

# **CITIZEN'S CHARTER HANDBOOK**



**WESTERN PHILIPPINES UNIVERSITY**



# **WESTERN PHILIPPINES UNIVERSITY**

## **CITIZEN'S CHARTER** **(Revised 2024)**



## OFFICE OF THE UNIVERSITY PRESIDENT

### MESSAGE



The Western Philippines University continues to commit to adhering to the requirements of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, which aims to streamline the current systems and procedures of government services. It is the landmark law of the Duterte administration that addresses priority number 3 of its 0+10 Point Socio-economic Agenda. This particular agenda pertains to improving the competitiveness of and ease of doing business in the Philippines.

The university's Citizen's Charter for 2024 was recently updated to reflect its dedication to implementing innovative strategies that meet the changing needs and trends of the public. By adhering to the requirements of RA 11032, Western Philippines University demonstrates its commitment to providing services in a timely and efficient manner, as well as promoting transparency in all its dealings.

This commitment highlights the university's ongoing efforts to uphold high standards of quality, transparency, and accountability in its operations.

The university cares for its people and clientele. This is our inspiration for serving with excellence. You can count on it anytime, everytime!

**(SGD) AMABEL S. LIAO, PhD**  
University President



## **I. MANDATE: R.A. 9260**

The University shall primarily provide advanced education, higher technological, professional instruction and training in the fields of agriculture, fisheries, forestry, engineering, environment, education, arts sciences, rural development and other relevant fields of study. It shall also promote research and extension services, and provide progressive leadership in its areas of specializations. (RA 9262 Section 2)

## **II. WPU Vision**

The leading university for holistic human development in Western Philippines and beyond.

## **III. WPU Mission**

WPU commits to undertake quality instruction, research and extension programs towards a progressive Western Philippines.

## **IV. Service Pledge**

We commit to:

- advocate for the adoption of effective government practices for efficient government service delivery and prevention of graft and corruption;
- capacitate offices in the university to reengineer its systems and procedures to reduce processing time and regular burden for the transacting public;
- promote the implementation of simplified requirements and procedures that will reduce red tape and expedite business and non-business-related transactions in the government;
- provide assistance to the public in filing and investigating complaints against university officials and employees for non-compliance to R.A. 11032; and
- attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.



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# **OFFICE OF THE UNIVERSITY REGISTRAR**

## **External Services**



**1. Issuance of Transcript of Records, Diploma, Certificate of Transfer Credential, Certification, Authentication and Verification (CAV), and Evaluation of Grades**

<b>Office:</b>	Registrar's Office			
<b>Classification:</b>	Simple (TOR, Diploma, CTC, CAV, Certifications, Evaluation of Grades)			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students, Graduates/Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
For request				
• General Clearance ( <i>1<sup>st</sup> issue, student/transferees</i> )			Registrar's Office	
• Order of Payment			Registrar's Office	
• Official Receipt ( <i>2<sup>nd</sup> issue, student/transferees, graduate/alumni</i> )			Cashier's Office	
• Documentary Stamp			BIR	
• Letter Request ( <i>for reconstructed copy of Diploma</i> )			Personal	
• Affidavit of Loss ( <i>for reconstructed copy of Diploma</i> )			Notary Public	
• Student ID, Valid ID			Personal	
• Original copy and photocopy of documents for authentication ( <i>for CAV</i> )			Personal	
• Long brown envelope ( <i>for CAV</i> )			Personal	
For claims				
• Claim slip			Registrar's Office	
• Valid ID			Personal	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out request & claim slip and submit to the Registrar personnel together with the required documents/ records	Receive accomplished request & claim slip; check entries on request, a check the completeness of required documents/records  Check records on file  Record the transaction in the logbook	None	5 minutes	Main Campus • E. Abrina • H. Badilla • M. Baillo • J. Casampol • V. Magallanes • M. Venturillo  PPC Campus • M. Dagsa • N. Dadores • C. Dizon  External Campuses Busuanga Campus • S. Nadado Canique Campus • J. Bacla-an Culion Campus • B. Non El Nido Campus • E. Bajo Quezon Campus





				<ul style="list-style-type: none"> <li>• A. Linga III</li> <li>Rio Tuba Campus</li> <li>• L. Rafael</li> </ul>
2. Get an order of payment, and pay to the Cashier	Issue order of payment and advise the client to pay to the Cashier		1 minute	<p>Main Campus</p> <ul style="list-style-type: none"> <li>• E. Abrina</li> <li>• H. Badilla</li> <li>• M. Baillo</li> <li>• J. Casampol</li> <li>• V. Magallanes</li> <li>• M. Venturillo</li> </ul> <p>PPC Campus</p> <ul style="list-style-type: none"> <li>• M. Dagsa</li> <li>• N. Dadores</li> <li>• C. Dizon</li> <li>• M. Venturillo</li> </ul> <p>External Campuses</p> <p>Busuanga Campus</p> <ul style="list-style-type: none"> <li>• S. Nadado</li> </ul> <p>Canique Campus</p> <ul style="list-style-type: none"> <li>• J. Bacla-an</li> </ul> <p>Culion Campus</p> <ul style="list-style-type: none"> <li>• B. Non</li> </ul> <p>El Nido Campus</p> <ul style="list-style-type: none"> <li>• E. Bajo</li> </ul> <p>Quezon Campus</p> <ul style="list-style-type: none"> <li>• A. Linga III</li> <li>Rio Tuba Campus</li> <li>• L. Rafael</li> </ul>
	<p>TOR</p> <ul style="list-style-type: none"> <li>• 1<sup>st</sup> issue</li> <li>• 2<sup>nd</sup> issue for graduates/ alumni</li> <li>• students/ transferees</li> </ul> <p>Diploma</p> <p>Certificate of Transfer Credential (CTC)</p> <ul style="list-style-type: none"> <li>• for graduate/ alumni</li> </ul> <p>CTC with TOR</p> <ul style="list-style-type: none"> <li>• for student transferees</li> </ul> <p>Evaluation</p> <p>Certifications</p>	<p>100/page</p> <p>100/page</p> <p>50.00</p> <p>100.00</p> <p>25.00</p>	<p>3 working days</p> <p>2 working days</p> <p>3 working days</p> <p>3 working days</p> <p>1 day</p> <p>3 working days</p> <p>2 working days</p> <p>1 day</p>	<p>Main Campus</p> <ul style="list-style-type: none"> <li>• E. Abrina</li> <li>• H. Badilla</li> <li>• M. Baillo</li> <li>• J. Casampol</li> <li>• V. Magallanes</li> <li>• M. Venturillo</li> </ul> <p>PPC Campus</p> <ul style="list-style-type: none"> <li>• A. Dagsa</li> <li>• M. Dagsa</li> <li>• N. Dadores</li> <li>• C. Dizon</li> <li>• J. Oliverio</li> <li>• M. Venturillo</li> </ul> <p>External Campuses</p> <p>Busuanga Campus</p> <ul style="list-style-type: none"> <li>• S. Nadado</li> </ul> <p>Canique Campus</p> <ul style="list-style-type: none"> <li>• J. Bacla-an</li> </ul> <p>Culion Campus</p> <ul style="list-style-type: none"> <li>• B. Non</li> </ul> <p>El Nido Campus</p> <ul style="list-style-type: none"> <li>• E. Bajo</li> </ul> <p>Quezon Campus</p> <ul style="list-style-type: none"> <li>• A. Linga III</li> <li>Rio Tuba Campus</li> <li>• L. Rafael</li> </ul>



<p>3. Present Official Receipt of Payment and get the Claim Slip with the specified date of release.</p>	<p>Check the OR, issue claim slip indicating the date of release.</p> <p>Advise the client to return on the scheduled date of release and present the claim slip and valid ID</p>	<p>None</p>	<p>2 minutes</p>	<p>Main Campus</p> <ul style="list-style-type: none"> <li>• E. Abrina</li> <li>• H. Badilla</li> <li>• M. Baillo</li> <li>• J. Casampol</li> <li>• V. Magallanes</li> <li>• M. Venturillo</li> </ul> <p>PPC Campus</p> <ul style="list-style-type: none"> <li>• M. Dagsa</li> <li>• N. Dadores</li> <li>• C. Dizon</li> </ul> <p>External Campuses</p> <p>Busuanga Campus</p> <ul style="list-style-type: none"> <li>• S. Nadado</li> </ul> <p>Canique Campus</p> <ul style="list-style-type: none"> <li>• J. Bacla-an</li> </ul> <p>Culion Campus</p> <ul style="list-style-type: none"> <li>• B. Non</li> </ul> <p>El Nido Campus</p> <ul style="list-style-type: none"> <li>• E. Bajo</li> </ul> <p>Quezon Campus</p> <ul style="list-style-type: none"> <li>• A. Linga III</li> </ul> <p>Rio Tuba Campus</p> <ul style="list-style-type: none"> <li>• L. Rafael</li> </ul>
<p>TOTAL</p>		<p>PhP375.00</p>		



## 2. Issuance of Completion Form, Shifting Form Adding/Changing/Dropping Form

<b>Office:</b>	Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
• Order of Payment			Registrar's Office	
• Official Receipt			Cashier's Office	
• Student ID			Personal	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register at the receiving counter/Fill-out the log sheet	Check records on file	None	2 minutes	Main Campus • E. Abrina • H. Badilla • M. Baillo • J. Casampol • V. Magallanes • M. Venturillo  PPC Campus • M. Dagsa • N. Dadores • C. Dizon  External Campuses Busuanga Campus • S. Nadado Canique Campus • J. Bacla-an Culion Campus • B. Non El Nido Campus • E. Bajo Quezon Campus • A. Linga III Rio Tuba Campus • L. Rafael
2. Get order of payment and pay to the Cashier. (For forms that require payment)	Issue order of payment if the requested form requires payment (completion Form)	25.00	1 minute	Main Campus • E. Abrina • H. Badilla • M. Baillo • J. Casampol • V. Magallanes • M. Venturillo  PPC Campus • M. Dagsa • N. Dadores • C. Dizon



				External Campuses Busuanga Campus <ul style="list-style-type: none"> <li>• S. Nadado Canique Campus</li> <li>• J. Bacla-an Culion Campus</li> <li>• B. Non El Nido Campus</li> <li>• E. Bajo Quezon Campus</li> <li>• A. Linga III Rio Tuba Campus</li> <li>• L. Rafael</li> </ul>
3. Present Official Receipt & and claim the requested form	Release the requested form and record the transaction in the logbook of released documents/records.	None	3 minutes	Main Campus <ul style="list-style-type: none"> <li>• E. Abrina</li> <li>• H. Badilla</li> <li>• M. Baillo</li> <li>• J. Casampol</li> <li>• V. Magallanes</li> <li>• M. Venturillo</li> </ul> PPC Campus <ul style="list-style-type: none"> <li>• M. Dagsa</li> <li>• N. Dadores</li> <li>• C. Dizon</li> </ul> External Campuses Busuanga Campus <ul style="list-style-type: none"> <li>• S. Nadado Canique Campus</li> <li>• J. Bacla-an Culion Campus</li> <li>• B. Non El Nido Campus</li> <li>• E. Bajo Quezon Campus</li> <li>• A. Linga III Rio Tuba Campus</li> <li>• L. Rafael</li> </ul>
<b>TOTAL</b>		Php25.00	6 minutes	

### 3. Adding/Changing/Dropping Subjects and Shifting Course/Program

<b>Office:</b>	Registrar's Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	Students
<b>CHECKLIST OF REQUIREMENTS</b>	
• Student ID	Personal
• Order of Payment	Registrar's Office
• Official Receipt	Cashier's Office



<ul style="list-style-type: none"> <li>• Certificate of Registration (COR)</li> </ul>			Personal	
<ul style="list-style-type: none"> <li>• Accomplished Form</li> </ul>			Personal	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the receiving counter/Fill-out the log sheet	None	None	2 minutes	Main Campus <ul style="list-style-type: none"> <li>• E. Abrina</li> <li>• H. Badilla</li> <li>• M. Baillo</li> <li>• J. Casampol</li> <li>• V. Magallanes</li> <li>• M. Venturillo</li> </ul> PPC Campus <ul style="list-style-type: none"> <li>• M. Dagsa</li> <li>• N. Dadores</li> <li>• C. Dizon</li> </ul> External Campuses           Busuanga Campus <ul style="list-style-type: none"> <li>• S. Nadado</li> </ul> Canique Campus <ul style="list-style-type: none"> <li>• J. Bacla-an</li> </ul> Culion Campus <ul style="list-style-type: none"> <li>• B. Non</li> </ul> El Nido Campus <ul style="list-style-type: none"> <li>• E. Bajo</li> </ul> Quezon Campus <ul style="list-style-type: none"> <li>• A. Linga III</li> </ul> Rio Tuba Campus <ul style="list-style-type: none"> <li>• L. Rafael</li> </ul>
2. Present the accomplished form, get order of payment and pay to the Cashier (for dropping)	Issue order of payment	None	2 minutes	Main Campus <ul style="list-style-type: none"> <li>• E. Abrina</li> <li>• H. Badilla</li> <li>• M. Baillo</li> <li>• J. Casampol</li> <li>• V. Magallanes</li> <li>• M. Venturillo</li> </ul> PPC Campus <ul style="list-style-type: none"> <li>• M. Dagsa</li> <li>• N. Dadores</li> <li>• C. Dizon</li> </ul> External Campuses           Busuanga Campus <ul style="list-style-type: none"> <li>• S. Nadado</li> </ul> Canique Campus <ul style="list-style-type: none"> <li>• J. Bacla-an</li> </ul> Culion Campus <ul style="list-style-type: none"> <li>• B. Non</li> </ul> El Nido Campus <ul style="list-style-type: none"> <li>• E. Bajo</li> </ul> Quezon Campus <ul style="list-style-type: none"> <li>• A. Linga III</li> </ul> Rio Tuba Campus <ul style="list-style-type: none"> <li>• L. Rafael</li> </ul>



<p>3. Submit the accomplished form</p>	<p>Receive the accomplished form, encode the changes in the system, record, and file to the student's folder</p>	<p>None</p>	<p>2 minutes</p>	<p>Main Campus</p> <ul style="list-style-type: none"> <li>• E. Abrina</li> <li>• H. Badilla</li> <li>• M. Baillo</li> <li>• J. Casampol</li> <li>• V. Magallanes</li> <li>• M. Venturillo</li> </ul> <p>PPC Campus</p> <ul style="list-style-type: none"> <li>• M. Dagsa</li> <li>• N. Dadores</li> <li>• C. Dizon</li> </ul> <p>External Campuses</p> <p>Busuanga Campus</p> <ul style="list-style-type: none"> <li>• S. Nadado</li> </ul> <p>Canique Campus</p> <ul style="list-style-type: none"> <li>• J. Bacla-an</li> </ul> <p>Culion Campus</p> <ul style="list-style-type: none"> <li>• B. Non</li> </ul> <p>El Nido Campus</p> <ul style="list-style-type: none"> <li>• E. Bajo</li> </ul> <p>Quezon Campus</p> <ul style="list-style-type: none"> <li>• A. Linga III</li> </ul> <p>Rio Tuba Campus</p> <ul style="list-style-type: none"> <li>• L. Rafael</li> </ul>
<p>4. For Adding/ Changing/ Dropping, claim your updated COR.</p> <p>For shifting, get your copy of the accomplished shifting form and present it to the college secretary on your pre-registration to the new program</p>	<p>Issue updated COR</p> <p>Return 1 copy of shifting form to be presented by the student during pre-registration in the respective College</p>	<p>50.00 per subject</p>	<p>2 minutes</p>	<p>Main Campus</p> <ul style="list-style-type: none"> <li>• E. Abrina</li> <li>• H. Badilla</li> <li>• M. Baillo</li> <li>• J. Casampol</li> <li>• V. Magallanes</li> <li>• M. Venturillo</li> </ul> <p>PPC Campus</p> <ul style="list-style-type: none"> <li>• M. Dagsa</li> <li>• N. Dadores</li> <li>• C. Dizon</li> </ul> <p>External Campuses</p> <p>Busuanga Campus</p> <ul style="list-style-type: none"> <li>• S. Nadado</li> </ul> <p>Canique Campus</p> <ul style="list-style-type: none"> <li>• J. Bacla-an</li> </ul> <p>Culion Campus</p> <ul style="list-style-type: none"> <li>• B. Non</li> </ul> <p>El Nido Campus</p> <ul style="list-style-type: none"> <li>• E. Bajo</li> </ul> <p>Quezon Campus</p> <ul style="list-style-type: none"> <li>• A. Linga III</li> </ul> <p>Rio Tuba Campus</p> <ul style="list-style-type: none"> <li>• L. Rafael</li> </ul>
<p><b>TOTAL</b></p>		<p><b>Php50.00</b></p>	<p><b>8 minutes</b></p>	



#### 4. Issuance of Certificate of Registration (COR)

The enrollment process is managed by different offices such as the admission office, respective colleges, cashier, and registrar's office. The enrollment process starts at the admission office for the screening of applications for admission and screening of admission credentials, pre-registration in respective colleges, and ends at the issuance of a Certificate of Registration (COR) at the Registrar's Office.

<b>Office:</b>	REGISTRAR'S OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Freshmen and Transferees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Admission slip issued by the admission office after screening and validation of admission credentials</li> </ul>			Admission Office	
<ul style="list-style-type: none"> <li>College Pre-registration/Enlistment and Assessment</li> </ul>			Respective College	
<ul style="list-style-type: none"> <li>SSC Receipt of Payment</li> </ul>			Student Supreme Council Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present admission slip and SSC receipt of payment	Check the requirements, check College Pre-enrolment in the system Check if the student is qualified to Free Higher Education	None	3 minutes	Main Campus <ul style="list-style-type: none"> <li>E. Abrina</li> <li>H. Badilla</li> <li>M. Baillo</li> <li>J. Casampol</li> <li>V. Magallanes</li> <li>M. Venturillo</li> </ul> PPC Campus <ul style="list-style-type: none"> <li>M. Dagsa</li> <li>N. Dadores</li> <li>C. Dizon</li> </ul> External Campuses Busuanga Campus <ul style="list-style-type: none"> <li>S. Nadado</li> </ul> Canique Campus <ul style="list-style-type: none"> <li>J. Bacla-an</li> </ul> Culion Campus <ul style="list-style-type: none"> <li>B. Non</li> </ul> El Nido Campus <ul style="list-style-type: none"> <li>E. Bajo</li> </ul> Quezon Campus <ul style="list-style-type: none"> <li>A. Linga III</li> </ul> Rio Tuba Campus <ul style="list-style-type: none"> <li>L. Rafael</li> </ul>
2. Claim COR	Allow enrollment, print and issued COR	None	2 minutes	Main Campus <ul style="list-style-type: none"> <li>E. Abrina</li> <li>H. Badilla</li> <li>M. Baillo</li> <li>J. Casampol</li> <li>V. Magallanes</li> <li>M. Venturillo</li> </ul>



				PPC Campus <ul style="list-style-type: none"> <li>• M. Dagsa</li> <li>• N. Dadores</li> <li>• C. Dizon</li> </ul> External Campuses Busuanga Campus <ul style="list-style-type: none"> <li>• S. Nadado</li> </ul> Canique Campus <ul style="list-style-type: none"> <li>• J. Bacla-an</li> </ul> Culion Campus <ul style="list-style-type: none"> <li>• B. Non</li> </ul> El Nido Campus <ul style="list-style-type: none"> <li>• E. Bajo</li> </ul> Quezon Campus <ul style="list-style-type: none"> <li>• A. Linga III</li> </ul> Rio Tuba Campus <ul style="list-style-type: none"> <li>• L. Rafael</li> </ul>
3. Fill-out and submit client satisfaction and feedback form	Instruct the client to place the accomplished feedback form in the drop box	None		Main Campus <ul style="list-style-type: none"> <li>• E. Abrina</li> <li>• H. Badilla</li> <li>• M. Baillo</li> <li>• J. Casampol</li> <li>• V. Magallanes</li> <li>• M. Venturillo</li> </ul> PPC Campus <ul style="list-style-type: none"> <li>• M. Dagsa</li> <li>• N. Dadores</li> <li>• C. Dizon</li> </ul> External Campuses Busuanga Campus <ul style="list-style-type: none"> <li>• S. Nadado</li> </ul> Canique Campus <ul style="list-style-type: none"> <li>• J. Bacla-an</li> </ul> Culion Campus <ul style="list-style-type: none"> <li>• B. Non</li> </ul> El Nido Campus <ul style="list-style-type: none"> <li>• E. Bajo</li> </ul> Quezon Campus <ul style="list-style-type: none"> <li>• A. Linga III</li> </ul> Rio Tuba Campus <ul style="list-style-type: none"> <li>• L. Rafael</li> </ul>
<b>TOTAL</b>			<b>5 minutes</b>	





# **ADMISSION OFFICE**

## **External Services**



## 1. Admission Services

The admission services will serve the students/applicants a systematic procedure for university admission and validate all the requirements of applicants to ensure that they are eligible to enroll in college.

<b>Office:</b>	Admission Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Applicant's Examination Profile 2. Admission Test Schedule 3. Form 9/138 or TOR 4. Transfer Credentials (Transferee) 5. Good Moral Character 6. Valid Identification Card 7. 2x2 ID picture, blue background with the name tag		Students		
8. Admission Test Result		Admission office		
9. Medical Certificate		Infirmary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit <a href="https://www.wpu.edu.ph/applicants/">https://www.wpu.edu.ph/applicants/</a> , register online and send the following required Admission scanned documents (Form 9/138, TOR, Good moral and PSA) via Gmail.	Check and evaluate the applicant's personal profile	None	10 minutes	<ul style="list-style-type: none"> <li>• N. Ampican</li> <li>• N. Juan</li> </ul>
2. Proceed to the Admission Office and present the printed examination profile and admission test schedule along with the other required documents for the admission exam (Note:	Check examination profile of the applicants	None	20 minutes	<ul style="list-style-type: none"> <li>• N. Ampican</li> <li>• N. Juan</li> </ul>



lifting of Admission exam will be based on IATF Advisory)				
3. Take the Admission test	Administer the admission test	None	1 hour	<ul style="list-style-type: none"> <li>• N. Ampican</li> <li>• N. Juan</li> </ul>
4. Claim /Get admission test result, submit the original admission credentials (Form 9/138, TOR, Good moral, PSA and Medical certificate) and claim Admission slip for pre-registration	Release the admission test result and admission slip	None	25 minutes	<ul style="list-style-type: none"> <li>• N. Ampican</li> <li>• N. Juan</li> </ul>
5. Fill-out client's satisfaction and feedback form and drop to the designated box	Instruct the clients to drop the Client's Satisfaction and Feedback form in the designated box	None		<ul style="list-style-type: none"> <li>• N. Ampican</li> <li>• N. Juan</li> </ul>
<b>TOTAL</b>			<b>1 hr &amp; 55 min.</b>	



# **HEALTH SERVICES DIVISION**

## **External Services**



## 1. PRE- ENROLLMENT MEDICAL AND DENTAL EXAMINATION

All enrollees (Level I), returnees, and transferees are required to submit themselves for medical and dental examination prior to enrollment. This aims to discover the signs of illness and physical defects in order to correct them; check on the health habits of students; and prevent the progress of those which cannot be corrected.

<b>Office:</b>	University Health Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Level I Students, Returnees, and Transferees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Student Health Record	<ul style="list-style-type: none"> <li>▪ Downloadable from WPU website <a href="http://www.wpu.edu.ph">www.wpu.edu.ph</a> to be printed on a long bond paper</li> <li>▪ University Store</li> </ul>			
2. 1-piece ordinary folder with plastic cover (long)	<ul style="list-style-type: none"> <li>▪ University Store</li> </ul>			
3. 1-piece 2x2 ID picture (to be pasted on the Student Health Record)	<ul style="list-style-type: none"> <li>▪ Students</li> </ul>			
4. 1-piece fastener	<ul style="list-style-type: none"> <li>▪ University Store</li> </ul>			
5. Official Receipt (Php50.00 Medical Certification Fee)	<ul style="list-style-type: none"> <li>▪ WPU Cashier's Office</li> </ul>			
6. Medical Certificate / clearance for enrollees with pre-existing medical conditions	<ul style="list-style-type: none"> <li>▪ Attending physician</li> </ul>			
<b>Reminders:</b>				
<ul style="list-style-type: none"> <li>• Comply with the University's minimum health protocol before entering and while inside the vicinity: <ul style="list-style-type: none"> <li>○ Wearing of facemask for clients with respiratory problems</li> <li>○ Bringing / using of own / personal pen</li> <li>○ Hand washing and sanitizing</li> </ul> </li> <li>• Observe proper personal hygiene <ul style="list-style-type: none"> <li>○ Prescribed haircut (for programs requiring haircut)</li> <li>○ No colored nail polish and nails must be trimmed short</li> </ul> </li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Show accomplished student health record.	Issue requirement checklist and order of payment.	Php 50.00	1 minute	Main Campus: Maricel L. Duguran <i>Nurse Attendant</i> Mar Ian S. Llavan <i>Administrative Aide III</i>  Puerto Princesa Campus: Catherine B. Enrile <i>Nurse Attendant</i>  Quezon Campus: Ma. Lennie B. Pansoy <i>Nurse Attendant</i>



<p>2. Submit the fully accomplished form, official receipt and other requirements the triage area.</p>	<p>Receive and validate the accomplished Student Health Record (SHR) Form and official receipt.</p>	<p>None</p>	<p>3 minutes</p>	<p>Main Campus: Nieva C. Asdam <i>Administrative Aide I</i></p> <p>Puerto Princesa Campus: Ralph Carl D. Calayo <i>Administrative Aide I</i></p> <p>Quezon Campus: Ma. Lennie B. Pansoy <i>Nurse Attendant</i></p>
<p>3. Proceed to OPD area.</p>	<p>Conduct initial assessment and physical examination of client.</p>	<p>None</p>	<p>10 minutes</p>	<p>Main Campus: Elmar Caesar Y. Evina <i>University Physician</i></p> <hr/> <p><i>University Dentist</i></p> <p>Maria Via Y. Madeja <i>University Nurse</i></p> <p>Puerto Princesa Campus: Darius Carl P. Junio <i>Campus Nurse</i></p> <p>Quezon Campus: Ma. Lennie B. Pansoy <i>Nurse Attendant</i></p>
<p>4. Claim medical certificate and provide client satisfaction and feedback form.</p>	<p>Release of medical certificate.</p>	<p>None</p>	<p>3 minutes</p>	<p>Main Campus: Cecilia G. Cardejon <i>Campus Nurse</i></p> <p>Puerto Princesa Campus: Darius Carl P. Junio <i>Campus Nurse</i></p> <p>Quezon Campus: Ma. Lennie B. Pansoy <i>Nurse Attendant</i></p>
<p>TOTAL</p>		<p>Php50.00</p>	<p>17 min</p>	



## 2. MEDICAL AND DENTAL CONSULTATION AND TREATMENT OF CLIENT

The University offers medical and dental consultation services on matters that ailed the clients physically, mentally, or socially. This is done on a daily basis unless there are school-initiated activities. The clients who are diagnosed with health problems during daily consultation will be given initial doses of available prescribed medicines.

<b>Office:</b>	Health Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G- Government to Government			
<b>Who may avail:</b>	Students and employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Consultation form			University Infirmary	
2. Laboratory request slip			University Infirmary	
3. Laboratory result			Hospital/Clinic with laboratory facility	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register at the triage area and fill out consultation form.	Receive filled up consultation form and assess the client's vital signs and medical history.	None	10 minutes	Main Campus: Maricel L. Duguran <i>Nurse Attendant</i>  Puerto Princesa Campus: Catherine B. Enrile <i>Nurse Attendant</i>  Quezon Campus: Ma. Lennie B. Pansoy <i>Nurse Attendant</i>
2. Proceed to consultation Room.	Undergo medical/dental consultation and treatment.	None	10 minutes	Main Campus: Elmar Caesar Y. Evina <i>University Physician</i>  <hr/> <i>University Dentist</i>  Puerto Princesa Campus: Darius Carl P. Junio <i>Campus Nurse</i>  Quezon Campus: Ma. Lennie B. Pansoy <i>Nurse Attendant</i>
4. Proceed to the Nurse station.	Carry out doctors' order.	None	5 minutes	Main Campus: Maria Via Y. Madeja <i>University Nurse</i>  Cecilia G. Cardejon <i>Campus Nurse</i>



				Puerto Princesa Campus: Darius Carl P. Junio Campus Nurse
TOTAL			25 minutes	

### 3. MEDICAL EXAMINATION FOR IN-CAMPUS AND OFF-CAMPUS ACTIVITIES AND OTHER PURPOSES

All participants of in-campus and off-campus curricular and non-curricular activities, as per the order of the Department of Education (DepEd) and Commission on Higher Education (CHED), are required to undergo a medical examination. This includes sports, cultural, on-the-job training, scholarship, pregnant student, and other school-related activities. Health services also cater to private individuals within the community for medical examination as a requirement for whatever purpose it serves.

<b>Office:</b>	Health Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens G2G- Government to Government			
<b>Who may avail:</b>	Students, Employees and Private individuals			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
• Properly accomplished consultation form			University Infirmary	
• Laboratory request slip			University Infirmary	
• Reminders: <ul style="list-style-type: none"> <li>- All clients must observe proper personal hygiene.</li> <li>- All male students should be in prescribed haircut.</li> <li>- Earrings are not allowed for male clients.</li> <li>- Colored nail polish is not allowed. Nails must be trimmed short.</li> <li>- All female students must bring pregnancy test kit with disposable cup for collection of urine sample.</li> <li>- Laboratory test results of: <ul style="list-style-type: none"> <li>o Routine urinalysis</li> <li>o Complete blood count (CBC)</li> </ul> </li> </ul>			Individual responsibility	
▪ Requirements for pregnant student: <ul style="list-style-type: none"> <li>- Medical clearance (from her attending physician) stating that she is fit to continue her studies</li> <li>- Notarized parental consent (if single and below 25 years old) or a notarized consent from spouse (if married and above 25 years old)</li> </ul>			Attending Physician (Obstetrician)  Lawyer / Notary public	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





<p>1. Register at the triage area and present the request or any proof of securing medical certificate.</p>	<p>Issue requirement checklist, laboratory request slip and order of payment. -Student/employee -Private Individual</p>	<p>Php50.00 Php200.00</p>	<p>5 min</p>	<p>Main Campus: Mar Ian S. Llawan <i>Administrative Aide III</i></p> <p>Nieva C. Asdam <i>Administrative Aide I</i></p> <p>Puerto Princesa Campus: Ralph Carl D. Calayo <i>Administrative Aide I</i></p> <p>Quezon Campus: Ma. Lennie B. Pansoy <i>Nurse Attendant</i></p>
<p>2. Present official receipt and laboratory result to the triage area.</p>	<p>Receive official receipt and laboratory result. Fill out needed forms to undergo initial physical assessment.</p>	<p>None</p>	<p>5 min</p>	<p>Main Campus: Maria Via Y. Madeja <i>University Nurse</i></p> <p>Cecilia G. Cardejon <i>Campus Nurse</i></p> <p>Maricel L. Duguran <i>Nurse Attendant</i></p> <p>Puerto Princesa Campus: Darius Carl P. Junio <i>Campus Nurse</i></p> <p>Quezon Campus: Ma. Lennie B. Pansoy <i>Nurse Attendant</i></p>
<p>3. Proceed to OPD area.</p>	<p>Conduct medical examination.</p>	<p>None</p>	<p>10 min</p>	<p>Elmar Caesar Y. Evina <i>University Physician</i></p>
<p>4. Claim medical certificate</p>	<p>Release of the medical certificate.</p>	<p>None</p>	<p>3 min</p>	<p>Main Campus: Maria Via Y. Madeja <i>University Nurse</i></p> <p>Cecilia G. Cardejon <i>Campus Nurse</i></p> <p>Puerto Princesa Campus: Darius Carl P. Junio <i>Campus Nurse</i></p> <p>Quezon Campus: Ma. Lennie B. Pansoy <i>Nurse Attendant</i></p>
<p>TOTAL</p>		<p>Php200.00 /Php50.00</p>	<p>26 min</p>	



# **HEALTH SERVICES DIVISION**

## **Internal Services**



## 1. PRE-EMPLOYMENT AND ANNUAL PHYSICAL EXAMINATION

Entry-level physical examinations for all employees and annual physical examinations for permanent faculty and staff are required to determine physical deficiencies and communicable diseases possessed by them for proper referral and management.

<b>Office:</b>	Health Services Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G- Government to Government
<b>Who may avail:</b>	WPU Faculty and Staff
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>A. Pre-Employment</b>	WPU Infirmary
<ul style="list-style-type: none"> <li>▪ Laboratory Request Slip</li> <li>▪ Order of Payment</li> </ul>	WPU Infirmary
1) One (1) 2x2 ID Picture	Photo Studio
2) Original and one (1) photocopy of laboratory test results of: <ul style="list-style-type: none"> <li>- Routine urinalysis</li> <li>- Complete blood count (CBC)</li> <li>- Blood chemistry (FBS, Total Cholesterol, Blood Uric Acid, Serum Creatinine)</li> <li>- Chest X-ray (Posterior-Anterior view)</li> <li>- Drug test (DOH-accredited laboratory/agency)</li> <li>- Neurological-psychiatric examination (For newly hired promoted and reclassified employee employee)</li> <li>- Psychological Test (for newly hired, promoted and reclassified employee)</li> </ul>	Hospital/clinic with laboratory facilities
<b>B. Annual Physical Examination (APE) of permanent employees and for scholarship grants.</b> They must comply with the following: <ul style="list-style-type: none"> <li>▪ Below 40 years old:               <ul style="list-style-type: none"> <li>- Routine urinalysis</li> <li>- Complete blood count (CBC)</li> <li>- Chest X-ray (PA view)</li> </ul> </li> <li>▪ 40 years old and above:               <ul style="list-style-type: none"> <li>- Routine urinalysis</li> <li>- Complete blood count (CBC)</li> <li>- Chest X-ray (PA view)</li> <li>- Blood chemistry (FBS, Total Cholesterol)</li> <li>- Blood Uric Acid, Serum Creatinine)</li> </ul> </li> </ul>	Hospital/clinic with laboratory facilities



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the triage area and present the notice of hiring or any proof of securing medical certificate.	Issue requirement checklist, order of payment and laboratory request slip.	Php50.00	1 minute	Main Campus: Mar Ian S. Llavan, <i>Administrative Aide III</i>  Nieva C. Asdam <i>Administrative Aide I</i>  Puerto Princesa Campus: Ralph Carl D. Calayo <i>Administrative Aide I</i>  Quezon Campus: Ma. Lennie B. Pansoy <i>Nurse Attendant</i>
2. Submit official receipt and laboratory results to the triage area.	Receive Official receipt and laboratory result. Fill out the needed forms to undergo an initial physical assessment.	None	3 minutes	Main Campus: Maria Via Y. Madeja <i>University Nurse</i>  Maricel L. Duguran <i>Nurse Attendant</i>  Puerto Princesa Campus: Catherine B. Enrile <i>Nurse Attendant</i>  Quezon Campus: Ma. Lennie B. Pansoy <i>Nurse Attendant</i>
3. Proceed to OPD area.	Conduct medical/physical examination.	None	10 minutes	Elmar Caesar Y. Evina <i>University Physician</i>
4. Claim medical certificate.	Release of medical certificate	None	3 minutes	Main Campus: Cecilia G. Cardejon <i>Campus Nurse</i>  Puerto Princesa Campus: Darius Carl P. Junio <i>Campus Nurse</i>  Quezon Campus: Ma. Lennie B. Pansoy <i>Nurse Attendant</i>
<b>TOTAL</b>		Php50.00	17 minutes	



# **OFFICE OF STUDENT AFFAIRS AND SERVICES**

## **External Services**



## 1. Issuance of certification (Certificate of Good Moral Character, and others)

These certificates are issued to students needing these documents that state he/she has no pending obligation/case filed in the Office of Student Affairs and Services. The certificates affirm the factual data as indicated.

<b>Office:</b>	OSAS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students and Graduates			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Certificate of Good Moral Character				
<ul style="list-style-type: none"> <li>Order of Payment ( 1 original)</li> </ul>			<ul style="list-style-type: none"> <li>Frontline (OSAS Staff)</li> </ul>	
<ul style="list-style-type: none"> <li>Proof of No obligation from the university</li> </ul>				
<ul style="list-style-type: none"> <li>✓ Certificate of Registration (COR) for ongoing students (1 photocopy)</li> </ul>			<ul style="list-style-type: none"> <li>Registrar</li> </ul>	
<ul style="list-style-type: none"> <li>✓ Transcript of Records (TOR) for graduate (1 photocopy)</li> </ul>			<ul style="list-style-type: none"> <li>Registrar</li> </ul>	
<ul style="list-style-type: none"> <li>✓ General Clearance for former students (1 original/photocopy)</li> </ul>			<ul style="list-style-type: none"> <li>Registrar</li> </ul>	
<ul style="list-style-type: none"> <li>✓ Documentary Stamp (2 pieces)</li> </ul>			<ul style="list-style-type: none"> <li>Individual Submission</li> </ul>	
<ul style="list-style-type: none"> <li>Representative</li> <li>✓ Authorization letter</li> <li>✓ Valid ID (Government Issued Identification Card)</li> <li>✓ Student ID</li> </ul>			<ul style="list-style-type: none"> <li>Client being represented</li> <li>BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig</li> </ul>	
<ul style="list-style-type: none"> <li>Receipt of Payment</li> </ul>			<ul style="list-style-type: none"> <li>Cashier</li> </ul>	
Certificate of Scholarship				
<ul style="list-style-type: none"> <li>Receipt of Payment</li> </ul>			<ul style="list-style-type: none"> <li>Cashier</li> </ul>	
<ul style="list-style-type: none"> <li>Documentary Stamp</li> </ul>			<ul style="list-style-type: none"> <li>Individual Submission</li> </ul>	
<ul style="list-style-type: none"> <li>Student ID (presently enrolled)</li> </ul>			<ul style="list-style-type: none"> <li>Individual Submission</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the Client log sheet	Issues Order of Payment and provides the list of requirements needed for the issuance of certification	None	2 minutes	Aborlan -Irish D. Colis -Janel D. Cabiles -Raydan M. Venturillo -Margelyn A. Morales -Jaira J. Baldovino -Avegail A. Lascon PPC



				-Evert Cris A. Guinto -Mary Joy C. Hermoso Quezon -Jerryme S. Gamul El Nido -Rosalie Pagtanac Canique Campus -Jeziel Mae P. Baclaan	
2.	Pays Certification at the Cashier's Office	Receives Payment and Issue Official Receipt	25.00	5 minutes	Cashier's Office
3.	Returns the receipt to OSAS	Receives requirements and Official Receipt	None	5 minutes	Aborlan -Irish D. Colis -Janel D. Cabiles -Raydan M. Venturillo -Margelyn A. Morales -Jaira J. Baldovino -Avegail A. Lascon PPC -Evert Cris A. Guinto -Mary Joy C. Hermoso Quezon -Monica Gonzales El Nido -Rosalie Pagtanac Canique Campus -Jeziel Mae P. Baclaan
4.		Validates the accuracy based on the student's record	None	3 Days	Aborlan -Ruth J. Kutat PPC -Marilyn C. Miraflores Quezon -Aprilyn B. Dimalaluan Canique -Rofu F. Frofunga El Nido -Edna N. Bajo
5.		Prepares certification	None	15 Minutes	Aborlan -Irish D. Colis -Janel D. Cabiles



				-Raydan M. Venturillo -Margelyn A. Morales -Jaira J. Baldovino -Avegail A. Lascon PPC -Mary Joy C. Hermoso Quezon -Monica Gonzales El Nido -Rosalie Pagtanac Canique Campus -Jeziel Mae P. Baclaan
6.	Signs Certificate	None	15 minutes	Aborlan Campus Ruth J. Kutat Merly V. Anunciado PPC Campus Marilyn C. Miraflores Quezon Campus Aprilyn B. Dimalaluan Canique Campus Rofu F. Frofunga El Nido Campus Edna N. Bajo
7. Claims Certification	Releases Certificate	None	5 minutes	Aborlan -Irish D. Colis -Janel D. Cabiles -Raydan M. Venturillo -Margelyn A. Morales -Jaira J. Baldovino -Avegail A. Lascon PPC -Mary Joy C. Hermoso Quezon -Monica Gonzales El Nido -Rosalie Pagtanac Canique Campus -Jeziel Mae P. Baclaan
<b>TOTAL</b>			<b>Php25.00</b>	





## 2. Availment of Counseling (Walk-in)

The guidance office recognizes the needs of the students by giving valuable assistance; thus, it provides counseling. Counseling services are available to help the students. The client/student may come any time of the day during office hours. Guidance counselors may help assist students process their problems, listen to their concerns, and make referrals when necessary.

<b>Office:</b>	OSAS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
• None			• n/a	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. May come anytime of the day during office hours	Provide intake interview	none	15 minutes	Main -Avegail Lascon PPC -Raiza C. Balanac Quezon -Jerry S. Gamul
2. Feels free to reveal problems to the counselor	<ul style="list-style-type: none"> <li>• Provide counseling procedure</li> <li>• Referral to specialist</li> </ul>	none	22 minutes  15 minutes	Main -Merly V. Anunciado -Besie Grace Cayaon -Ruth J. Kutat PPC - Mary Julie Belle A. Herrera Quezon - Aprilyn B. Dimalaluan Rio Tuba - Jinifer F. Butu El Nido - Edna Bajo Busuanga - Minda P. Carpo Culion - Angel Halili
3. Expresses insights and plans	Termination of Counseling	none	5 minutes	Main -Merly V. Anunciado -Besie Grace Cayaon -Ruth J. Kutat PPC



				- Mary Julie Belle A. Herrera Quezon - Aprilyn B. Dimalaluan Rio Tuba - Jinifer F. Butu El Nido - Edna Bajo Busuanga - Minda P. Carpo Culion - Angel Halili	
4.	Fills out the log sheet at the Guidance Office	Provide Log Sheet Form	none	3 minutes	Main -Avegail Lascon PPC -Raiza C. Balanac Quezon -Jerryyme S. Gamul
5.	Fills out feedback form and drop in the drop box.	Provide Feedback Form	none	3 minutes	Main -Avegail Lascon PPC -Raiza C. Balanac Quezon -Jerryyme S. Gamul
<b>TOTAL</b>				63 minutes	

### 3. Attendance to Clients' Concerns

<b>Office:</b>	OSAS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
none			n/a	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the log sheet at the Information Window	Ask the Client about the inquiry. Request the Client to fill out feedback form	none	2 minutes	Aborlan -Irish D. Colis -Janel D. Cabiles -Raydan M. Venturillo -Margelyn A. Morales -Jaira J. Baldovino -Avegail A. Lascon PPC -Evert Cris A. Guinto -Mary Joy C. Hermoso Quezon -Monica Gonzales



				El Nido -Rosalie Pagtanac Canique Campus -Jeziel Mae P. Baclaan
2. Proceeds to section concerned	Answer the query at the concerned section	none	Depends on the transaction	Aborlan -Ruth J. Kutat PPC -Marilyn C. Miraflores Quezon -Aprilyn B. Dimalaluan Canique -Rofu F. Frofunga El Nido -Edna N. Bajo Rio Tuba -Jinifer F. Buto
3. Goes back to Information Window	Issues Feedback Form instructs to drop in the drop box	none	2 minutes	Aborlan -Irish D. Colis -Janel D. Cabiles -Raydan M. Venturillo -Margelyn A. Morales -Jaira J. Baldovino -Avegail A. Lascon PPC -Evert Cris A. Guinto -Mary Joy C. Hermoso Quezon -Monica Gonzales El Nido -Rosalie Pagtanac Canique Campus -Jeziel Mae P. Baclaan



# **UNIVERSITY LIBRARY**

## **External Services**



## 1. Utilization of Library Resources, Multimedia Materials and Equipment

The library's main service is loaning library resources. This allows clients to use library resources and services to address their information needs and fulfill their knowledge quests.

### a. Inside Reading Use of Library Resources

<b>Office:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	1. Enrolled students of the university 2. Outside researcher			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid school I.D.			IGP Office	
For walk-in clients: - Valid I.D. Card - Official Receipt			Client Cashier's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<i>Note: For outside researcher, pay a research fee</i>	<i>Release order of payment and instruct the outside researcher to pay in the Cashier Office</i>	<i>Php 50.00</i>	1 minute	Cashier's office
Manual				
1. Search library learning resources through the Online Public Access Catalog (OPAC)/Book stack	None	None	2 minutes	None
2. Upon the use of the material, fill out the Library Materials Request Slip and the Book Card.	Collect the filled-out forms together with the school/ I.D. card	None	1 minute	Main-Suziet Telliama, Arnel Laspinas, Ma. Elena Omagap  PPC- Mia Rose M. Bantillo /Deo Paulo Javarez /Haide S. Ombalino
3. After use, surrender the borrowed material and claim the	Receive and check the borrowed material and release the school/ID Card.	None	2 minutes	



deposited school I.D. card				
Total		None	5 minutes	
Automated				
1. Search library learning resources through the Online Public Access Catalog (OPAC)	None	None	2 minutes	None
2. Log in to the Attendance System of the section.	None	None	30 Seconds	None
3. Present the book to be used at the counter and deposit your school ID card.	Check-in the book in the library system (Destiny Library Manager)	None	30 seconds	Main-Suziet Telliama, Arnel Laspinas, Ma. Elena Omagap
4. After use, surrender the borrowed material and claim the deposited school I.D. card	Receive and check the borrowed material and release the school/ID Card.	None	2 minutes	PPC- Mia Rose Bantillo/Haide S. Ombalino
Total		None	5 minutes Above number of minutes maybe extended pursuant to Rule VII, Sec. 3 (e) of JMC No. 2019-001 on the IRR of RA11032	

*Note:* Book Card is no longer use when the system is available.



### b. Home-reading Use of Learning Resources

<b>Office:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Enrolled students of the university			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Library Account/ Library System Account 2. Valid school I.D Card			Library IGP Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Automated Borrowing				
1. Locate the book needed through the OPAC/book stack	None	None	2 minutes	None
2. Present the book to be borrowed at the Circulation Counter.	Receive and check out the book at the client's Library Account.	None	2 minutes	Main-Suziet Telliama/ Arnel Laspinas,  PPC- PPC- Mia Rose Bantillo/ Haide S. Ombalino
	Instruct the client to fill out the Book Card.			
3. Sign the loaning receipt.	Release the borrowed book.	None	30 seconds	
	File the Book Card	None	30 seconds	
4. May fill out the Client Satisfaction Measurement.	Instruct the client to drop the Client Satisfaction Measurement at the designated box.	None	1 minute	
5. Return the borrowed book on the due date indicated in the loaning receipt. <i>Note: Overdue material will be charged 1 peso/ hour.</i>	Check and receive the borrowed book.	None	2 minutes	
	Clear out the borrowing record of client.			
	Issue order of payment for overdue material.			
Total		None	8 minutes	



		Above number of minutes maybe extended pursuant to Rule VII, Sec. 3 (e) of JMC No. 2019-001 on the IRR of RA11032	
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### c. Use of Multimedia Materials and Equipment

This is to provide a place for interactive learning activities of clients.

<b>Office:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Enrolled students of the university			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid school I.D Card			IGP Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the corresponding form.	Check the availability of the requested materials and equipment.	None	1 minute	Main- Arnel Laspinas  PPC- Deo Paulo Javarez
	Approve the request.	None	30 seconds	
	Released the multimedia materials or equipment.	None	30 seconds	
2. May fill out the Client Satisfaction Measurement.	Instruct the client to drop the Client Satisfaction Measurement at the designated box.	None	1 minute	
3. Return the borrowed multimedia materials or equipment.	Check the condition of the borrowed	None	2 minutes	





	materials or equipment			
Total		None	5 minutes	

## 2. Renewal of Library Learning Resources

Allows the client to borrow the learning resources twice.

<b>Office:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Library Account/ Library System Account 2. Valid school I.D Card			Library IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Face-to-face transaction				
1. Present the borrowed book for renewal.	Check the material for renewal. If no discrepancy is found, proceed to the renewal of the book.	None	1.5 minute	Main-Suziet Telliama, Arnel Laspinas,  PPC- Mia Rose Bantillo/Haide S. Ombalino
2. Fill out the Book Card.	Collect and file the Book Card	None	1 minute	
3. Sign the loaning receipt.	Release the renewed book.	None	0.5 minute	
Total		None	4 minutes	
For Online Transaction				
1. Fill out the Online Library Renewal form or send a message on our official Facebook page.	Check the filled-out renewal form.	None	1.5 minute	Main-Mark Anthony Esteban  PPC- Marjorie Banga
	If no discrepancy is found, proceed to the renewal of the book.			
	Send the loaning receipt via email or Facebook messenger to the client.			
2. May fill out the Client Satisfaction Measurement Online.	Provide the link for the online Client Satisfaction Measurement.	None	1 minute	



Total	None	2.5 minutes Above number of minutes maybe extended pursuant to Rule VII, Sec. 3 (e) of JMC No. 2019-001 on the IRR of RA11032	
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*Note: Library learning resources will only be renewed once.*

### **3. Use of Library Facilities (Instructional Media Center (IMC), Virtual/Discussion Room, Class Research)**

This is to provide a place for interactive learning activities of clients.

<b>Office:</b>	Library				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2C				
<b>Who may avail:</b>	Enrolled students of the university				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
Valid school I.D Card			IGP Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Fill out the corresponding facility form.	Check the availability of the requested date of use of the facility.	None	1 minute and 30 seconds	Main- Rosalina V. Balcarcel, Arnel Laspinas  PPC- Deo Paulo Javarez	
	Approve the request.				
	Prepare the requested facilities and equipment	None			2 minutes
2. Sign in to the Library Log Sheet at the assigned facilities.	None	None	1 minute		
3. After use, may fill out the Client Satisfaction Measurement.	Check the requested facilities and equipment after use and instruct the client to drop	None	1 minute		



	the Client Satisfaction Measurement at the designated box.			
	Total	None	5 minutes and 30 seconds	

#### 4. Use of E-Library Services

This serves as a guide to using the e-library services.

<b>Office:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Enrolled students of the university			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Valid school ID card 2. Official Receipt for Outside Researcher			<b>IGP Office</b> Cashier's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log in to the E-Library Log sheet.	None	None	1 minute	Main - Arnel Laspinas  PPC- Deo Paulo Javarez/ Marjorie Banga
2. Leave your Identification Card at the E-Library Counter	Provide a computer number to the client.	None	30 seconds	
3. After use, return the computer number at the E-Library Counter.	Release the identification card of the client.	None	30 seconds	
4. May fill out the Client Satisfaction Measurement.	Instruct the client to drop the Client's Satisfaction Form at the designated box.	None	1 minute	
Total		None	3 minutes	



**5. Library Reference Services (Library Appointment, Library Online Reference Assistance, Library Phone Reference Assistance, Online Databases) and Document Delivery Services**

<b>Office:</b>		Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		Enrolled students of the university		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
For online transaction				
1. Send queries through its Official Facebook Page, Online Forms, and Phone numbers.	Answer queries, provide the needed information of the client	None	10 minutes during office hour  16 hours during overnight except weekends and holidays.	Main- Mark Anthony Esteban  PPC- Marjorie Banga/Mary Jane O. Lucero
2. May fill out the Client Satisfaction Measurement Online	Provide the link for the online Client Satisfaction Measurement	None	1 minute	
Total			11 minutes or 16 hours and 1minutes Above number of minutes maybe extended pursuant to Rule VII, Sec. 3 (e) of JMC No. 2019-001 on the IRR of RA11032	
For Face-to-face transaction				
1. Ask queries to the reference librarian/inf	Answer queries and/or direct clients to the OPAC for their	None	2 minutes	Main-Mark Anthony Esteban, Suziet Telliama



ormation desk.	information search			PPC- Marjorie Banga/Mary Jane O. Lucero
Total		None	2 minutes	

## 6. Signing of Clearance (Semestral/University Clearance)

This process assures that the client does not have any existing borrowed library materials before his/her dismissal.

<b>Office:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Enrolled students of the university			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid school I.D. card Library Account			IGP Office Library	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Library log sheet	Check if the client does not have existing library obligations.	None	2 minutes	Main-Suziet Telliama  PPC- Mary Jane O. Lucero
	Sign and release the semestral/university clearance	None	30 seconds	
Total		None	2 minutes and 30 seconds	



## 7. Request for Library Learning Resources

This allows the clients to request additional or new library learning materials in line with the curriculum offering of the university for acquisition. It also allows the clients to participate in the acquisition of the library learning resources.

<b>Office:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Enrolled students of the university			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid School I.D. card			IGP Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the Library Requisition Form	Verify the requested learning resources if available or not, If not, add them for acquisition.	None	3 minutes	Main-Suziet Telliama  PPC- Mary Jane O. Lucero
Total		None	3 minutes	



# **UNIVERSITY LIBRARY**

## **Internal Services**



## 1. Utilization of Library Resources, Multimedia Materials and Equipment

The library's main service is loaning library resources. This allows clients to use library resources and services to address their information needs and fulfill their knowledge quests.

### a. Inside Reading Use of Library Resources

<b>Office:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Employees of the university			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid school I.D.			IGP Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<i>Note: For outside researcher, pay a research fee</i>	<i>Release order of payment and instruct the outside researcher to pay in the Cashier Office</i>	<i>Php 50.00</i>	1 minute	Cashier's office
<b>Manual</b>				
1. Search library learning resources through the Online Public Access Catalog (OPAC)/Book stack	None	None	2 minutes	None
2. Upon the use of the material, fill out the Library Materials Request Slip and the Book Card.	Collect the filled-out forms together with the school/ I.D. card	None	1 minute	Main-Suziet Telliama, Arnel Laspinas, Ma. Elena Omagap  PPC- Mia Rose M. Bantillo /Deo Paulo Javarez /Haide S. Ombalino
3. After use, surrender the borrowed material and claim the deposited school I.D. card	Receive and check the borrowed material and release the school/ID Card.	None	2 minutes	
<b>Total</b>		None	5 minutes	
<b>Automated</b>				





1. Search library learning resources through the Online Public Access Catalog (OPAC)	None	None	2 minutes	None
2. Log in to the Attendance System of the section.	None	None	30 Seconds	None
3. Present the book to be used at the counter and deposit your school ID card.	Check-in the book in the library system (Destiny Library Manager)	None	30 seconds	Main-Suziet Telliama, Arnel Laspinas, Ma. Elena Omagap
4. After use, surrender the borrowed material and claim the deposited school I.D. card	Receive and check the borrowed material and release the school/ID Card.	None	2 minutes	PPC- Mia Rose Bantillo/Haide S. Ombalino
Total		None	5 minutes Above number of minutes maybe extended pursuant to Rule VII, Sec. 3 (e) of JMC No. 2019-001 on the IRR of RA11032	

*Note:* Book Card is no longer use when the system is available.

#### b. Home-reading Use of Learning Resources

<b>Office:</b>	Library
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G
<b>Who may avail:</b>	Employees of the university
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Library Account/ Library System Account 2. Valid school I.D Card	Library IGP Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Automated Borrowing				
1. Locate the book needed through the OPAC/book stack	None	None	2 minutes	None
2. Present the book to be borrowed at the Circulation Counter.	Receive and check out the book at the client's Library Account.	None	2 minutes	Main-Suziet Telliama/ Arnel Laspinas,  PPC- PPC- Mia Rose Bantillo/ Haide S. Ombalino
	Instruct the client to fill out the Book Card.			
3. Sign the loaning receipt.	Release the borrowed book.	None	30 seconds	
	File the Book Card	None	30 seconds	
4. May fill out the Client Satisfaction Measurement.	Instruct the client to drop the Client Satisfaction Measurement at the designated box.	None	1 minute	
5. Return the borrowed book on the due date indicated in the loaning receipt. <i>Note: Overdue material will be charged 1 peso/ hour.</i>	Check and receive the borrowed book.	None	2 minutes	
	Clear out the borrowing record of client.			
	Issue order of payment for overdue material.			
Total		None	8 minutes Above number of minutes maybe extended pursuant to Rule VII, Sec. 3 (e) of JMC No. 2019-001 on the IRR of RA11032	



### c. Use of Multimedia Materials and Equipment

This is to provide a place for interactive learning activities of clients.

<b>Office:</b>		Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		Employees of the university		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid school I.D Card			IGP Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the corresponding form.	Check the availability of the requested materials and equipment.	None	1 minute	Main- Arnel Laspinas  PPC- Deo Paulo Javarez
	Approve the request.	None	30 seconds	
	Released the multimedia materials or equipment.	None	30 seconds	
2. May fill out the Client Satisfaction Measurement.	Instruct the client to drop the Client Satisfaction Measurement at the designated box.	None	1 minute	
3. Return the borrowed multimedia materials or equipment.	Check the condition of the borrowed materials or equipment	None	2 minutes	
Total		None	5 minutes	



## 2. Renewal of Library Learning Resources

Allows the client to borrow the learning resources twice.

<b>Office:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Employees of the university			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Library Account/ Library System Account 2. Valid school I.D Card			Library IGP Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
For Face-to-face transaction				
1. Present the borrowed book for renewal.	Check the material for renewal. If no discrepancy is found, proceed to the renewal of the book.	None	1 minute 30 seconds	Main-Suziet Telliama, Arnel Laspinas,  PPC- Mia Rose Bantillo/Haide S. Ombalino
2. Fill out the Book Card.	Collect and file the Book Card	None	1 minute	
3. Sign the loaning receipt.	Release the renewed book.	None	30 seconds	
Total		None	3 minutes	
For Online Transaction				
1. Fill out the Online Library Renewal form or send a message on our official Facebook page.	Check the filled-out renewal form.	None	1 minute 30 seconds	Main-Mark Anthony Esteban  PPC- Marjorie Banga
	If no discrepancy is found, proceed to the renewal of the book.			
	Send the loaning receipt via email or Facebook messenger to the client.			
Total		None	1 minutes and 30 seconds Above number of minutes maybe extended pursuant to Rule VII, Sec. 3 (e) of JMC No.	



		2019-001 on the IRR of RA11032	
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*Note: Library learning resources will only be renewed once.*

### **3. Use of Library Facilities (Instructional Media Center (IMC), Virtual/Discussion Room, Class Research)**

This is to provide a place for interactive learning activities of clients.

<b>Office:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Employees of the university			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid school I.D Card			IGP Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the corresponding facility form.	Check the availability of the requested date of use of the facility.	None	1 minute and 30 seconds	Main- Rosalina V. Balcarcel, Arnel Laspinas  PPC- Deo Paulo Javarez
	Approve the request.			
	Prepare the requested facilities and equipment	None	2 minutes	
2. Sign in to the Library Log Sheet at the assigned facilities.	None	None	1 minute	
Total		None	4 minutes and 30 seconds	



#### 4. Use of E-Library Services

This serves as a guide to use the e-library services.

<b>Office:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Employees of the university			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid school ID card			<b>IGP Office</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log in to the E-Library Log sheet.	None	None	1 minute	Main - Arnel Laspinas PPC- Deo Paulo Javarez/ Marjorie Banga
2. Leave your Identification Card at the E-Library Counter	Provide a computer number to the client.	None	30 seconds	
3. After use, return the computer number at the E-Library Counter.	Release the identification card of the client.	None	30 seconds	
Total		None	2 minutes	



### 5. Library Reference Services (Library Appointment, Library Online Reference Assistance, Library Phone Reference Assistance, Online Databases) and Document Delivery Services

<b>Office:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Employees of the university			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
For online transaction				
1. Send queries through its Official Facebook Page, Online Forms, and Phone numbers.	Answer queries, provide the needed information of the client	None	10 minutes during office hour  16 hours during overnight except weekends and holidays.	Main- Mark Anthony Esteban  PPC- Marjorie Banga/Mary Jane O. Lucero
Total			10 minutes or 16 hours and 1minutes Above number of minutes maybe extended pursuant to Rule VII, Sec. 3 (e) of JMC No. 2019-001 on the IRR of RA11032	
For Face-to-face transaction				
1. Ask queries to the reference librarian/information desk.	Answer queries and/or direct clients to the OPAC for their information search	None	2 minutes	Main-Mark Anthony Esteban, Suziet Telliana



				PPC- Marjorie Banga/Mary Jane O. Lucero
		Total	None	2 minutes

## 6. Signing of Clearance (Semestral/University Clearance)

This process assures that the client does not have any existing borrowed library materials before his/her dismissal.

<b>Office:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school I.D. card Library Account			IGP Office Library	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Library log sheet	Check if the client does not have existing library obligations.	None	2 minutes	Main- Suziet Telliama PPC- Mary Jane O. Lucero
	Issue a clearance slip sign by the University Librarian	None	30 seconds	Arneil S. Enario
Total		None	2 minutes and 30 seconds	





## 7. Request for Library Learning Resources

This allows the clients to request additional or new library learning materials in line with the curriculum offering of the university for acquisition. It also allows the clients to participate in the acquisition of the library learning resources.

<b>Office:</b>	Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Employees of the university			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid School I.D. card			IGP Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the Library Requisition Form	Verify the requested learning resources if available or not, if not, add them for acquisition.	None	3 minutes	Main-Suziet Telliama PPC- Mary Jane O. Lucero
Total		None	3 minutes	



# **INFORMATION TECHNOLOGY SERVICES OFFICE**

## **External Services**



## Internet Account Validation

This will serve as a guide for students who are validating their internet account.

<b>Office:</b>	Information Communication Technology Office (ICTO)			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students, Clients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Certificate of Registration 2. University ID/Valid ID			Registrar's Office IGP/Auxiliary	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Certificate of Registration (COR) and valid ID to ITSO personnel	Validate internet account	none	4 minutes	Janith C. Arangorin

## 2. Reset of Password/Creation of Email Account

This will serve as a guide for faculty and students who forgot their password and request an email account.

<b>Office:</b>	ITSO			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students, Faculty			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. University ID 2. Request Form			IGP/Auxiliary ITSO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the request form and submit to ITSO personnel	Issue Request form Reset password/Create email account	None	5 minutes	Main Campus JP Navarro Janel Cayao  PPC Campus Michael Angelo Maga-ao



### 3. Zoom Technical Assistance and Scheduling

This will serve as a guide for faculty/office/colleges who will request Zoom technical assistance and scheduling.

<b>Office:</b>	ITSO			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Faculty/Offices/Colleges			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Memo/Request Letter Office Order		Concerned Office ICTO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire for the zoom account availability	Check zoom schedule	None	5 minutes	JP Navarro Elijah A. Fresnillo
2. Request for Zoom Meeting based on the preferred time and date	Schedule a meeting			



# **ACCOUNTING OFFICE**

## **External Services**



## 1. Verification of Student's Account/Balance/Loan

This procedure aims to check the subsidiary ledger of the student to assess for any outstanding obligation to the University.

<b>Office:</b>	Accounting Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students, Parents, Scholarship Grantor/s			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Certificate of Registration (COR) or			1. Registrar's Office	
2. Identification (ID) Card of the student			2. IGP Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register at the receiving counter; present the student's COR or ID card. Note: Representative must present his/her own ID card	Check the student's account in the system	None	5 minutes	Accounting Personnel Accountant
2. Claim billing slip/order of payment	Issue a billing slip to the student for any balances	None	1 minute	Accounting Personnel Accountant
<b>TOTAL</b>			<b>6 minutes</b>	



## 2. Signing of Clearance (Midterm/Finals)

This procedure intends to facilitate the signing of student's clearance for midterm and/or final examination purposes.

<b>Office:</b>	Accounting			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students, Parents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Registration (COR) or		1. Registrar's Office		
2. Identification (ID) Card of the student		2. IGP Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the clearance at the receiving counter and COR or ID card  Note: Representative must present his/her own ID card	Check the student's account in the system  *If with an outstanding balance, issue a Billing slip to the student for any balances;  *If without balances, sign the student's clearance	None	4 minutes	Accounting Personnel Accountant
2. Claim signed clearance	Release the signed clearance	None	1 minute	Accounting Personnel Accountant
<b>TOTAL</b>			<b>5 minutes</b>	



### 3. Issuance of Student's Statement of Account

This procedure aims to facilitate the issuance of student's statement of account.

<b>Office:</b>	Accounting			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students, Parents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Registration (COR) or		1. Registrar's Office		
2. Identification (ID) Card of the student		2. IGP Office		
3. Official Receipt		3. Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the Official Receipt and student COR or ID.  Note: Representative must present his/her own ID card	Verify the student's account in the system; prepare the Statement of Account and forward it to the Accountant for signature	25.00	2 minutes	Accounting Personnel Accountant
2. Claim the student's statement of account	Release the student's statement of account	None	1 minute	Accounting Personnel Accountant
TOTAL			3 minutes	





# **CASHIER'S OFFICE**

## **External Services**



## 1. Collection of Fees

This aims to establish a systematic procedure in collecting payments from clients (students).

<b>Office:</b>		Cashier's office			
<b>Classification:</b>		Simple			
<b>Type of Transaction:</b>		G2C			
<b>Who may avail:</b>		Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1. Certificate of Registration/ID 2. Order of payment 3. Payment			Client Registrar, Accounting, HRMO, Records IGP, BELS/ASHS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>		<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present COR/ID and order of payments	Validate COR/ID, order of payments, delivery receipts and encode payment	Tuition (Undergrad)	200.00/unit	5 minutes	Main Campus Enano, Bernadette L./Junio, Bella P./Desamito, Maricar P./Delos Santos, Liza Fe L. PPC Campus Ducado, Lorelei L./Macawili, Adelina
		Miscellaneous Fees	1,500.00		
		Tuition (Masteral)	400.00		
		Miscellaneous Fees	1,850.00		
		Tuition (Doctorate)	600.00		
		Miscellaneous Fees	2,150.00		
		Internet Fee (Reg. Sem)	300.00		
		Internet Fee (Sum)	150.00		
		Stu. Facilities Enhancement Fee	800.00		
		Institutional Test Fee	300.00		
		Placement, Qualifying Fee	150.00		
		Diploma with case	350.00		
		Transcript of Record	100.00/page		
		Handbook Fee	100.00		
		Student ID	120.00		
		Evaluation of Grades	100.00		
		Completion Form	25.00		
		Certification/Authentication/Verification (CAV)	25.00		
		Dropping/Changing/Adding of Subject	50.00		
		Late Registration	100.00		
		Honorable Dismissal	50.00		
		Special Permit	25.00		
		Leave of Absence Fee	25.00		
		School Organ/School Paper	100.00		



		Deposit	50.00		
		NSTP (CWTS, ROTC, LTS)	300.00		
		OJT Fee – Local	1,000.00		
		OJT Fee – National	1,500.00		
		OJT Fee – International	4,500.00		
		Math/English Plus	300.00		
		Practice Teaching Fee	1,000.00		
		Enhancement Fee	225.00		
2. Claim official receipt	Issue official receipt	None		3 min	
TOTAL				8 min	

## 2. Disbursement Through Check

This is to establish a standard and systematic disbursement procedure for payment through checks.

<b>Office:</b>		Cashier's office			
<b>Classification:</b>		Simple			
<b>Type of Transaction:</b>		G2C			
<b>Who may avail:</b>		Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1. Certificate of Registration/ID			Registrar/ OSAS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Present valid ID, Special Power of Attorney (SPA) & valid ID of representative	Validate COR/ID  Verify the name of the claimant to the payroll/voucher	None	3 minutes	Main Campus Enano, Bernadette L./Junio, Bella P./Desamito, Maricar P./Delos Santos, Liza Fe L. PPC Campus Ducado, Lorelei L./Macawili, Adelina	
2. Sign Payroll/voucher	Check the payroll/voucher if properly signed in 2 copies with date; and photocopy	None	3 minutes	Main Campus Enano, Bernadette L./Junio, Bella P./Desamito, Maricar P./Delos Santos, Liza Fe L.	



	the ID of representative			PPC Campus Ducado, Lorelei L./Macawili, Adelina
3. Receive Check	Disburse check to claimant	None	2 minutes	
TOTAL			8 minutes	

### 3. Disbursement through Cash

This is to establish a standard and systematic disbursement procedure for payment through cash.

<b>Office:</b>	Cashier's office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Certificate of Registration/ID			Registrar OSAS	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present valid ID, Special Power of Attorney (SPA) & valid ID of representative	Validate COR/ID Verify the name of the claimant to the payroll/voucher	None	3 minutes  3 minutes	Main Campus Enano, Bernadette L./Junio, Bella P./Desamito, Maricar P./Delos Santos, Liza Fe L. PPC Campus Ducado, Lorelei L./Macawili, Adelina
2. Sign Payroll/voucher	Check the payroll/voucher if properly signed in 2 copies with date, and photocopy the ID of representative	None	3 minutes	Main Campus Enano, Bernadette L./Junio, Bella P./Desamito, Maricar P./Delos Santos, Liza Fe L. PPC Campus Ducado, Lorelei L./Macawili, Adelina
3. Receive Cash	Disburse cash to the claimant	None	1 minute	



# **CASHIER'S OFFICE**

## **Internal Services**



## 1. Collection of Fees

This aims to establish a systematic procedure in collecting payments from clients (Employee & Outsider)

<b>Office:</b>		Cashier's office			
<b>Classification:</b>		Simple			
<b>Type of Transaction:</b>		G2G			
<b>Who may avail:</b>		Employees/Outsiders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Valid ID 2. Order of payment			HR Records IGP BAC WPU Infirmary Security Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID, order of payments, delivery receipts	Validate ID, order of payments, delivery receipts and encodes payment	ID Medical Certification Bid Docs/project  Gate Pass for vehicle WPU Products (See pricelist of IGP Manual)	120.00 200.00 As per project 180.00	3 minutes	Main Campus Enano, Bernadette L./Junio, Bella P./Desamito, Maricar P./Delos Santos, Liza Fe L. PPC Campus Ducado, Lorelei L./Macawili, Adelina
2. Claim official receipt and provide feedback	Issue official receipt and get feedback	None			Main Campus Enano, Bernadette L./Junio, Bella P./Desamito, Maricar P./Delos Santos, Liza Fe L. PPC Campus Ducado, Lorelei L./Macawili, Adelina
<b>TOTAL</b>				<b>3 minutes</b>	



## 2. Disbursement through Check

This is to establish a standard and systematic disbursement procedure for payment through check.

<b>Office:</b>	Cashier's office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G	
<b>Who may avail:</b>	Employees & Outsiders	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Valid Identification Card		Government Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID, Special Power of Attorney (SPA) & valid ID of representative	Validate COR/ID  Verify the name of the claimant to the payroll/voucher	None	3 minutes  3 minutes	Main Campus Enano, Bernadette L./Junio, Bella P./Desamito, Maricar P./Delos Santos, Liza Fe L. PPC Campus Ducado, Lorelei L./Macawili, Adelina
2. Sign Payroll/ Voucher	Check the payroll/voucher if properly signed in 2 copies with date; and photocopy the ID of representative	None	3 minutes	Main Campus Enano, Bernadette L./Junio, Bella P./Desamito, Maricar P./Delos Santos, Liza Fe L. PPC Campus Ducado, Lorelei L./Macawili, Adelina
3. Receive Check and provide feedback	Disburse check to the claimant and get feedback	None		
TOTAL			9 minutes	



# **INCOME GENERATING PROJECTS/AUXILIARY SERVICES**

## **External Services**





## 1. Purchase & Release of Products/Stocks/Commodities

This will serve as guide for the clients purchasing the product of University.

<b>Office:</b>	Auxiliary/IGP			
<b>Classification:</b>	IGP			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	G2C			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Order of Payment, Delivery Receipt, Client's Log Sheet 2. Official Receipt 3. Gate Pass			1. IGP-Auxiliary Office 2. Cashier's Office 3. Supply & Property Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out client's log sheet	Receive and review filled-out client's log sheet	None	2 minutes	Rico F. Quillope/ Brian S. Garganza/ Kenneth S. Alarcon/ Maricel B. Abortigue
2. Seek approval to purchase and availability of products, stock/commodities	Issue Order of Payment and advise client to pay to the Cashier	None	5 minutes	Rico F. Quillope/ Brian S. Garganza/ Illuminado C. Balatero Jr./ Bomber O. Badilla/ Isaias F. Gadiano/ Hernando B. Cervantes/ Roselito C. Olanda/ Teofilo R. Buyag Jr./ Ronilo R. Lerom
3. Pay to the Cashier including the gates pass fee  Bring the receipt of gate pass fee to the Property & Supply Office and secure gate pass	Verify the Official Receipt submitted;  File the photocopy of O.R.	Prices will be based in the pricelist from the manual of operation of the IGP-Auxiliary Office  Gate pass fee: PhP 5.00	20 minutes	Bernadette L. Enano/ Maricar P. Desamito/ George S. Ferriol/ Bernadith Opras/ Felicisimo C. Caabay/ Brian S. Garganza/ Kenneth S. Alarcon/ Maricel B. Abortigue/
4. Receive the purchased products	Release the Products/stock/commodity	None	5 minutes	Brian S. Garganza/ Kenneth S. Alarcon/ Maricel B. Abortigue/ Isaias F. Gadiano/ Hernando B. Cervantes/ Roselito C. Olanda/ Teofilo R.



				Buyag Jr./ Ronilo R. Lerom
5. Present the gate pass to the assigned security guard at the gate upon departure	Receive and file the gate pass.	None	5 minutes	Dioselito Palao/ Aurelio Limsa Jr.
<b>TOTAL</b>			<b>37 minutes</b>	

## 2. Request to Rent Facilities of the University

This will serve as guide for the clients requesting to rent facilities of University.

<b>Office:</b>	Auxiliary/IGP			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request for Facilities Form, Order of Payment/Delivery receipt 2. Official Receipt 3. Gate Pass			1. IGP-Auxiliary Office 2. Cashier's Office 3. Supply & Property Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out client's log sheet and request form to rent the facilities of the University	Receive and review filled-up Forms	None	2 minutes	Rico F. Quillope/ Brian S. Garganza/Kenneth S. Alarcon/ Maricel B. Abortigue
2. Seek approval to rent	Verify the availability of the requested facilities	None	5 minutes	Edwin T. Venturillo/ Junard Gamutia Rico F. Quillope
3. If approved coordinate with the IGP-Auxiliary Office staff for the release (particularly for tables & chairs)	Issue Order of Payments and advise client to pay to the Cashier;  Inform the clients in policy of damaged and delay in return	Prices will be based in the pricelist from the manual of operation of the IGP-Auxiliary Office	20 minutes	Rico F. Quillope/ Brian S. Garganza/Kenneth S. Alarcon/ Maricel B. Abortigue/ Edwin T. Venturillo/ Junard Gamutia
4. Submit photocopy of O.R to the IGP Office	Verify the Official Receipt submitted;  File the photocopy of O.R.	None	5 minutes	Brian S. Garganza/Kenneth S. Alarcon/ Maricel B. Abortigue



5. Pay gate pass and present the O.R. to the Assigned Guard at the Gate	Release of chair, tables by the Project In-charge	Gate pass: PHP 5.00	5 minutes	Bernadette Enano/ Maricar Desamito/ George S. Ferriol/ Bernadith Opras/ Kenneth S. Alarcon/ Maricel B. Abortigue/ Edwin T. Venturillo/ Dioselito Palao/ Aurelio Limsa Jr.
6. Fill-out Client Satisfaction Feedback Form	Provide the Client Satisfaction Feedback Form	None		
<b>TOTAL</b>			40 minutes	

### 3. Request to Stay at the University Dormitory

This will serve as a guide for the clients requesting to stay at the university dormitory.

<b>Office:</b>	Auxiliary/IGP			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>Where to Secure</b>	
1. Application/Registration Form, Order of Payment 2. Official Receipt			1. IGP-Auxiliary Office 2. Cashier's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client Fill-out Dormitory Residence Application Form and the IGP Personnel verify/validate information on the accomplished application form	Acceptance of Dormitory form	None	30 minutes	Rossie P. Magbanua-Ondam
2. If approved, the dormitory personnel shall issue an order of payment for one-month advance payment and deposit and the client pay to the Cashier's Office	Orient the student re-policy of the dorm	1,200 (600 for advance payment + 600 for deposit), subject for 7% annual increase	15 minutes	Rossie P. Magbanua-Ondam



3. Submit photocopy of OR to the Dormitory personnel and visit the assigned room and the Dorm Matron orient the client regarding the policy of the Dormitory	Issue Order of Payments and advise client to pay to the Cashier and file Photocopy of O.R.	None	15 minutes	Rossie P. Magbanua-Ondam
<b>TOTAL</b>			1 hour & 3 minutes	

#### 4. Request to Stay at the University Guest House

This will serve as a guide for the clients requesting to stay at the university guest house.

<b>Office:</b>	Auxiliary/IGP			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			All	
1. Request Letter ( <i>especially for University related activities that are for free accommodations</i> ) 2. Registration Form, Order of payment 3. Official Receipt			1. Client 2. IGP-Auxiliary Office 3. Cashier's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter Request for approval of the University President copy furnished the IGP Director ( <i>especially for university related activities that are for free accommodations</i> )	Acceptance of approved request	None	1 hour	Rosario De Guzman/ Lemy Cacatian/ Joseph Llanto/ Marilyn Sabando
2. Fill-out Registration Form	Check/ receive the form  Issue Order of Payments and advise client to pay to the Cashier	None	3 minutes	Rosario De Guzman/ Lemy Cacatian/ Joseph Llanto/ Marilyn Sabando  Bernadette Enano/ Maricar Desamito
3. Fill-out the Guest Record Book	Record the occupant(s) for	Pres. Cottage/Gu	1 minute	Rosario De Guzman/ Lemy Cacatian/ Joseph



	monitoring purposes	est House Main: PHP 350.00 (for outsider), PHP 300.00 (for faculty, staff and their relatives), PHP 125.00 (for students PPC Guest House: PHP 400.00 (for outsider), PHP 350.00 (for faculty, staff and their relatives), PHP 150.00 (for students Finnigan: PHP 800.00/room/day (outsider) PHP 700.00/room/day (faculty/staff/relatives)		Llanto/ Marilyn Sabando
4. Check-out	In-charge check the room for any left items or losses inside the room	None	2 minutes	Rosario De Guzman/ Lemy Cacatian/ Joseph Llanto/ Marilyn Sabando
<b>TOTAL</b>			1 hour & 9 minutes	



# **HUMAN RESOURCE MANAGEMENT OFFICE**

## **Internal Services**



## 1. Issuance of Certificates and Service Records

This will serve as guide for employees requesting for certifications and service records.

<b>Office:</b>	HRMO			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Employees, Retirees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Valid ID 2. Authorization Letter 3. Official Receipt			Authorized Representative & Requisitioner Requisitioner Cashiers Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure order of payment from the HRM Office personnel	Issue order of payment	₱25.00	2 minutes	Ginalyn T. Paner
2. Present the official receipt to the HRMO (main campus) or send a scanned copy via email/messenger along with the other requirements	Receive the OR, checks the requirements	None	5 minutes	Cashier personnel
3. Claim the documents requested as per schedule release	Release the document to the employee or his/her authorized representative	None	2 minutes	Ginalyn T. Paner
<b>TOTAL</b>		Php25.00	9 minutes	



<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send the feedback	Fill out the Client's Satisfaction and Feedback (CSF) Form and drop it at the designated Drop Box in the different offices of WPU.
How feedback is processed	HRMO personnel shall collect the CSF form for the previous month every 1 <sup>st</sup> week of succeeding month, consolidate the results and inform the Dean/Section Head of the concerned employee about the findings.
How to file a complaint	<p>Fill out the Client's Complaint Form and drop it at the designated drop box in the Public Assistance Complaint Desk (PACD). Complaints can also be filed through phone call or email addressed to the HRM Office. The complaint must contain the following information.</p> <ul style="list-style-type: none"> <li>-name of person being complained of</li> <li>-date, Time, Place and Nature of Incident</li> <li>-proof of Evidence</li> <li>- name and contact no. of the Complainant</li> </ul>
How complaints are processed	<p>The Head of the HRMO shall open the complaint drop box daily and evaluate the complaints according to their perceived severity. She shall forward the common complaints to the concerned office and the grievous complaints to the University President for appropriate action. The Head of the HRMO shall give the feedback to the client.</p>
Contact information of WPU	<p>www.wpu.edu.ph  <a href="mailto:hrmo@wpu.edu.ph">hrmo@wpu.edu.ph</a>            0910 2884099</p>





## LIST OF OFFICES

Office	Address	Contact Information
University Registrar	WPU, Aborlan, Palawan	<a href="mailto:wpumainregistrar@gmail.com">wpumainregistrar@gmail.com</a> 09692421699
Admission Office	WPU, Aborlan, Palawan	<a href="mailto:admissionoffice905@gmail.com">admissionoffice905@gmail.com</a> 09615682938/09774154133
Health Services Division	WPU, Aborlan, Palawan	<a href="mailto:healthservices.wpu@gmail.com">healthservices.wpu@gmail.com</a> 09175876242
Office of Student Affairs and Services	WPU, Aborlan, Palawan	<a href="mailto:wpuosas_maincampus@yahoo.com">wpuosas_maincampus@yahoo.com</a> 09275510779
University Library	WPU, Aborlan, Palawan	<a href="mailto:wpulibrary@gmail.com">wpulibrary@gmail.com</a> 09206857881
Information Technology Services Office	WPU, Aborlan, Palawan	<a href="mailto:itso@wpu.edu.ph">itso@wpu.edu.ph</a> 09664352639
Accounting Office	WPU, Aborlan, Palawan	<a href="mailto:accounting@wpu.edu.ph">accounting@wpu.edu.ph</a> 09508509889
Cashier's Office	WPU, Aborlan, Palawan	09636130444
Auxiliary Services/ Income Generating Projects	WPU, Aborlan, Palawan	<a href="mailto:wpuigp@gmail.com">wpuigp@gmail.com</a> 09128735883/09177034105
Human Resource Management Office	WPU, Aborlan, Palawan	<a href="mailto:hrmo@wpu.edu.ph">hrmo@wpu.edu.ph</a> 0910 2884099