| Who may avail: | Currently Enrolled TSU Students | | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | | |
| 1. Certificate of Registration (COR) – (1 Original / Photocopy) | | TSU student portal | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1. Send a scanned copy of Certificate of Registration together with the chief complaint and a photo of the concerned tooth (<i>if available</i>) to Dental Health Office Facebook page www.facebook.com/TSUDentalHealthOffice | 1.1 Receive the message of the client and verify the attached COR. | None | 10 minutes | Dental Clerk Dental Health Office | |
| | 1.2 Check whether the client is a new or regular patient. | | | | |
| 2. For New Client: Provide the needed personal information and wait for the initial online consultation. For Regular Client: Wait for the initial online consultation. | 2.1 For New Client: Gathers personal information of the client via written interview for dental record purposes. | | 13 minutes | Dental Clerk Dental Health Office | |
| | For New and Regular Client: 2.2 The dentist may conduct an initial online consultation based on the concerns and pictures sent. | | | | Dentist Dental Health Office |
| | 2.3 Looks into the Dental Appointment Logbook to check available slots. | | | | |



| | | | | |
|---|---|-------------|-------------------|--------------------------------------|
| | 2.4 Verifies the availability of the client on the given tentative schedule. | | | Dental Clerk Dental Health Office |
| 3. Client secures schedule for dental treatment | 3.1 Finalize the time and date of the appointment. | None | 5 minutes | Dental Clerk Dental Health Office |
| | 3.2 Register the client on Dental Appointment Logbook (<i>TSU-DHO-SF-13</i>) | | | |
| | 3.3 Inform the client to present the C.O.R. on the day of the dental appointment. | | | |
| TOTAL: | | None | 28 minutes | |



3. Process for Dental Pre and Post-Treatment Procedures

The service offers implemented procedures prior and after dental treatment in accordance to ethical and sanitary standards.

Note: The only available Dental Treatment Procedures are composite filling restorative, gum treatment, extraction, and oral examination. Any procedure/s other than those mentioned will not be offered and will be referred to other Dental Clinic outside the University.

| | | | | |
|---|---|------------------------|------------------------|--------------------------------------|
| Office or Division: | Dental Health Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen G2G – Government to Government | | | |
| Who may avail: | TSU Students and Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Accomplished <i>TSU-DHO-SF-01</i> Personal Information Sheet (1 Original Copy) <i>** for new clients only</i> | | Dental Health Office | | |
| 2. Certificate of Registration (COR) - (1 Original / Photocopy) | | TSU student portal | | |
| 3. Valid TSU Identification Card (1 Original / Photocopy) <i>** for TSU employees only</i> | | Client Will Provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Register on the Accomplishment Logbook (TSU-DHO-SF-14) and present the COR (<i>for students</i>) indicating the scheduled appointment or Valid TSU ID (<i>for employees</i>) | 1.1 Check the Dental Appointment Logbook to verify scheduled appointment. | None | 8 minutes | Dental Clerk Dental Health Office |
| | 1.2 If scheduled via walk-in: Retrieves the patient's personal information sheet. If scheduled via online: Verifies personal information given by the client online. | | | |
| 2. Proceed to the Pre-Treatment Area to comply with safety protocols prior treatment procedure. | 2.1 Instruct the client to enter the Pre- Treatment Area and Donning Room for wearing safety protocols for patient (such as booty, gloves, head cap and patient gown. | None | 5 minutes | Dental Clerk Dental Health Office |



| | | | | |
|--|--|-------------|-------------------|--|
| | 2.2 Accommodate the patient to Treatment Room. | | | |
| 3. Undergo necessary treatment procedure at Treatment Room | 3. Perform treatment procedure applicable to the case of the patient. | None | 30 minutes | Dentist & Dental Assistant Dental Health Office |
| 4. Secure post-operative instructions from the dentist | 4.1 Give post-operative instructions to the patient. | None | 10 minutes | Dentist & Dental Assistant Dental Health Office |
| | 4.2 Register in the Daily Accomplishment log and finish the Evaluation form. | | | Dental Clerk Dental Health Office |
| TOTAL: | | None | 53 minutes | |



4. Process for Dental Treatment Procedure/s

This process is provided for scheduled TSU patients who will undergo dental treatment procedures.

Note: The only available Dental Treatment Procedures are composite filling restorative, gum treatment, extraction, and oral examination. Any procedure/s other than those mentioned will not be offered and will be referred to other Dental Clinic outside the University.

| | | | | |
|---|---|------------------------|------------------------|---|
| Office or Division: | Dental Health Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen G2G – Government to Government | | | |
| Who may avail: | TSU Students and Employees. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Personal Information Sheet (TSU-DHO-SF-01) (1 Original Copy) | | Dental Health Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Attends to the set schedule for dental treatment | 1. Verify the schedule and locate Personal Information Sheet | None | 5 minutes | <i>Dental Clerk</i> Dental Health Office |
| 2. Once called, proceed to the dental treatment area | 2. Review the client's Personal Information Sheet | None | 2 minutes | <i>Dentist</i> Dental Health Office |
| 3. Answer the Dentist's question/s regarding oral health, <i>if any</i> | 3.1 Diagnose the case presented and client's chief complaint | None | 35 minutes | <i>Dentist</i> Dental Health Office |
| | 3.2 Explain the procedure/s to be done | | | |
| | 3.3 Perform appropriate treatment/procedure/s | | | |
| 4. Receive medicine/s, if any. And fill out the Logbook | 4.1. Provide post-treatment instruction and home care management. | None | 2 minutes | <i>Dentist</i> Dental Health Office |
| | 4.2 Record the completed procedure on the Dental chart. | | | <i>Dental Clerk</i> Dental Health Office |
| TOTAL: | | None | 45 minutes | |



5. Process for securing a Dental certificate

This service allows clients to secure a dental certificate.

| | | | | |
|--|---|--|------------------------|---|
| Office or Division: | Dental Health Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen G2G – Government to Government | | | |
| Who may avail: | TSU Students and Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request Form (TSU-DHO-SF-10) (1 Original Copy) | | Dental Health Office Please provide the link if the form/s are downloadable from the TSU website. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill out Request Form for Dental Certificate | 1.1. Review the request together with the dental record of the requisite. | None | 8 minutes | <i>Dentist</i> Dental Health Office |
| | 1.2 List the procedure/s done in the draft. | | | |
| | 1.3 Forward the draft to the Dental Clerk | | | |
| | 1.4 Prepare and Review the document. | | | <i>Dental Clerk</i> Dental Health Office |
| | 1.5 Certify and sign the dental certificate, if there is no error found. <i>*If there's error found, return to the Dental Clerk for correction. Then certify and sign.</i> | | | <i>Dentist</i> Dental Health Office |
| 2. Register at the Daily Accomplishment Log (TSU-DHO-SF-14), when told to do so by the Dental Clerk. | 2. Once certified/ signed by the dentist, release the certificate. | None | 20 minutes | <i>Dentist and Dental Clerk</i> Dental Health Office |
| TOTAL: | | None | 28 minutes | |



Medical Unit

External/Internal Services



1. Conducting of Pre-Employment and Annual Physical Examination

This process focuses on the evaluation of the general health status of an incoming TSU personnel through Pre-Employment Examination and existing TSU personnel by undergoing Annual Physical Examination (APE).

Note: This is a multi-stage process. The Medical Services Office is only responsible for the medical examination. On the other hand, the Human Resource Development and Management Office is responsible for the scheduling of appointment.

| | | | | |
|--|---|------------------------|------------------------|--|
| Office or Division: | Medical Services Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen G2G – Government to Government | | | |
| Who may avail: | Incoming and Existing TSU Personnel | | | |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | | | |
| A. PRE-EMPLOYMENT EXAMINATION | | | | |
| 1. Complete Blood Count (CBC) Result – (1 Original Copy) | The client will provide | | | |
| 2. Urinalysis (UA) Result – (1 Original Copy) | | | | |
| 3. Chest X-Ray Plate with Reading – (1 Original Copy) | | | | |
| 4. Drug Test Result – (1 Original Copy) | | | | |
| 5. For 40 yrs. old and above - Electrocardiogram (ECG) Result – (1 Original Copy) | | | | |
| B. ANNUAL PHYSICAL EXAMINATION | | | | |
| 1. Complete Blood Count (CBC) Result – (1 Original Copy) | The client will provide | | | |
| 2. Urinalysis (UA) Result – (1 Original Copy) | | | | |
| 3. Chest X-Ray Plate with Reading – (1 Original Copy) | | | | |
| 4. For 40 yrs. old and above - Electrocardiogram (ECG) Result – (1 Original Copy) | | | | |
| C. PART-TIME | | | | |
| 1. Chest X-Ray Plate with Reading – (1 Original Copy) | The client will provide | | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Secure medical scheduling from Human Resource Development and Management Office (HRDMO) | 1. Provides schedule for medical examination | None | 1 working day | Staff-in-Charge Human Resource Development and |



| | | | | |
|---|---|------|------------|---------------------------------------|
| | | | | Management Office |
| 2. Proceed to the Clinic as scheduled and present the necessary documents | 2.1 Verifies if the client has a scheduled appointment and receives the submitted documents. <i>If without appointment, client will be directed to HRDMO to secure schedule first.</i> | None | 5 minutes | Nurse-on-Duty Medical Services Office |
| | 2.2 Checks the completeness of the requirements submitted according to the type of examination to be done and proceeds to the Physical Examination. <i>If with incomplete requirements, client will be advised to return after completion.</i> | None | 5 minutes | Nurse-on-Duty Medical Services Office |
| | 2.3 Conducts interview to the client for the accomplishment of Physical Examination Form (TSU-MSO-SF-02) | None | 7 minutes | Nurse-on-Duty Medical Services Office |
| 3. Undergo assessment and Visual Acuity Test and sign the Physical Examination Form | 3.1 Conducts Visual Acuity Test (Ishihara and Snellen) and documents the findings in Visual Acuity Logbook and signs | None | 10 minutes | Nurse-on-Duty Medical Services Office |
| | 3.2 Issues the Physical Examination | None | 2 minutes | Nurse-on-Duty Medical Services Office |



| | | | | |
|--|--|-------------|--|--|
| | Form and lets the client sign | | | |
| 4. Proceed to Medical Doctor's Room for the Physical Exam Evaluation | 4.1 Evaluates the client's laboratory results while performing Physical Exam (PE) | None | 30 minutes | <i>Medical Doctor</i> Medical Services Office |
| | 4.2 Gives recommendation /s depending on the readings and evaluation and signs the Physical Evaluation Form | None | 30 minutes | <i>Medical Doctor</i> Medical Services Office |
| 5. Proceed to the Nurse-on-Duty section for the signing of logbook | 5.1 Reviews the recommendation /s and gives additional advice to the client | None | 10 minutes | <i>Nurse-on-Duty</i> Medical Services Office |
| | 5.2 Instructs the client to sign on the logbook and proceed to the HRDMO for the submission of Physical Examination Form with the Laboratory results | None | 3 minutes | <i>Nurse-on-Duty</i> Medical Services Office |
| TOTAL: | | None | 1 working day, 1 hour, 42 minutes | |



Medical Unit

Internal Services



1. Process of Consultation for Walk-in Patient

This service offers medical consultation to walk-in patient. It may include assessment, medical intervention and treatment, or preventive measures.

Note: Schedule of the consultation depends on the availability of the Medical Doctor.

| | | | | |
|--|---|---|------------------------|--|
| Office or Division: | | Medical Services Office | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2C – Government to Citizen G2G – Government to Government | | |
| Who may avail: | | TSU Students and Personnel | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Laboratory Test Result/s <i>if any</i> (1 Original Copy) | | The client will provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Request for consultation and present laboratory test result/s (if any) to the Nurse on Duty (NOD) | 1.1 Interviews the patient to gather necessary data | None | 3 minutes | <i>Nurse-on-Duty</i> Medical Services Office |
| | 1.2 Assesses patient's complaint/s | None | 5 minutes | <i>Nurse-on-Duty</i> Medical Services Office |
| | 1.3 If consultation is not necessary , or the doctor is unavailable , gives proper intervention | None | 4 minutes | <i>Nurse-on-Duty</i> Medical Services Office |
| | 1.4 If consultation is necessary , prepares (for new patient) or locates (for existing patient) consultation record/chart. Then, refers the patient to the Medical Doctor (MD) | None | 15 minutes | <i>Nurse-on-Duty</i> Medical Services Office |
| 2. If intervention is given , receive Health Teaching. If referral is given , proceed to the MD | 2.1 When intervention is given, fills out the Walk-In Logbook (TSU-MSO-SF-10) and gives the Health Teaching | None | 30 minutes | <i>Nurse-on-Duty</i> Medical Services Office |
| | 2.2 When referral is given, conducts Physical | None | 30 minutes | <i>Medical Doctor</i> Medical Services Office |



| | | | | |
|---------------------------------------|---|-------------|---------------------------|---|
| | Examination and evaluates data and complaints | | | |
| | 2.2.1 If no procedure is needed, gives medical advice | None | 10 minutes | <i>Medical Doctor Medical Services Office</i> |
| | 2.2.2 If procedure is needed, Medical Doctor writes an order while the Nurse-On-Duty carries out the order. The result will be re-evaluated by the Medical Doctor | None | 10 minutes | <i>Medical Doctor and Nurse-On-Duty Medical Services Office</i> |
| | 2.3 Provides treatment and/or medical advice - Prescription - Laboratory request - Referral - Follow-up schedule | None | 8 minutes | <i>Medical Doctor Medical Services Office</i> |
| | 2.4 Refers the patient to the Nurse-On-Duty | None | 1 minute | <i>Medical Doctor Medical Services Office</i> |
| 3. Give the consultation record/chart | 3.1 Receives and reviews the consultation record/chart | None | 2 minutes | <i>Nurse-on-Duty Medical Services Office</i> |
| | 3.2 Gives medicine if available and advices treatment regimen and follow-up | None | 3 minutes | <i>Nurse-on-Duty Medical Services Office</i> |
| | 3.3 Records data in the Consultation logbook and files the chart in the Consultation cabinet | None | 8 minutes | <i>Nurse-on-Duty Medical Services Office</i> |
| TOTAL: | | None | 2 hours, 9 minutes | |



2. Process of Issuance of Medical Certificate

This service allows clients to secure a medical certificate that is needed as a proof of fit to work, on-the-job training, fit to play sports, and etc.

Note: Clients with findings during the data gathering may be referred to the Medical Doctor for consultation, the schedule depends on the availability of the Medical Doctor.

Student Medical Certificate (SMC) is for individual or with findings. Group Medical Certificate is for bulk clients. And Eligibility Form is for Intramurals and SCUAA players.

| Office or Division: | Medical Services Office | | | |
|---|--|---|-----------------|--|
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen G2G – Government to Government | | | |
| Who may avail: | TSU Students, Faculty and Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Certificate of Registration (1 Original Copy) | | Registrar/Student Portal (https://student.tsu.edu.ph/) | | |
| 2. Covid-19 Vaccination Card (1 Original Copy) | | The client will provide | | |
| 3. Eligibility Form <i>if applicable</i> (1 Original Copy) | | Sports Development Unit | | |
| 4. Accomplished and Duly Signed Request Form <i>TSU-MSO-SF-06</i> with attachment/s - (1 Original Copy) | | Medical Services Office | | |
| 5. Laboratory Result, <i>if required by the host company of On-The-Job Training</i> (1 Original Copy) | | The client will provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit all necessary documents | 1.1 Receives and verifies the submitted documents | None | 1 minute | <i>Nurse-on-Duty Medical Services Office</i> |
| | 1.2 Prepares the Medical Certificate and gathers data | None | 1 minute | <i>Nurse-on-Duty Medical Services Office</i> |
| | 1.3 Assesses and evaluates the findings of the data gathered | None | 3 minutes | <i>Nurse-on-Duty Medical Services Office</i> |
| | 1.3.1 <i>If findings are normal,</i> endorses the results of data gathering to the Medical Doctor for signing | None | 5 minutes | <i>Nurse-on-Duty Medical Services Office</i> |
| | 1.3.2 <i>If with inconclusive findings,</i> refers | None | 5 minutes | <i>Nurse-on-Duty Medical Services Office</i> |



| | | | | |
|--|--|---|--------------------------|---|
| | to the Medical Doctor. If the MD is not available, schedules a consultation. | | | |
| 2. <i>With Inconclusive Findings</i> , proceed to the Medical Doctor (<i>or on the schedule date</i>) | 2.1. Evaluates the data gathered and conducts further Physical Examination | None | 15 minutes | <i>Medical Doctor Medical Services Office</i> |
| | 2.2. Evaluates the findings and give recommendation 2.2.1 If considered "FIT" after MD consultation, signs the Medical Certificate 2.2.2 If considered "UNFIT" after MD consultation, MD will not sign the Medical Certificate. It indicates non-issuance of Medical Certificate | None | 30 minutes | <i>Medical Doctor Medical Services Office</i> |
| | 3. Client with "FIT" remark, sign and receive the Medical Certificate and/or Health Teaching (<i>as needed</i>), and fill out the logbook | 3.1 Explain the validity of the Medical Certificate | None | 3 minutes |
| | 3.2 Instructs the client to sign the Medical Certificate and logs on the SMC logbook | None | 2 minutes | <i>Nurse-on-Duty Medical Services Office</i> |
| | 3.3 Release the Medical Certificate | None | 2 minutes | <i>Nurse-on-Duty Medical Services Office</i> |
| TOTAL: | | None | 1 hour, 7 minutes | |



Office of the Admission and Registration

External/Internal Services



1. Enrollment Procedure for Shifters and Returnees

This service allows students to change course (shifters) and return to the university (returnees).

Note: This is a multi-stage process. The Office of Admission and Registration is only responsible for the receiving of documents and admission of the student. On the other hand, the Colleges are responsible for the pre-assessment during the enrollment period.

| | | | | |
|---|--|--|------------------------|-------------------------------------|
| Office or Division: | Office of the Admission and Registration | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Existing and Incoming TSU Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| A. FOR SHIFTERS | | | | |
| 1. Application Form for Shifter <i>TSU-REG-SF-13</i> – (1 Original Copy) | | Office of Admission and Registration or download at https://www.tsu.edu.ph/media/3bpl3ifq/h-application-form-for-shifter.pdf | | |
| 2. Report of Grades | | The client will provide | | |
| 3. Counseling Report | | TSU Guidance and Counseling | | |
| B. FOR RETURNEES | | | | |
| 1. Notice of Acceptance <i>TSU-ORA-SF-14</i> - (1 Original Copy) | | Office of Admission and Registration or download at https://www.tsu.edu.ph/media/432jmwug/k-notice-of-acceptance.pdf | | |
| 2. Admission Slip <i>TSU-ORA-SF-15</i> – (1 Original Copy) | | Office of Admission and Registration or download at https://www.tsu.edu.ph/media/432jmwug/k-notice-of-acceptance.pdf | | |
| 3. Report of Grades | | The client will provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. For Shifters: Inquire to the Accepting College if there is an available slot for the chosen course | 1. For Shifters: Attends to the inquiry and checks availability of slot | None | 1 hour | <i>Faculty In-Charge</i> College |
| For Returnees: Inquire to the college if there is an available slot for the chosen course | For Returnees: Attends to the inquiry and checks availability of slot <i>*If no slot is available, inform student</i> | None | 1 hour | <i>Faculty In-Charge</i> College |
| 2. For Shifters: If a slot is available, proceed to the College Dean of the current course, with | 2. For Shifters: Releases the student via signing of Application Form for Shifter | None | 2 hours | <i>College Dean</i> College |



| | | | | |
|---|--|------|---------|---|
| <p>the Application Form for Shifter and other related documents, for the signing of release</p> <p>For Returnees: If a slot is available, proceed to the College Dean to secure approval</p> | <p>(Releasing Dean Section)</p> <p>2.1 For Returnees: Receives and checks the completeness of the related documents</p> | None | 1 hour | <i>College Clerk College</i> |
| | <p>2.2 For Returnees: Checks the student's record in the Enrollment System and signs the Notice of Acceptance Form</p> | None | 1 hour | <i>College Clerk College & College Dean College</i> |
| <p>3. For Shifters: Proceed to the Dean of the Accepting College to secure the approval</p> <p>For Returnees: Proceed to the Admission Unit and submit the duly signed forms with other related documents</p> | <p>3.1 For Shifters: Receives and checks the completeness of the duly signed Application Form for Shifter and other related documents</p> | None | 1 hour | <i>College Clerk College</i> |
| | <p>3.2 For Shifters: Checks the student's record in the Enrollment System and signs the Application Form for Shifter (Accepting Dean Section)</p> | None | 2 hours | <i>College Clerk College & College Dean College</i> |
| | <p>3.1 For Returnees: Receives and verifies submitted documents and changes status of the students on the system</p> | None | 1 hour | <i>Staff-in-charge Office of Admission and Registration</i> |
| | <p>3.2 For Returnees: Signs the Admission Slip and informs</p> | None | 1 hour | <i>Staff-in-charge</i> |



| | | | | |
|--|--|------|--|--|
| | student to check the status via student portal (https://student.tsu.edu.ph/) | | | Office of Admission and Registration |
| 4. For Shifters: Proceed to the Admission Unit and present the duly signed Application Form for Shifter with other related documents | 4.1 For Shifters: Receives and verifies submitted documents and issues Admission Slip with Student Number | None | 1 hour | <i>Staff-in-charge</i> Office of Admission and Registration |
| | 4.2 Informs student to check the status of shifting via student portal (https://student.tsu.edu.ph/) | None | 3 minutes | <i>Staff-in-charge</i> Office of Admission and Registration |
| TOTAL: | | None | For Shifters: 7 hours, 3 minutes For Returnees: 5 hours | |

**The total turnaround time considers the volume of the students, waiting time, queue, internet connectivity issues, availability of the signatories and is accountable for (1) class or 50 students.*



2. Enrollment Procedure for Transferees and Second Coursers

The service allows transferees and second coursers to enroll subjects on their chosen course.

Note: This is a multi-stage process. The Office of Admission and Registration is only responsible for the receiving of documents and admission of the student. On the other hand, the Colleges are responsible for the pre-assessment and the Office of Management Information Services is responsible for the creation of Office 365 account during the enrollment period

| | |
|---|---|
| Office or Division: | Office of the Admission and Registration |
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | Transferees and Second Coursers |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |
| A. FOR TRANSFEREES | |
| 1. Accomplished and Duly Signed Notice of Acceptance <i>TSU-ORA-SF-14</i> (1 Original Copy) | Office of Admission and Registration or download at https://www.tsu.edu.ph/media/432jmwug/k-notice-of-acceptance.pdf |
| 2. Accomplished and Duly Signed Admission Slip for Transferees <i>TSU-ORA-SF-05</i> - (1 Original Copy) | Office of Admission and Registration – Admission Unit |
| 3. Accomplished and Duly Signed Application Form for Admission <i>TSU-REG-SF-12</i> - (1 Original Copy) | Office of Admission and Registration or download at https://www.tsu.edu.ph/media/skgbckmq/b-application-form-for-admission-graduate-school-prof-ed-takers-2nd-courser-and-transferees.pdf |
| 4. Accomplished and Duly Signed Accreditation Form <i>TSU-ORA-SF-16</i> - (1 Original Copy) | Office of Admission and Registration |
| 5. Transfer of Credentials or Honorable Dismissal (1 Original Copy) | Previous School or University |
| 6. Official Transcript of Records (TOR) or Duly Signed (<i>by Registrar</i>) Copy of Grades Used for Evaluation - (1 Original Copy) | |
| 7. Good Moral Character (1 Original Copy) | |
| 8. TSU Psychological Result | Guidance and Counseling Unit |
| 9. 2x2 Colored Pictures Taken Within the Last Six (6) Months (2 Original Copies) | The client will provide |
| 10. Philippine Statistics Authority (PSA) – Birth Certificate (1 Photocopy) | |
| 11. Medical Certificate (1 Original Copy) | |
| 12. Self-Stamped Mailing Envelope (1 pc) | |
| 13. Long Brown Envelope (1 pc) | |
| B. FOR SECOND COURSERS | |
| 1. Accomplished and Duly Signed Notice of Acceptance <i>TSU-REG-SF-14</i> - (1 Original Copy) | Office of Admission and Registration or download at |



| | | https://www.tsu.edu.ph/media/432jmwug/k-notice-of-acceptance.pdf | | |
|--|--|---|-----------------|---|
| 2. Accomplished and Duly Signed Application Form for Admission <i>TSU-REG-SF-12</i> - (1 Original Copy) | | Office of Admission and Registration or download at https://www.tsu.edu.ph/media/skgbckmq/b-application-form-for-admission-graduate-school-prof-ed-takers-2nd-courser-and-transferees.pdf | | |
| 3. Accomplished and Duly Signed Admission Slip <i>TSU-REG-SF-05</i> - (1 Original Copy) | | Office of Admission and Registration | | |
| 4. Transfer of Credentials or Honorable Dismissal (1 Original Copy) | | Previous School or University | | |
| 5. Official Transcript of Records (TOR) or Duly Signed (<i>by Registrar</i>) Copy of Grades Used for Evaluation - (1 Original Copy) | | Previous School or University | | |
| 6. 2x2 Colored Pictures Taken Within the Last Six (6) Months (2 Original Copies) | | The client will provide | | |
| 7. Philippine Statistics Authority (PSA) – Birth Certificate (1 Photocopy) | | | | |
| 8. Self-Stamped Mailing Envelope (1 pc) | | | | |
| 9. Medical Certificate (1 Original Copy) | | | | |
| 10. Long Brown Envelope (1 pc) | | | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. For Transferees: Proceed to the College Dean of the chosen course to secure his/her signature on the Notice of Acceptance form and Accreditation form | 1. For Transferees: Receives and checks the Notice of Acceptance and Accreditation form if properly filled-out and signs on the College Dean section <i>* If with unaccomplished form/s, return the form/s to the applicant</i> | None | 2 hours | College Clerk College & College Dean College |
| For 2nd Coursers: Proceed to the college of the chosen course to secure the approval of the College Dean on the Notice of Acceptance | For 2nd Coursers: Receives and checks the Notice of Acceptance Form if properly filled-out; and signs on the College Dean section <i>* If with unaccomplished</i> | None | 2 hours | College Clerk College & College Dean College |



| | | | | |
|---|--|---|------------|--|
| | <i>form, return the form to the applicant</i> | | | |
| 2. Submit the accomplished and duly signed forms with other related documents to the Office of Admission and Registration (OAR) | 2. For Transferees: Receives and evaluates the completeness of documents presented | None | 45 minutes | <i>Staff-in-charge</i> Office of Admission and Registration |
| | 2. For 2nd Coursers: Receives and evaluates the completeness of documents presented and encodes the name of the student in the Enrollment System <i>*If incomplete requirements, return the submitted documents and inform the lacking</i> | None | 45 minutes | <i>Staff-in-charge</i> Office of Admission and Registration |
| 3. For Transferees: Receives the Payment Slip For 2nd Coursers: Receives the Admission Slip with Student Number | 3. For Transferees: Issues Payment Slip for the Validation/Accreditation Fee | None | 3 minutes | <i>Staff-in-charge</i> Office of Admission and Registration |
| | For 2nd Coursers: Issues Admission Slip with Student Number | None | 15 minutes | <i>Staff-in-charge</i> Office of Admission and Registration |
| 4. For Transferees: Proceed to the Cashiering Unit to settle the Validation / Accreditation Fee | 4. For Transferees: Processes the payment and issues Official Receipt | For SUC - Php 20.00 per page For Non SUC Php 20.00 per subject | 1 hour | <i>Staff-in-Charge</i> Cashiering Unit |



| | | | | |
|--|---|--|---|---|
| <p>For 2nd Coursers: Proceed to the Enrollment Area of the College</p> | <p>For 2nd Coursers: Processes Temporary Enrollment of the student subject to the completeness of the submitted requirements</p> | <p>None</p> | <p>1 hour</p> | <p><i>Faculty-in-Charge</i> College</p> |
| <p>5. For Transferees: Submit the Official Receipt and Validation / Accreditation to the Office of Admission and Registration (OAR)</p> <p>For 2nd Coursers: Proceed to the Cashiering Unit to settle the required fees</p> | <p>5.1 For Transferees: Receives the submitted documents and encodes the name of the student in the Enrollment System</p> <p>5.2 Encodes the credited subjects and issues Admission Slip</p> <p>5.1 For 2nd Coursers: Processes the payment and issues Official Receipt</p> | <p>None</p> <p>Prof. Ed - Php 260.00 per unit Day Class – Php 200.00 per unit</p> <p>Evening Class – Php 260.00 per unit</p> | <p>1 hour</p> <p>30 minutes</p> <p>1 hour</p> | <p><i>Staff-in-charge</i> Office of Admission and Registration</p> <p><i>Staff-in-charge</i> Office of Admission and Registration</p> <p><i>Staff-in-Charge</i> Cashiering Unit</p> |
| <p>6. For Transferees: Proceed to the college for the enrollment</p> <p>For 2nd Coursers: Proceed to Office of Management and</p> | <p>6. For Transferees: Processes Temporary Enrollment of the students subject to the completeness of the submitted requirements</p> <p>For 2nd Coursers: Creates Office 365 Account and</p> | <p>None</p> <p>None</p> | <p>1 hour</p> <p>2 hours</p> | <p><i>Faculty-in-Charge</i> College</p> <p><i>Staff-in-Charge</i> Office of Management</p> |



| | | | | |
|---|---|--|--|--|
| Information Services (MISO) for the creation of Office 365 Account and log in to the student portal (https://student.tsu.edu.ph/) for the checking of enrolled subjects and viewing of Certificate of Registration | provide temporary login credentials to the enrollee | | | Information Service |
| 7. For Transferees: Proceed to Office of Management and Information Services (MISO) for the creation of Office 365 Account and log in to the student portal (https://student.tsu.edu.ph/) for the checking of enrolled subjects and viewing of Certificate of Registration | 7. For Transferees: Creates Office 365 Account and provide temporary login credentials to the enrollee | None | 2 hours | <i>Staff-in-Charge</i> Office of Management Information Service |
| TOTAL | | For Transferees = Depends on the number of pages or subjects | For Transferees = 8 hours, 18 minutes For 2nd Coursers = 7 hours | |

**The total turnaround time considers the volume of the students, waiting time, queue, internet connectivity issues, availability of the signatories and is accountable for (1) class or 50 students.*



3. Enrollment Procedure for Professional Education Takers, Masteral, Doctoral and Juris Doctor (WALK-IN and ONLINE)

This service allows qualified students to enroll in Tarlac State University's Graduate School Programs such as Master of Arts and Master of Science, Doctorate Degrees and Juris Doctor Degree.

Note: This is a multi-stage process. The Office of Admission and Registration is only responsible for the receiving of documents and admission of the student. On the other hand, the Colleges are responsible for the pre-assessment and the Office of Management Information Services is responsible for the creation of Office 365 account during the enrollment period.

| | |
|---|--|
| Office or Division: | Office of the Admission and Registration |
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen G2G – Government to Government |
| Who may avail: | All Incoming Graduate School Enrollees |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |
| A. FOR PROFESSIONAL EDUCATION TAKERS | |
| 1. Transfer Credentials / Honorable Dismissal (1 Original Copy) | Previous School / University |
| 2. Official Transcript of Records (TOR) or Duly Signed (<i>by Registrar</i>) Copy of Grades Used for Evaluation (1 Original Copy) | |
| 3. 2x2 Colored Picture with Name Tag (2 Original Copies) | The client will provide |
| 4. TSU Psychological Test Result | Student Affairs Services – Testing, Evaluation and Monitoring Unit |
| 5. Accomplished and Duly Signed Application Form <i>TSU-REG-SF-12</i> - (1 Original Copy) | Office of Admission and Registration or download at https://www.tsu.edu.ph/media/skqgbckmq/b-application-form-for-admission-graduate-school-prof-ed-takers-2nd-courser-and-transferees.pdf |
| 6. Accomplished and Duly Signed Admission Slip <i>TSU-REG-SF-05</i> - (1 Original Copy) | Office of Admission and Registration |
| 7. Accomplished and Duly Signed Notice of Acceptance <i>TSU-REG-SF-14</i> - (1 Original Copy) | Office of Admission and Registration or download at https://www.tsu.edu.ph/media/432jmwug/k-notice-of-acceptance.pdf |
| 8. Philippine Statistics Authority (PSA) Birth Certificate (1 Photocopy) | The client will provide |
| 9. For Female Married Student - Philippine Statistics Authority (PSA) – Marriage Certificate (1 Photocopy) | |
| 10. Self-Stamped Mailing Envelope (1 pc) | |
| 11. Medical Certificate (1 Original Copy and 1 Photocopy) | |
| 12. Brown Envelope (1 pc) | |
| | |



| | |
|---|--|
| 13. Official Receipt or Deposit Slip (for online and bank payment) of the Tuition and Miscellaneous Fees - (1 Original Copy and 1 Photocopy) | Cashiering Unit or Bank |
| B. FOR MASTERAL AND DOCTORAL | |
| 1. Transfer of Credential or Honorable Dismissal (1 Original Copy) | The client will provide |
| 2. Official Transcript of Records (TOR) or Duly Signed (<i>by Registrar</i>) Copy of Grades Used for Evaluation (1 Original Copy) | |
| 3. 2x2 Colored Pictures Taken Within the Last Six (6) Months (2 Original Copies) | |
| 4. Philippine Statistics Authority (PSA) – Birth Certificate (1 Original Copy and 1 Photocopy) | |
| 5. For Female Married Student - Philippine Statistics Authority (PSA) – Marriage Certificate (1 Original Copy and 1 Photocopy) | |
| 6. Self-Stamped Mailing Envelope (1 pc) | |
| 7. Medical Certificate | |
| 8. Accomplished and Duly Signed Application Form <i>TSU-REG-SF-12</i> - (1 Original Copy) | Office of the Admission and Registration or download at https://www.tsu.edu.ph/media/skrgbckmq/b-application-form-for-admission-graduate-school-prof-ed-takers-2nd-courser-and-transferees.pdf |
| 9. Accomplished and Duly Signed Notice of Acceptance <i>TSU-REG-SF-14</i> - (1 Original Copy) | Office of Admission and Registration or download at https://www.tsu.edu.ph/media/432jmwug/k-notice-of-acceptance.pdf |
| 10. Official Receipt or Deposit Slip (for online and bank payment) of the Tuition and Miscellaneous Fees - (1 Original Copy and 1 Photocopy) | Cashiering Unit or Bank |
| C. FOR JURIS DOCTOR | |
| 1. Transfer of Credential or Honorable Dismissal (1 Original Copy) | The client will provide |
| 2. Official Transcript of Records (TOR) or Duly Signed (<i>by Registrar</i>) Copy of Grades Used for Evaluation (1 Original Copy) | |
| 3. 2x2 Colored Pictures Taken Within the Last Six (6) Months (2 Original Copies) | |
| 4. Philippine Statistics Authority (PSA) – Birth Certificate (1 Original Copy and 1 Photocopy) | |
| 5. For Female Married Student - Philippine Statistics Authority SA) – | |



| Marriage Certificate (1 Original Copy and 1 Photocopy) | | | | |
|---|--|-----------------|-----------------|---|
| 6. Self-Stamped Mailing Envelope (1 pc) | | | | |
| 7. Medical Certificate | | | | |
| 8. Accomplished and Duly Signed <i>TSU-REG-SF-29</i> - (1 Original Copy) | Office of the Admission and Registration or download at https://www.tsu.edu.ph/media/bpqelbo4/e-application-for-admission-school-of-law.pdf | | | |
| 9. PhilSAT Result or Certificate of Exemption | Legal Education Board / Dean's Office | | | |
| 10. Juris Doctor's Additional Required Subjects: English – 18 Units Social Science – 18 Units Math – 6 Units | Office and Admission and Registration – College-in-Charge | | | |
| 11. Official Receipt or Deposit Slip (for online and bank payment) of the Tuition and Miscellaneous Fees – (1 Original Copy and 1 Photocopy) | Cashiering Unit or Bank | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to the college of the chosen course, with the complete set of documents, to inform intention to enroll. | 1.1 Conducts initial screening in the chosen college <i>* If the applicant passed the initial screening, proceed to the Office of Admission and Registration for the submission of requirements.</i> <i>*If failed, applicant is not allowed to enroll</i> | None | 1 hour | Dean College |
| | 1.2 Forwards list of applicants to Office of Administration and Registration (OAR) | None | 1 working day | Clerk College |
| 2. For Walk-In: Submit the needed requirements to the Office of Admission and Registration via drop off or thru courier addressed to Registrar, Tarlac State University, | 2.1.1 For Walk-In: Receives and checks completeness of the submitted requirements. <i>*If incomplete requirements,</i> | None | 20 minutes | Staff-in-charge Office of Admission and Registration |



| | | | | |
|---|--|------|------------|---|
| <p>Romulo Boulevard, San Vicente, Tarlac City, Tarlac, 2300, Philippines</p> <p>For Online Application: Send the needed requirements to the college email</p> <p>College of Business and Accountancy cba_dean@tsu.edu.ph 045 606 8172</p> <p>College of Engineering and Technology cet_dean@tsu.edu.ph 045 606 8175/ 045 606 8179</p> | <p><i>receive the initial requirements and inform the lacking. The enrollee may submit the lacking in a span of one (1) semester of the academic year</i></p> <p>2.1.2 For Online Application: Downloads and receives the submitted electronic copies of the documents</p> <p><i>*If incomplete requirements, receive the initial requirements and inform the lacking. The enrollee may submit the lacking in a span of one (1) semester of the academic year</i></p> | None | 1 hour | Chairperson College |
| <p>College of Public Administration and Governance cpag_dean@tsu.edu.ph 045 606 8177</p> <p>College of Arts and Social Sciences cass_dean@tsu.edu.ph 045 606 8171</p> <p>School of Law sl_dean@tsu.edu.ph 045 606 8176</p> <p>College of Teacher Education cted_dean@tsu.edu.ph</p> | <p>2.2.1 For Walk-In: Encodes the name of the students in the Enrollment System and process temporary enrollment subject to the submission of the complete physical copies of requirements</p> <p>2.2.2 For Online Application: Process the temporary enrollment subject to the submission of the complete physical</p> | None | 30 minutes | Staff-in-charge Office of Admission and Registration |
| | | None | 30 minutes | College Clerk College |



| | | | | |
|--|---|--|--|--|
| <p>045 606 8174</p> <p>College of Science cs_dean@tsu.edu.ph 045 606 8178</p> <p>College of Criminal Justice Education ccje_dean@tsu.edu.ph</p> <p>College of Architecture and Fine Arts cafa_dean@tsu.edu.ph 045 606 8170</p> <p>College of Computer Studies ccs_dean@tsu.edu.ph 045 606 8173</p> | <p>copies of requirements</p> | | | |
| <p>3. For Walk-In: Receives admission slip</p> <p>For Online Application: Receives assessment form</p> | <p>3.1.1 For Walk-In: Issues the Admission Slip with the Student Number</p> <p>3.1.2 For Online Application: Issues assessment form via email</p> | <p>None</p> <p>None</p> | <p>15 minutes</p> <p>1 working day</p> | <p><i>Staff-in-charge</i> Office of Admission and Registration</p> <p><i>College Clerk</i> College</p> |
| <p>4. For Walk-In: Present the admission slip to the college for enrollment and wait for the issuance of assessment form</p> <p>For Online Application: Settle the Tuition and Miscellaneous Fees thru online payment or bank deposit</p> | <p>4.1 For Walk-In: Process the pre-registration or enrollment of the applicant and issue assessment form</p> | <p>None</p> <p>For Masteral - Php 800.00 per unit For Doctoral</p> | <p>30 minutes</p> | <p><i>Faculty-in-charge</i> College</p> <p>-</p> |



| | | | | |
|--|--|--|------------------------------|--|
| <p><i>*If you opt to pay online, you may check out “payment” in the student portal and use a credit card to pay off your fees *if it is through bank payment, you may then walk into any DBP branch and deposit your payment using the following account details: Account Name: TSU – SPECIAL BUDGET Account Number: 00000060-5501</i></p> <p><i>For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit</i></p> <p><i>Note: Verifying your payment will take several days due to the need of updating the TSU bank account</i></p> | | <p>– Php 1,000.00 per unit</p> | | |
| <p>5. For Walk-In: Proceed to the Cashiering Unit to settle Tuition and Miscellaneous Fees</p> <p>For Online Application: Email Office of Management and Information Services (MISO) at miso@tsu.edu.ph for the creation of Office 365 Account</p> | <p>5.1.1 For Walk-In: Receives the payment and issue Official Receipt</p> <p>5.1.2 For Online Application: Create Office 365 Account and provide temporary login credentials to the enrollee</p> | <p>For Masteral - Php 800.00 per unit For Doctoral – Php 1,000.00 per unit</p> <p>None</p> | <p>1 hour</p> <p>5 hours</p> | <p><i>Staff-in-Charge</i> Cashiering Unit</p> <p><i>Staff-in-Charge</i> Office of Management Information Service</p> |



| | | | | |
|--|--|---|--|--|
| and log in to the student portal (https://student.tsu.edu.ph/) for the checking of enrolled subjects and viewing of Certificate of Registration | | | | |
| 6. For Walk-In: Proceed to Office of Management and Information Services (MISO) for the creation of Office 365 Account and log in to the student portal (https://student.tsu.edu.ph/) for the checking of enrolled subjects and viewing of Certificate of Registration | 6.1 For Walk-In: Create Office 365 Account and provide temporary login credentials to the enrollee | None | 2 hours | <i>Staff-in-Charge</i> Office of Management Information Service |
| TOTAL: | | Depend ing on the number of units enrolled | <i>Walk-in: 1 working day, 5 hours, 35 minutes</i> <i>Online: 2 working days, 7 hours, 30 minutes</i> | |



Office of Admission and Registration

External Services



1. Enrollment Procedure for Freshmen Enrollees (WALK-IN)

This service allows qualified first-year students to enroll subjects on their chosen course.

Note: This is a multi-stage process. The Office of Admission and Registration is only responsible for the receiving of documents and admission of the student. On the other hand, the Colleges are responsible for the pre-assessment and the Office of Management Information Service is responsible for the tagging of free tuition and creation of Office 365 account during the enrollment period.

| | | | | |
|---|---|---|------------------------|--|
| Office or Division: | | Office of the Admission and Registration | | |
| Classification: | | Highly Technical | | |
| Type of Transaction: | | G2C – Government to Citizen | | |
| Who may avail: | | Incoming Freshmen Students | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Grade 12 Form 138 (1 Original Copy and 1 Photocopy) | | The client will provide | | |
| 2. Philippine Statistics Authority (PSA) Birth Certificate (1 Photocopy) | | | | |
| 3. For Female Married Student - Philippine Statistics Authority (PSA) – Marriage Certificate (1 Photocopy) | | | | |
| 4. Certificate of Good Moral (1 Original Copy and 1 Photocopy) | | | | |
| 5. 2x2 Colored Picture with Name Tag and in White Background (2 Original Copies) | | | | |
| 6. Self-Stamped Mailing Envelope (1 pc) | | | | |
| 7. Medical Certificate (1 Original and 1 Photocopy) | | | | |
| 8. Accomplished Application Form for College Enrollment <i>TSU-ARO-SF-02</i> - (1 Original Copy) | | Office of Admission and Registration or download at https://www.tsu.edu.ph/media/30qhkrcx/c-application-form-for-college-enrollment-freshmen-student.pdf | | |
| 9. TSU College Admission Test Result (1 Original Copy) | | Testing, Evaluation and Monitoring Unit | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit all the required documents to the Office of Admission and Registration | 1. Receives and checks all submitted documents <i>*If incomplete requirements, accept the submitted documents and issue promissory note duly signed by the applicant</i> | None | 1 hour | <i>Staff-in-Charge</i> Office of Admission and Registration |
| 2. Receive the admission slip | 2. Issues the admission slip | None | 7 minutes | <i>Staff-in-Charge</i> |



| | | | | |
|---|---|-------------|--|--|
| | with student ID number | | | Office of Admission and Registration |
| 3. Proceed to the enrollment area and present the admission slip | 3.1 Verifies the presented admission slip and encodes the student ID number | None | 2 hours | <i>Faculty-in-Charge</i> College |
| | 3.2 Pre-registers or enrolls the student on the chosen course | None | 30 minutes | <i>Faculty-in-Charge</i> College |
| | 3.3 Tagging of free tuition <i>Note: Tagging of free tuition is done by bulk</i> | None | 7 working days | <i>Staff-in-Charge</i> Office of Management Information Service |
| 4. Receive the temporary login credentials for the Office 365 Account and log in to the student portal (https://student.tsu.edu.ph) for the checking of enrolled subjects and viewing of Certificate of Registration <i>*If unsuccessfully tagged, proceed to Accounting Unit</i> | 4. Posts temporary Office 365 login credentials on TSU CAT website <i>Note: An announcement regarding the availability of the temporary login credentials will be posted by Office of Public Affairs thru Tarlac State University Facebook Page or student may check his/her TSU CAT account after 7 working days.</i> | None | 2 hours | <i>Staff-in-Charge</i> Office of Management Information Service |
| TOTAL: | | None | 7 working days, 5 hours, 30 minutes | |

**The total turnaround time considers the volume of the students, waiting time, queue, internet connectivity issues, availability of the signatories and is accountable for (1) class or 50 students.*



2. Enrollment Procedure for Freshman Enrollees (ONLINE)

This service allows qualified first year students to enroll subjects on their chosen course via online processing.

Note: This is a multi-stage process. The Office of Admission and Registration is only responsible for the receiving of documents and admission of the student. On the other hand, the Colleges are responsible for the pre-assessment and the Office of Management Information Services is responsible for the tagging of free tuition and creation of Office 365 account during the enrollment period.

| | | | | |
|---|--|--|------------------------|---|
| Office or Division: | | Office of the Admission and Registration | | |
| Classification: | | Highly Technical | | |
| Type of Transaction: | | G2C – Government to Citizen | | |
| Who may avail: | | Incoming Freshman Students | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Grade 12 Form 138 (1 Original Copy and 1 Photocopy) | | The client will provide | | |
| 2. Philippine Statistics Authority (PSA) Birth Certificate (1 Photocopy) | | | | |
| 3. For Female Married Student - Philippine Statistics Authority (PSA) – Marriage Certificate (1 Photocopy) | | | | |
| 4. Certificate of Good Moral (1 Original Copy and 1 Photocopy) | | | | |
| 5. 2x2 Colored Picture with Name Tag and in White Background (2 Original Copies) | | | | |
| 6. Self-Stamped Mailing Envelope (1 pc) | | | | |
| 7. Medical Certificate (1 Original and 1 Photocopy) | | | | |
| 8. Accomplished Application Form for College Enrollment <i>TSU-ARO-SF-02</i> - (1 Original Copy) | | Office of Admission and Registration or download at https://www.tsu.edu.ph/media/30qhkrxc/c-application-form-for-college-enrollment-freshmen-student.pdf | | |
| 9. TSU college Admission Test Result (1 Original Copy) | | Testing, Evaluation and Monitoring Unit | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Receive notification regarding the qualification and confirm his/her slot. | 1.1 Notifies chosen and eligible aspiring TSU students based on each college's qualifications thru TSU CAT | None | 1 working day | Staff-in-charge Testing, Evaluation and Monitoring Unit |
| | 1.2 Generates and forwards the list of qualified students, with confirmed slots, for the creation of | None | 2 hours | Staff-in-charge Testing, Evaluation and Monitoring Unit |



| | | | | |
|---|---|------|----------------|---|
| | student number to the Office of Management Information Service (MISO) | | | |
| | 1.3 Creates student number for each student on the list | None | 3 hours | Staff-in-Charge Office of Management Information Service |
| | 1.4 Generates and forwards the list of qualified students with student number for the pre-registration/enrollment to the Office of Admission and Registration (OAR) | None | 2 hours | Staff-in-Charge Office of Management Information Service |
| | 1.5 Pre-registers or enrolls the qualified student to the chosen course | None | 30 minutes | Staff-in-charge Office of Admission and Registration |
| | 1.6 Tagging for free tuition <i>Note: Tagging of free tuition is done by bulk.</i> | None | 7 working days | Staff-in-Charge Office of Management Information Service |
| 2. Receive the temporary login credentials for the Office 365 Account and log in to the student portal (https://student.tsu.edu.ph/) for the checking of enrolled subjects and viewing of Certificate of Registration <i>*If unsuccessfully tagged, proceed to Accounting Unit</i> | 2. Posts temporary Office 365 login credentials on TSU CAT website <i>Note: An announcement regarding the availability of the temporary login credentials will be posted by Office of Public Affairs thru Tarlac State University Facebook Page or student may check his/her TSU CAT website after 7 working days.</i> | None | 2 hours | Staff-in-Charge Office of Management Information Service |
| 3. Submit physical copies | 3.1 Receives and verifies the | None | 1 hour | Staff-in-charge |



| | | | | |
|---|---|-------------|---|---|
| <p>of needed requirements to the Office of Admission and Registration (OAR)</p> <p><i>Note:</i></p> <p><i>The schedule of the submission of requirements will be posted on by Office of Public Affairs thru Tarlac State University</i></p> | <p>completeness of the submitted requirements.</p> <p><i>*If incomplete requirements, receive the initial requirements and inform the lacking via MS Teams and issue promissory note duly signed by the applicant</i></p> | | | <p>Office of Admission and Registration</p> |
| TOTAL: | | None | 8 working days, 10 hours, 30 minutes | |

**The total turnaround time considers the volume of the students, waiting time, queue, internet connectivity issues, availability of the signatories and is accountable for (1) class or 50 students.*



3. Enrollment Procedure for Cross Enrollees from Different State University or College

The service allows the cross-enrollment of students from other State University or College to Tarlac State University.

Note: This is a multi-stage process. The Colleges (Receiving) are only responsible for the pre-registration, while the Office of Management Information Services is responsible for the tagging of subjects of the qualified students during the enrollment period. The Mother University (Releasing) is responsible for signing the requirements to cross-enroll. And the Cashiering Unit is responsible for processing and receiving the payment of the students. Timeliness of delivery of service of other processing office/unit depends on the processing time declared in their Citizen's Charter.

| | | | | |
|---|--|---|------------------------|---|
| Office or Division: | Office of Admission and Registration | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Cross-enrollee from other State University or College (SUC) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Permit to Cross-Enroll (1 Original Copy) | | Student's home school/university | | |
| 2. Notice of Acceptance <i>TSU-REG-SF-14</i> (1 Original Copy) | | Downloadable thru this link: https://www.tsu.edu.ph/media/432jmwug/k-notice-of-acceptance.pdf | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Inquire verbally to the receiving college if there is available slot for the subject to be enrolled. | 1.1 Informs if there is an available slot. | None | 1 working day | <i>Faculty-in-charge</i> Receiving College |
| | 1.2 Briefs the client about the schedule of the enrolment. | None | | |
| 2. Proceed to the releasing State University or College (SUC) and have the requirements signed. | 2. Signs all the needed documents. | None | 1 working day | <i>Faculty-in-charge</i> Releasing State University or College (SUC) |
| 3. Submit the duly signed (by the College Dean) Notice of Acceptance and Permit to Cross-enroll | 3.1 Receives the signed requirements | None | 2 hours | <i>Staff-in-Charge</i> Admission Unit |
| | 3.2 Encodes the information of the student in the Enrollment System. | None | | |
| | 3.3 Issue Admission slip with student number | None | | |
| 4. Proceed to the College Enrollment | 4.1 Conducts pre-registration/enrolment | None | 2 hours | <i>Staff-in-Charge</i> Admission Unit |



| | | | | |
|---|---|---|--|--|
| | 4.2 Tagging of free tuition, <i>if eligible</i> <i>*If not eligible, proceed to the Cashiering unit for the assessment of payment.</i> | None | 2 hours | <i>Staff-in-Charge</i> Office of Management Information System |
| 5. Pay the required fees to the TSU Cashiering Unit <i>**Not applicable for everyone, only for the clients who are not covered by the Republic Act 10931– Universal Access to Quality Tertiary Education Act</i> | 5. Process the payment. | Prof. Ed - PHP 260/unit Morning classes - PHP 200/unit Evening Classes - PHP 260/unit | 2 hours | <i>Cashier</i> Cashiering Unit |
| 6. Proceed to Office of Management Information Services (OMIS) for setting up the Office 365 account | 6. Create a 365 account for the student and provide the procedure on how to set up the Office 365. | None | 2 hours | <i>Staff-in-Charge</i> Office of Management Information Service |
| 7. Log in to student portal (https://student.tsu.edu.ph/) to verify if the subject is enrolled and tagged successfully and for viewing the Certificate of Registration (COR). | 7. Informs the student to verify the status of enrollment through the student portal. | None | 30 minutes | <i>Faculty-in-charge</i> Receiving College |
| TOTAL: | | <i>Tuition Fee = Amount per unit X Number of units enrolled</i> | 3 working days & 30 minutes | |

**The total turnaround time considers the volume of the students, waiting time, queue, internet connectivity issues, availability of the signatories and is accountable for (1) class or 50 students.*



4. Processing of Request for Transcript of Records of Graduates (First Copy)

This service allows alumni to request the First Copy of their Transcript of Records. Releasing of Transcript of Records. The request for the first copy of TOR shall commence two months after graduation.

| | | | | |
|--|--|---|------------------------|--|
| Office or Division: | Office of Admission and Registration | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | TSU graduates | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Student Clearance (1 Original Copy) | | Admission and Registration Office or download at https://tsu.edu.ph/media/aianidjs/l-student-clearance-form.pdf | | |
| 2. For CCS Graduate and Graduate School , Memo of Agreement/Distribution Letter (1 Original Copy) | | The client will provide | | |
| 3. 2 pcs. Documentary stamps | | Bureau of Internal Revenue Office | | |
| 4. Form 137-A / Transcript of Records (if transferee) with remarks copy for TSU – (1 Original Copy) | | The client will provide | | |
| 5. If the requestor is not present , <ul style="list-style-type: none"> • Authorization letter (1 Original Copy) • Requestor's valid ID (1 Photocopy) Representative's valid ID (1 Photocopy) | | | | |
| 6. Alumni Fee Receipt | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| For Online: 1. Email the In-charge of Records Regarding the First Copy of the Transcript of Records. For Walk-in: 1. Go to the In-charge of Records To request for the first Copy of Transcript of Records. | For Online: 1.1 Check email to respond to the requests. For Walk-in: 1.1 Review the records and give the list of other required documents to be prepared by the client. | None | 1 hour | <i>In-charge of Records Office of Admission and Registration</i> |
| | For Walk-in: 1.1 Review the records and give the list of other required documents to be prepared by the client. | None | 30 minutes | |
| | For Online: 1.2 Review the records and send the list of other required documents | None | 30 minutes | <i>In-charge of Records Office of Admission and Registration</i> |



| | | | | |
|--|--|------|--|--|
| | to be prepared by the client For Walk-in: 1.2 1.2 Set for the appointment date | None | 10 minutes | |
| | 1.3 Email the client for the date of appointment. | None | For Online: 1 working day | <i>In-charge of Records Office of Admission and Registration</i> |
| 2. Submit to the In-charge of Records the needed documents and signs in the logbook. | 1.1 Process the 1 st copy of TOR 1.2 Issue First copy of Transcript of Records | None | For Online: 3 hours For Walk-in: 2 working days | <i>In-charge of Records Office of Admission and Registration</i> |
| TOTAL FOR ONLINE: | | None | 1 working day, 4 hours & 30 minutes. | |
| TOTAL FOR WALK-IN: | | | 2 working days & 40 minutes | |



5. Issuance of Temporary Notice of Acceptance for Foreign Student

This service allows foreign students to be given temporary notice of acceptance upon processing the acceptance letter for registration purposes.

| | | | | |
|---|--|--------------------------------------|------------------------|---|
| Office or Division: | Office of Admission and Registration | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | New Foreign Student | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Accomplished Application form for Foreign Student <i>TSU – ORA – SF – 06</i> (1 Original Copy) | | Office of Admission and Registration | | |
| 2. Original 2x2 photos on plain white background. | | The client will provide | | |
| 3. Transcript of Records/Certificate of completion/ graduation duly notarized and authenticated by the Philippine Embassy or Consulate in their country (1 Original Copy) | | Previous School/University | | |
| 4. Personal Data, Passport with approved Student Visa, Alien Certificate of Registration (ACR) (1 Original Copy) | | The client will provide | | |
| 5. Birth Certificate or its equivalent duly authenticated by the Philippine Foreign Service Post (1 Original Copy) | | | | |
| 6. Notarized Affidavit of Support and proof of adequate financial support (1 Original Copy) | | | | |
| 7. Result of IELTS/TOEFL/ TOEIC (1 Original Copy) | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Send an email to the International Affairs (<i>oia@tsu.edu.ph</i>) to inquire about the requirements of Foreign Students and send complete requirements. | 1.1 Receive, check, and evaluate the documents provided by the International Affairs | None | 30 minutes | <i>In-Charge of Foreign Students Office of Admission and Registration</i> |
| | 1.2 Prepare the Temporary Notice of Acceptance and submit to International Affairs <i>The International Affairs will send the Temporary Notice of</i> | None | 3 hours | <i>In-Charge of Foreign Students Office of Admission and Registration</i> |



| | | | | |
|--|--|--|---------------------------------|---|
| | <i>Acceptance to the Foreign students</i> | | | |
| | <p>1.3 Issue the Admission Slips (TSU-ORA-SF-15) with student number to the College.</p> <p><i>The College will process the temporary enrollment of student subject to the submission of required documents and inform the students regarding their enrollment</i></p> | None | 3 hours | <i>In-Charge of Foreign Students Office of Admission and Registration</i> |
| 2. Pay for the required fees thru online or onsite (TSU Cashier) | 2. Process the payment. | <i>See table below</i> | 1 hour | <i>Staff Cashiering Unit</i> |
| <p>For Online: 3. Send an e-mail to (miso@tsu.edu.ph) For setting up the Office 365 account and Log in to TSU Student Portal and Print the Certificate of Registration (COR).</p> <p>For Walk-in: Go to MISO For setting up the Office 365 account.</p> | 4. Create a 365 account for the student and send thru e-mail the procedures on how to set up the Office 365 account | None | 1 hour and 30 minutes | <i>Staff Office of Management Information Service</i> |
| 1. Submit a physical copy of the requirements. | 2 Receive and evaluate the requirements. | None | 1 hour | <i>In-Charge of Foreign Students Office of Admission and Registration</i> |
| TOTAL FOR ONLINE: | | <i>Depending on the number of units enrolled</i> | 9 hours | |
| TOTAL FOR WALK-IN: | | | 7 hours & 30 minutes | |



| Description | Amount |
|---|------------|
| 1. Application Fee | \$25.00 |
| 2. Miscellaneous Fees | \$25.00 |
| 3. Master's Tuition Fee (Lecture) | \$60/unit |
| 4. Master's Tuition Fee (Laboratory) | \$65/unit |
| 5. Doctoral Tuition Fee (Lecture) | \$65/unit |
| 6. Doctoral Tuition Fee (Laboratory) | \$70/unit |
| Foreign Student | |
| 7. Foreign Student Fee | \$200/unit |
| 8. Master's Tuition Fee (Lecture) | \$300/unit |
| 9. Doctoral Tuition Fee (Lecture) | \$350/unit |
| Baccalaureate Program | |
| 10. Baccalaureate Tuition Fee (Lecture) | \$30/unit |
| 11. Baccalaureate Tuition Fee (Laboratory) | \$45/unit |
| Post Baccalaureate Program | |
| 12. Post Baccalaureate Tuition Fee (Lecture) | \$35/unit |
| 13. Post Baccalaureate Tuition Fee (Laboratory) | \$50/unit |



**Office Vice President for Academic Affairs,
Colleges, Office of the Admission and
Registration**

Internal Services



1. Enrollment Procedure for Incoming 2nd Year to 4th Year Regular Students (ONLINE and WALK-IN)

This service allows incoming 2nd year to 4th year regular students to enroll subjects according to their courses.

Note: This is a multi-stage process. The Colleges are only responsible for the pre-registration. On the other hand, the Office of Management Information Services is responsible for the tagging of subjects of the qualified students during the enrollment period. Timeliness of delivery of service of other processing office/unit depends on the processing time declared in their Citizen's Charter.

| | | | | |
|--|--|--|------------------------|--|
| Office or Division: | Office of Admission and Registration | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Incoming 2 nd Year to 4 th Year TSU Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. TSU Student ID (1 Original Copy or 1 Scanned Copy) | | The client will provide | | |
| 2. Accomplished Enrollment Form (1 Original Copy or 1 Scanned Copy) | | College Dean or Department Chairperson | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. For Walk-In, Present the Student ID and Submit the document to the assigned person in the enrollment area. For Online, Log-in to http://student.tsu.edu.ph (Student Portal) to create assessment. <i>Note: The steps for online self-assessment is posted at the TSU Facebook page or visit https://www.tsu.edu.ph/media/gstlab/qb/how-to-register.pdf.</i> <i>*Processing time may vary due to the to the number of users using the server</i> | 1.1 For Walk-In, Conducts Pre-registration/Enrollment. | None | 1 working day | <i>Faculty In-Charge College</i> |
| | 1.2 Tagging of Free Tuition. | None | 4 working days | <i>Staff-in-Charge Office of Management Information System</i> |
| 2. Log-in to http://student.tsu.edu | 2. For Walk-In, Informs the | None | 30 minutes | <i>Faculty In-Charge</i> |



| | | | | |
|---|---|--------------------|---|----------------|
| <p>u.ph (Student Portal) to verify if the subject is enrolled and tagged successfully and for viewing the Certificate of Registration.</p> <p><i>*For Walk-In, if unsuccessfully tagged, return to the tagging station.</i></p> <p><i>*For Online, if unsuccessfully tagged, Contact the Department Chairperson for verification.</i></p> | <p>student to verify the status of enrollment through the student portal.</p> | | | <p>College</p> |
| TOTAL: | | <p>None</p> | <p>5 working days & 30 minutes</p> | |

**The total turnaround time considers the volume of the students, waiting time, queue, internet connectivity issues, availability of the signatories and is accountable for (1) class or 50 students.*



2. Enrollment Procedure for Incoming 2nd Year to 4th Year Irregular Students

This service allows incoming 2nd year to 4th year irregular students to enroll subjects according to their courses.

Note: This is a multi-stage process. The Colleges are only responsible for the pre-registration. On the other hand, the Office of Management Information Services is responsible for the tagging of subjects of the qualified students during the enrollment period. Timeliness of delivery of service of other processing office/unit depends on the processing time declared in their Citizen's Charter.

| | | | | |
|---|---|--|------------------------|----------------------------------|
| Office or Division: | Office of Admission and Registration | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Incoming 2 nd Year to 4 th Year Irregular TSU Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. TSU Student ID (1 Original Copy) | | The client will provide | | |
| 2. Accomplished Enrollment Form (1 Original Copy) | | College Dean or Department Chairperson | | |
| 3. If there is no available slot , duly signed Request to Open Subject/s (1 Original Copy) | | Office of the Vice President for Academic Affairs or download at https://www.tsu.edu.ph/media/rdvhoz15/request-to-open-subject.docx | | |
| 4. Special Requirement for Students with Dismissal Status , Letter for reconsideration addressed to the University President (1 Original Copy) | | The client will provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present the Student ID and Submit the document to the assigned person in the enrollment area. | 1.1 Receives the submitted documents and evaluate student's credentials | None | 4 hours | <i>Faculty-in-Charge College</i> |
| | 1.2 Conducts pre-registration to determine if there are available slots for the subject/s. <i>*If there is available slot conduct the enrollment</i> | None | 3 hours | <i>Faculty-in-Charge College</i> |
| | 1.3 Informs the students regarding the unavailability of the subject/s and instruct to fill-out and have the Request to Open Subject | None | 10 minutes | <i>Faculty-in-Charge College</i> |



| | | | | |
|--|---|------|---|---|
| | Form be signed by the respective signatories | | | |
| <p>2. If there is no available slot, submit the duly signed Request to Open Subject/s Form to the assigned person in the enrollment area.</p> | <p>2.1 Receives and verifies the submitted duly signed form.</p> <p><i>*If submitted documents are incomplete, return and inform the lacking.</i></p> | None | 3 hours | Faculty-in-Charge College |
| | 2.2 Opens the requested subject/s. | None | 2 hours | Faculty-in-Charge College with open slot |
| | 2.3 Add the requested subject to the pre-assessed registration. | None | 3 hours | Faculty-in-Charge Mother College |
| | 2.4 Tagging of free tuition. | None | 4 working days | Staff-in-Charge Office of Management Information System |
| <p>3. Log-in to http://student.tsu.edu.ph (Student Portal) to verify if the subject is enrolled and tagged successfully and for viewing the Certificate of Registration.</p> <p><i>*If unsuccessfully tagged, return to the tagging station.</i></p> | 3. Informs the student to verify the status of enrollment through the student portal | None | 30 minutes | Faculty-in-Charge College |
| TOTAL TIME WITHOUT REQUEST TO OPEN SUBJECT: | | None | 4 working days, 7 hours & 40 minutes | |
| TOTAL TIME WITH REQUEST TO OPEN SUBJECT: | | None | 5 working days, 5 hours & 40 minutes | |

**The total turnaround time considers the volume of the students, waiting time, queue, internet connectivity issues, availability of the signatories and is accountable for (1) class or 50 students.*

**The minimum number of students required to request to open a subject/s is 35 for laboratory subjects and 40 for lecture subjects. Subjects will only be opened*



**Subjects open during the 1st semester of the academic year cannot be requested for reopening during the mid-year class.*

**The letter for reconsideration is subject to approval of the University President and to existing implementing rules and regulations on dismissal.*

**The evaluation of students records for purpose of retention is guided by the following standards:*

- **Warning:** *Students with a failure rate of 25%–49% of any number of academic units will have a deduction of 3 units from the normal load.*
- **Probation:** *Students with a failure rate of 50%–75% with 6 academic units or more are permitted to enroll in 15 units.*
- **Dismissal from the college:** *Students with a failure rate of 76%–100% with 9 academic units are not permitted to enroll in the college.*
- **Permanent disqualification from the university:** *Students with a failure rate of 100% are not permitted to enroll in any colleges within the university.*



3. Enrollment Procedure for Cross Enrollees within the University

The service allows students to enroll subjects or take units to other colleges within the University.

Note: This is a multi-stage process. The Colleges (Receiving) are only responsible for the registration, while the Office of Management Information Services is responsible for the tagging of subjects of the qualified students during the enrollment period. The Mother College (Releasing) is responsible for signing the requirements to cross-enroll. Timeliness of delivery of service of other processing office/unit depends on the processing time declared in their Citizen's Charter.

| | | | | |
|--|---|---|------------------------|--|
| Office or Division: | Office of Admission and Registration | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | All TSU Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. TSU Student ID (1 Original Copy) | | The client will provide. | | |
| 2. Accomplished Cross Enrollee Form (1 Original Copy) | | College Dean or Department Chairperson. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Inquire verbally to the receiving college if there is available slot for the subject to be enrolled. | 1. Informs if there is an available slot. | None | 2 hours | <i>Faculty-in-charge</i> Receiving College |
| 2. Proceed to the Mother College to get the Cross Enrollee Form | 2. Provide the Cross Enrollee Form | None | 30 minutes | <i>Department Chairperson</i> Mother College |
| 3. Accomplish the Cross Enrollee Form, then ask the Mother College (Dean) permission and have the requirements signed. | 3. Allow the student to take units to the other college and signs all the needed documents. | None | 1 hour | <i>Dean</i> Mother College |
| 4. Proceed to the Receiving College, present the requirements, and have Cross Enrollee Form sign | 4. Grant a permission to the client to cross-enroll and sign the cross-enrollee form | None | 3 hours | <i>Dean</i> Receiving College |
| 5. Proceed to the Mother College for the assessment | 5.1 Conducts assessment of the subject/s and registration | None | 3 hours | <i>Faculty-in-charge</i> Mother College |
| | 5.2 Tagging of free tuition | None | 4 working days | <i>Staff-in-Charge</i> Office of Management Information Service |



| | | | | |
|---|---|-------------|-----------------------|--|
| 6. Log in to student portal (https://student.tsu.edu.ph/) to verify if the subject is enrolled and tagged successfully and for viewing the Certificate of Registration (COR). | 6. Informs the student to verify the status of enrollment through the student portal. | None | 30 minutes | <i>Faculty-in-charge</i> Mother College |
| TOTAL: | | None | 5 working days | |

**The total turnaround time considers the volume of the students, waiting time, queue, internet connectivity issues, availability of the signatories and is accountable for (1) class or 50 students.*



4. Bulk Enrollment Procedure for Incoming 2nd Year to 4th Year Regular Students

This service allows incoming regular 2nd year to 4th year regular students who confirms their intention to enroll for the coming semester.

Note: This is a multi-stage process. The Colleges are only responsible for the pre-assessment. On the other hand, the Office of Management and Information Service is responsible for the of the tagging of free tuition.

| | | | | |
|--|---|------------------------|------------------------|---|
| Office or Division: | Office of the Admission and Registration | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Incoming Regular 2 nd Year to 4 th Year TSU Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| None | | None | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Log-in to https://student.tsu.edu.ph (student portal) to confirm the intention to enroll. | 1.1 Conducts pre-registration or enrollment | None | 1 working day | <i>Faculty In-Charge College</i> |
| | 1.2 Tagging of free tuition. <i>Note: Tagging of free tuition is done by bulk.</i> | None | 7 working days | <i>Staff In-Charge Office of Management Information Service</i> |
| 2. Log in to the student portal (https://student.tsu.edu.ph/) for the checking of enrolled subjects and viewing of Certificate of Registration <i>*If unsuccessfully tagged, proceed to Accounting Unit</i> | 2. Informs the student via College Facebook page to verify the status of enrollment thru the student portal | None | 1 working day | <i>CSC College</i> |
| TOTAL: | | None | 9 Working Days | |

**The total turnaround time considers the volume of the students, waiting time, queue, internet connectivity issues, availability of the signatories and is accountable for (1) class or 50 students.*



| | | | | |
|---|---|-------------|-------------------|---|
| <p>College of Arts and Social Sciences cass_dean@tsu.edu.ph 045 606 8171</p> <p>School of Law sl_dean@tsu.edu.ph 045 606 8176</p> <p>College of Teacher Education cted_dean@tsu.edu.ph 045 606 8174</p> <p>College of Science cs_dean@tsu.edu.ph 045 606 8178</p> <p>College of Criminal Justice Education ccje_dean@tsu.edu.ph</p> <p>College of Architecture and Fine Arts cafa_dean@tsu.edu.ph 045 606 8170</p> <p>College of Computer Studies ccs_dean@tsu.edu.ph 045 606 8173</p> | | | | <p><i>Director</i> Office of Admission and Registration</p> |
| <p>2. Seek approval to the concerned signatory/ies.</p> | <p>2. Approves the request.</p> | <p>None</p> | <p>4 hours</p> | <p>Vice President Office of the Vice President for Academic Affairs</p> |
| <p>3. For Online, Receive notification regarding the status of the request.</p> | <p>3. For Online, Informs the student on the approval of the overloading request form.</p> | <p>None</p> | <p>4 hours</p> | <p><i>Faculty-in-charge</i> College</p> |
| <p>4. For Walk-In, Proceed to the faculty-in-charge for the advising of subjects to be enrolled.</p> <p>For Online, Email the faculty-in-charge or the College regarding the advising of the subjects to be enrolled.</p> | <p>4. Advises and determines the schedule to be given to the student</p> | <p>None</p> | <p>4 hours</p> | <p><i>Faculty-in-charge</i> College</p> |
| <p>5. Submit duly signed Request to Open Subject/s.</p> | <p>5.1 Receives and evaluates submitted document.</p> | <p>None</p> | <p>10 minutes</p> | <p><i>Faculty-in-charge</i> College</p> |
| | <p>5.2 Encodes the requested subject/s</p> | <p>None</p> | <p>10 minutes</p> | <p><i>Faculty-in-charge</i> College</p> |



| | | | | |
|--|---|-------------|--|--|
| 6. For Walk-In, Proceed to the enrollment area for the advising and assessment of requested subject/s. For Online, Email faculty in-charge for the advising and assessment <i>Note:</i> <i>Student may check their Student Portal (https://student.tsu.edu.ph/)</i> | 6.1 Advises and assesses student; and tags requested subject/s to be enrolled | None | 4 hours | <i>Faculty-in-charge</i> College |
| | 6.2 Tagging of free tuition | None | 4 hours | <i>Staff-in-Charge</i> Office of Management Information Service |
| TOTAL TIME FOR WALK IN: | | None | 2 working days, 4 hours, & 20 minutes | |
| TOTAL TIME FOR ONLINE: | | None | 3 working days, 4 hours & 20 minutes | |

**The total turnaround time considers the volume of the students, waiting time, queue, internet connectivity issues, availability of the signatories and is accountable for (1) class or 50 students.*



6. Process for Correction/Rectification of Grades (Online and Walk-In)

This service allows teaching personnel of the University to apply for correction or rectification of grades of the students.

Note: This is a multi-stage process. The Colleges are only responsible for signing the form for approval, while the Office of Admission and Registration is responsible for receiving, reviewing, approving, and processing of the correction/rectification form. And the Cashiering Unit is responsible for receiving the payment for rectification of grades. Timeliness of delivery of service of other processing office/unit depends on the processing time declared in their Citizen's Charter.

| | | | | |
|--|---|--------------------------------------|------------------------|---------------------------|
| Office or Division: | Office of Admission and Registration | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Teaching Personnel of the University | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Accomplished Form for Correction/Rectification of Grades <i>TSU-ORA-SF-25</i> (1 Original Copy or 1 Scanned Copy) | | Office of Admission and Registration | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| <p>1. For Walk-In, Submit the accomplished form to the College Dean for approval.</p> <p>For Online, Submit the scanned copy of the accomplished document to the College Dean for approval, via email.</p> <p>College of Architecture and Fine Arts cafa_dean@tsu.edu.ph</p> <p>College of Arts and Social Sciences cass_dean@tsu.edu.ph</p> <p>College of Business and Accountancy cba_dean@tsu.edu.ph</p> <p>College of Criminal Justice Education ccje_dean@tsu.edu.ph</p> <p>College of Computer Studies ccs_dean@tsu.edu.ph</p> | 1. Receives and signs the submitted form. | None | 4 hours | Dean College |



| | | | | |
|---|--|-------------------------------|---------------------------------|--|
| <p>College of Education cted_dean@tsu.edu.ph</p> <p>College of Engineering cet_dean@tsu.edu.ph</p> <p>College of Public Administration and Governance cpag_dean@tsu.edu.ph</p> <p>College of Science cs_dean@tsu.edu.ph</p> <p>School of Law sl_dean@tsu.edu.ph</p> | | | | |
| <p>2. For Walk-In, Proceed to the Admission Unit to submit the signed/approved form.</p> <p>For Online, Submit the signed form to the Director of Office Admission and Registration via MS Teams.</p> <p><i>*Ms. Theda Flare Quilala</i> tfquilala@tsu.edu.ph</p> | <p>2.1 Receives and signs the submitted form.</p> | <p>None</p> | <p>4 hours</p> | <p><i>Staff</i> Admission Unit or <i>Director</i> Office of Admission and Registration</p> |
| <p>3. For Walk-In, Pay the rectification of grades fee at the Cashiering Unit.</p> <p>For Online, Pay the rectification of grades fee thru online payment, bank, or at the Cashiering Unit.</p> <p><i>*If it is thru bank payment, you may then walk into any DBP branch and deposit your payment using the following account details:</i> Account Name: TSU – SPECIAL BUDGET Account Number: 00000060-5501</p> <p><i>For bank deposit, scanned your deposit slip with your name</i></p> | <p>2.2 Issues the payment slip</p> <p>3. Receives and process the payment.</p> | <p>None</p> <p>PHP 100.00</p> | <p>10 minutes</p> <p>1 hour</p> | <p><i>Staff</i> Admission Unit</p> <p><i>Staff</i> Cashiering Unit</p> |



| | | | | |
|---|--|-------------------------------|----------------------|----------------------|
| <p>and reference number then send to the chairperson for submission to the cashiering unit</p> <p>Note: Verifying your payment will take several days due to the need of updating the TSU bank account</p> | | | | |
| <p>4. For Walk-In, Proceed to the Admission Unit and present the Official Receipt.</p> <p>For Online, Send the proof of payment to the Admission Unit via email (aro-admission@tsu.edu.ph).</p> | 4.1 Verifies the Official Receipt | None | 10 minutes | Staff Admission Unit |
| | 4.2 Process the rectification of grades in the system. | None | 10 minutes | Staff Admission Unit |
| 5. Log in to Faculty portal (https://faculty.tsu.edu.ph/) to verify if the grade/s have been corrected/rectified | 5. Informs the client to verify the status of the request to rectify the grade/s through the faculty portal. | None | 30 minutes | Staff Admission Unit |
| TOTAL: | | PHP 100.00/transaction | 1 working day | |

**The total turnaround time considers the volume of the students, waiting time, queue, internet connectivity issues, and availability of the signatories.*



7. Walk-In Process for Withdrawal of Enrollment/Registration

This service allows client to withdraw their enrollment or registration to the university.

Note: This is a multi-stage process. The Office of Admission and Registration is only responsible for receiving, reviewing, approving, and recording of the withdrawal form. The Accounting Unit is responsible for signing and processing of the request. Timeliness of delivery of service of other processing office/unit depends on the processing time declared in their Citizen's Charter.

| | | | | |
|--|--|--|------------------------|---|
| Office or Division: | Office of Admission and Registration | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | All TSU Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Accomplished Withdrawal of Enrollment/Registration <i>TSU-ORA-SF-19</i> (1 Original Copy) | | Office of Admission and Registration or download at https://www.tsu.edu.ph/media/mvqntph5/n-withdrawal-of-enrollment-and-registration.pdf | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the accomplished form to the College Dean for approval. | 1.1 Receives, verifies, and signs the submitted form. | None | 3 hours | Dean College |
| | 1.2 Returns the signed/approved form to the student and Informs the student to proceed to the Office of Admission and Registration (OAR) for approval of the Director. | None | 10 minutes | Dean College |
| 2. Proceed to the OAR to present the signed form seek approval from the Director | 2.1 Checks and evaluates the presented form | None | 3 hours | College-in-Charge Office of Admission and Registration or Director Office of Admission and Registration |
| | 2.2 Returns the signed/approved form to the student and Informs the student to proceed to the Accounting Unit for approval. | None | 10 minutes | College-in-Charge Office of Admission and Registration or Director Office of Admission and Registration |



| | | | | |
|---|--|-------------|----------------------|---|
| 3. Proceed to the Accounting Unit to present the signed form seek approval. | 3.1 Checks and evaluates the presented form | None | 3 hours | <i>Staff Accounting Unit</i> |
| | 3.2 Returns the signed/approved form to the student and informs the student to submit the form to the OAR. | None | 10 minutes | <i>Staff Accounting Unit</i> |
| 4. Submit the duly signed form to the Admission Unit. | 4.1 Process the withdrawal of enrolment/registration | None | 20 minutes | <i>College-in-Charge Office of Admission and Registration</i> |
| | 4.2 Informs the student once the enrolment/registration was successfully withdrawn | None | 10 minutes | <i>College-in-Charge Office of Admission and Registration</i> |
| TOTAL: | | None | 1 working day | |

**The total turnaround time considers the volume of the students, waiting time, queue, internet connectivity issues, and availability of the signatories.*

**One (1) working day is equivalent to 10 hours.*



8. Processing of Request for Various Academic Documents

This service allows alumni and currently enrolled students to request their needed various academic document (Transcript of Records, Diploma, Form 137A and various Certifications)

| | | | | |
|---|---|--|------------------------|--|
| Office or Division: | Office of Admission and Registration | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Alumni and currently enrolled students at the University | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Student Clearance (1 Original Copy) | | Admission and Registration Office or download at https://tsu.edu.ph/media/aianidjs/l-student-clearance-form.pdf | | |
| 2. One original copy of properly filled <i>Request Form TSU – ARO – SF – 21</i> (1 Original Copy) | | Admission and Registration Office or download at https://tsu.edu.ph/media/rxjlwhlx/o-request-form-and-claim-stub.pdf | | |
| 3. Student ID | | The client will provide | | |
| 4. 2 pcs. Documentary stamps | | Bureau of Internal Revenue Office | | |
| 5. For Transferees , Form 137-A (Copy for TSU)/ Transcript of Record (1 Original Copy) | | The client will provide | | |
| 6. If the requestor is not present , <ul style="list-style-type: none"> • Authorization letter (1 Original Copy) • Requestor's valid ID (1 Photocopy) • Representative's valid ID (1 Photocopy) | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| For Online: 2. Print and fill out the Request Form (<i>TSU-ARO-SF-21</i>), downloadable thru TSU website or send email at ora@tsu.edu.ph to request for the Request Form | 2.1 Receive the accomplished Request Form. | None | 10 minutes | Staff Request Section Office of Admission & Registration |
| | 2.2 Determine the list of required documents. | None | 1 hour | |
| For Walk-in: 1. Submit filled out Request Form (<i>TSU-ARO-SF-21</i>) | 2.3 Inform the client the list of required documents and the assessed fees for the requested document and the date of appointment | None | 10 minutes | |



| | | | | |
|---|---|------|---|--|
| | for the submission of requirements and claiming of documents. | | | |
| For Online: 2. Scan the accomplished Request Form and send it to ora@tsu.edu.ph | 2.1. Check E-mails to view the request | None | 3 hours | <i>In-charge of online request</i> Office of Admission and Registration |
| | 2.2 Receive the accomplished Request Form | None | 10 minutes | <i>In-charge of online request</i> Office of Admission and Registration |
| | 2.3 Print the request form and endorse to either the Registrar In-charge or Request Section (Depending on the request) | None | 10 minutes | <i>In-charge of online request</i> Office of Admission and Registration |
| | 2.4 Determine the list of required documents. | None | 1 hour | <i>In-charge of online request</i> Office of Admission and Registration |
| | 2.5 Inform the client thru e-mail the list of required documents and the assessed fees for the requested document and the date of appointment for the submission of requirements and claiming of documents. | None | 10 mins | <i>In-charge of online request</i> Office of Admission and Registration |
| 3. Prepare the requirements to be submitted on the date of appointment | 3.1 Endorse the request to In-charge of Processing / Registrar | None | 1 hour | <i>In-charge of online request</i> Office of Admission and Registration |
| | 3.2 Process the Requested Document/s | None | 5 working days For the diploma – 12 working days | <i>In-charge of online request</i> Office of Admission and Registration |



| | | | | |
|--|---|-----------------|--|--|
| 4. Pay the required fees thru online or onsite (TSU Cashier) | 4. Process the payment. | See table below | 1 hour | Staff Cashiering Unit |
| 5. Present a copy of the accomplished Request Form and submit the required documents and Show the Official Receipt <i>Note: The claimant should submit Authorization letter, photocopy of ID of the Requestor and the representative if the client is not the owner of the document/s</i> | 5.1 Receive the required documents and the Official Receipt | None | 1 hour | <i>In-charge of online request</i> Office of Admission and Registration |
| | 5.2 Print the request and have it signed. | None | 20 minutes | <i>In-charge of online request</i> Office of Admission and Registration |
| | 5.3 Release the Requested Documents | None | 1 hour | <i>In-charge of online request</i> Office of Admission and Registration |
| TOTAL TIME FOR ONLINE: | | See table below | 6 working days & 10 minutes | |
| TOTAL TIME FOR WALK-IN: | | See table below | 5 working days, 5 hours & 40 minutes | |
| TOTAL TIME FOR ONLINE REQUEST FOR DIPLOMA: | | See table below | 13 working days & 10 minutes | |
| TOTAL TIME FOR ONLINE REQUEST FOR DIPLOMA: | | See table below | 12 working days, 5 hours & 40 minutes | |

| Academic Document | Amount |
|--|-----------------|
| 1. Official Transcript of Record and other certificate | PHP 100.00/page |
| 2. Bona fide | PHP 200.00 |
| 3. Consular | PHP 150.00 |
| 4. Diploma | PHP 300.00 |
| 5. Certified Photocopy | PHP 20.00/page |



9. Processing of Application for Leave of Absence (LOA)

The service allows clients to apply for application of leave and defer enrollment.

| | | | | |
|---|---|--|------------------------|--|
| Office or Division: | Office of Admission and Registration | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Students who cannot enroll during the semester | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Duly accomplished Leave of Absence form - <i>TSU-REG-SF-27</i> (1 Original Copy) | | Download at TSU Website https://tsu.edu.ph/media/qhonfaoa/j-leave-of-absence-form.pdf | | |
| 2. Medical Certificate if the reason for LOA is health related (1 Original Copy) | | TSU Medical Service Unit, Government Physician | | |
| 3. Letter of intent to leave (1 Original Copy) | | The client will provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| For Online: 1. Scan and send to the College Dean, Vice President for Academic Affairs and Director of Office of Admission and Registration <i>The Official email of Colleges and Offices can be searched to the TSU Website (tsu.edu.ph)</i> | 1.1 Receive, check, and evaluate the LOA and required documents. | None | 5 hours | Staff Admission Unit |
| | 1.2 Issue assessment slip for the LOA fee | None | 10 minutes | Staff Admission Unit |
| | 1.3 Sign the LOA form | None | 3 hours | Dean College |
| For Walk-in: Go to the College Dean for signing of recommending approval. | 2.1 Accept the payment for LOA | ₱150.00 | 1 hour | Staff Cashiering Unit |
| | 2.2 Receive the scanned Official receipt and approved LOA form to be recorded in the system | None | 30 minutes | Staff Admission Unit |
| | 2.3 Sign the LOA form | None | 3 hours | Vice President Office of the Vice President for Academic Affairs |
| For Online: 2. Pay for the LOA fee thru online or onsite (TSU Cashier) and send process LOA form to OAR (ora@tsu.edu.ph) | | | | |
| For Walk-in: Go to the VPAA for approval. | | | | |



| | | | | |
|---|--|-------------------|--|------------------------------|
| 3. Go to the OAR office for assessment of fee | 3.1 Receive, check, and evaluate the LOA and required documents | None | 1 hour | <i>Staff Admission Unit</i> |
| | 3.2 Issue assessment slip for the LOA fee | None | 10 minutes | <i>Staff Admission Unit</i> |
| 4. Pay for the LOA fee at TSU Cashier | 4. Accept the payment for LOA | PHP 150.00 | 1 hour | <i>Staff Cashiering Unit</i> |
| 5. Go to the admission Unit | 5. Receive Official receipt and approved LOA form to be recorded in the system | None | 1 hour | <i>Staff Admission Unit</i> |
| TOTAL: | | PHP 150.00 | 1 working day, 5 hours & 50 minutes | |



10. Processing of Application for Graduation

The service allows students who have satisfied all the academic and non-academic requirements of their course to apply for graduation.

| | | | | |
|--|--|--|------------------------|--|
| Office or Division: | Office of Admission and Registration | | | |
| Classification: | Online: Complex Walk-in: Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Student who completed their course | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Application for Graduation (TSU-ORA-SF-24) – One original copy | | OAR In-charge of Records/ Downloadable from the TSU website https://tsu.edu.ph/media/by3f5ouu/g-application-for-graduation-undergraduate.pdf | | |
| 2. Form 137-A/Official Transcript of Records (If Transferee) one original copy with remarks "Copy for TSU" | | Previous school/University | | |
| 3. 2 pcs (2x2) photos with a name tag (LN, FN, MN) | | The applicant will provide | | |
| 4. PSA Birth Certificate/ PSA Marriage Certificate (for female married applicants) one photocopy | | Philippine Statistics Authority | | |
| 5. Two (2) pieces Documentary stamps | | Bureau of Internal Revenue | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| For Online: 1. Receive thru E-mail the Application form for the graduation, print and accomplish the form together with the required documents and scan and send to OAR, In-charge of records thru e-mail. | 1.1 Receives the accomplished Application form for Graduation. | None | 1 working day | <i>In-charge</i> Office of Admission and Registration |
| | 1.2 Review the evaluation Records of the student and the submitted requirements. | None | 1 hour | <i>In-charge</i> Office of Admission and Registration |
| | 1.3 Send confirmation of the approved/disapproved application for Graduation. | None | 1 hour | <i>In-charge</i> Office of Admission and Registration |
| For Walk-in: 1. Download to TSU Website (tsu.edu.ph) the Application for Graduation, accomplish the form together with the required documents, and present the Accomplished form | 1.1 Receives and review the evaluation records of the student and submitted | None | 1 hour & 40 minutes | |



| | | | | |
|---|---|-------------|------------------------------------|--|
| and the required Documents to OAR, In-charge of records. | requirements. 1.2 Informs the student of the result of his/her application. | None | 10 minutes | |
| 2. Student received the email for the approval/disapproval of the application for graduation. | 4.1 University Registrar endorse to the University Academic Council for approval the list and total number of Candidates for Graduation | None | 1 hour | <i>Director</i> Office of Admission and Registration |
| | 4.2 University Academic Council endorse to the Board of Regents for approval the list and total number of Candidates for Graduation | None | 1 hour | University Academic Council |
| | 4.3 Provide the Business Center the Official list of Candidates for Graduation in preparation for printing the programs and diplomas | None | 3 hours | <i>In-charge</i> Office of Admission and Registration |
| TOTAL FOR ONLINE: | | None | 1 working day & 6 hours | |
| TOTAL FOR WALK-IN: | | | 6 hours & 50 minutes | |



11. Processing of Request for Data

This service allows clients to request their needed student data.

| | | | | |
|--|--|--|--|--|
| Office or Division: | Office of Admission and Registration | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C - Government to Citizen G2G - Government to Government | | | |
| Who may avail: | Students who are enrolled in the University and other TSU Office | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 2. Accomplished Request for Data Form (TSU-ORA-SF-47), (1 Original Copy) | | Downloadable at https://tsu.edu.ph/media/fwsdd1dd/p-request-for-data-form.pdf | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Go to the College Dean, Data Privacy Officer, and OAR Director for the approval of the request. | 1. Sign the Request Data Form | None | 3 hours | <i>Dean</i> College <i>Officer</i> Data Privacy Office <i>Director</i> Office of Admission and Registration |
| 2. Submit to the Data Processing In-Charge the accomplished and signed Request for Data Form. | 2.1 Receives the fully signed request form and process the requested data. | None | 3 working days | <i>In-charge</i> Office of Admission and Registration |
| | 2.2 Set an appointment date for the claiming of the request. | None | 5 minutes | <i>In-charge</i> Office of Admission and Registration |
| 3. Client receives the requested data. | 3. Release requested data. | None | 2 hours | <i>In-charge</i> Office of Admission and Registration |
| TOTAL: | | None | 3 working days, 5 hours & 5 minutes | |



12. Process of Bachelor of Fine Arts Qualifying Exam for Freshmen Students (Talent Determination Test)

This service requires aspiring students of Bachelor of Fine Arts Major in Visual Communication program to undergo Talent Determination Exam to assess basic skill and to provide proper guidance to the applicant.

| | | | | |
|--|---|---|------------------------|---|
| Office or Division: | College of Architecture and Fine Arts (CAFA) - Fine Arts Department | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Bachelor of Fine Arts Major in Visual Communication | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. TSU College Admission Exam results | | Testing, Evaluation and Monitoring Unit (TEMU) or download at https://cat.tsu.ph | | |
| 2. Admission slip that contains his/her student number | | Office of Admission and Registration | | |
| 3. General Weighted Average (GWA) of 75% (or higher) in all academic disciplines taken in Grade 11. Students from all K to 12 Tracks and Strands are allowed to apply. | | Previous school | | |
| 4. Art Portfolio with a minimum of five artworks during the last three years. | | The client will provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit an application form. | 1. Receive the accomplish forms and reviewed by in-charge of the fine arts faculty. | None | 5 minutes | <i>Fine Arts Faculty & Clerk</i> College of Architecture and Fine Arts |
| 2. Submit a Portfolio with a minimum of five (5) artworks created during the last three years. <i>Note: It should be printed digitally.</i> | 2. Receive and verify the Art Portfolio by the in-charge Fine Arts faculty. | None | 10 minutes | <i>Fine Arts Faculty & Clerk</i> College of Architecture and Fine Arts |



| | | | | |
|---|---|-------------|---|---|
| 3. Submit a Certificate of Authenticity. | 3. Receive the Certificate of Authenticity and it will be reviewed by an in-charge member of the fine arts faculty. | None | 5 minutes | <i>Fine Arts & Faculty College of Architecture and Fine Arts</i> |
| 4. Take the Actual Qualifying Exam (Talent Determination Test). <i>Note: Applicants will be required to bring their own art materials on the scheduled test.</i> | 4. A reference photograph will be provided. <i>Note: The exam is only open to individuals who have received an email from the Fine Arts Committee.</i> | None | 3 hours | <i>Fine Arts & Faculty College of Architecture and Fine Arts</i> |
| 5. Take the in-person interview. | 5. Individual interviews with Fine Arts applicants | None | 20 minutes <i>Note: Once the committee has completed their evaluation, the final results will be announced within 2-3 days</i> | <i>Faculty Evaluation Committee College of Architecture and Fine Arts</i> |
| TOTAL : | | None | 3 hours, 35 minutes | |



Office Of Student Affairs And Service
External/Internal Services



1. Processing of Monetary Incentives for Various Student Awardee and Alumni board passer.

The service allows students and alumni board placer to be given monetary incentives.

| | | | | |
|---|---|--------------------------|---------------------------------------|--|
| Office or Division: | Student Affairs and Services | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Board/Bar Examination placers And Student Awardee from TSU | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Professional Regulation Commission Certificate (1 duplicate copy) Resolution No. 62, s. 2015 (or any amended/updated of the same) (1 duplicate copy) 2. Invitation Letter/ endorsement letter (1 original copy) 3. Certificate or Certifications supporting claims. (1 original copy) | | The client will provide. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The client submits complete requirements | 1. Receives verifies submitted document/s | None. | 3 minutes | <i>Staff</i> Student Affairs and Services |
| | 1.1 Verify / Assets submitted documents. | None. | 5 minutes | <i>Staff</i> Student Affairs and Services |
| | 1.2 Prepare and submit to the budget office the payroll of the client | None. | 1 working day | <i>Staff</i> Student Affairs and Services |
| | 1.3 Wait for the Cashiering Office notification that incentives is ready for release. | None. | | <i>Personnel</i> Cashier |
| TOTAL: | | None | 1 working day, & 8 minutes | |



2. Processing For Student/ Personnel Insurance Claims

The service allows student / personnel to file for insurance claims.

| | |
|--|--|
| Office or Division: | STUDENT AFFAIRS AND SERVICES |
| Classification: | Highly Technical |
| Type of Transaction: | G2C - Government to Citizen G2B - Government to Business Entity/ies |
| Who may avail: | Students/Personnel |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Notice of Incident: Death, Hospitalization Accident (1 Original Copy) | SAS Director's Office |
| <ul style="list-style-type: none"> • Claim Form (1 Original Copy) | SAS Director's Office |
| <p>A. <i>For hospitalization & Accident Claim</i></p> <ol style="list-style-type: none"> 1. Hospital statement of account (1 Original Copy) 2. Itemized Charge Slip Expenses (1 Original Copy) 3. Original Official Receipt/s and Prescription of Medicine/s (1 Original Copy) 4. Accident/Incident Report (Detailed) (1 Original Copy) 5. Medical/Hospital Certificate/X-Ray Result/CT scan/Ultrasound and other related examination (1 Original Copy) 6. Police Investigation Report (1 Original Copy) 7. Driver's License and LTO OR (certified true copy) <p>B. <i>For Death Claim</i></p> <ol style="list-style-type: none"> 1. Birth Certificate – certified true copy (1 Original Copy) 2. Death Certificate – original – with registry no. and burial permit no. issued and duly authenticated by the city civil Registrar's office. (1 Original Copy) 3. Marriage Contract of Parents, if single – certified true copy 4. Marriage Contract, if married – certified true copy 5. Funeral expenses receipt/s – original 6. Statement of witness (1 Original Copy) | To be provided by the client |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|------------------------|--|--|
| 1. The client reports / informs the Sas about the Incident. | 1. Interviews and receives the client/s | None. | 1 hours | <i>Staff</i> Student Affairs Services |
| 2. The client submits the required documents | 2.1 Receives & evaluates the submitted documents | | 10 minutes | <i>Staff</i> Student Affairs Services |
| | 2.2 Notify the insurance. | None | 5 minutes | <i>Staff</i> Student Affairs Services |
| | 2.3 The Insurance provider will assess/ review/ evaluate the necessary documents. | None | 30 calendar days | <i>Staff</i> Student Affairs Services |
| | 2.4 The Insurance provider will notify the office if the claim is approved or not | None | 30 calendar days upon notification. | <i>Staff</i> Insurance Provider |
| 3. Receive the notification from agency | 3. SAS- Director will notify the client about the claims. | | 1 working day | <i>Staff</i> Student Affairs Services |
| 4. The client receives the claims. | 4. Release the claims. | | | <i>Staff</i> Student Affairs Services |
| | TOTAL: | None | 60 calendar days, 1 hour and 15 minutes | |



Office Of Student Affairs And Service Internal Services



1. Budget Hearing: An Established Documented Budget Hearing Procedure For Student Councils And Student Publication

The service allows Student Councils and Student Publication to establish a documented procedure on budget hearing.

| | | | | |
|---|--|------------------------|---|---|
| Office or Division: | Student Affairs And Services | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Student Councils and Student Publication | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. General Plan of Action and Budget (GPOA-B) | | | The Student Councils and Student Publications | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Student Councils and Publications submit proposed General Plan of Action and Budget Plan to the Office of the Student Affairs and Services | 1.1 Receive submitted document/s. | None | 2 minutes | <i>Staff</i> Student Affairs and Services |
| | 1.2 Review and evaluate submitted documents | None | 3 hour per Council/ Publication | <i>Staff</i> Student Affairs and Services |
| | 1.3 Schedule Budget Hearing with University Budget committee | None. | 30 minutes | <i>Staff</i> Student Affairs and Services |
| 2. Attend Budget Hearing. | 2. Conduct Budget Hearing | None. | 1 hour per Council/ Publication | <i>Staff</i> Student Affairs and Services Student Development Services <i>Head</i> Budget Committee <i>Director Office</i> Student Affairs And Services |
| 3. Submit Revised GPOA- B | 3.1 Review submitted revisions on GPOA-B | None | 2 minutes | <i>Staff</i> Student Affairs and Services |



| | | | | |
|---------------|---|-------------|--------------------------------------|--|
| | <i>Note:</i> If there is revision on the General Plan of Action and Budget Plan, it will be returned to the Student Council/Publication for rectification | None | 30 minutes | <i>Staff</i> Student Affairs and Services |
| | 3.2 Review and Accept the GPOA-B | None | 30 minutes | <i>Staff</i> Student Affairs and Services |
| | 3.3 Recommend the approval of the revised General Plan of Action and Budget Plan to the Budget committee (Head of Accounting office, Head of Budget office, Head of Procurement office, Head Of Student Development, Director of SAS) | None. | 7 working days | <i>Staff</i> Student Affairs and Services |
| | 3.4 Once approved, SAS staff provide a copy of the General Plan of Action and Budget Plan to Records Office, SAS, Student Council/Publication | | 5 minutes | <i>Staff</i> Student Affairs and Services |
| TOTAL: | | None | 7 working days and 35 minutes | |



Career Education and Job Placement Services

External/ Internal Services



1. Request for Company Accreditation

It refers to the process of accrediting company to avail the services offered by the office such as Campus Recruitment Activity, Career Fair, Campus Roadshow, Career Development Webinar/Seminar/Training/Workshop/Series, Graduate Listing, and Job Posting to the official Facebook Page of office.

| | | | | |
|--|---|--|------------------------|--|
| Office or Division: | Career Education and Job Placement Services | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B – Government to Business Entity/ies | | | |
| Who may avail: | Company/Agency/Institution | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| a. Company accreditation request (TSU-CJS-SF-01 b.) b. Company Accreditation Terms of reference c. Job Posting/Graduate Listing/Resume Request form (TSU-CJS-SF-03). d. CCR_CR_CF_REGISTRATION FORM (TSU-CJS-SF-10) | | Career Education and Job Placement Services email @jobplacement@tsu.edu.ph | | |
| 1. Letter 2. BIR Certificate of Registration (BIR Form 2303) 3. Company SEC/DTI Registration. 4. PhilJobNet Registration Certificate 5. Company/Institution Profile. | | From the requestor/ client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit a request letter addressed to the President of the TSU along with the following requirements | 1.1 Checks the completeness and authenticity of submitted requirements, if complete, request will be forwarded to the records office of the university, otherwise, inform company to complete the requirements. | None. | 10 minutes | <i>Section Head/ Career Specialist Staff</i> Career Education and Job Placement Services |
| | 1.2 The President endorses the request of the company, otherwise, a regret letter will be issued | None | 2days | <i>President, OUP Vice President, OVPA OIC-Director Student Affairs Services</i> |



| | | | | |
|---------------|---|-------------|-------------------------------|---|
| | 1.3 Issues company accreditation number and certificate valid for two years from the date of issue via email and/or office drop by. | None | 10 minutes | <i>Section Head/ Career Specialist Staff</i> Career Education and Job Placement Services |
| TOTAL: | | None | 2 days, 20 minutes | |



2. Request for Career Fair, Campus Recruitment Activity, Career Development Webinar/ Seminar/ Training/ Workshop, Career Roadshow

The service allows companies/ agencies/ institutions to participate or conduct activities such as Career Fair, Campus Recruitment Activity, Career Development Sessions Webinar/ Seminar/ Training/ Workshop and Career Roadshow.

*Note: Company/agency/institutions who are not yet accredited must comply first the accreditation procedure.

| | | | | |
|---|--|--|------------------------|--|
| Office or Division: | Career Education and Job Placement Services | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2B – Government to Business Entity/ies | | | |
| Who may avail: | Company/Agency/Institution | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. CCR_CR_CF_REGISTRATION FORM (TSU-CJS-SF-10) | | Career Education and Job Placement Services email @jobplacement@tsu.edu.ph | | |
| 2. | | | | |
| 3. Letter | | From the requestor/ client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit a request letter addressed to the President of the TSU along with the following corresponding requirements. | 1. Checks the completeness and authenticity of submitted requirements, if complete, request will be forwarded to the records office of the university, otherwise, inform company to complete the requirements. | None. | 10 minutes | Section Head/ Career Specialist Staff Career Education and Job Placement Services |
| | 2. The President endorses the request of the company, otherwise, a regret letter will be issued | None | 1 day | President, Vice President, SAS OIC-Director |
| | 3. Prepare a letter/request for approval to conduct the activity of the concerned authorities. *If approved, the office checks & request proposed budget from the PPMP, reserve venues/zoom account, prepare programs, disseminate information, and | None | 1 day | Section Head/ Career Specialist Staff Career Education and Job Placement Services |



| | | | | |
|--|---|-------------|-------------------------------|--|
| | prepare other necessary request such as request to serve meals, OBR and DV for resource speakers if applicable. | | | |
| | 4. The concerned parties execute the planned activity as scheduled. | None | 1 day | <i>Section Head/ Career Specialist Staff, Participating Entities</i> |
| | TOTAL: | None | 3 days, 10 minutes | |



3. Request for Job Posting and Graduate Listing

The service allows companies/agencies institutions to request to post their job vacancies to the official Facebook Page of Career Education and Job Placement Services and/or request graduates listing which corresponding courses/degree that will fill their vacancies.

*Note: *Company/ agency/ institutions who are not yet accredited must comply first the accreditation procedure*

| | | | | |
|---|---|--|------------------------------|--|
| Office or Division: | Career Education and Job Placement Services | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B – Government to Business Entity/ies | | | |
| Who may avail: | Company/Agency/Institution | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Job Posting/Graduate Listing/ Resume Request form (TSU-CJS-SF-03). | | Career Education and Job Placement Services email @jobplacement@tsu.edu.ph | | |
| 2. Letter | | From the requestor/ client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit a request letter addressed to the President of the TSU along with the following corresponding requirements. | 1.1 Checks the completeness and authenticity of submitted requirements, if complete, request will be forwarded to the records office of the university, otherwise, inform company to complete the requirements. | None. | 10 minutes | <i>Section Head/ Career Specialist Staff</i> |
| | 1.2 The President endorses the request of the company, otherwise, a regret letter will be issued | None | 1 day | <i>President, Vice President, SAS OIC-Director</i> |
| | 1.3 Facilitate the request of the company and send it via email | None | 10 minutes | <i>Career Specialist Staff</i> |
| TOTAL: | | None | 1 day, 20 minutes | |



Testing, Evaluation, and Monitoring Unit

External Services



1. Processing of Admission Test Application for Incoming Freshmen Students

This service allows incoming first year college students to apply for College Admission Test.

| | | | | |
|---|--|--------------------------|------------------------|---------------------------|
| Office or Division: | Testing, Evaluation, and Monitoring Unit | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Digital image/Scanned 1.77 x 1.37 (Passport-size photo with name tag. (DELA CRUZ, JUANA CRUZ) with white background. (Pictures such as selfies and wearing sandos/ sleeveless and caps are not valid) (1 Electronic Copy) 2. Digital image/Scanned front and back page of Form 138 Grade 11/Grade 12/ (Report Card)/ALS Rating with Final GWA) (1 Electronic Copy) 3. Digital image/Scanned front page of PSA Birth Certificate) (1 Electronic Copy) 4. Digital image/Scanned front page of Certificate of Good Moral Character) (1 Electronic Copy) 5. Digital image/Scanned copy of Income Tax Return of parents/Certificate of Indigency) (1 Electronic Copy) | | The client will provide. | | |
| 6. Accomplished TSU-CAT Online Application Form. | | <i>cat.tsu.edu.ph</i> | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Create an online account at cat.tsu.edu.ph , fill-out the online application form, and upload and submit all the requirements. <u>Note:</u> The client needs a valid email address for the filing of application and for receiving notifications about the status of application. | 1. View submitted applications via cat portal and evaluate all the submitted requirements. | None | 1 Day | Testing Staff TEMU |
| 2. Receive a notification that he/she created and submitted | 2. Send test permit to the registered email address and at the online | None | 6 days | Testing Staff TEMU |



| | | | | |
|-----------------------------|---|------|--------|--|
| his/her online application. | account of the applicants at cat.tsu.edu.ph . <ul style="list-style-type: none"> • If complete, test permit will be given. • If incomplete, notification will be sent that the client needs to accomplish remark/s and resubmit application. | | | |
| TOTAL: | | None | 7 Days | |

Note: Turn Around Time = 1 client



2. Administration of TSU-CAT for Incoming College Students

This service allows incoming first year college students to take the College Admission Test.

| | | | | |
|--|--|---|------------------------|---------------------------|
| Office or Division: | Testing, Evaluation, and Monitoring Unit | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. TSU-CAT Test Permit (1 Original Copy) | | The client will provide personal copy downloadable at TSU-CAT website (cat.tsu.edu.ph). | | |
| 2. 2 pcs. lead pencil No. 2 | | The client will provide. | | |
| 3. Identification Card (1 Original Copy) | | The client will provide. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to the waiting/assembly area, receive the assigned seat number, and proceed to the designated seat. | 1.1 Check the attendance sheet of examinees and give the assigned seat number to the applicants. | None | 20 minutes | Testing Staff TEMU |
| | 1.2 Assist the examinees to their seats and provide testing instructions, and additional announcements. | None | | |
| 2. Take the College Admission Test. | 2.1 Administer the CAT. | None | 1 hour | Testing Staff TEMU |
| | 2.2 Check test papers. | None | | |
| | 2.3 Encode scores at Databank Mgmt. System. | None | | |
| 3. View the results by logging in to cat.tsu.edu.ph by providing these credentials: Application #, Complete Name, and Birthday | 3. Post CAT results. <ul style="list-style-type: none"> The schedule of posting of the official results is dependent on the approval of TSU Administration. | None | 10 minutes | Testing Staff TEMU |
| TOTAL: | | None | 1 hour & 30 minutes | |

Note: Based on the approved calendar of activities:

- Receiving and Reviewing of Online Application – 2 months
- Administration of CAT– 2.5 months
- Posting – End of May of every Academic Year



3. Processing of Application for the Administration of Psychological Test to Transferee Students

This service allows transferee students to take the psychological test prior to admission.

| | | | | |
|--|---|--|------------------------|---------------------------|
| Office or Division: | Testing, Evaluation, and Monitoring Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Admission Slip (1 Original Copy) | | Office of Registration and Admission (Main Campus) | | |
| 2. Accomplished Application Form for Transferees (1 Original Copy) | | Testing, Evaluation, and Monitoring Unit | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present the accomplished Admission Slip from Admission Office. | 1. Check the presented admission slip. | None | 5 minutes | Testing Staff TEMU |
| 2. Obtain/ secure application form from Testing, Evaluation, and Monitoring Unit (TEMU), fill it out and submit. | 2. Receive and evaluate the submitted application form. • If complete, the applicant is given the test permit and schedule of exam. • If not complete, the applicant needs to complete the unsigned form. | None | 10 minutes | Testing Staff TEMU |
| 3. Proceed to the Testing Area on the scheduled date of the exam, present test permit, and take the Psychological Test | 3. Administer the Psychological Test. | None | 45 minutes | Testing Staff TEMU |
| 4. Receive the Psychological Test Result. | 4. Prepare and Release the Psychological Test Result. | None | 3 hours | Testing Staff TEMU |
| TOTAL: | | None | 4 hours | |



Economic Enterprise Development Unit

Internal Services



1. Processing of Request for Career Coaching (Walk-In and Online/Remote)

The service offers career counseling and referrals for currently enrolled students who have concerns about (a) the difficulties of being a working student, (b) engaging in entrepreneurial activities, and (c) establishing income-generating projects.

| | | | | |
|---|--|--|------------------------|--|
| Office or Division: | Economic Enterprise Development Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Students who are currently enrolled in the University | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. One (1) original copy of properly filled Request Form (<i>TSU-EED-SF-01</i>) | | Economic Enterprise Development Unit Office/Official Facebook Page: TSU_Economic Enterprise Development Unit | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. (Walk-in) The client will go to the Economic Enterprise Development Unit Office to disclose his/her concerns, log in to the Visitor's Logbook, and fill out the Request Form. 1. (Online) Download, fill out, and send the Request Form to the EED Official Facebook Page: TSU_Economic Enterprise Development Unit | 1.1 (Walk-in) Welcomes the client, provides the duplicate copy of the Request Form, and sets schedule for preliminary interview. 1.1 (Online) Sends confirmation email with the scheduled time and date of the preliminary interview, along with the Zoom or Google Meet Link. 1.2 (Both for Walk-in and Online) Forwards the accomplished Request Form to Section Head for review and evaluation. | None | 2 Days | <i>Section Head, Technical Staff</i> Economic Enterprise Development Unit |
| 2. The client attends the scheduled interview, receives intervention and/or referral (if applicable), and logs in on the Coaching Logbook. | 2.1 (Both for Walk-in and Online) Interviews, provides necessary intervention, and records the assessment in the findings area of the Request Form. *If the request is beyond the ability | None | 45 minutes | <i>Section Head</i> Economic Enterprise Development Unit |



| | | | | |
|---|---|-------------|------------------------------|--|
| | of the Section Head, the client will be referred to appropriate servicing unit of the Student Affairs Services. | | | |
| 3. The client receives a copy of the Request Form with assessment or findings (duplicate copy for walk-in , via email for online) | <p>3.1 Ends the career coaching session and gives the client a copy of the of the findings/ assessment.</p> <p>3.2 Forwards the original copy of the fully accomplished Request Form to Technical Staff for filing.</p> | None | 5 minutes | <p><i>Section Head, Technical Staff Economic Enterprise Development Unit</i></p> |
| TOTAL: | | None | 2 days 50 minutes | |



2. Income Generating Projects (Walk-In and Online/Remote)

To lay the groundwork for students to learn about businesses and business applications through hands-on experiences, which will eventually lead to stronger concepts and skills learned in the classroom.

| | | | | |
|---|---|--|------------------------|---|
| Office or Division: | Economic Enterprise Development Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Students who are currently enrolled in the University | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. One (1) original copy of properly filled IGP Proposal Form (<i>TSU-EED-SF-07</i>) | | Official Facebook Page: TSU_Economic Enterprise Development Unit | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| <p>1. (Both for Walk-in and Online) On the TSU EED Facebook Page, the client will either download the link or scan the QR code of the Income Generating Project (IGP) proposal form.</p> <p>1.1 (Walk-in) The client will bring their completed IGP proposal form to the EED Unit Office and will log it in on the IGP Proposal Logbook.</p> <p>1.1 (Online) The client will submit their completed IGP proposal form via TSU EED Facebook Messenger.</p> | 1.2 Prepares the IGP Proposal Logbook and forwards the accomplished IGP proposal form to Section Head for review and evaluation. | None | 2 days | Section Head, Technical Staff Economic Enterprise Development Unit |
| | <p>2. (Both for Walk-in and Online) Forwards the documents to the Student Welfare and Services Unit Head for approval.</p> <p>2.1 (Walk-in) Informs the client via MS Teams to retrieve their</p> | None | 10 minutes | Section Head, Technical Staff Economic Enterprise Development Unit Unit Head Student Welfare Services |



| | | | | |
|---|---|-------------|-------------------------------------|--|
| | <p>approved IGP proposal form at the EED Unit Office.</p> <p>2.1 (Online) Scans the approved documents and forwards them to the client via TSU EED Facebook Messenger.</p> <p>*If it is denied, it must be resubmitted.</p> | | | |
| <p>3. (Walk-in) The client will make a photocopy of their approved IGP proposal form, will return the original copy, and will log his/her document out in the Outgoing Documents Logbook.</p> | <p>3.1 Logs and files the copy of documents.</p> | <p>None</p> | <p>10 minutes</p> | <p><i>Technical Staff Economic Enterprise Development Unit</i></p> |
| | TOTAL: | <p>None</p> | <p>2 days 20 minutes</p> | |



3. Terminal Reports (Walk-In and Online/Remote)

To provide the students with a great opportunity to explain the goals and objectives of their Income Generating Project.

| | | | | |
|---|--|--|------------------------|---|
| Office or Division: | Economic Enterprise Development Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Students who are currently enrolled in the University | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. One (1) original copy of properly filled IGP Terminal Report (<i>TSU-EED-SF-08</i>) | | Official Facebook Page: TSU_Economic Enterprise Development Unit | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| <p>1. (Both for Walk-in and Online) On the TSU EED Facebook Page, the client will either download the link or scan the QR code of the Terminal Report form.</p> <p>1.1 (Walk-in) The client will bring their accomplished Terminal Report to the EED Unit Office and will log in his/her Terminal Report on the Incoming Documents logbook.</p> <p>1.1 (Online) The client will submit their accomplished Terminal Report via TSU EED Facebook Messenger.</p> | <p>1.2 (Walk-in) Welcomes the client and prepares the Incoming Documents Logbook.</p> <p>1.2 (Online) Prints the Terminal Report and records it in the Incoming Documents Logbook.</p> <p>1.3 (Both for Walk-in and Online) Forwards the Terminal Report to the Section Head for assessment.</p> | None | 20 minutes | <i>Section Head, Technical Staff Economic Enterprise Development Unit</i> |
| | 2. Forwards the accomplished Terminal Report to Technical Staff for filing. | None | 5 minutes | <i>Section Head, Technical Staff Economic Enterprise Development Unit</i> |



| | | | | |
|---------------|---|-------------|-------------------|--|
| | *If it is denied, it must be resubmitted. | | | |
| TOTAL: | | None | 25 minutes | |



4. Financial Literacy (Webinar/Seminar)

The service provides students with financial literacy and business-related webinars/seminars. This will help students develop/improve their abilities to make better financial decisions, manage money more effectively, and achieve financial goals.

| | | | | |
|--|--|--|--|--|
| Office or Division: | Economic Enterprise Development Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Students who are currently enrolled in the University | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. One (1) original copy of properly filled Attendance Form (TSU-EED-SF-03) | | Office of Economic Enterprise Development Unit | | |
| 2. One (1) original copy of properly filled Evaluation Form (TSU-EED-SF-04) | | Office of Economic Enterprise Development Unit | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| | <p>1. Pre-planning to determine/finalize details for the concepts of the webinar/seminar.</p> <p>Prepares the following:</p> <p>1.1 Communication letter for the activity approval.</p> <p>1.2 Attendance Forms for the participants.</p> <p>1.3 Activity Evaluation Forms.</p> <p>1.4 Other materials and equipment needed.</p> | None | 4 days | Section Head, Technical Staff Economic Enterprise Development Unit |
| 2. The client will be notified by the Technical Staff to attend the webinar/seminar. | 2.1 Facilitates the activity. | None | 4 hours | Section Head, Technical Staff Economic Enterprise Development Unit |
| 3. The client will evaluate the activity by answering the Evaluation Form. | 3.1 Ends the webinar/seminar when completed and files the copy of documents. | None | 15 minutes | Section Head, Technical Staff Economic Enterprise Development Unit |
| TOTAL: | | None | 4 days 4 hours 15 minutes | |



Student Development Services

External Services



| | | | | |
|---|--|-------------|-------------------|---|
| | <p>Student Clearance Form and proceed to the next processing office</p> <p>*If with contemptible record, SDS Head will refer the student to SDU for appropriate actions or to the SOU and SPU to replenish the accountability requirements.</p> | | 2 minutes | <p><i>Unit Head/Staff Student Development Services</i></p> <p><i>Unit Head/Staff Student Development Services</i></p> |
| 3. Doctoral/Masteral Graduate students and Transferring students proceed to SDS Office and present the Student Clearance Form (Masteral and Doctorate Graduate and Transferring students no need countersign to CEJPS office) | 2. SDS Unit Head will sign the Student Clearance Form and proceed to the next processing office. | | 1 minute | <i>Unit Head/Staff Student Development Services</i> |
| TOTAL: | | None | 17 minutes | |



Student Development Services

Internal Services



1. Processing of Request for Re-Issuance of Lost FRID

This process allows students to process the necessary requirements for lost or replacement of RFID.

Note: Student Development Services is one of the processing in this multi-stage service.

| | | | | |
|--|--|---|------------------------|------------------------------------|
| Office or Division: | Student Development Services (SDS) | | | |
| Classification: | Simple Transactions | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Students Enrolled in the University | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Lost RFID Request Form (TSU-SDS-SF-3) (2 Original Copy) | | From the SDS Unit, TSU website (www.tsu.edu.ph) | | |
| 2. Affidavit of Loss ID (1 Original/Photocopy) | | Law Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit a photocopy of Affidavit of Loss for the Request of RFID Form at the SDS Office | 1. Receive and check the submitted photocopy of Affidavit of Loss and issue the Request of RFID Form | None | 2 minutes | Staff Student Development Services |
| 2. Receive the Request of RFID Form with original/photocopy of Affidavit of Loss ID and proceed to the next processing office. | 2. Issue the Request of RFID Form with original/photocopy of Affidavit of Loss ID | None | 1 minute | Staff Student Development Services |
| TOTAL: | | None | 3 minutes | |



Student Organization Unit

Internal Services



1. Processing of Application for Accreditation of Student Organization (New and/ or Renewal)

The service allows student leaders to prepare their organizations' required documents for each academic year as stipulated in the Student Manual.

| | | | | |
|--|--|--|------------------------|----------------------------------|
| Office or Division: | Student Organization Unit (SOU) | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Students enrolled in the University | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ol style="list-style-type: none"> 1. Student Organization's Constitution and Bylaws (1 Photocopy copy) 2. Student Organization's Official Logo (1 Photocopy copy) 3. Application Form for Student Organizations 4. (TSU-SOU-SF-01) (1 Original copy) 5. Statement of Involvement/ Commitment/ Acceptance of the President of Student Organization (TSU-SOU-SF-02) 6. Statement of Involvement/Commitment/Acceptance of the Adviser of Student Organization (TSU-SOU-SF-11) (1 Original copy) 7. Information Sheet of Student Organization Officers (TSU-SOU-SF-03) (1 Original copy) 8. Directory of Officers (TSU-SOU-SF-04) (1 Original copy) 9. Directory of Members (TSU-SOU-SF-12) (1 Original copy) 10. General Plan of Action and Budget for Student Organizations (TSU-SOU-SF-14) (1 Original copy) | | <p>Forms are downloadable via the TSU website. Students will provide the requested forms and documents.</p> <p>(https://www.tsu.edu.ph/downloads/for-students/)</p> | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Log in to TSU Website, download and fill out the necessary forms (https://www.tsu.edu.ph/downloads/for-students/) and prepare other requirements and submit to Student Organizations Unit or send via email (studentorg@tsu.edu.ph) | 1.1 *For Online Application: Receive the email of the applicant/s and send acknowledgment receipt of the requirements. | None | 3 minutes | Staff Student Organizations Unit |
| | *For Walk-in Application: Receive the accomplished | | 3 minutes | |



| | | | | |
|---|--|-------------|---|---------------------------------|
| | <p>forms and other requirements.</p> <p>a. SOU reviews the submitted accomplished forms and other requirements as to completeness.</p> <p>b. Once complete, prepare the Certificate of Accreditation</p> <p><i>*If incomplete requirements students' organizations are given one (1) working day to comply</i></p> | | <p>8 working days</p> <p>1 working day</p> <p>1 working day</p> | |
| 2. Receive the Permit to Operation (for New) or Certificate of Accreditation (for Renewal). | 3. Issue the Certificate of Accreditation | None | 1 Hour | Head Student Organizations Unit |
| TOTAL: | | None | 10 working days, 1 Hour and 6 minutes | |



2. Processing of Request for the Conduct of Student Organization Activities (Online and On-Campus Activity/ies)

The service allows the student leaders to prepare required documents prior to the conduct of their activities.

| Office or Division: | Student Organizations Unit (SOU) |
|---|--|
| Classification: | Simple |
| Type of Transaction: | G2C - Government to Citizen |
| Who may avail: | Students enrolled in the University |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| <p>FOR ONLINE ACTIVITY:</p> <ol style="list-style-type: none"> 1. Request Form on the Conduct of Activity (TSU-SOU-SF-08, 1 Original Copy) 2. Curriculum Vitae/Profile of resource speaker/s (for webinars and other related activities, 1 Original Copy if applicable) <p>FOR FACE-TO-FACE ON-CAMPUS ACTIVITY:</p> <ol style="list-style-type: none"> 1. Request Form on the Conduct of Activity (TSU-SOU-SF-08, 1 Original Copy) 2. Curriculum Vitae/Profile of resource speaker/s (for webinars and other related activities, Original Copy if applicable) 3. Medical Clearance (for highly physical activity, 1 Original Copy) <p>FOR FACE-TO-FACE ON-CAMPUS ACTIVITY (Overnight or during Mondays and Weekends)</p> <ol style="list-style-type: none"> 1. Request Form on the Conduct of Activity (TSU-SOU-SF-08, 1 Original Copy) downloadable via the TSU Website 2. Curriculum Vitae/Profile of resource speaker/s (for webinars and other related activities, 1 Original Copy if applicable) 3. Photocopy of Students ID (1 COPY) 4. Certificate of Registration (1 Photocopy) 5. Medical Clearance (for highly physical activity, 1 Original Copy) 6. Parental Consent (1 Original Copy) 7. Photocopy of parent/ guardian ID with three (3) specimen signatures (1 copy) | <p>Forms are downloadable via the TSU website. Students will provide the requested forms and documents.</p> <p>(https://www.tsu.edu.ph/downloads/for-students/)</p> |



| <p>8. Minutes of the Meeting (1 Photocopy) 9. Itinerary/Program (1 Original Copy) 10. Certification of Faculty/Personnel that will accompany the students (1 Original Copy)</p> | | | | |
|---|--|-----------------|--|---|
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| <p>1. Prepare and submit the Request Form on the Conduct of Activity and all other requirements (if applicable) submit to Students Organizations Unit or send via email (studentorg@tsu.edu.ph)</p> | <p>1.1 *For Online Application: Receive the email of the applicant/s and send acknowledgment receipt of the requirements</p> <p>*For Walk-in Application: Receive the accomplished forms and other requirements</p> | None | <p>3 minutes</p> <p>3 minutes</p> | <p>Staff Student Organizations Unit</p> |
| | <p>1.2 SOU reviews the submitted accomplished form and other requirements as to completeness and activity details.</p> <p><i>*Once complete, sign the request form and forward it to the OSAS Director for signature</i></p> <p><i>*If incomplete requirements, student organizations will be given one (1) working days to comply</i></p> | | <p>2 Hours</p> <p>1 Working day</p> <p>1 Working day</p> | |
| <p>2. Acknowledge the receipt of the scanned copy of the approved letter via email</p> | <p>2. Scan the approved letter and forward the scanned copy to SO/SC via email</p> | None | 1 Hour | <p>Staff Student Organization Unit</p> |



| | | | |
|---------------|-------------|--|--|
| TOTAL: | None | 2 working days, 4 Hours and 6 minutes | |
|---------------|-------------|--|--|

Note: Submission of request must be done 3 working days before the scheduled activity.



3. Processing of Request for the Conduct of Student Organization Activities (For Off-Campus Activity/ies)

The service allows the student organizations to prepare required documents prior to the conduct of their activities.

| | | | | |
|---|-------------------------------------|--|------------------------|---------------------------|
| Office or Division: | Student Organizations Unit (SOU) | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Students Enrolled in the University | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ol style="list-style-type: none"> 1. Request Letter on the Conduct of Activity (TSU-SOU-SF-08) (1 Original Copy) 2. Letter of Invitation from outside organization/group (if any, 1 Photocopy Copy) 3. Photocopy of Student's ID (1 Photocopy Copy) 4. Certificate of Registration (1 Photocopy Copy) 5. Medical Clearance (1 Original Copy) 6. Notarized Parental Consent (1 Original Copy) 7. Photocopy of parent/guardian ID with three signatures (1 Photocopy Copy) 8. Minutes of the Meeting (1 Photocopy Copy) 9. Itinerary/Program (1 Photocopy Copy) 10. Certification of Faculty/Personnel that will accompany the students (for 1 Original Copy) 11. First Aid Kit 12. First Aider certification of a student/personnel who will also attend the event (1 Photocopy Copy) | | <p>Forms are downloadable via the TSU website. Students will provide the requested forms and documents.</p> <p>(https://www.tsu.edu.ph/downloads/for-students/)</p> | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |



| | <i>working days to comply</i> | | | |
|--|---|-------------|---|---|
| | 1.3 Review and sign the request 1.3.1 Upon approval of the request, forward to VPAA | None | 1 working day | <i>Director</i> Office of Student Affairs and Services |
| | 1.4 Final approval of activity and signing will be at the office of VPAA 1.4.1 Upon approval of the request, forward the approved letter to SOU. | None | 2 working days | <i>Vice President</i> OVPA <i>Staff</i> OVPA |
| 2. Receive the forwarded approved request activity | 2. SOU Staff will forward the approved request activity | None | 1 Hour | <i>Staff</i> Student Organizations Unit |
| TOTAL: | | None | 4 working days, 2 Hours and 36 Minutes | |

Note: Submission of request must be done 3 working days before the scheduled activity.



Sports Development and Management Unit External/Internal Services



1. Processing of Request for Participating in Sports Event on Regional and National Level

This service allows students and employees to participate in sports events at regional and national level.

| | | | | |
|--|--|-------------------------------------|------------------------|--|
| Office or Division: | Sports Development and Management Unit | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C - Government to Citizen G2G - Government to Government | | | |
| Who may avail: | TSU Student Athletes, TSU Employees, and Other State Universities and Colleges | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| For Students Only: | | | | |
| 1. Valid Identification Card (ID) (1 Photocopy) | | The client will provide. | | |
| 2. Certificate of Registration (1 Certified True Copy) | | | | |
| 3. Parental Consent (Notarized) (1 Original Copy) | | | | |
| 4. Vaccination Card (1 Original Copy) | | | | |
| 5. Parents ID with Signature (1 Original Copy 1 Photocopy) | | | | |
| 6. Report of Grades (1 Certified True Copy) | | | | |
| 7. Philippine Statistics Authority (PSA) Birth Certificate (1 Original Copy 1 Photocopy) | | | | |
| 8. Medical Certificate (1 Original Copy) | | TSU Medical Services Office | | |
| 9. Eligibility Form (1 Original Copy) | | TSU or Host School | | |
| <i>**No requirements needed for employees</i> | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Receive notification about incoming sports event. | 1.1 Meeting of Regional Sports Directors about the schedule of the sports event, then conduct planning afterwards. | <i>*Institutional contribution.</i> | 5 minutes | <i>Sports Director</i> Sports Development and Management Unit |
| | 1.2 Endorses through the communication letter the discussed agenda to the Office of the University President | None | 10 minutes | <i>Staff-in-Charge</i> Sports Development and Management Unit |
| | 1.3 Conducts meeting with Team Captains and Coaches about the | | 2 hours | <i>Staff-in-Charge</i> Sports Development and |



| | | | | |
|--|--|------|---------|---|
| | upcoming sports event and disseminate the information to the players | | | Management Unit |
| 2. Submit all the requirements needed to the Sports Development and Management Unit (SDMU) | 2. Receives and verifies the submitted documents | None | 1 day | <i>Staff-in-Charge</i> Sports Development and Management Unit |
| 3. Attend initial training | 3.1 Communicates to the athletes to commence their training | None | 1 year | <i>Staff-in-Charge</i> Sports Development and Management Unit |
| | 3.2 Releases a memo about the list of delegates/ participants | None | 1 day | <i>Staff-in-Charge</i> Sports Development and Management Unit |
| | 3.3 Conducts meeting with coaches regarding the needs of the players and follows up the list of the players if they are unqualified for the sports event. **If unqualified, either find a replacement/ substitute of the player or comply to all the requirements | None | 3 hours | <i>Staff-in-Charge</i> Sports Development and Management Unit |
| 4. Attend rigid training | 4. Conducts rigid training and issues allowance for the players. | None | 14 days | <i>Staff-in-Charge</i> Sports Development and Management Unit |
| 5. Receive the uniforms and other sports equipment | 5.1 Distributes the uniforms and other sport paraphernalia | None | 1 day | <i>Staff-in-Charge</i> Sports Development and Management Unit |
| | 5.2 Coordinates/ communicates with other offices | None | 1 day | <i>Staff-in-Charge</i> Sports Development |



| | | | | |
|-------------------------------------|---|--|--|--|
| | regarding the logistics of the players and coaches | | | and Management Unit |
| 6. Attends the sports event proper. | 6. Deploys the coaches, players, and sports directors. | None | 7 days | <i>Staff-in-Charge</i> Motor pool Unit |
| 7. Receives the allowance. | 7. Distributes the player's allowance and monitors the event. | None | 2 hours | <i>Staff-in-Charge</i> Sports Development and Management Unit |
| TOTAL: | | <i>*Institutional contribution.</i> | 390 days, 7 hours, & 15 minutes | |



2. Processing of Request for Joining in the Host University for Sports Event on National Level

This service allows students to participate in the Host University's sports events on a national level.

| | | | | |
|--|---|-----------------------------|------------------------|--|
| Office or Division: | Sports Development and Management Unit | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C - Government to Citizens | | | |
| Who may avail: | TSU Student Athletes and Other State Universities and Colleges | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Valid Identification Card (ID) (1 Photocopy) | | The client will provide. | | |
| 2. Certificate of Registration (1 Certified True Copy) | | | | |
| 3. Parental Consent (Notarized) (1 Original Copy) | | | | |
| 4. Vaccination Card (1 Original Copy) | | | | |
| 5. Parents ID with Signature (1 Original Copy 1 Photocopy) | | | | |
| 6. Report of Grades (1 Certified True Copy) | | | | |
| 7. Philippine Statistics Authority (PSA) Birth Certificate (1 Original Copy 1 Photocopy) | | | | |
| 8. Medical Certificate (1 Original Copy) | | TSU Medical Services Office | | |
| 9. Eligibility Form (1 Original Copy) | | TSU or Host School | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Receives notification about incoming sports event | 1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University <i>** Host University receives, evaluates, and selects qualified players. If there are selected players, proceed to training.</i> | None | 1 day | <i>Sports Director</i> Sports Development and Management Unit |
| | 1.2 Conducts a meeting with Sports Director and Coaches about the | None | 2 hours | <i>Sports Director</i> Sports Development and |



| | | | | |
|---|--|-------------|--------------------------|---|
| | upcoming sports event and inform the chosen player | | | Management Unit |
| 2. Attends initial training | 2. Communicate to the athletes to commence their training and plans regarding the schedule and venue of the training in the winning school | None | 1 year | <i>Staff-in-Charge</i> Sports Development and Management Unit |
| 3. Attends rigid training sessions at the winning team's base | 3. Deploys the player to the training venue <i>** Training is conducted wherever the winning team resides.</i> | None | 1 month | <i>Staff-in-Charge</i> Sports Development and Management Unit |
| 4. Attends the sports event | 4.1 Deploys the player and attends the sports event | None | 7 days | <i>Staff-in-Charge</i> Sports Development and Management Unit |
| | 4.2 Assists and monitors the assigned event for Region III | None | | |
| | 4.3 Conducts meeting for the issues, concerns, and updates. | None | 2 hours | <i>Staff-in-Charge</i> Sports Development and Management Unit |
| TOTAL: | | None | 402 days, 4 hours | |



3. Processing of Request for Joining in Sports Event on International Level

This service allows students to participate in sporting events on an international level through invitations from affiliated sports organization.

| | | | | |
|--|--|---|------------------------|---------------------------|
| Office or Division: | Sports Development and Management Unit | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | TSU Student Athletes and Other State Universities and Colleges | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Valid Identification Card (ID) (1 Photocopy) | | The client will provide. | | |
| 2. Certificate of Registration (1 Certified True Copy) | | | | |
| 3. Parental Consent (Notarized) (1 Original Copy) | | | | |
| 4. Vaccination Card (1 Original Copy) | | | | |
| 5. Parents ID with Signature (1 Original Copy 1 Photocopy) | | | | |
| 6. Report of Grades (1 Certified True Copy) | | | | |
| 7. Philippine Statistics Authority (PSA) Birth Certificate (1 Original Copy 1 Photocopy) | | | | |
| 8. Medical Certificate (1 Original Copy) | | TSU Medical Services Office | | |
| 9. Eligibility Form (1 Original Copy) | | TSU or Host School | | |
| For International Affairs and Linkages Office (IALO): | | Sports Development and Management Unit (SDMU) will provide. | | |
| 10. CHED-IAS Form No. 15 Annex B (1 Original Copy) | | | | |
| 11. Endorsement Letter from the President (1 Original Copy) | | | | |
| 12. Approved Pursue Letter (1 Original Copy) | | | | |
| 13. Notice of Acceptance, if applicable (1 Original Copy) | | | | |
| 14. Invitation Letter, if applicable (1 Original Copy) | | | | |
| 15. Background of the Event and Organizers (attach website links if applicable) (1 Original Copy) | | | | |
| 16. Certification of approved Budget Signed by Budget Officer and Accounting Office Director (1 Original Copy) | | | | |
| 17. Breakdown of Expenses (Specify expenses per participant and source of funding) (1 Original Copy) | | | | |
| 18. Official List of Participants (1 Original Copy) | | | | |
| 19. Approved Complete Staff Work (CSW) (1 Original Copy) | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |



| | | | | |
|--|--|------|------------|--|
| 1. Receive an invitation about the incoming sports event | 1.1 Receives an invitation from the affiliated sports organization and relay the invitation to the qualified student | None | 10 minutes | <i>Sports Director</i> Sports Development and Management Unit |
| | 1.2 Endorses the invitation to the Office of the University President | None | 10 minutes | <i>Staff-in-Charge</i> Sports Development and Management Unit |
| | 1.3 Prepares the budget letter for the budget breakdown. <i>** Approval of budget letter depends on Accounting Office</i> | None | 1 hour | <i>Staff-in-Charge</i> Sports Development and Management Unit |
| 2. Attend initial training. | 2.1 Informs the players and coaches about the agenda and let them commence their training | None | 1 year | <i>Staff-in-Charge</i> Sports Development and Management Unit |
| | 2.2 Submits endorsement to International Affairs and Linkages Office (IALO) for quotation. <i>**IALO receives the endorsement and informs the SDMU if it is approved by CHED or not. And once approved;</i> | None | 1 day | <i>Staff-in-Charge</i> Sports Development and Management Unit |
| | 2.3 Proceeds in preparing vouchers | None | 2 hours | <i>Staff-in-Charge</i> Sports Development and Management Unit |



| | | | | |
|---|---|-------------|--|---|
| 3. Attend rigid training | 3. Conducts rigid training and issues allowance for the players | None | 14 days | <i>Staff-in-Charge Sports Development and Management Unit</i> |
| 3. Receives the uniforms and other sports equipment | 3. Distributes the uniforms and other sport paraphernalia | None | 1 hour | <i>Staff-in-Charge Sports Development and Management Unit</i> |
| 4. Attends the sports event proper | 4. Deploys the coaches, players, and sports directors | None | 6 days | <i>Staff-in-Charge Motor pool Unit</i> |
| 5. Receives the allowance | 5. Distributes the players' allowance and monitors the event | None | 2 hours | <i>Staff-in-Charge Sports Development and Management Unit</i> |
| TOTAL: | | None | 386 days, 6 hours, & 20 minutes | |



4. Processing of Request for Hosting a Sports Event

This service enables the university to host a sports event and allows students and employees to take part in the sporting activities that the university organized and hosted.

| | | | | |
|--|---|-----------------------------|------------------------|--|
| Office or Division: | Sports Development and Management Unit | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C - Government to Citizen G2G - Government to Government | | | |
| Who may avail: | TSU Student Athletes, TSU Employees, and Other State Universities and Colleges | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| For Students Only: | | The client will provide. | | |
| 1. Valid Identification Card (ID) (1 Photocopy) | | | | |
| 2. Certificate of Registration (1 Certified True Copy) | | | | |
| 3. Parental Consent (Notarized) (1 Original Copy) | | | | |
| 4. Vaccination Card (1 Original Copy) | | | | |
| 5. Parents ID with Signature (1 Original Copy 1 Photocopy) | | | | |
| 6. Report of Grades (1 Certified True Copy) | | | | |
| 7. Philippine Statistics Authority (PSA) Birth Certificate (1 Original Copy 1 Photocopy) | | | | |
| 8. Medical Certificate (1 Original Copy) | | TSU Medical Services Office | | |
| 9. Eligibility Form (1 Original Copy) | | TSU or Host School | | |
| **No requirements needed for employees | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Receive notification about incoming sports event. | 1.1 Submits a memo to CHED that the university is the host for the sports event | None | 10 minutes | <i>Sports Director</i> Sports Development and Management Unit |
| | 1.2 Endorses the agenda to the Office of the University President. | None | 30 minutes | <i>Staff-in-Charge</i> Sports Development and Management Unit |
| | 1.3 Conducts meeting with Regional Directors, then planning afterwards | None | 1 day | <i>Sports Director</i> Sports Development and Management Unit |
| | 1.3 Conducts a meeting with Sports Directors and Tournament Managers | None | 3 hours | <i>Staff-in-Charge</i> Sports Development and |



| | | | | |
|--|--|------|---------|---|
| | concerning the scouting of playing areas with their designated sports | | | Management Unit |
| | 1.4 Conducts meeting with Team Captains and Coaches about the upcoming sports event | | 2 hours | |
| | 1.5 Coordinates with local government unit/s regarding the facilities to be used | None | 3 days | <i>Staff-in-Charge</i> Sports Development and Management Unit |
| | 1.6 Coordinates with other universities regarding the playing area of every sport | None | 1 day | <i>Staff-in-Charge</i> Sports Development and Management Unit |
| | 1.7 Collects the institutional contribution to be used during the event. | None | 1 day | <i>Staff-in-Charge</i> Sports Development and Management Unit |
| | 1.8 Coordinates with other offices about safety, security, vehicle, and other logistic needs | None | 1 day | <i>Staff-in-Charge</i> Sports Development and Management Unit |
| 2. Submit all the requirements needed to the Sports Development and Management Unit (SDMU) | 2. Receives and verifies the submitted documents | None | 1 day | <i>Staff-in-Charge</i> Sports Development and Management Unit |
| 3. Attend initial training | 3. Communicates to the athletes to commence their training | None | 1 year | <i>Staff-in-Charge</i> Sports Development and Management Unit |
| | 3.2 Releases a memo about the list of delegates/ participants | None | 1 day | <i>Staff-in-Charge</i> Sports Development and Management Unit |



| | | | | |
|--|--|-------------|---|---|
| | <p>3.3 Conducts a meeting with coaches regarding the needs of the players and follows up the list of the players if they are unqualified for the sports event.</p> <p>**If unqualified, either find a replacement/ substitute of the player or comply to all the requirements</p> | None | 3 hours | <i>Staff-in-Charge Sports Development and Management Unit</i> |
| 4. Attend rigid training. | 4. Conducts rigid training and issue allowance for the players. | None | 14 days | <i>Staff-in-Charge Sports Development and Management Unit</i> |
| 5. Receives the uniforms and other sports equipment. | 5.1 Distributes the uniforms and other sport paraphernalia | None | 1 hour | <i>Staff-in-Charge Sports Development and Management Unit</i> |
| | 5.2 Coordinates/ communicates with other offices regarding the vehicles to use and other logistics for players and coaches. | None | 3 days | <i>Staff-in-Charge Sports Development and Management Unit</i> |
| 6. Attends the sports event proper. | 6. Deploys the coaches, players, and sports directors. | None | 6 days | <i>Staff-in-Charge Motor pool Unit</i> |
| 7. Receives the allowance. | 7. Distributes the player's allowance and monitors the event. | None | 2 hours | <i>Staff-in-Charge Sports Development and Management Unit</i> |
| TOTAL: | | None | 397 days, 11 hours, & 40 minutes | |



Sports Development and Management Unit External Services



1. Processing of Request for Joining Pocket Tournaments, Tune-Up Games, and CHED-Friendship Game

This service enables the university to join pocket tournaments, tune-up games, and CHED-friendship game through invitations from affiliated sports organization or other universities and allows students and employees to take part in the sporting activities.

| | | | | |
|--|---|--------------------------|------------------------|---|
| Office or Division: | Sports Development and Management Unit | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C - Government to Citizen G2G - Government to Government | | | |
| Who may avail: | TSU student athletes, TSU Employees, and Other State Universities and Colleges | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| For Students Only: | | The client will provide. | | |
| 1. Valid Identification Card (ID) (1 Photocopy) | | | | |
| 2. Certificate of Registration (1 Certified True Copy) | | | | |
| 3. Parental Consent (Notarized) (1 original copy) | | | | |
| 4. Vaccination Card (1 original copy) | | | | |
| 5. Parents ID with Signature (1 original copy) | | | | |
| **No requirements needed for employees | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Receive an invitation to the incoming sports event | 1.1 Receives an invitation and endorse the invite to the Sports Development and Management Unit (SDMU) | None | 30 minutes | Staff-in-Charge Office of the University President |
| | 1.2 Receives a sporting event invitation and relay it to the players and coaches | None | 10 minutes | Sports Director Sports Development and Management Unit |
| 2. Attend training | 2.1 Informs the players and coaches about the other agenda/s and authorizes players to start training after preparing the needed requirements | None | 14 days | Staff-in-Charge Sports Development and Management Unit |
| | 2.2 Prepares the budget letter for the budget breakdown. ** Approval of budget letter | None | 1 day | Staff-in-Charge Sports Development and Management Unit |



| | | | | |
|------------------------------------|---|-------------|--|---|
| | <i>depends on Accounting Office</i> | | | |
| | 2.3 Files a travel order and books an advance reservation of vehicles to be used in Motor pool Unit | None | 30 minutes | <i>Staff-in-Charge Sports Development and Management Unit</i> |
| 3. Attends the sports event proper | 3. Deploys the coaches, players, and sports directors | None | 6 days | <i>Staff-in-Charge Motor pool Unit</i> |
| 4. Receives the allowance | 4. Distributes the players' allowance and monitors the event | None | 2 hours | <i>Staff-in-Charge Sports Development and Management Unit</i> |
| TOTAL: | | None | 21 days, 3 hour, & 10 minutes | |



Student Publication Unit

Internal Services



1. Procedure for the Approval of Activities of Student Publication and College Publications

Approval of activities pertain to the event that include in the approve PPMP of the Publication and the activity letter must signed by the Editorial board and Staff.

| | | | | |
|--|---|------------------------|-----------------------------------|---|
| Office or Division: | Student Publication Unit – Student Affairs Services | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | TSU Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| N/A | | N/A | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Ensure that activities are included in the approved PPMP of the Student Publication/ College Publications | 1. Check the Approved GPOA if the activity is included | None. | 1 working day | <i>Staff/Student Publication/College Publications</i> |
| 2. Submit the complete requirements and documents. Pursue letter must be signed by both the Editor- In-chief and their adviser | 2. The requirements will be checked by the Student Publication Unit | None. | 1 working day | <i>Staff/Student Publication/College Publications</i> |
| 3. Proceed to Student Development Services Unit for signing of Letters. | 3. Documents will be signed by the Head of SDU | None. | 5 minutes | <i>Staff/Student Publication/College Publications</i> |
| 4. Proceed to Dean of SAS for the signing of letters | 4. Documents will be signed by the Dean of Student Affairs and Services | None. | 5 minutes | <i>Staff/Student Publication/College Publications</i> |
| 5. Proceed to VPAA for the final approval of the activity and the go to Records and Archives Unit for compiling of the approved letter | 5. Compiled the Approve activity letter | None. | None | <i>Staff/Student Publication/College Publications</i> <i>Staff/Clerk RAU</i> |
| TOTAL: | | None | 2 working days, 15 minutes | |



2. Publication's Intent to Operate

Intent to operate is pertain to intent to operate or renewal of their Publication's by accomplishing the necessary requirements need.

| | | | | |
|---|---|--|--------------------------------|--|
| Office or Division: | Student Publication Unit – Student Affairs Services | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | TSU Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request Letter Address to (Section Head of the SPU) | | Student Publication/College Publications | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. During the mid-year period (June-July) of the academic calendar, Student Publication/College Publications will submit a letter addressed to SPU asking to operate for upcoming academic year. | 1. Check the request letter of the Student Publication/ College Publications | None. | 7 working days | <i>Staff</i> Office of the Student Publication <i>Editorial Board</i> <i>Staff</i> College Publication |
| 2. The head of SPU will meet the Publication for interview and deliberation | 2. Meet and interview the Staff of every College Publications and Student Publication | None. | 1 hour | <i>Staff</i> Student Publication <i>Editorial Board</i> <i>Staff</i> College Publication |
| 3. If the publication has completed and submitted all their accomplishment reports, SPU will give them Certification to operate and official status that their publication must be active for one academic year | 3. Check and evaluate their accomplishment reports. | None. | 3 working days | <i>Staff</i> Student Publication <i>Editorial Board</i> <i>Staff</i> College Publications |
| TOTAL: | | None | 10 working days, 1 hour | |



3. Reading of Student and College Publications' Budget and General Plan of Action

The Budget and General Plan of Action pertains to the budget breakdown and activities of the Student Publication/College Publications for every semester.

| | | | | |
|---|---|--|------------------------------|--|
| Office or Division: | Student Publication Unit – Student Affairs Services | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | TSU Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Liquidation of the Previous | | Student Publication/College Publications | | |
| 2. Accomplishment Report | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Make sure all finances from the previous semester or academic year is already liquidated before acquiring the certificate of liquidation from SAS. | 1. Compile and record the documents. | None | Depends upon the publication | <i>Staff</i> Student Publication Unit <i>Staff</i> Office of the Student Affairs and Services |
| 2. Request for a schedule for the reading at SPU. Bring a copy proposed budget plan and general plan of action | 2. Set for the requested schedule | None | 5 minutes | <i>Staff</i> Student Publication <i>Editorial Board</i> <i>Staff</i> College Publications |
| 3. Attend the budget reading | 3. Check and monitor the proposed budget and general plan of action of the Student Publication/College Publications | None | 1 hour | <i>Staff</i> Student Publication Unit <i>Staff</i> Office of the Student Affairs and Services |
| 4. Revise the budget plan accordingly based on the changes made on the budget hearing | 4. | None | Depends upon the publication | <i>Staff</i> Student Publication <i>Editorial Board</i> <i>Staff</i> College Publications |
| 5. Submit the revised budget plan at Student Publication | 5. Check and sign the revised budget plan | None | 5 minutes | <i>Staff</i> Student Publication |



| | | | | |
|---|--|-------------|--------------------------------------|---|
| 6. Submit a copy of the signed documents to SAS, SPU and Records Unit | 6. Compile the approved budget plan and GPOA | None. | Depends upon the publication | <i>Staff</i> <i>Student</i> <i>Publication</i> <i>Editorial Board</i> <i>Staff</i> <i>College</i> <i>Publications</i> |
| TOTAL: | | None | 1 working day, 40 minutes | |



4. Signing of Resolution

Signing of the resolution pertains to their activities and other agenda that must signed by the Editorial board and Staff.

| | | | | |
|--|--|---|------------------------------|--|
| Office or Division: | Student Publication Unit – Student Affairs Services | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | TSU Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| N/A | | N/A | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The resolution prepared by the student or college publication must be signed by the editorial board and staff with a minimum of five (5) signatories from them plus their adviser. Three (3) copies of resolution must be secured by the student/college publication. | 1. Check and sign the resolution of the student/college publication. | None | Depends upon the publication | <i>Staff</i> Student Publication <i>Editorial Board</i> <i>Staff</i> College Publications |
| 2. The resolution will be signed by the head of Student Development Services provided that the approved GPOA budget plan must be attached to the resolution | | None | 5 minutes | <i>Staff</i> Student Publication Unit <i>Staff</i> Office of the Student Affairs and Services |
| 3. The resolution will be signed by the head of Student Development Services provided that the approved GPOA budget plan must be attached to the resolution | | None | 5minutes | <i>Unit Head</i> Office of the Student Development |
| 4. The resolution will be signed by the dean of SAS provided that the approved GPOA budget plan must be attached to the Resolution. One | | 4. Assess and sign the resolution of the student/college publication. | None | 5 minutes |



| | | | | |
|--|--|-------------|-------------------|--|
| copy will be kept by SAS and the other copy to SPU | | | | |
| TOTAL: | | None | 15 minutes | |



5. Submission of Accomplishment Report

Accomplishment Reports pertain to submission of their documentation of their all activities that they conducted in the whole semester One copy of the accomplishment report will be.

| | | | | |
|--|--|--|------------------------|--|
| Office or Division: | Student Publication Unit – Student Affairs Services | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C – Government Citizen | | | |
| Who may avail: | TSU Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Accomplishment Report of the whole semester | | Student Publication/College Publications | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Two weeks before the end of the semester, publication will submit their accomplishment report to SPU. Included in the accomplishment report is the documentation of their various activities. | 1. SPU will review the submitted accomplishment report, for validation of their accomplished activities. | None | 7 working days | <i>Staff</i> Student Publication Unit <i>Editorial Board</i> <i>Staff</i> College Publications |
| TOTAL: | | None | 7 working days | |



6. Printing and Circulation of the Student and College Publication Issues

Printing and Circulation of the newspaper, magazine or folio must be included in the PPMP of each Publication and approved GPOA.

| | | | | |
|---|---|------------------------|------------------------|--|
| Office or Division: | Student Publication Unit – Student Affairs Services | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | TSU Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| N/A | | N/A | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Printing of magazine, newspaper or folio must have included in the PPMP of each Publication and approved general plan of action for the whole academic year. | 1. | None | Depends on client. | <i>Staff</i> Student Publication Unit <i>Editorial Board Staff</i> College Publications |
| 2. News article, column, comics/cartoons, as well as the layout shall be checked by the editors before creating the dummy newspaper/, magazine or folio | 2. | None | 7 working days | <i>Staff</i> Student Publication Unit <i>Editorial Board Staff</i> College Publications |
| 3. Dummy copy of their issues will be submitted to Student Publication Unit. | 3. Final Proofreading and correction. | None | 2 working days | <i>Staff</i> Student Publication Unit <i>Editorial Board Staff</i> College Publications |
| 4. A resolution must be submitted by the publication for the printing /circulation of their newspaper/ magazine /folio to the Student Publication Unit | 4. Compile the documents. | None | 1 working day | <i>Staff</i> Student Publication Unit <i>Editorial Board Staff</i> College Publications |



| | | | | |
|---|---|-------------|------------------------------|---|
| 5. Submission of the soft copy of the final version of the newspaper/magazine, or folio to selected printing company for printing | 5. Check and assess. | None | 7 working days | <i>Staff</i> Student Publication Unit <i>Editorial Board</i> <i>Staff</i> College Publications |
| 6. Secure the following copy of documents to be submitted to the Student Publication Unit: Contract from the printing house, permit/license to Operate Photocopy of ID of the owner of the printing house | 6. Check and assess the documents and compiled. | None | 2 working days | <i>Staff</i> SPU Student Publication Unit <i>Editorial Board</i> <i>Staff</i> College Publications |
| 7. Once the printed copies of the newspaper/magazine, and folio delivered, it will be inspected first at the Student Publication Unit | 7. Inspect and assess the printed copies newspaper/magazine or folio. | None | 1 working day | <i>Staff</i> Student Publication Unit <i>Student</i> Publication Editorial Board <i>Staff</i> College Publications |
| 8. After the inspection can now disseminate their newspaper/magazine or folio within the campus which includes the offices and other strategic areas. Three (3) copies will be given to the Student Publication Unit and ten (10) copies will be stored for archives of Student Publication and College student Publication | 8. Monitor the circulation of newsletter/magazine or folio. | None | Depends upon the publication | <i>Staff</i> Student Publication Unit <i>Student</i> Publication Editorial Board <i>Staff</i> College Publications |
| TOTAL: | | None | 17 working days | |



Student Discipline Unit

External/Internal Services



1. Filing of Complaints and Investigation

The service allows students to file complaints and investigation against other students (Defendant Admitting the Allegation).

| | | | | |
|--|--|--|--|---|
| Office or Division: | Student Discipline Unit (SDU) | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Students Enrolled in the University | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Accomplished Complaint Form (1 Original Copy) | | Student Discipline Unit https://www.tsu.edu.ph/downloads/for-students/ | | |
| 2. Letter of Response (1 Duplicate Copy/ Photocopy) | | Student Discipline Unit | | |
| 3. Documented Evidence/s (3 sets Photocopy) | | The student will provide. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. File a formal written complaint at the office of Student Discipline Officer (R202, TSU Student Center, Lucinda Extension Campus, Tarlac City). Reminder: Use only the forms provided by SDU. Include documented evidence if there is any* | 1. Accept the complaints and record the necessary information in the logbook (TSU-SDU-SF-09). | None | 3 minutes | <i>Section Head, Student Discipline Unit</i> <i>Technical Staff, Student Discipline Unit</i> |
| 2. Wait for the notification from SDU regarding the progress of the case and the schedule of the hearing. | 2.1 Coordinate with other offices (MISO, CSU, and Guidance Counseling Offices) to trace the whereabouts of the respondent. 2.2 Issue notice to defendant regarding the complaint. 2.3 The defendant should provide his/her response using the form | None | 3 working days from the receipt of the formal complaint 3 working days from the receipt of the complaint 3 working days upon receipt of the notice | <i>Section Head, Student Discipline Unit</i> <i>Technical Staff, Student Discipline Unit</i> |



| | | | | |
|--|---|-------------|--|---|
| | which SDU has provided. | | | |
| 3. Attend the scheduled hearing at the TSU Student Center, Lucinda Extension Campus, Tarlac City. | 3. SDU schedules a hearing/ formal investigation for both parties. Both parties will be notified thereof, minutes of the hearing must be filed/recorded. | None | 3 working days upon the receipt of the defendant's answer | Section Head, Student Discipline Unit Technical Staff, Student Discipline Unit |
| 4. Complainant will wait for the resolution of the case once the defendant admits partially/fully the allegation and will report at the office of SDU for a copy of the case's resolution upon being informed by SDU (R202, TSU Student Center, Lucinda Extension Campus, Tarlac City) | 4.1 When defendant admits the allegations. Both parties will be informed regarding the case's resolution and the defendant must report at SDU. 4.2 The defendant must report at SDU to explain the penalties for his/her violative acts. | None | 4 working days will render its decision 3 working days upon receipt of the decision | Section Head, Student Discipline Unit Technical Staff, Student Discipline Unit |
| TOTAL: | | None | 19 working days, 3 minutes | |

**SDU may however conduct preliminary interview with the complainant on or before the filing of the formal complaint.*

***SDU can conduct preliminary interview to defendant on or before filling his or her answer.*

**** Defendant can request for an extension of time to file his/her answer in writing subject to the prior approval of the head of the SDU*

Note: Investigation and decision of the case as much as practicable shall not exceed for 30 working days (base from the Revised Rules on Administrative Case in the Civil Service Rule 9, Section 44 and 45. See attached file)



2. Filing of Complaints and Investigation

The service allows students to file complaints and investigation against other students (Defendant Denies the Allegations).

| | | | | |
|--|---|--|---|---|
| Office or Division: | Student Discipline Unit (SDU) | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Students Enrolled in the University | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Accomplished Complaint Form (1 Original Copy) | | Student Discipline Unit https://www.tsu.edu.ph/downloads/for-students/ | | |
| 2. Letter of Response (1 Duplicate Copy/ Photocopy) | | Student Discipline Unit | | |
| 3. Documented Evidence/s (3 sets Photocopy) | | The student will provide. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Complainant will wait for the notifications coming from SDU regarding the development of the case. | 1.1 If defendant denies the allegations and SDU, however finds probable guilt, the discipline committee will convene. | None | 10 Working Days. | <i>Section Head, Student Discipline Unit</i> |
| | 1.2 Investigation will be conducted by the committee. | | | <i>Technical Staff, Student Discipline Unit</i> |
| | 1.3 Decision will be rendered. | | | <i>SSC President</i> <i>Dean, Student Affairs and Services</i> <i>Vice President, Academic Affairs</i> |
| 2. Complainant will wait for the resolution and written notice of the case once the committee's decision was rendered and will report at the office of SDU for a copy of the case's resolution upon being informed by SDU (R202, TSU Student Center, | 2. If committee finds no substantial proof against the defendant or if the university lacks jurisdiction, dismissal of the case will be done. But if not, written notice to both parties regarding the resolution of the case will be served. | None | 5 Working days upon receipt of the notification | <i>Section Head, Student Discipline Unit</i> <i>Technical Staff, Student Discipline Unit</i> <i>SSC President</i> |



| | | | | |
|--|--|-------------|----------------------------|--|
| Lucinda Extension Campus, Tarlac City) | | | | <i>Dean, Student Affairs And Services</i> <i>Vice President, Academic Affairs</i> |
| TOTAL: | | None | 20 working days | |

Note: Investigation and decision of the case as much as practicable shall not exceed for 30 working days (base from the Revised Rules on Administrative Case in the Civil Service Rule 9, Section 44 and 45. See attached file)



3. Filing of Complaints and Investigation

The service allows students to file complaints and investigation against other faculty and university personnel.

| | | | | |
|---|--|--|--|---|
| Office or Division: | Student Discipline Unit (SDU) | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Students Enrolled in the University | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Accomplished Complaint Form (1 Original Copy) | | Student Discipline Unit https://www.tsu.edu.ph/downloads/for-students/ | | |
| 2. Letter of Response (1 Duplicate Copy/ Photocopy) | | Student Discipline Unit | | |
| 3. Documented Evidence/s (3 sets Photocopy) | | The student will provide. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. File a formal written complaint at the office of Student Discipline Officer (R202, TSU Student Center, Lucinda Extension Campus, Tarlac City) Reminder: Use only the forms provided by SDU. Include any documented evidence if there is any. * | 1. Accept the complaints and will record the necessary information to Student Discipline Logbook, Complainant Logbook, Case Summary Logbook and Student Blotter) * | None | 1 hour, 30 minutes | <i>Section Head, Student Discipline Unit</i> <i>Technical Staff, Student Discipline Unit</i> |
| 2. Wait for the notice coming from the SDU regarding the progress of the case or for the schedule of hearing to be given by the Grievance Board | 2. SDU will forward the complaint to VPAA if the defendant is faculty or to VPAF if the defendant is a university personnel. The investigation will be then handled by the Grievance Board | None | 5 working days upon receipt of the complaint | <i>Vice President, Academic Affairs</i> <i>Vice President, Administration and Finance</i> |
| TOTAL: | | None | 5 working days, 1 hour, 30 minutes | |

*SDU may however conduct preliminary interview with the complainant on or before the filing of the formal complaint.



4. Procedure for Appeal

The service allows students to file an appeal to the decision of the disciplinary case.

| | | | | |
|--|---|---------------------------|-----------------------------|--|
| Office or Division: | Student Discipline Unit (SDU) | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Students Enrolled in the University | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter of Appeal (1 Original or Photocopy) | | The student will provide. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The Defendant or Complainant may appeal to the decision of offices of committee through written form. | <p>1.1 Forward the appeal base from whom decision will be appealed by the defendant or the complainant:</p> <p>1.2 SDU's decision is appealable to the Dean of SAS within 10 days from notice.</p> <p>1.3 SAS's decision is appealable to the VPAA within 10 days from notice.</p> <p>1.4 VPAA's decision is appealable to the President within 10 days from notice.</p> <p>1.5 President's decision is appealable to the TSU-BOR within 10 days from notice.</p> | None | 10 working Days from Notice | <p><i>Technical Staff, Student Discipline Unit</i></p> <p><i>Technical Staff, Student Affairs And Services</i></p> <p><i>Admin. Aide VI, Academic Affairs</i></p> <p><i>Staff President's Office</i></p> |
| TOTAL: | | None | 10 working days | |



Scholarship and Financial Assistance Unit

External/ Internal Services



1. Processing of Financial Assistance Application from Private Provider/Grantor

This service allows deserving students to avail of financial assistance given by providers/grantors.

Note: This service is a multi-stage process. The timeliness of the approval of the application depends on the providers. The unit facilitates the acceptance, initial screening, and notification of approved applications only.

| | | | | |
|---|---|--|------------------------|---------------------------|
| Office or Division: | Scholarship and Financial Assistance Unit | | | |
| Classification: | Complex | | | |
| | G2C – Government to Citizen | | | |
| Type of Transaction: | G2B – Government to Business | | | |
| Who may avail: | TSU Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Accomplished <i>TSU-SFA-SF-01</i> Application Form (1 Original Copy) | | From the SFAU Office, Scholarship Online Application System (SOAS) | | |
| 2. Certification of Barangay Indigency – One (1) Original Copy (New Applicant) | | Respective Barangays | | |
| 3. Certification of Registration (COR) - (1 original copy) | | TSU Student Portal | | |
| 4. Report of Grades (ROG) – (1 original copy) | | TSU Student Portal | | |
| 5. Medical Certification (PWD) – (1 original copy) | | TSU Medical Office | | |
| 6. PWD ID (1 photocopy) | | CSWD Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 3. Log in to TSU Scholarship Online Application System (https://scholarship.tsu.edu.ph) and fill out the necessary application form. | 1.1. For Online Application: Receive the email of the applicant/s. For Walk-in Application: Provide the Scholarship Application form and the list of other required documents. (For New applicants & Renewals) | None | 10 minutes | SFAU Staff |
| 3. Submit filled-out forms to Scholarship Online Application System | 2.1 For Online Application: Download the accomplished Scholarship | | 15 minutes | |



| | | | | |
|--|---|--|---|--|
| | <p>Application Forms and other required documents (For New applicants & Renewals).</p> <p>For Walk-in Application: Receive the accomplished Scholarship Application forms and other required documents (For New applicants & Renewals)</p> <p>3.2 Check the completeness and evaluate the accomplished Scholarship Application forms and other required documents.</p> <p><i>*The system will not proceed if uploaded/submitted documents are incomplete</i></p> <p>3.3 Forward the evaluated list of applications to the provider/grantor.</p> <p>3.4 Once approved, tag scholarships for deserving students.</p> | | <p>15 mins</p> <p>3 working days</p> <p>20 minutes</p> <p>1 working day</p> | |
|--|---|--|---|--|



| | | | | |
|---|---|-------------|--|--|
| 3. Receive notification of approval or disapproval. | 3. Send notification of approval and disapproval thru electronic mail (registered e-mail or MS Teams of the students) | | 30 minutes | |
| TOTAL: | | None | 4 working days, 1 hour and 30 minutes | |



2. Issuance of Certificate of Scholarship or Certificate on Non-Scholarship

This service allows students to secure Certificate of Scholarship or Certificate of Non-Scholarship.

| | | | | |
|--|---|------------------------|------------------------|---------------------------|
| Office or Division: | Scholarship and Financial Assistance Unit | | | |
| Classification: | Simple (within 3 days) | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | TSU Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter of Request (1 Original Copy) | | Client will provide | | |
| 2. Student ID (1 photocopy) | | Client will provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Send letter of request to Scholarship and Financial Assistance Office email address/MS teams. | <p>1.1. For Online Application: Receive the email or MS Teams message of the student/s.</p> <p>For Walk-in Application: Receive the letter of request and photocopy of ID of the student/s.</p> <p>1.2. Check the list of Scholars in the SFAU Masterfile.</p> <p>1.3. Prepare the requested Certificate.</p> | None | 10 minutes | SFAU Staff |
| 2. Receive the Certificate | Release and Log in the TSU-SFA-SF-29 (Request of Certification of No Scholarship/Certificate of Scholarship Logbook | | 5 mins | SFAU Staff |
| TOTAL: | | None | 15 minutes | |



International, Differently Abled, Indigenous, Marginalized Student Services

Internal Services



1. Processing of Application for Membership as International, Differently Abled, Indigenous and Marginalized Students

The service allows students to be recognized as members of the IDIMSS and become one of the Unit's Program Recipients.

| Office or Division: | International, Differently-Abled, Indigenous and Marginalized Student Services (IDIMSS) |
|---|--|
| Classification: | Complex |
| Type of Transaction: | G2C - Government to Client |
| Who may avail: | Enrolled TSU students who belong to the IDIMSS group |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |
| a. For Indigenous People | |
| – Certificate of Tribe Membership (1 Photocopy) | Client will provide |
| – IDIMSS Student Application Form (TSU-IDI-SF-05, Original Copy) | From IDIMSS office, the forms are also downloadable in IDIMSS Facebook page: http://www.facebook.com/sasidimss |
| – Marginalized Student Personal Data Sheet (TSU-IDI-SF-04, Original Copy) | |
| – 2x2 size picture, taken in the last six (6) months (2 pcs, Original Copy) | Client will provide |
| b. For Solo Parent | |
| – Solo Parent I.D. (1 Photocopy) | Client will provide |
| – IDIMSS Student Application Form (TSU-IDI-SF-05, Original Copy) | From IDIMSS office, the forms are also downloadable in IDIMSS Facebook page: http://www.facebook.com/sasidimss |
| – Marginalized Student Personal Data Sheet (TSU-IDI-SF-04, Original Copy) | |
| – 2x2 size picture, taken in the last six (6) months (2 pcs, Original Copy) | Client will provide |
| c. For Person with Disability | |
| – PWD I.D. (1 Photocopy) | Client will provide |
| – IDIMSS Student Application Form (TSU-IDI-SF-05, Original Copy) | From IDIMSS office, the forms are also downloadable in IDIMSS Facebook page: http://www.facebook.com/sasidimss |
| – Marginalized Student Personal Data Sheet (TSU-IDI-SF-04, Original Copy) | |
| – 2x2 size picture, taken in the last six (6) months (2 pcs, Original Copy) | Client will provide |
| d. For International Students | |
| – Student Visa (1 Photocopy) | Client will provide |
| – IDIMSS Student Application Form (TSU-IDI-SF-05, Original Copy) | From IDIMSS office, the forms are also downloadable in IDIMSS Facebook page: http://www.facebook.com/sasidimss |
| – Marginalized Student Personal Data Sheet (TSU-IDI-SF-04, Original Copy) | |
| – 2x2 size picture, taken in the last six (6) months (2 pcs, Original Copy) | Client will provide |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|-----------------|--------------------------------------|-----------------------|
| 1. Either Visit the IDIMSS office to receive the IDIMSS Student Application Form and Marginalized Student Personal Data Sheet or visit the IDIMSS Facebook Page to download the forms. Fill out necessary information and submit together with other requirement to the IDIMSS office or send to IDIMSS Facebook page (http://www.facebook.com/sasidimss) | 1. Receive the submitted applications and evaluate all the submitted requirements | none | 10 minutes | <i>Staff</i> IDMSS |
| 2. Receives notification on the details of the issuance of Identification card | 2.1 Notify applicants on the result of the evaluation of their application and the schedule of claiming Identification Cards for approved membership. 2.2 For incomplete requirements, notify the applicants regarding the incomplete requirements and instruct to submit the necessary requirements for completion. | none | 5 minutes | <i>Staff</i> IDMSS |
| 3. Receive Identification Card | 3. Release Identification Card | none | 8 working days | <i>Staff</i> IDMSS |
| TOTAL: | | None | 8 working days and 15 minutes | |



2. IDIMSS Application for Membership and Identification Card

The main purpose of the IDIMSS section is to give extended services to Marginalized or under-represented students. May it be a referral to a certain office or give them access to help them with their specific needs and concerns. The IDIMSS section also promotes and organize specific programs to improve and level the status of under-represented students.

| | | | | |
|--|--|---|------------------------|---------------------------|
| Office or Division: | International, Differently-Abled, Indigenous, Marginalized Student Services | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Client | | | |
| Who may avail: | Marginalized or Under-Represented Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. For Indigenous People – Certificate of Tribe Membership | | Student's Government Issued I.D.'s | | |
| 2. For Solo Parent – Solo Parent I.D. | | | | |
| 3. For Persons with disability – PWD I.D. | | | | |
| 4. IDIMSS Membership Application form (TSU-IDI-SF-05) | | IDIMSS Office (Student Center Building) | | |
| 5. IDIMSS Marginalized Student Information sheet (TSU-IDI-SF-03) | | | | |
| 6. Two (2) pieces updated 2 x 2 picture | | Student requirement | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present his/her pertinent documents. | 2. Review and evaluate the submitted documents. If the documents are sufficient, the student may proceed to next step. | None | 2 minutes | Staff IDIMSS |
| 2. Fill out the IDIMSS Application Form (TSU-IDI-SF-05) | 2. Review and evaluate the submitted Application form (TSU-IDI-SF-05). | None | 2 minutes | Staff IDIMSS |
| 3. Fill out Marginalized Student Information Sheet (TSU-IDI-SF-03) | 3. Review and evaluate the submitted Student Information Sheet (TSU-IDI-SF-03) | None | 5 minutes | Staff IDIMSS |
| 4. Receive the issued IDIMS Identification Card | 4. If all pertinent documents and forms has been settled, file and list the documents submitted by the client and issue IDIMSS Identification Card | None | 10 minutes | Staff IDIMSS |
| TOTAL: | | None | 19 minutes | |



3. Filing of IDIMSS Student Consultation Log and Assistance Log

The main purpose of the IDIMSS Section is to represent the Marginalized or Underrepresented Students. Assistance and being always open for consultation is one important key to perform this purpose or duty.

| | | | | |
|--|---|---|------------------------|---------------------------|
| Office or Division: | International, Differently-Abled, Indigenous, Marginalized Student Services | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Client | | | |
| Who may avail: | Marginalized or Under-Represented Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. IDIMSS Identification Card | | IDIMSS Office (Student Center Building) | | |
| 2. Consultation and Assistance Log Form (TSU-IDI-SF-06) | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The Marginalized or Underrepresented Student shall present his/her IDIMSS Identification Card for verification. | 2. Verify the Student and Identification Card | None | 1 minute | Staff IDIMSS |
| 2. Fill out the IDIMSS Student Consultation and Assistance Log Form. | 2. Check the filled-out Student Consultation and Assistance Log. Then assess to what assistance the client needs | None | 5 minutes | Staff IDIMSS |
| 3. Explain the concerns to the IDIMS Staff | 3. Assess the conversation what type of assistance the Marginalized or Underrepresented student needs. Then advise or endorse the student to concerned office/individual. | None | 10 minutes minimum | Staff IDIMSS |
| TOTAL: | | None | 16 minutes | |



4. IDMSS Student Consultation and Assistance

The service provides IDIMSS student opportunity to request assistance and raise their concerns regarding activities, events, finance, and other academic circumstances.

| | | | | |
|--|---|----------------------------|------------------------|---------------------------|
| Office or Division: | Indigenous, Differently-Abled, Marginalized Student Services | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Client | | | |
| Who may avail: | All IDMSS Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. IDMSS Identification Card | | From the requestor/ client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present the IDIMSS Identification Card for verification and fill out the IDIMSS Consultation and Assistance Logbook | 3. Verify the presented IDIMSS Identification Card and queue the IDIMSS student for consultation and assistance | none | 3 minutes | <i>Staff</i> IDMSS |
| 4. Explain the concern and assistance needed to the Section head | 4. Interview the IDIMSS Student and assess the type of assistance needed | none | 30 minutes | <i>Head</i> IDMSS |
| 5. Receive advice or endorsement to concerned office/individual | 4. Provide advice or endorsement to concerned office/individual | none | 10 minutes | <i>Head</i> IDMSS |
| TOTAL: | | None | 43 minutes | |



5. International Student Processing of VISA Conversion

International Students are some of the Marginalized or Underrepresented students in TSU. The IDIMSS staff, concurrently acting as Liaison Officer of the university to the Bureau of Immigration and Department of Foreign Affairs – oversees the VISA Conversion of TSU's International Students.

| | | | | |
|--|---|--|------------------------|------------------------------------|
| Office or Division: | International, Differently-Abled, Indigenous, Marginalized Student Services | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C – Government to Client G2G – Government to Government | | | |
| Who may avail: | Marginalized or Under-Represented Students <i>(International Students)</i> | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Duly Accomplished Consolidated Application Form (CGAF-003-Rev 2) | | Bureau of Immigration | | |
| 2. Photocopy of Passport Bio Page, Latest Arrival stamp, and valid authorized stay (VISA) and Bureau of Quarantine Stamp | | Student's Passport | | |
| 3. NBI Clearance (if six (6) months or more from the date of arrival in the Philippines) | | National Bureau of Investigation | | |
| 4. Endorsement addressed to the commissioner from TSU for the conversion of the applicant's status, signed by the School Registrar. | | Prepared by the IDIMSS Staff and Liaison Officer | | |
| 5. Joint letter request to the commissioner of BI by the Liaison Officer and the International Student with Signature and Official Stamp. | | Prepared by the IDIMSS Staff and Liaison Officer | | |
| 6. Photocopy of the I.D. of the BI Liaison Officer. | | Prepared by the BI Liaison Officer | | |
| 7. Travel Order (TSU-ASU-SF-23) | | Downloadable at the TSU official website | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit his/her documents for the Liaison Officer and IDIMSS Staff to process. Note: submission of documents must be two (2) weeks before the expiration of visa. | 1.1 Review and evaluate if the submitted documents are complete. | None | 5 minutes | Staff Liaison Officer IDIMSS |
| | 1.2 Prepare the pertinent documents for the conversion of VISA of the Student. Documents must be filed and fastened in a long white folder. | None | 5 minutes | Staff Liaison Officer IDIMSS |
| | 1.3 Schedule a travel to the Bureau of Immigration Student's Desk | None | 30 minutes | Staff Liaison Officer IDIMSS |



| | | | | |
|--|--|-------------|------------------------------|------------------------------------|
| 2. Go with the liaison officer in processing the conversion of visa | 2. Process the conversion of visa at the Student's Desk, Bureau of Immigration | None | 1 day | Staff Liaison Officer IDIMSS |
| 3. Wait for the notice of the Liaison Officer regarding the status of the visa | 3. Inform the Student regarding the approved schedule of travel. | None | 5 minutes | Staff Liaison Officer IDIMSS |
| TOTAL: | | None | 1 day, 44 minutes | |



6. International Student Processing of VISA Extension

International Students are some of the Marginalized or Underrepresented students in TSU. The IDIMSS staff, concurrently acting as Liaison Officer of the university to the Bureau of Immigration and Department of Foreign Affairs –oversees the VISA Extension of TSU’s International Students.

| | | | | |
|--|--|--|------------------------|------------------------------------|
| Office or Division: | International, Differently-Abled, Indigenous, Marginalized Student Services | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Client | | | |
| Who may avail: | Marginalized or Under-Represented Students (<i>International Students</i>) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Duly Accomplished Consolidated Application Form (CGAF-003-Rev 2) | | Bureau of Immigration | | |
| 2. Photocopy of Passport Bio Page, Latest Arrival stamp, and valid authorized stay (VISA) and Bureau of Quarantine Stamp | | Student’s Passport | | |
| 3. Copy of Latest Transcript of Records from two (2) previous semesters. | | TSU Registrar | | |
| 4. Honorable Dismissal or Certificate of Transfer from previous school | | Previous school attended | | |
| 5. Joint letter request to the commissioner of BI by the Liaison Officer and the International Student with Signature and Official Stamp. | | Prepared by the IDIMSS Staff and Liaison Officer | | |
| 6. Photocopy of the I.D. of the BI Liaison Officer. | | Prepared by the BI Liaison Officer | | |
| 7. Travel Order (TSU-ASU-SF-23) | | Downloadable at the TSU official website. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the documents for the Liaison Officer and IDIMSS Staff to process. Note: submission of documents must be two (2) weeks before the expiration of visa. | 1.1 Review and evaluate if the submitted documents are complete. | None | 5 minutes | Staff Liaison Officer IDIMSS |
| | 1.2 Prepare the pertinent documents for the extension of VISA of the Student. Documents must be filed and fastened in a long white folder. | None | 5 minutes | Staff Liaison Officer IDIMSS |
| | 1.3 Schedule a travel to the Bureau of Immigration Student’s Desk | None | 30 minutes | Staff Liaison Officer IDIMSS |
| 2. Go with the liaison officer in processing the extension of visa | 2. Process the extension of visa at the Student’s Desk, Bureau of Immigration | None | 1 day | Staff Liaison Officer IDIMSS |



| | | | | |
|--|--|-------------|------------------------------|--|
| 3. Wait for the notice of the liaison officer regarding the status of the visa | 3. Inform the Student regarding the approved schedule of travel. | None | 5 minutes | <i>Staff Liaison Officer</i> IDIMSS |
| TOTAL: | | None | 1 day, 45 minutes | |



Research, Accreditation and Records Unit

External/Internal Services



1. Processing of Document Request Service (Online and Walk In)

The service allows employees, accrediting bodies and other interested parties to request and have copies of SAS's documents and records to comply with accreditation recommendations and requirements.

| | | | | |
|--|---|---|------------------------|--|
| Office or Division: | Research, Accreditation and Records Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen G2G – Government to Government G2B – Government to Business | | | |
| Who may avail: | Different Colleges and Units of the University, Accreditation Bodies | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| DRF TSU-RAR-SF-01 (1 original copy) | | Research, Accreditation and Records Unit or download at TSU website: https://www.tsu.edu.ph/media/uo1jcss1/tsu-rar-sf-01-updated-word-format-1.docx | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit one copy of the accomplished DRF (Document Request Form) through MS Teams or Outlook if online and to the RAR Unit if walk-in. | 1.1 Receive the DRF from the client through MS Teams or Outlook if online and a printed copy if walk-in. 1.2 Record the document in the incoming Documents Monitoring Logbook. <i>Note: Print the DRF as proof of service transaction if the request is through online.</i> | None | 3 minutes | <i>Technical Staff</i> RAR Unit |
| | 1.3 Assess the list of the requested records to determine their availability. <i>Note: If deemed sensitive and confidential, seek the approval of the Data Privacy Officer.</i> | None | 1 hour | <i>Unit Head</i> RAR Unit <i>Data Privacy Officer</i> TSU |



| | | | | |
|--|--|------|-------------------------------|---|
| | <p>1.3 Prepare the available documents listed on the approved DRF. Scan the documents and records to produce soft copies if online and printed copies if walk-in.</p> <p>Note: <i>The number of days of preparation depends on the volume of documents requested.</i></p> | None | 2 days | <p><i>Technical Staff</i> RAR Unit</p> <p><i>Unit Head</i> RAR Unit</p> |
| 2. Receive the requested documents and affix his or her signature in the Document Monitoring Logbook | <p>2. Release the requested documents.</p> <p>*For Walk-In: The documents will be available at the RAR Unit. Log the document to be release and have the client affix his or her signature in the Document Monitoring Logbook and release the requested document.</p> <p>*For Online: Send scanned copies through MS Teams or Outlook.</p> | None | 15 minutes | <p><i>Technical Staff</i> <i>Unit Head</i> RAR Unit</p> |
| TOTAL: | | None | 2 days, 1 hour and 18 minutes | |



Office Of Library Services

External Services



1. Processing of Request to Access the Library by Visiting Researcher

This service allows external clients to be accepted and access the available learning resources in the library.

| | | | | |
|---|--|----------------------------|------------------------|---|
| Office or Division: | Quality Management System Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government G2C - Government to Citizen | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Valid ID (1 Original Copy) | | The client will provide. | | |
| 2. Duly signed Referral Letter (1 Original copy) addressed to Tarlac State University Library Director | | The client will provide. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present the referral letter at the Circulation Counter. For clients from non-government agencies without MOA/MOU with TSU: Present Official Receipt of payment of Visiting Researcher's fee. | 1. Verify the referral letter. | None 50.00 per head | 2 minutes | <i>Head and Staff Library Management and Services</i> |
| 2. Log name on visitor's Logbook (TSU-LMS-SF-29). | 2. Perform reference procedures to identify needed information sources. | None | 5 minutes | <i>Head and Staff Library Management and Services</i> |
| 3. Client state and negotiate query. | 3.1 Analyze query and identify possible information sources using the Online Public Access Catalogue (OPAC). | None | 5 minutes | <i>Head and Staff Library Management and Services</i> |
| | 3.2 If answer/s to query is found, present to client the information source. | None | 1 minute | <i>Head and Staff Library Management and Services</i> |
| 4. Receive answer to query/ies. | 4. Record queries and sources of information for reference purposes | None | 2 minutes | <i>Head and Staff Library Management and Services</i> |
| TOTAL: | | None | 15 minutes | |



Office Of Library Services

Internal Services



1. Processing of Request for Borrowing Information Materials

This service allows clients to borrow and use books and other information materials from the library.

| | | | | |
|--|--|------------------------|------------------------|--|
| Office or Division: | Library Management and Services | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen G2G - Government to Government | | | |
| Who may avail: | TSU Students TSU Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Valid TSU ID (1 Original Copy) | | Client will provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present the book(s) for check-out at the Circulation Counter together with a valid ID | 1. Verifies validity of ID | None | 1 minute | <i>Staff and/ or Head</i> Library Management and Services |
| 2. Fill out the Book Card (<i>TSU-LMS-SF-06</i>) with his/her name including the date borrowed | 2.1 Check out the book under the client's name in the library system. | None | 2 minutes | <i>Staff and/ or Head</i> Library Management and Services |
| | 2.2 Issue the book and inform the client of the due date when to return the borrowed book. | None | 5 minutes | <i>Staff and/ or Head</i> Library Management and Services |
| 3. Receive the book | 3. Files Book Card(s) in the filing box | None | 2 minutes | <i>Staff and/ or Head</i> Library Management and Services |
| TOTAL: | | None | 10 minutes | |



1.A. Processing of Request for Document Delivery Service for Distance Users

This service allows distance learner clients to obtain electronic copy/ies of the learning resource materials for their respective needs.

| | | | | |
|--|---|------------------------|--|--|
| Office or Division: | Library Management and Services | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen G2G - Government to Government | | | |
| Who may avail: | TSU Students TSU Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| For Employees: Valid TSU ID (1 Electronic Copy) | | Client will provide | | |
| For Students: Valid Certificate of Registration (1 Electronic Copy) | | Client will provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Search through the Online Public Access Catalog (OPAC) (http://library.tsu.edu.ph/) for relevant material and inform librarians through Official Library FB Messenger Page (https://www.facebook.com/TarlacStateUniversityLibrary), or the official TSU email address (library@tsu.edu.ph) | 1. Validate the Identity of the client. Check availability of material | None | 1 minute | <i>Head and Staff</i> Library Management and Services |
| 2. Request for the scanned / electronic copy of relevant pages | 2.1 Check-out the book under the borrower / client's name in the library system | None | 1 minute | <i>Head and Staff</i> Library Management and Services |
| | 2.2 Scan the item, inform the client of copyright restrictions | None | 29 minutes *Time may vary depending on the total number of pages | <i>Head and Staff</i> Library Management and Services |
| 3. Receive the copy | 3. Send the electronic copy to the client. | None | 2 minutes (May be extended due to power / Internet connection problems) | <i>Head and Staff</i> Library Management and Services |
| TOTAL: | | None | 33 minutes | |



1.B. Processing of Request for Online Reservation and Pick-Up

This service allows clients to reserve available materials and then pick them up on a pre-arranged date.

| | | | | |
|---|---|------------------------|--------------------------------------|---|
| Office or Division: | Library Management and Services | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen G2G - Government to Government | | | |
| Who may avail: | TSU Students TSU Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Valid TSU ID (1 Original Copy) | | Client will provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the request online during office hours thru Facebook Messenger (https://www.facebook.com/TarlacStateUniversityLibrary), library email (library@tsu.edu.ph) 2 days before pick-up | 1. Check availability of material | None | 2 working days | <i>Head and Staff Library Management and Services</i> |
| 2. Pick up the material at the designated unit library. | 2.1 Validate identity of client. | None | 2 minutes | <i>Head and Staff Library Management and Services</i> |
| | 2.2 Check-out the book under the borrower / client's name in the library system | None | 1 minute | <i>Head and Staff Library Management and Services</i> |
| 3. Fill-out Book Card (TSU-LMS-SF-06) and logbook (TSU-LMS-SF-28) | 3. Release the material to the client. | None | 2 minutes | <i>Head and Staff Library Management and Services</i> |
| TOTAL: | | None | 2 working days, 5 minutes | |



2. Return of Information Materials

This service assists library clients in returning borrowed information materials from the library.

| | | | | |
|--|---|------------------------|------------------------|---|
| Office or Division: | Library Management and Services | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen G2G - Government to Government | | | |
| Who may avail: | TSU Students TSU Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Borrowed Information Materials | | Client will provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present the book(s) for check-in at the Circulation Counter. | 1.1 Receives and scan book(s) in the library system for check-in. Pull out Book Card from the file box and insert it in the book pocket | None | 5 minutes | <i>Head and Staff Library Management and Services</i> |
| | 1.2 If overdue: Librarian informs the client of the penalty which must be paid at the Cashier's Office. | None | 2 minutes | <i>Head and Staff Library Management and Services</i> |
| 2. Present the Official Receipt of overdue payment to the Library Staff at the Circulation Counter | 2. Verify Official Receipt and update or clear the client's overdue fine in the library system | None | 3 minutes | <i>Head and Staff Library Management and Services</i> |
| TOTAL if without overdue penalty: | | None | 8 minutes | |
| TOTAL if with overdue penalty: | | Penalty due. | 10 minutes | |



3. Renewal

The service allows library clients to renew borrowed books for three consecutive times. A borrowed book may be renewed if it has not been requested by another client.

| | | | | |
|--|--|--------------------------|------------------------|--|
| Office or Division: | Library Management and Services | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen G2G - Government to Government | | | |
| Who may avail: | TSU Students TSU Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. For renewal at the Circulation Counter- Book(s) for renewal | | The client will provide. | | |
| For Online renewal requests- Valid Certificate of Registration (1 Electronic Copy) | | The client will provide. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. *For renewal at the Circulation Counter - Client presents book(s) for renewal | 1.1 Scans the book or the borrower's ID in the library system for renewal. Pull out Book Card from the file box and request the client to rewrite his/her name on the book card and indicate the current date. | None | 3 minutes | <i>Head and Staff</i> Library Management and Services |
| 1. * For Online renewal requests Client's' name and student ID number | 1.1 Validate the identity of the clients' account thru the library system. | | | |
| 2. *For renewal at the Circulation Counter - Fill-out the Book Card / Logbook with name, date of renewal, and other pertinent information | 2.1 Receive the Filled-out Book Card / Logbook | None | 2 minutes | <i>Head and Staff</i> Library Management and Services |
| *For Online renewal requests | 2.1 Proceed to book renewal under the borrower/ client's name in the library system. | | | |



| | | | | |
|---|--|--------------------|-------------------------|--|
| <p>3. *For renewal at the Circulation Counter - Return the filled-out book card (TSU-LMS-SF-06)</p> <p>*For Online renewal requests</p> | <p>3.1 Issue the renewed book(s) to client.</p> <p>3.1 Renew book(s) under the client's name in the library system.</p> | <p>None</p> | <p>1 minute</p> | <p><i>Head and Staff Library Management and Services</i></p> |
| <p>4. For renewal at the Circulation Counter - Receive book(s).</p> <p>For Online renewal requests</p> | <p>4.1 Librarian files Book Card(s) in the filing box.</p> <p>4.1 Inform the client of the new renewal date or that maximum renewal has been reached, if applicable.</p> | <p>None</p> | <p>2 minutes</p> | <p><i>Head and Staff Library Management and Services</i></p> |
| TOTAL: | | <p>None</p> | <p>8 minutes</p> | |



4. Reference Service

This service allows clients to inquire about the learning resources available in the library.

| | | | | |
|--|--|------------------------|------------------------|---|
| Office or Division: | Library Management and Services | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen G2G - Government to Government | | | |
| Who may avail: | TSU Students TSU Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Valid TSU ID (1 Original Copy) | | Client will provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Client state query through the library official email account (library@tsu.edu.ph) or social media platform thru Facebook Messenger (https://www.facebook.com/TarlacStateUniversityLibrary) | 1. Receives query from client. | None | 1 minute | <i>Head and Staff Library Management and Services</i> |
| 2. Verify and negotiate queries with staff. | 2. Clarify and negotiate query. | None | 4 minutes | <i>Head and Staff Library Management and Services</i> |
| 3. Wait for the reference query to be processed. | 3.1 Analyze query and identify possible information sources using the Online Public Access Catalogue (OPAC). | None | 5 minutes | <i>Head and Staff Library Management and Services</i> |
| | 3.2 If answer/s to query is found, present to the client the information source. | None | 1 minute | <i>Head and Staff Library Management and Services</i> |
| 4. Receive answer/s to query/ies. | 4. Record query in the logbook (<i>TSU-LMS-SF-10</i>) and sources of information for reference purposes. | None | 1 minute | <i>Head and Staff Library Management and Services</i> |
| TOTAL: | | None | 12 minutes | |

*Processing times may be extended depending on the nature of the query.



5. Processing of Library Clearance

This service allows students and employees to secure library clearance.

| | | | | |
|---|---|---|------------------------|--|
| Office or Division: | Library Management and Services | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen G2G - Government to Government | | | |
| Who may avail: | TSU Students TSU Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <p>1. Accomplished Clearance Form (1 Original Copy)</p> <p>For Employees:</p> <ul style="list-style-type: none"> - Plantilla (CS Form 7) - Non-Teaching (Job Order) (TSU-HRD-SF-45) - For Lecturer Full-time/Part-time (TSU-HRD-SF-46) <p>For Students (TSU-REG-SF-07)</p> | | <p>Client will provide</p> <p>For employees: Human Resources and Management Development Office, forms downloadable thru the TSU website (www.tsu.edu.ph)</p> <p>For students: Admission and Registration Office, forms downloadable thru TSU website TSU website (www.tsu.edu.ph)</p> | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present the properly filled out Clearance Form at the Circulation Counter. | 1. Verify library accountabilities of the client from the library system. | None | 3 minutes | Head and Staff Library Management and Services |
| | <p>If client has no library accountabilities: Librarian will affix signature on the clearance form and release it to the client. (Proceed to step 4)</p> <p>If the client has existing library accountabilities: Librarian informs client to settle his/her accountabilities at the Cashier's Office and/or Supply Office</p> | | | |
| For Clients with accountabilities: | For Clients with accountabilities: | None | 1 minute | Head and Staff Library Management and Services |
| 2. Client presents Official Receipt of payment | 2. Verify Official Receipt | | | |



| | | | | |
|---|--|---|----------------------------------|--|
| <p>3. Receive the duly signed Clearance Form and fill out the Clearance Logbook (TSU-LMS-SF-12)</p> <p>For employees: Present countersigned clearance form to Library Director or Request clearance online via portal</p> | <p>3.1 Release the duly signed Clearance Form and Provide the Clearance Logbook.</p> | <p>None</p> | <p>5 hours</p> | <p><i>Head and Staff Library Management and Services</i></p> |
| <p>TOTAL Client without library accountabilities</p> | | <p>None</p> | <p>5 hours, 3 minutes</p> | |
| <p>TOTAL Client with library accountabilities:</p> | | <p>Depends on the computed fines or price of book, if lost</p> | <p>5 hours, 4 minutes</p> | |



6. Processing of Request to Use Computer & Internet Access

This service allows clients to request the use of library computer units with internet access. Clients may use the facilities for free.

| | | | | |
|---|--|------------------------|------------------------|---|
| Office or Division: | Library Management and Services | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen G2G - Government to Government | | | |
| Who may avail: | TSU Students TSU Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Valid TSU ID (1 Original Copy) | | Client will provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present TSU ID at the Circulation Counter/Internet Section. | 1.1 Verifies validity of ID | None | 1 minute | <i>Head and Staff Library Management and Services</i> |
| | 1.2 Scans client's ID using the library RFID and place the ID in the filing box. | None | 1 minute | <i>Head and Staff Library Management and Services</i> |
| | 1.3 Librarian assists/ and or directs the client to the computer workstation. | None | 1 minute | <i>Head and Staff Library Management and Services</i> |
| 2. After using the computer unit facilities, the client retrieves the ID card at the Circulation Counter/Internet Section | 2. Librarian returns the client's ID. | None | 1 minute | <i>Head and Staff Library Management and Services</i> |
| TOTAL: | | None | 4 minutes | |



7. Processing of Request for Referral Service

This service allows clients (TSU students and employees) to consult other information centers, by requesting the library to issue referral letters.

| | | | | |
|--|--|------------------------|------------------------|---|
| Office or Division: | Library Management and Services | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen G2G - Government to Government | | | |
| Who may avail: | TSU Students TSU Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Valid TSU ID (1 Original Copy) | | Client will provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present the valid ID at the Circulation Counter and informs staff of the request for referral | 1.1 Verify the validity of ID and 1.2 Provide the client with the Referral Letter Request Form (TSU-LMS-SF-02) and advise to fill it out and seek their respective College Dean's signature for approval. | None | 1 minute | <i>Head and Staff Library Management and Services</i> |
| 2. Submit the signed Referral Letter Request Form to the Library Staff | 2. Receives approved Referral Letter Request Form and encodes information on the referral letter template, print, and affix signature. | None | 10 minutes | <i>Head and Staff Library Management and Services</i> |
| 3. Receive the referral letter and log on the Referral Issuance Log (TSU-LMS-SF-11) | 3. Issue the Referral Letter to the client. | None | 1 minutes | <i>Head and Staff Library Management and Services</i> |
| TOTAL: | | None | 12 minutes | |



8. Selective Dissemination of Information on Unpublished Materials

This service allows clients to be aware of new theses and dissertation titles available at the library for their research needs.

| | | | | |
|---|---|-------------------------|--|--|
| Office or Division: | Library Management and Services | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | TSU Students TSU Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Hardbound Thesis/ Dissertation (3 Original Copies) | | The client will provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The contributor submits copies of their dissertation / thesis at the LMS – Technical Office and presents the Copy Furnish of Dissertation / Thesis Form (TSU-VPA-SF-50). | 1. Receives Copy Furnish of Dissertation/ Thesis Form | None | 30 seconds | Head and Staff Library Management and Services |
| 2. Fill out the library Incoming Unpublished Materials logbook (TSU-LMS-SF-25) | 2. Verifies completeness of submission and signs the Copy Furnish form accordingly. | None | 2 minutes | Head and Staff Library Management and Services |
| | 3. Compiles list of theses and dissertation submissions to be posted on the bulletin board or via Facebook for information dissemination. | | 2 working days | Head and Staff Library Management and Services |
| TOTAL: | | None | 2 working days, 2 minutes, and 30 seconds | |

*Posting schedules may vary.



Office Of University Research Development

External Services



1. Processing of Request for Statistical Support and Related Services

The service allows TSU employees, students, and external clients to avail statistical support and related services as part of their research.

| | | | | |
|--|--|--|------------------------|----------------------------------|
| Office or Division: | University Research Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen G2G – Government to Government | | | |
| Who may avail: | Undergraduate Students (TSU and non- TSU) (Client A) Master’s Students (TSU and non- TSU) (Client B) Doctoral Students (TSU and non- TSU) (Client C) TSU Faculty Researchers (Client D) Other Interested Institutions/Agencies (Client C) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Accomplished Appointment Form TSU-URO-SF-75 (1 Original copy) | | University Research Office/ TSU Website https://tsu.edu.ph/downloads/for-faculty-and-personnel/ | | |
| 2. Official Receipt (1 duplicate or photocopy, payment for Statistical Support and Related Services) | | Can be secured by the client at the Cashiering Unit once payment of the service was done | | |
| 3. Manuscript/Article (1 Electronic copy, in .docx or .pdf format) | | The applicant/ client will provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the electronic copy of the manuscript (including survey questionnaire and research data if available) together with the other requirements to ursc@tsu.edu.ph . | 1.1 Receives and checks the completeness of the submitted documents. | For Type A Clients: Php1,500 For Type B Clients: Php3,000 For Type C Clients: Php6,000 For Type D Clients: FREE of charge | 20 minutes | Staff(s), Data Analytics Unit |
| | 1.2 Assess the study/ paper and determine the statistician to be in- charge. | None | 2 working days | Staff(s), Data Analytics Unit |
| 2. Receive an email stating the name of the assigned statistician and contact details. | 2.1 Informs client about the assigned statistician and contact details (via email). | None | 30 minutes | Staff(s), Data Analytics Unit |
| | 2.2 Forward the client’s submitted documents to the assigned statistician | None | 10 minutes | Staff(s), Data Analytics Unit |



| | | | |
|---------------|---|--|--|
| TOTAL: | For Type A Clients: Php1,500 | 2 working days and 1 hour | |
| | For Type B Clients: Php3,000 | | |
| | For Type C Clients: Php6,000 | | |
| | For Type D Clients: FREE of charge | | |



2. Processing of Request for Test of Similarity Index

The service allows TSU employees, students, and external clients' research work to be tested to ensure originality and integrity of their paper (capstone, theses, and dissertations).

| | | | | |
|--|--|--|------------------------|-------------------------------|
| Office or Division: | University Research Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen G2G – Government to Government | | | |
| Who may avail: | TSU Undergraduate Students (Type A Clients) TSU Graduate Students (Type B Clients) Non-TSU Students (Type C Clients) Faculty Researchers (Type D Clients) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Accomplished Turnitin Run Request Form TSU-URO-SF-45 (1 Original Copy) | | University Research Office/ TSU Website https://tsu.edu.ph/downloads/for-faculty-and-personnel/ | | |
| 2. Official Receipt (1 duplicate/ photocopy, payment for Test of Similarity Index/ Turnitin) | | Can be secured by the client at the Cashiering Unit once payment of the service was done | | |
| 3. Manuscript/ Article to be scanned (1 Electronic copy, in .docx or .pdf format) | | The applicant/ client will provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the electronic copy of the manuscript (Chapters 1 to 5) together with the other requirements to ursc@tsu.edu.ph | 1.1 Receives and checks the completeness of submitted documents | For Type A Clients: Php200 For Type B Clients: Php500 For Type C: Php1000 For Type D Clients: FREE of charge | 30 minutes | Staff(s), Data Analytics Unit |
| | 1.2 The staff uploads the manuscript/ article to Turnitin software for similarity check. If the result is within the university allowable similarity index (ASI) (%), the client will be informed via | None | 2 working days | Staff(s), Data Analytics Unit |



| | | | | |
|---|--|---|---------------------------|----------------------------------|
| | email. A copy of the scanned paper will be given to the client for reference. | | | |
| 2. Release and send the result through a Certificate of Compliance to the client once the manuscript/article passed the Allowable Similarity Index (ASI) (via email). | 2.1 Receives the Certificate of Compliance (via email) Note: If the manuscript/article still did not pass the ASI on the 5 th attempt, the client will repeat the process from Step 1. | None | 30 minutes | Staff(s), Data Analytics Unit |
| TOTAL: | | For Type A Clients: Php200 For Type B Clients: Php500 For Type C: Php1000 For Type D Clients: FREE of charge | 2 working days and 1 hour | |



3. Processing of request for Water Analysis and Other Laboratory Services

The service allows clients to avail Physico- Chemical, Microbiological Analyses of drinking water and wastewater samples.

| | | | | |
|---|--|-------------------------------|------------------------|---|
| Office or Division: | University Research Office | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government | | | |
| Who may avail: | TSU Faculty Researchers (Type A Clients) Other Interested Institutions/Agencies (Type A Clients) TSU Graduate Students (Type B Clients) Non-TSU Students (High School and College, Type C Clients) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Accomplished Request for Free Laboratory Analysis / Laboratory Service(s) TSU-PCL-SF-45, (for Internal Clients only) (1 Original copy) | | Analytical Testing Laboratory | | |
| 2. Printed journal/research paper explicitly indicating the method and conditions-to-be-used (1 Original copy, for Use of Equipment Requests) | | The client will provide | | |
| 3. Accomplished Request for Analysis TSU-PCL-SF-33 (for other clients) (1 Original copy) | | Analytical Testing Laboratory | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Meet with the ATL facility / thru online platforms for an initial meeting. | 1.1 Have an initial meeting with the Client(s) and discuss other necessary requirements for the requested laboratory analysis or laboratory services. Log the Client(s) name on the Laboratory Analyses / Service(s) Log (TSU-PCL-SF-42) | None | 1 hour | Staff(s) Analytical Testing Laboratory |



| | | | | |
|---|---|-------------|-------------------|--|
| | <p>1.2 Review the request and execute appropriate actions (Approval or Disapproval of request).</p> <p>If approved: Proceed to next step.</p> <p>If disapproved: The Client(s) shall be notified that the request(s) is disapproved thru online / via email / or face-to-face</p> | | | |
| <p>2. For the Proponent(s) of TSU Approved Research Proposal(s): Submit an official copy of a Research Capsule Proposal (TSU-URO-SF-01, signed by Dean) and an official copy of Notice to Proceed (TSU-URO-SF-60, signed by a representative from the University Research Office) to the Analytical Testing Laboratory.</p> <p><i>Note: It MUST be explicitly stated in the Line Item Budget the specific analyses and laboratory service(s)-to-be-requested.</i></p> <p>For other Type A Clients, Type B Clients, and C Clients: Proceed to next step.</p> | <p>2.1 Review and file the submitted Forms.</p> | <p>None</p> | <p>30 minutes</p> | <p><i>Staff(s)</i> Analytical Testing Laboratory</p> |



| | | | | |
|---|--|--|------------|---|
| 3. File the Request for Analysis (TSU-PCL-SF-33) and assessment of the total fees for the requested analysis or laboratory services (TSU-PCL-SF-48) | 3.1 Discuss other necessary requirements for the analysis or laboratory services requested and proper sampling and transportation procedures. | None | 30 minutes | Staff(s) Analytical Testing Laboratory |
| | 3.2 Review the Request for Analysis, assign necessary Job # and Sample #s to each sample, and calculate total amount-to-be-paid for analysis (For Type A-C clients) | None | 1 hour | Staff(s) Analytical Testing Laboratory |
| | 3.3 Assess the requested laboratory services | Number of Samples x Fees for each Service * <i>Table of fees attached</i> | 4 hours | In-charge of Assessment Accounting Unit |
| 4. Pay assessed analysis and/or service fees at the Cashier and photocopy the receipt or scan the official receipt and send it thru email: atlnprc@tsu.edu.ph | 4.1 Accept, review, and archive the photocopy of the receipt or the e-copy of the receipt. Schedule the submission of samples of the Client(s) (thru face-to-face meeting or thru email) | None | 30 minutes | Staff(s) Analytical Testing Laboratory |



| | | | | |
|---|--|------|--|---|
| <p>5. Deliver the samples to the Analytical Testing Laboratory with proper sample descriptions and labels.</p> <p>Samples must be delivered to the laboratory immediately after sampling. Properly sampling procedures MUST also be followed.</p> <p>Physico-Chem samples must be placed in a clean container (preferably glass amber bottle or plastic container, $\geq 1000\text{mL}$) and are securely capped.</p> <p>Microbiology samples must be placed in a sterilized-sample bags ($\geq 400\text{mL}$). Samples must be transported inside a cooler with internal temperature of $\leq 6^\circ\text{C}$ but above freezing.</p> | 5.1 Receive and review the samples. Conduct the requested services and summarize the results recorded. | None | 10 minutes | Staff(s) Analytical Testing Laboratory |
| | 5.2 Label each sample with assigned laboratory sample number. | None | 2 hours | Staff(s) Analytical Testing Laboratory |
| | 5.3 Conduct the laboratory analysis for various parameters and render requested laboratory service(s). | None | 13 working days maximum <i>(Note: 1 day per analysis requested or 2 days per spectrophotometric analysis requested)</i> | Staff(s) Analytical Testing Laboratory |
| | 5.4 Fill-out necessary analysis forms with results from the analyses and/or laboratory services. | None | 1 working day | Staff(s) Analytical Testing Laboratory |



| | | | | |
|---|--|---|--|---|
| | 5.5 Recheck and encode the results in the Results of the Analyses. | None | 6 hours | Staff(s) Analytical Testing Laboratory |
| | 5.6 Print and sign the Results of the Analyses. | None | 1 hour | Staff(s) Analytical Testing Laboratory |
| 6. Receive the printed copy of the Results of the Analyses from the Analytical Testing Laboratory through face-to-face meeting or receive a scanned copy through email. | 6.1 Release the result to the client(s) by printing the Results of the Analyses and giving it to the Client(s) or scan it and send it to the email address provided by the Client(s). | | | |
| | <p>For face- to face meeting:</p> <p>Return excess samples to the client(s)</p> <p>If via email:</p> <p>Discuss to the Client(s) the implications of the results and make necessary recommendations thru face-to-face meeting or thru online or via email.</p> | None | 1 hour | Staff(s) Analytical Testing Laboratory |
| | | None | 2 hours | Staff(s) Analytical Testing Laboratory |
| TOTAL: | | . Total amount of fees to be paid will depend on the number of samples and amount of service availed. | | |
| | | * <i>Table of fees</i> | 14 working days, 19 hours, 40 minutes | |



| | | | |
|--|----------------------|--|--|
| | <i>attache d</i> | | |
|--|----------------------|--|--|

TSU-ATL-NPRC

Schedule of Analysis and Services Fees

(Board of Regents Resolution No. 29, s. 2019)

| WATER ANALYSIS | TYPE A CLIENTS | TYPE B CLIENTS | TYPE C CLIENTS |
|---|-------------------|-------------------|-------------------|
| PHYSICO-CHEMICAL | | | |
| Sample Preparation | ₱ 225.00 | ₱ 202.50 | ₱ 191.25 |
| Color (Apparent) | ₱ 150.00 | ₱ 135.00 | ₱ 127.50 |
| Color (True) | ₱ 200.00 | ₱ 180.00 | ₱ 170.00 |
| Turbidity | ₱ 150.00 | ₱ 135.00 | ₱ 127.50 |
| Temperature | ₱ 150.00 | ₱ 135.00 | ₱ 127.50 |
| pH | ₱ 150.00 | ₱ 135.00 | ₱ 127.50 |
| Conductivity | ₱ 150.00 | ₱ 135.00 | ₱ 127.50 |
| Total Suspended Solids (TSS) | ₱ 450.00 | ₱ 405.00 | ₱ 382.50 |
| Total Dissolved Solids (TDS, Gravimetric) | ₱ 500.00 | ₱ 450.00 | ₱ 425.00 |
| Total Dissolved Solids (TDS, Electrometric) | ₱ 100.00 | ₱ 90.00 | ₱ 85.00 |
| Total Solids | ₱ 450.00 | ₱ 405.00 | ₱ 382.50 |
| Total Hardness | ₱ 500.00 | ₱ 450.00 | ₱ 425.00 |
| Calcium Hardness | ₱ 400.00 | ₱ 360.00 | ₱ 340.00 |
| Chloride | ₱ 600.00 | ₱ 540.00 | ₱ 510.00 |



| | | | |
|------------------------------|------------|----------|----------|
| Odor | ₱ 100.00 | ₱ 90.00 | ₱ 85.00 |
| Chlorosity | ₱ 300.00 | ₱ 270.00 | ₱ 255.00 |
| Salinity | ₱ 300.00 | ₱ 270.00 | ₱ 255.00 |
| Total Alkalinity | ₱ 400.00 | ₱ 360.00 | ₱ 340.00 |
| P-Alkalinity | ₱ 250.00 | ₱ 225.00 | ₱ 212.50 |
| M-Alkalinity | ₱ 250.00 | ₱ 225.00 | ₱ 212.50 |
| Hydroxides | ₱ 250.00 | ₱ 225.00 | ₱ 212.50 |
| Carbonates | ₱ 250.00 | ₱ 225.00 | ₱ 212.50 |
| Bicarbonates | ₱ 250.00 | ₱ 225.00 | ₱ 212.50 |
| Total CO ₂ | ₱ 250.00 | ₱ 225.00 | ₱ 212.50 |
| Free CO ₂ | ₱ 250.00 | ₱ 225.00 | ₱ 212.50 |
| Chloride | ₱ 400.00 | ₱ 360.00 | ₱ 340.00 |
| Sulfate | ₱ 600.00 | ₱ 540.00 | ₱ 510.00 |
| Residual Chlorine | ₱ 800.00 | ₱ 720.00 | ₱ 680.00 |
| Total Acidity | ₱ 400.00 | ₱ 360.00 | ₱ 340.00 |
| P-Acidity | ₱ 250.00 | ₱ 225.00 | ₱ 212.50 |
| M-Acidity | ₱ 250.00 | ₱ 225.00 | ₱ 212.50 |
| Nitrite | ₱ 300.00 | ₱ 270.00 | ₱ 255.00 |
| Phosphorus | ₱ 350.00 | ₱ 315.00 | ₱ 297.50 |
| Phosphate | ₱ 500.00 | ₱ 450.00 | ₱ 425.00 |
| Total Phosphorus | ₱ 600.00 | ₱ 540.00 | ₱ 510.00 |
| Chromium hexavalent | ₱ 500.00 | ₱ 450.00 | ₱ 425.00 |
| Silica (Heteropolyblue) | ₱ 450.00 | ₱ 405.00 | ₱ 382.50 |
| Silica (molybdate-reactive) | ₱ 500.00 | ₱ 450.00 | ₱ 425.00 |
| Wastewater-COD | ₱ 950.00 | ₱ 855.00 | ₱ 807.50 |
| Dissolved Oxygen | ₱ 200.00 | ₱ 180.00 | ₱ 170.00 |
| Oil and Grease | ₱ 1,000.00 | ₱ 900.00 | ₱ 850.00 |
| Surfactants-MBAS | ₱ 1,000.00 | ₱ 900.00 | ₱ 850.00 |
| Settleable Solids | ₱ 300.00 | ₱ 270.00 | ₱ 255.00 |
| Microbiological | | | |
| <i>E. coli</i> | ₱ 500.00 | ₱ 450.00 | ₱ 425.00 |
| Total Coliforms | ₱ 500.00 | ₱ 450.00 | ₱ 425.00 |
| Fecal coliforms | ₱ 500.00 | ₱ 450.00 | ₱ 425.00 |
| Total Plate Count | ₱ 500.00 | ₱ 450.00 | ₱ 425.00 |
| <i>Staphylococcus aureus</i> | ₱ 360.00 | ₱ 324.00 | ₱ 306.00 |



| | | | |
|--|----------|----------|----------|
| <i>Salmonella</i> | ₱ 480.00 | ₱ 432.00 | ₱ 408.00 |
| <i>Yeast/mold count</i> | ₱ 300.00 | ₱ 270.00 | ₱ 255.00 |
| Standard Aerobic Plate Count or Viable Total Count | ₱ 240.00 | ₱ 216.00 | ₱ 204.00 |
| Water Potability | ₱ 700.00 | ₱ 630.00 | ₱ 595.00 |
| Sample Preparation | ₱ 225.00 | ₱ 202.50 | ₱ 191.25 |
| Sterilized bottle | ₱ 65.00 | ₱ 58.50 | ₱ 55.25 |
| Use of Equipment | | | |
| Rotary Evaporator Extraction (per mL) | ₱ 1.00 | ₱ 0.90 | ₱ 0.85 |
| Incubator (per hour) | ₱ 5.00 | ₱ 4.50 | ₱ 4.25 |
| Autoclave (per hour) | ₱ 60.00 | ₱ 54.00 | ₱ 51.00 |
| Furnace (per hour) | ₱ 150.00 | ₱ 135.00 | ₱ 127.50 |
| Oven (per hour) | ₱ 24.00 | ₱ 21.60 | ₱ 20.40 |
| Laminar Flow Hood (per hour) | ₱ 20.00 | ₱ 18.00 | ₱ 17.00 |



Office Of University Research Development

Internal Services



1. Processing of Request for Research Output Incentives

The service can be availed by TSU faculty and non-teaching personnel whose researches were published and cited in Scopus, ISI, Thompson Reuters and other refereed journals. Also, faculty and non-teaching personnel who have presented their research output in regional, national, and international conferences including awards from conferences are eligible for the grant of research output incentives.

| Office or Division: | University Research Office |
|---|--|
| Classification: | Complex Transaction |
| Type of Transaction: | G2C – Government to Citizen G2G – Government to Government |
| Who may avail: | TSU Faculty Researchers |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |
| <p>**For publication incentive</p> <p>a. Accomplished Request for Incentive of Research Publication TSU-URO-SF-56 (3 original copies)</p> <p>b. Journal article including cover page (in triplicate copy)</p> <p>c. Copyright page (in triplicate copy)</p> <p>d. Editorial board and table of contents of the journal (in triplicate copy)</p> <p>e. Accomplished Authors' Consent Form TSU-URO-SF-49 (If paper has multiple authors from TSU) (in triplicate copy)</p> <p>***For citation incentive</p> <p>a. Accomplished Request for Incentive of Research Citation TSU-URO-SF-54 (3 original copies)</p> <p>b. Copy of the citing article (in triplicate copy)</p> <p>c. Accomplished Authors' Consent Form TSU-URO-SF-49 (If paper has multiple authors from TSU) (in triplicate copy)</p> <p>****For presentation incentive</p> <p>a. Accomplished Request for Incentive of Research Presentation TSU-URO-SF-55 (3 original copies)</p> <p>b. Copy of the paper (in triplicate copy)</p> <p>c. Invitation to the presentation (in triplicate copy)</p> <p>d. Program of the conference (in triplicate copy)</p> <p>e. Certificate of Appearance (in triplicate copy)</p> <p>f. Certificate of participation (in triplicate copy)</p> <p>g. Travel order (If applicable) (in triplicate copy)</p> <p>h. Accomplished Authors' Consent Form TSU-URO-SF-49 (If paper has multiple authors from TSU) (in triplicate copy)</p> | <p>University Research Office/TSU Website https://tsu.edu.ph/downloads/for-faculty-and-personnel/</p> <p>The client will provide</p> <p>The client will provide</p> <p>The client will provide</p> <p>University Research Office https://tsu.edu.ph/downloads/for-faculty-and-personnel/</p> <p>University Research Office/TSU Website https://tsu.edu.ph/downloads/for-faculty-and-personnel/</p> <p>The client will provide</p> <p>University Research Office https://tsu.edu.ph/downloads/for-faculty-and-personnel/</p> <p>University Research Office/TSU Website https://tsu.edu.ph/downloads/for-faculty-and-personnel/</p> <p>The client will provide</p> <p>The client will provide</p> <p>The client will provide</p> <p>The client will provide</p> <p>The client will provide</p> <p>The client will provide</p> <p>The client will provide</p> <p>University Research Office https://tsu.edu.ph/downloads/for-faculty-and-personnel/</p> |



| | |
|--|--|
| <p>***** For winners in a research competition/oral presentation</p> <p>a. Accomplished Request for Incentive <u>as winner in research competition/presentation</u> TSU-URO-SF-57 (3 original copies)</p> <p>b. Copy of the paper (in triplicate copy)</p> <p>c. Invitation to the presentation (in triplicate copy)</p> <p>d. Program of the conference (in triplicate copy)</p> <p>e. Certificate of appearance (in triplicate copy)</p> <p>f. Certificate of recognition (in triplicate copy)</p> <p>g. Accomplished Authors' Consent Form TSU-URO-SF-49 (If paper has multiple authors from TSU) (in triplicate copy)</p> | <p>University Research Office/TSU Website https://tsu.edu.ph/downloads/for-faculty-and-personnel/</p> <p>The client will provide The client will provide</p> <p>The client will provide</p> <p>The client will provide</p> <p>The client will provide</p> <p>University Research Office https://tsu.edu.ph/downloads/for-faculty-and-personnel/</p> |
|--|--|

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|-----------------|-----------------|---|
| <p>1. Submits complete requirements, as stated in the Checklist of Requirements, to the University Research Office at the TSU Lucinda Campus (hard copies).</p> | <p>1.1 Receives and checks the completeness of the submitted documents</p> | None | 10 minutes | <i>Staff(s)</i> Research Publication, Information and Communication Unit |
| | <p>1.2 Attaches Approval of Funding Form</p> | None | 10 minutes | <i>Staff(s)</i> Research Publication, Information and Communication Unit |
| | <p>1.3 Evaluates the request for incentive as to the correctness and reliability of the attached documents or evidence. Once the request passed the evaluation, it will be approved by URO Director</p> | None | 2 working days | <i>Staff(s)</i> Research Publication, Information and Communication Unit |
| | <p>1.4 Reviews the requested amount of incentive as to the availability of funds. Once fund is available, the accounting office will approve the request.</p> | None | 1 working day | Chief Finance Officer Finance Office |



| | | | | |
|---|---|-------------|---|--|
| | 1.5 Reviews and evaluates the incentive by Vice President for Research Development and Extension and Vice President Administration for further approval and by the University President for final approval. | None | 3 working days | Vice President for Research Development and Extension (VPRDE) Vice President Administration (VPA) University President OUP |
| | 1.6 Prepares the voucher for the incentive. | None | 30 minutes | <i>Staff(s)</i> Research Publication, Information and Communication Unit |
| | 1.7 Forwards the prepared voucher to the Budget Office for processing. | None | 30 minutes | <i>Staff(s)</i> Research Publication, Information and Communication Unit |
| 2. Receives a Notification Slip on the approval/disapproval of the request (via email). | 2.1 Send Notification slip to the applicant/client indicating that his/her voucher is already at the Budget office (via email). | None | 30 minutes | <i>Staff(s)</i> Research Publication, Information and Communication Unit |
| TOTAL: | | None | 6 working days, 1 hour, 50 minutes | |



2. Processing of Funding Request for Research Paper Presentation and Research Publication

To increase the research publication and presentation outputs of TSU, the university shoulders the registration fee of researchers that will present to international, national and regional conference/ fora as well as the publication fee of researches that will be published in Scopus, International Scientific Indexing (ISI), Thompson Reuters and other refereed journals.

| | | | | |
|---|---|--|------------------------|--|
| Office or Division: | Research Services Unit | | | |
| Classification: | Complex Transaction | | | |
| Type of Transaction: | G2C – Government to Citizen G2G – Government to Government | | | |
| Who may avail: | TSU Faculty Researchers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| **For Funding of Research Presentation <ol style="list-style-type: none"> Accomplished Request for Funding of Paper Presentation TSU-URO-SF-42 (3 original copies) Full Copy of the Paper (in triplicate copy) Invitation to the presentation or Acceptance letter (in triplicate copy) Approval sheet of thesis dissertation (Only applicable for researches emanating from thesis or dissertation) (in triplicate copy) | | University Research Office/TSU Website https://tsu.edu.ph/downloads/for-faculty-and-personnel/ The client will provide The client will provide The client will provide | | |
| ***For Funding of Research Publication <ol style="list-style-type: none"> Accomplished Request for Funding of Paper Presentation TSU-URO-SF-42 (in triplicate copy) Copy of Full Paper (3 copies) Editorial Board of the Journal (in triplicate copy) Table of Contents of the Journal which will prove that the research is included in that journal issue (in triplicate copy) Cover of the Publishing Journal (in triplicate copy) Acceptance letter from the publishing journal (in triplicate copy) | | University Research Office/TSU Website https://tsu.edu.ph/downloads/for-faculty-and-personnel/ The client will provide The client will provide The client will provide The client will provide The client will provide | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits complete requirements, as stated in the Checklist of Requirements, to | 1.1 Receives and checks the completeness of the submitted documents | None | 10 minutes | Staff(s) Research Publication, Information and Communication Unit |



| | | | | |
|---|--|------|----------------|---|
| the University Research Office at the TSU Lucinda Campus (hard copies). | 1.2 Attaches Approval of Funding Form | None | 10 minutes | Staff(s) Research Publication, Information and Communication Unit |
| | 1.3 Evaluates the research whether it is already presented in the University's In-House Review. Also, the URO Director will check the correctness and verify the attached documents or evidence. Once the request passed the evaluation, it will be approved by the URO Director | None | 2 working days | Staff(s) Research Publication, Information and Communication Unit Director, University Research Office |
| | 1.4 Reviews the requested amount as to the availability of funds. Once fund is available, the Accounting Office will approve the request | None | 1 working day | Chief Finance Officer Finance Office |
| | 1.5 Reviews and evaluates the incentive by Vice President for Research Development and Extension and Vice President Administration for further approval and by the University President for final approval. | None | 3 working days | Vice President Vice President for Research Development and Extension (VPRDE) Vice President Vice President for Administration (VPA) University President OUP |
| | 1.6 Prepares the voucher for the incentive. | None | 30 minutes | Staff(s) Research Publication, Information and Communication Unit |
| | 1.7 Forwards the prepared voucher to the Budget Office for processing. | None | 30 minutes | Staff(s) Research Publication, Information and Communication Unit |



| | | | | |
|--|---|-------------|---|---|
| 2. Receives a Notification Slip on the approval/ disapproval of the request (via email). | 2.1 Send Notification slip to the applicant/client indicating that his/her voucher is already at the Budget office (via email). | None | 30 minutes | <i>Staff(s)</i> Research Publication, Information and Communication Unit |
| TOTAL: | | None | 6 working days, 50 minutes | |



3. Processing of Research Proposal

The service can be availed by faculty researchers and TSU non- teaching personnel who pursue conduct of research. The service is a pre-requisite process for the university to fund researches implemented by faculty and non-teaching personnel.

1A. Initial Evaluation of Research Proposals

| | | | | |
|--|--|---|---------------------------------------|---|
| Office or Division: | University Research Office | | | |
| Classification: | Highly Technical Transaction | | | |
| Type of Transaction: | G2C – Government to Citizen G2G – Government to Government | | | |
| Who may avail: | TSU Faculty Researchers TSU Non-Teaching Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Accomplished Research Capsule Proposal TSU-URO-SF-01 (1 Original copy and electronic copy) | | University Research Office/TSU Website https://tsu.edu.ph/downloads/for-faculty-and-personnel/ | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits accomplished form to the University Research Office at the TSU Lucinda Campus (hard copies) and sends the electronic copy via email (to rmcbu@tsu.edu.ph) | 1.1 Receives and checks the completeness of the submitted documents. | None | 10 minutes | Staff(s) Research Management and Capacity Building Unit |
| | 1.2 Initial Evaluation of the submitted research proposals | None | 7 working days | Staff(s) Research Management and Capacity Building Unit Director, University Research Office |
| 2. Receives the result of the initial evaluation via email. | 2.1 Releases the results of the initial evaluation to all concerned researchers via email. | None | 2 Working days | Staff(s) Research Management and Capacity Building Unit |
| TOTAL: | | None | 9 Workings days and 10 minutes | |



1B. Research Evaluation

| | | | | |
|--|--|---|--|---|
| Office or Division: | University Research Office | | | |
| Classification: | Highly Technical Transaction | | | |
| Type of Transaction: | G2C – Government to Citizen G2G – Government to Government | | | |
| Who may avail: | TSU Faculty Researchers TSU Non-Teaching Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Accomplished Research Capsule Proposal TSU-URO-SF-01 (1 Original copy and electronic copy) | | University Research Office/TSU Website https://tsu.edu.ph/downloads/for-faculty-and-personnel/ | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits accomplished form to the University Research Office at the TSU Lucinda Campus (hard copies) and sends the electronic copy via email (to rmcbu@tsu.edu.ph) | 1.1 Receives and checks the completeness of the submitted document | None | 10 minutes | <i>Staff(s)</i> Research Management and Capacity Building Unit |
| | 1.2 Research Evaluation (University Wide Research Colloquium) | None | 7 working days | Research Committee and External Research Evaluator |
| | 1.3 Consolidates the ratings and recommendation during the research evaluation | None | 7 working days | <i>Staff(s)</i> Research Management and Capacity Building Unit |
| 2. Receives the result of the initial evaluation via email. | 2.1 Releases the results of the evaluation to all concerned researchers | None | 3 working days | <i>Staff(s)</i> Research Management and Capacity Building Unit |
| TOTAL: | | None | 17 workings days and 10 minutes | |



4. Approval of Special Research Project/Program

The service can be availed by faculty researchers and TSU non- teaching personnel who pursue conduct of research. The service indicates the process of approval of special research project/program in the university.

| | | | | |
|---|--|---|------------------------|--|
| Office or Division: | University Research Office | | | |
| Classification: | Highly Technical Transaction | | | |
| Type of Transaction: | G2C – Government to Citizen G2G – Government to Government | | | |
| Who may avail: | TSU Faculty Researchers TSU Non-Teaching Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <p>** If research is directly commissioned by the University President</p> <p>a. Endorsement letter from the Office of the University President (1 Original copy)</p> <p>b. Accomplished Research Capsule Proposal TSU-URO-SF-01 (1 Original copy and electronic copy)</p> <p>*** If project is under Mentor and Mentee Program</p> <p>a. Memorandum of Agreement (1 Duplicate copy)</p> <p>b. Accomplished Research Capsule Proposal TSU-URO-SF-01 (1 Original copy and electronic copy)</p> <p>**** If the project is initiated and necessary to the college or specific office</p> <p>a. Letter of Request for Approval (1 Original copy)</p> <p>b. Accomplished Research Capsule Proposal TSU-URO-SF-01 (1 Original copy and electronic copy)</p> <p>If research is authored by members of the Administrative Council</p> <p>a. Accomplished Research Capsule Proposal TSU-URO-SF-01 (1 Original copy and electronic copy)</p> | | <p>The researcher will provide</p> <p>University Research Office/TSU Website https://tsu.edu.ph/downloads/for-faculty-and-personnel/</p> <p>University Research Office</p> <p>University Research Office/TSU Website https://tsu.edu.ph/downloads/for-faculty-and-personnel/</p> <p>The researcher will provide</p> <p>University Research Office/TSU Website https://tsu.edu.ph/downloads/for-faculty-and-personnel/</p> <p>University Research Office/TSU Website https://tsu.edu.ph/downloads/for-faculty-and-personnel/</p> | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits accomplished form to the University Research Office at the TSU Lucinda Campus (hard | 1.1 Receives and checks the completeness of the submitted document | None | 10 minutes | Staff(s) Research Management and Capacity Building Unit |



| | | | | |
|--|--|-------------|---------------------------------|---|
| copies) and sends the electronic copy via email (to rmcbu@tsu.edu.ph). | 1.2 Evaluation of research/es by the UREC | None | 7 working days | University Research Evaluation Committee |
| | 1.3 Approval of Research/es by the OUP | None | 3 working days | Office of the University President |
| 2. Receives the Notice to Proceed via email. | a. Releases the Notice to Proceed via email. | None | 1 working Day | <i>Staff(s)</i> Research Management and Capacity Building Unit |
| TOTAL: | | None | 11 workings days and 10 minutes | |



Office of University Extension Service

External Services



1. Processing of Request for Extension Documents, Facility, and Equipment

The service allows acknowledgement and serving the request for extension documents, facility, and equipment by faculty, personnel, and students of TSU and other external interested parties.

| | | | | |
|---|---|---|-----------------------------------|--|
| Office or Division: | Office of University Extension Service (OUES) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen G2G - Government to Government G2B – Government to Business | | | |
| Who may avail: | Extension Chairpersons, Extension Service Providers, Students, Beneficiaries, State Universities and Colleges, Guests | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Accomplished Request Form (TSU-ESO-SF 18) (2 Original Copies) | | Downloadable from TSU Official Website (https://www.tsu.edu.ph/media/c0pazwsd/extension-service-request-form.docx) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the accomplished request form or letter at the Office of University Extension Service | 1.1 Acknowledgment and stamping of the filled-out request form | None | 5 minutes | <i>Clerk</i> Office of University Extension Service |
| | 1.2 Review of the submitted request form | None | 10 minutes | <i>Unit Head</i> Office of University Extension Service |
| | 1.3 Approval or Disapproval of request | None | 10 minutes | <i>Director</i> Office of University Extension Service |
| 2. Receive approval/ disapproval notification | 2. Notification / Communication to the requesting person about the result of request | None | 1 working day | <i>Unit Head</i> Office of University Extension Service |
| 3. Receiving / Claiming of requested items or facility (if approved) | 3. Serving of request upon approval | None | 1 working day | <i>Clerk</i> Office of University Extension Service |
| TOTAL: | | None | 2 working days, 25 minutes | |



Office of University Extension Service

Internal Services



1. Receiving and Endorsement of Request Letter/Form

This procedure applies during the receiving of request letter/form of beneficiary from Office of the Vice President for Research Development and Extension (VPRDE) to the endorsement to concerned College Deans and Directors.

| | | | | |
|---|---|------------------------------------|---------------------------|--|
| Office or Division: | Office of University Extension Service (OUES) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Beneficiaries, Colleges, Centers and Offices | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Endorsement Slip (TSU-OUP-SF-01) (1 Original Copy) | | Office of the University President | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit a request form/letter to the Office of the University President | 1.1 Receiving of request letter/form from Vice President Research, Development, and Extension | None | 5 minutes | <i>Clerk</i> Office of University Extension Service |
| | 1.2 Review of the request letter/form | None | 10 minutes | <i>Director</i> Office of University Extension Service |
| | 1.3 Logging the 3 rd endorsement addressed to the College Deans/Directors for action | None | 5 minutes | <i>Director</i> Office of University Extension Service |
| | 1.4 Duplication of the logged endorsement slip and request letter/form for tracking purposes | None | 5 minutes | <i>Clerk</i> Office of University Extension Service |
| 2. Receiving of the endorsed request letter/form, for action | 2.1 Endorsement / Transmittal of request letter/form to College Deans or Directors | None | 30 minutes | <i>Clerk</i> Office of University Extension Service |
| | 2.2. Ask of feedback or status about the endorsed/transmitted extension request | None | 30 minutes | <i>Unit Head</i> Office of University Extension Service |
| TOTAL: | | None | 1 hour, 25 minutes | |



2. Processing and Evaluation of Extension Proposal

The service allows processing and evaluation of extension proposal (both with funding request and without funding request) submitted by various colleges, centers, and offices. It covers from receiving of the extension proposal to endorsement/transmittal of approved/disapproved extension documents

| | | | | |
|---|--|---|------------------------|--|
| Office or Division: | Office of University Extension Service (OUES) | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Extension Chairpersons, College Extension Technical Staff, and Extension Service Providers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request Form (TSU-ESO-SF-01) (1 Original Copy) | | Downloadable from TSU Faculty Portal (https://www.tsu.edu.ph/media/c0pazwsd/extension-service-request-form.docx) | | |
| 2. Request Letter (1 Original Copy) | | Beneficiary / Client | | |
| 3. Generic Memorandum of Agreement (MOA) (3 Original Copies) | | Downloadable from TSU Faculty Portal (https://faculty.tsu.edu.ph/Documents/Extensions/EXTENSION%20SYSTEM%20FORMS/MOA%20-%20Generic%20for%20Extension%20Trainings%20and%20Seminars.docx) | | |
| 4. Extension Proposal (TSU-ESO-SF-02) (2 Original Copies) | | Downloadable from TSU Faculty Portal (https://faculty.tsu.edu.ph/Documents/Extensions/EXTENSION%20SYSTEM%20FORMS/SF02-REV08-Short-Term-Extension-Project-Proposal.docx) | | |
| 5. Module (for Trainings/Seminars) (1 Original Copy) | | Downloadable from TSU Faculty Portal (https://faculty.tsu.edu.ph/Documents/Extensions/CAPACITY%20BUILDING%20MODULES/Extension%20Module%20PPT%20Template.pptx) | | |
| 6. Evaluation Form (TSU-ESO-SF-36) (1 Original Copy) | | Office of University Extension Service | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit extension documents (Extension Activity Proposal with Supporting Attachments) to Office of University Extension Service | 1.1 Receiving, Initial Checking and Stamping of extension documents | None | 15 minutes | <i>Clerk</i> Office of University Extension Service |
| | 1.2 Review and evaluation of extension documents | None | 2 working days | <i>Unit Head</i> Office of University Extension Service |
| | 1.3 Sending of notification regarding the result of review, or if with concerns on the submitted extension documents | None | 1 working day | <i>Unit Head</i> Office of University Extension Service |
| | 1.3 Preparation of evaluation report and Work Order / Special Order | None | 1 hour | <i>Unit Head</i> Office of University Extension Service |



| | | | | |
|--|--|-------------|--|--|
| | 1.4 Encoding of proposal details in PMERS | None | 1 hour | <i>Technical Staff</i> Office of University Extension Service |
| | 1.5 Review and signing of evaluation report | None | 30 minutes | <i>Director</i> Office of University Extension Service |
| | For w/ Funding Request: 1.6 Endorsement of extension documents and evaluation report to Accounting Office for fund certification For w/o Funding Request: 1.6 Endorsement of extension documents and evaluation report to VPRDE for recommending approval | None | 30 minutes | <i>Clerk</i> Office of University Extension Service |
| | 1.7. Ask of feedback or status about the endorsed/ transmitted extension proposals and other supporting documents | None | 30 minutes | <i>Unit Head</i> Office of University Extension Service |
| | 1.8 Notification to concerned College, Centers, Offices regarding the result of processing/ evaluation (approved or disapproved) | None | 30 minutes | <i>Unit Head</i> Office of University Extension Service |
| 2. Receive approved/ disapproved extension documents | 2. Endorsement / Transmittal of approved/ disapproved extension documents | None | 30 minutes | <i>Clerk</i> Office of University Extension Service |
| | TOTAL: | None | 3 working days, 4 hours, 45 minutes | |



3. Review of Extension Post-Reportorial Documents

The service allows the review of post-reportorial documents submitted by the Extension Chairpersons, and Extension Services Providers of the university, and the release of certificate of completion for completed projects with complete post-reportorial documents.

| | | | | |
|--|--|--|----------------------------|--|
| Office or Division: | Office of University Extension Service (OUES) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Extension Chairpersons and Extension Service Providers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Post Activity Report (TSU-ESO-SF-08) (1 Original Copy) | | Office of University Extension Service | | |
| 2. Attendance Sheet (TSU-ESO-SF-10) (1 Original Copy) | | Downloadable from TSU Faculty Portal (https://faculty.tsu.edu.ph/Documents/Extensions/EXTENSION%20SYSTEM%20FORMS/SF10-REV02-Attendance-Sheet.docx) | | |
| 3. Extension Service Monitoring Report (TSU-ESO-SF-70) (1 Original Copy) | | Office of University Extension Service | | |
| 4. Special Order / Work Order (1 Original Copy) | | Office of University Extension Service | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the Post-Reportorial Documents (Post Activity Report, Attendance Sheet, Activity Photos, Work/Special Orders, Extension Service Monitoring Report, and other applicable documents) to Office of University Extension Service | 1.1 Receiving and stamping of post-reportorial documents | None | 5 minutes | <i>Clerk</i> Office of University Extension Service |
| | 1.2 Review of Post-Reportorial Documents | None | 1 hour | <i>Unit Head</i> Office of University Extension Service |
| | 1.3 Filing / Record Keeping | None | 5 minutes | <i>Technical Staff</i> Office of University Extension Service |
| | 1.4 Data encoding/scanning (PMERS) | None | 1 hour | <i>Technical Staff</i> Office of University Extension Service |
| 2. Receive certificate of completion | 2. Issue certificate of completion | None | 30 minutes | <i>Technical Staff</i> Office of University Extension Service |
| TOTAL: | | None | 2 hours, 40 minutes | |



Office of Technology Development Transfer & Commercialization

External Services



1. Processing of Requests for Trademark Application Assistance

For internal and external clients who wish to avail the trademark application assistance of TDTCO.

| | | | | |
|--|--|--|------------------------|--|
| Office or Division: | Technology Development, Transfer and Commercialization Office | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. One (1) original copy of accomplished OTDTC Service Request Form TSU-TTO-SF-01 (in lieu of Letter) | | Office of Technology Development, Transfer or Commercialization or Download from: https://tinyurl.com/OTDTCServiceRequest | | |
| 2. One (1) electronic copy of the mark to be registered | | c/o Client | | |
| 3. Three (3) original copies of Notarized MOA for external client | | Office of Technology Development, Transfer or Commercialization | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill out and submit request for trademark application assistance and trademark application form addressed to the Office of the University President | 1.1 Receive Correspondence & Acknowledgement of receipt by the University Records & Archive Unit (RAU) and forwards it to the Office of the University President (OUP) | None | 20 minutes | Staff Records And Archives Unit |
| | 1.2 Endorse the request to the TDTCO | None | 1 working day | President Office of the University President |
| | 1.3 External client and TSU, through OTDTC, sign the MOA | None | 1 working day | Personnel Office Of Technology Development Transfer And Commercialization |
| | 1.4 File an online trademark application | None | 1 hour | Staff Office Of Technology Development Transfer And Commercialization |
| 2. Pay the corresponding filing fees | 2.1 Processing and examination of application and issuance notice of allowance c/o the University | *See table below | 6 months & 7 days | Intellectual Property Office of the Philippines (IPOP HL) |



| | | | | |
|--|--|-------------------------|---|--|
| | 2.2 IPOPHL issues certificate of registration c/o the University | None | 3 months (average) | Intellectual Property Office of the Philippines (IPOPHL) |
| | 3.1 Forward the certificate to the applicant thru email or personal delivery | None | 1 working day | <i>Personnel Office Of Technology Development Transfer And Commercialization</i> |
| | TOTAL: | *See table below | 11 months, 10 working days, 1 hour, 20 minutes <i>*Trademark Assistance is covered under R.A. 8293</i> | |



| TYPE | *SMALL ENTITY | *BIG ENTITY |
|---|---------------|-------------|
| Filing Fee (per class) | PHP 1,200 | PHP 2,592 |
| Claim of Color (per class) | PHP 280 | PHP 600 |
| Publication | PHP 900 | PHP 960 |
| Issuance of Certificate of Registration | PHP 570 | PHP 1,200 |
| Declaration of Actual Use (3rd year) | PHP 900 | PHP 1,920 |
| 2nd Publication (Publication of Registration) | PHP 900 | PHP 960 |

**Small entity: with 100M worth of assets or less | *Big entity: with more than 100M worth of assets*

Note: Total charges may vary depending on the number of claims, classes and embodiments applied. All fees are subject to 1% Legal Research Fund (LRF) as required by R.A. 3870. If the fee is below P 1,000.00, the LRF is P 10.00.



Center for Food Technology and Research
External/Internal Services



1. Processing of FTRC Service Requests

This allows the clients to request services on technical training, technical advisory, shared facility, analytical laboratory, research and development, and product standardization which will be delivered through the facilities, equipment, and technical service provider of the CFTR.

| | | | | |
|--|--|---|------------------------|---|
| Office or Division: | Center for Food Technology and Research | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Accomplished FTRC Service Request Form TSU-FTRC-SF-01 (1 Original Copy or 1 Electronic Copy) with the following information: <ul style="list-style-type: none"> • Full name of the Client/ Requestor • Nature of client • Products and Services • Contact Number • Service Request/ Purpose / Details of Request • Signature of the Requestor | | Food Technology and Research Center or TSU Website https://www.tsu.edu.ph/media/fiqpvthv/tsu-ftr-sf-01-ftrc-service-request-form-rev-0.docx | | |
| 2. Approved Request Letter or Endorsement from the TSU President, if any. | | The client will provide. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or pres_office@tsu.edu.ph | 1.1. Receives Service Request and endorsement to Office of the University President | None | 1 working day | <i>Staff</i> Records and Archives |
| | 1.2 Endorsement of Request from OUP to FTRC | None | 1 working day | <i>University President</i> Office of the University President |
| | 1.3 Assess Request Form as to availability of service and endorsement to FTRC Unit Head | None | 15 minutes | <i>Director</i> Center for Food Technology and Research Office |



| | | | | |
|---|--|-------------|--|---|
| Note: All areas needed to be filled up by the client shall be complete. | 1.4 Reviews the submitted Request Form as to the availability of resources (e.g. schedule of facility use, and service provider/ food specialists) | None | 30 minutes | <i>Unit Head</i> Center for Food Technology and Research Office |
| | 1.5 Sends Notice of Receipt of Service Request (NRSR) through email and mobile number. *NRSR contains proposed schedule of initial consultation meeting | None | 15 minutes | <i>FTRC Unit Head</i> |
| 2. Confirm available schedule and attendance to the initial consultation meeting | 2.1 Organizes and conducts the initial consultation meeting. 2.2 Draft and finalize the relevant document to the service requested. 2.3 Deliver the service activities depending on the agreed terms and conditions. | None | 30 minutes | <i>Director, Unit Head, Staff</i> Center for Food Technology and Research Center |
| | 2.2 Draft and finalize relevant documents (e.g. MOA, TOR, NDA, Service Proposal, Research Proposal, etc.) | None | 7 working days | <i>Director, Unit Head, Staff</i> Center for Food Technology and Research Center |
| 3. Conform to agreed service terms and conditions, and project activities as stipulated in the relevant documents | 3. Deliver service activities | None | 10 working days or depending on the scope of project duration. | <i>Staff, Service Providers</i> Center for Food Technology and Research Center |
| TOTAL: | | None | 19 working days, 1 hour & 30 minutes. | |



2. Processing of Shared Facility Services Request

The service allows Micro, Small and Medium Enterprises (MSMEs). Students, Faculty, and Researchers to request services related to usage of machines and equipment through shared facilities related to food processing, food packaging and co-working space.

| | | | | |
|---|---|--|------------------------|--|
| Office or Division: | Center for Food Technology and Research - Production Services Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government | | | |
| Who may avail: | MSMEs, Students, Faculty and Researchers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <p>1. For Internal Client, Accomplished Shared Facility Services Request Form <i>TSU-FTR-SF-06</i> (Original Copy or 1 Electronic Copy) with the following information.</p> <ul style="list-style-type: none"> • Full name of the Client/ Requestor • Products and Services • Contact Number • SFS Service Request/ Purpose / Details of Request • Signature of the Requestor | | <p>1. Food Technology and Research Center or download at https://www.tsu.edu.ph/media/jmmhsy41/tsu-ftrc-sf-06-shared-facility-services-internal-client-request-form-rev-1.docx</p> | | |
| <p>2. For Internal Client (Students), Certificate of Registration (COR)</p> | | <p>2. The Client will provide</p> | | |
| <p>3. For External Client, Accomplished Shared Facility Services Request Form <i>TSU-FTR-SF-13</i> (Original Copy or 1 Electronic Copy) with the following information.</p> <ul style="list-style-type: none"> • Full name of the Client/ Requestor • Products and Services • Contact Number • SFS Service Request/ Purpose / Details of Request • Signature of the Requestor | | <p>3. Food Technology and Research Center or download at https://www.tsu.edu.ph/media/jmmhsy41/tsu-ftrc-sf-06-shared-facility-services-internal-client-request-form-rev-1.docx</p> | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. For External Client , Submit the duly accomplished documents to the Center for Food Technology | <p>1.1 Receives and verifies the completeness of the submitted documents.</p> <p>*If submitted documents are incomplete, return</p> | None | 5 minutes | <i>Unit Head, Staff Center for Food Technology and Research Center</i> |



| | | | | |
|--|--|------|------------|--|
| and Research Center | and inform the lacking | | | |
| <p>2. For Internal Client, Submit duly accomplished and signed documents and Certificate of Registration, if any, to the Center for Food Technology and Technology.</p> <p>Note: All areas needed to be filled up by the client shall be complete.</p> | <p>1.2 Assessment of Request Form: Checks the readiness and availability of shared facilities including the equipment and test/s to be conducted. Also, the Production Supervisor /Laboratory Supervisor in-charge who will assist the client.</p> | None | 15 minutes | <i>Unit Head, Staff Center for Food Technology and Research Center</i> |
| | <p>1.3 Receive and review scheduled service/s by the Unit Head alongside with the approval of the Director. Once approved, proceed to the next step.</p> | None | 15 minutes | <i>Unit Head, Staff Center for Food Technology and Research Center</i> |
| | <p>1.4 Notify client through email or number provided regarding the approved SFS request and the required PPEs that needs to bring on the scheduled date.</p> <p>Note: Client must come on the scheduled time and date.</p> | None | 15 minutes | <i>Unit Head, Staff Center for Food Technology and Research Center</i> |
| <p>2. Confirm the available schedule for the SFS Request</p> | <p>2.1 For External Client, make quotation amounting the requested SFS services and the Production Project Assistant II send quotation to the client as agreement for future payment.</p> | None | 30 minutes | <i>Director, Unit Head, Staff Center for Food Technology and Research Center</i> |



| | | | | |
|--|--|--|----------------|--|
| | <p>2.1 For Internal Client, Services for internal clients are free of charge. However, he/she needs to submit Certificate of Registration (COR) to FTRC office.</p> | | | |
| | <p>2.2 For External Client, Request for transaction number to accounting office and send details of payment to the client thru email.</p> | None | 30 minutes | <i>Director, Unit Head, Staff Center for Food Technology and Research Center</i> |
| 3. Pay and submit the Official Receipt to the Center for Food Technology and Research Center | 3.1 Receives the Official Receipt (OR) | <p>SFS Fees = Machine rate per hour x total number of hours used x discount (if applicable)</p> <p>Discount MSMEs = 15% External Student, Researcher, and Faculty = 10%</p> <p>*Please see SFS Brochure for the list of machine and equipment hourly rates)</p> | 15 minutes | <i>Director, Unit Head, Staff Center for Food Technology and Research Center</i> |
| 4. Conform to agreed service terms and conditions, and requested activities | 3.2 Delivery of service activities Conduct SFS request with the assistance of the | None | 3 working days | <i>Staff Center for Food Technology and Research Center</i> |



| | | | | |
|-------------------------------------|---|---|--|--|
| as stipulated in the SFS Quotation. | Production Supervisor / Laboratory Supervisor. | | | |
| | 3.3 Sign the Rendered Service Form as evidence that the services have been rendered and finished. | None | 15 minutes | <i>Staff</i> Center for Food Technology and Research Center |
| TOTAL: | | SFS Fees = Machine rate per hour x total number of hours used x discount (if applicable) | 3 working days, 2 hours, and 19 minutes | |