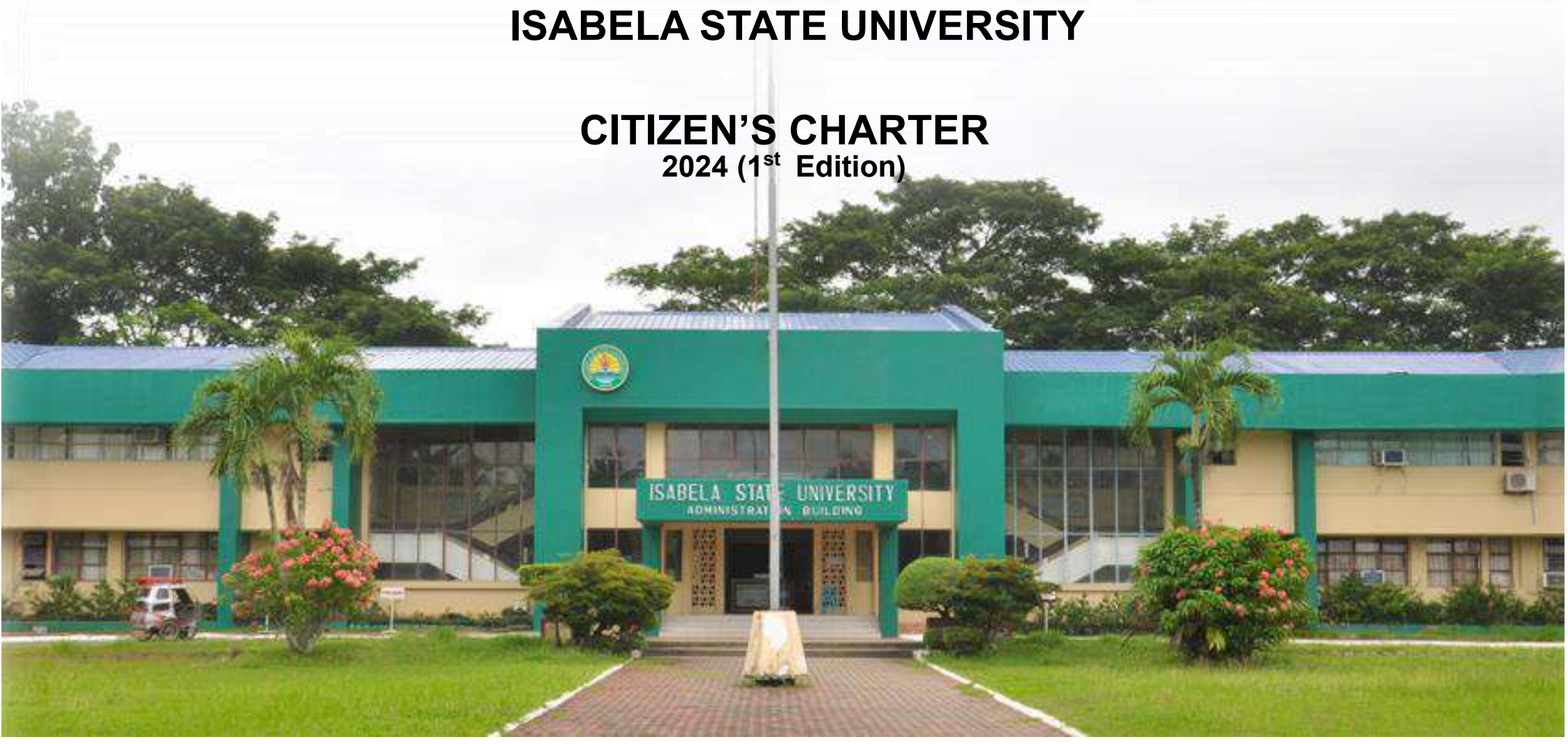




ISABELA STATE UNIVERSITY

CITIZEN'S CHARTER 2024 (1st Edition)





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CITIZEN'S CHARTER 2024 (1st Edition)



I. History:

The Isabela State University was established through the Presidential Decree (P.D.) 1434 by the then President Ferdinand Marcos on June 10, 1978 merging two state colleges – Isabela State College of Agriculture (ISCA) in Echague and Cagayan Valley Institute of Technology in Cabagan. The said decree also transferred the college level programs of Isabela School of Arts and Trades (ISAT) in Ilagan; San Mateo Vocational and Industrial School in San Mateo and Jones Rural School in Jones to the new State University. The merger identified Echague campus as the main campus and administrative site, and mandated the University to establish an effective and efficient institution of higher learning that will provide better professional and technical training in agriculture, the arts, sciences, humanities, and technology and in the conduct of scientific researches and technological studies.

In 1999, the CHED Memo Order no. 18 1999 which provides the guidelines for the integration of CHED institutions to State Universities and Colleges (SUCs) was issued. Pursuant to this order, the first CHED supervised institution, the Cauayan Polytechnic College at Cauayan, Isabela, was integrated to the University. In 2002, two more CHED Supervised Institutions were integrated to the system – the Roxas Memorial Agricultural and Industrial School (RMAIS) in Roxas, Isabela, the Delfin Albano Memorial Institute of Agriculture and Technology (DMIAT) in San Mariano, Isabela and the Angadanan Agro-Industrial College (AAIC) in Angadanan, Isabela. Later, through the collaborative efforts of ISU and the local governments of Palanan and Santiago City, two extension units were added to the system-ISU Palanan and ISU Santiago.

The Isabela State University System is strategically located in the middle of the Cagayan Valley region, which is composed of the island province of Batanes, the valley provinces of Cagayan and Isabela and the generally mountainous provinces of Nueva Vizcaya and Quirino. The province of Isabela is composed of 34 municipalities, 3 cities, and 2,292 barangays. Coincidentally, the ISU satellite campuses are situated along the regions “Midrib-Peripheral Growth Centers and Socio-Economic Development Zone” where the major urban and commercial centers of the region are located. Another strategic advantage is the University’s proximity to the site of the Regional Agro-Industrial Center (RIC) of Cauayan City, Isabela and its accessibility to Sta. Ana, Cagayan, and the entry point for international trade, and also Tuguegarao City and Santiago City, the two regional trade, financial and commercial centers of the region.

Forty-one years after its establishment, the University has become a credible Higher Education Institute (HEI), having been awarded by the Association of Accrediting Agencies of Chartered Colleges and Universities of the Philippines (AACCUP) as the SUC with the most number of accredited programs in 2012 as well as one of the few Level IV SUCs in the country. Also,



ISU has been named one among 21 leading SUCs in the Philippines. ISU has recently assumed leadership roles in research not only in Region 02, but in the country and in Asia as well. It is now the host or base agency of two regional research centers: the Higher Education Regional Research Center under CHED and the Cagayan Valley Agricultural Resources Research and Development under PCAARRD-DOST. Having been chosen as the base agency is a recognition of ISU's superiority and dominance among HEIs in the region in terms of capability in research management and scientific undertakings. Presently, ISU is the seat of at least 12 R and D centers and laboratories, proof of its strong R and D capability. With its educational leadership and pioneering roles in research, along with the strategic location of its satellite campuses in the region, the University has been successfully achieving its vision, mission, and goals and objectives. Today, ISU stands as a credible partner of development in the country and with the dedicated commitment of its faculty, support staff, students and the people behind its success, the future will see the University grow to even greater heights.

II. Mandate:

The University shall provide advance instruction in the arts, agriculture, and natural sciences as well as in the technological professional fields. This mandate is in accordance to Presidential Degree No. 1434 and 1437, issued on June 10, 1978, by the then President Ferdinand Marcos, establishing Isabela State University

III. Vision:

A leading research university in the ASEAN Region

IV. Mission:

The Isabela State University is committed to develop globally competitive human, technological resources and services through quality instruction, innovative research, responsive community engagement, and viable resource management programs for inclusive growth and sustainable development

V. Service Pledge:

We, the ISABELA STATE UNIVERSITY employees, pledge to serve our students and other clients with utmost dedication and excellent service by way of timely and prompt execution of our frontline services through:



- ✓ Visible, adequate, and accurate information guides;
- ✓ Equal treatment to students and other clients;
- ✓ Responsive to feedbacks; and
- ✓ Transparency in all transactions

We believe that we are:
“University for People, Nature, Innovation, and Entrepreneurship!”

VI. Quality Policy

The ISABELA STATE UNIVERSITY endeavors to be a lead University in instruction, research, extension and resource generation, through continual improvement of services and commits to comply with the standards set by statutory, regulatory and accrediting bodies.

To uphold the commitment, ISU shall attain the following quality objectives:

1. Sustain academic excellence and quality in instruction;
2. Generate research breakthroughs;
3. Engage in sectoral activities for community development;
4. Develop products for glocalization;
5. Support students' participation to local and international fora to enhance their potentialities;
6. Review on periodic basis, the Quality Management System (QMS) and gather feedbacks on the level of client satisfaction as basis for continual improvement.

VII. Core Values



ONE ISU FOR QUALITY AND RELEVANCE

Outcome-oriented University Nurturing Nationalism, Environmentalism, Efficiency and Effectiveness. Imbibing Integrity, Spirituality, Social Responsibility and Unity towards Quality and Relevance

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**CAMPUS RESOURCE GENERATION & MANAGEMENT OFFICE
(External)**



1. Rental of Stalls: Food Court and Ambulant

Office or Division:	Resource Generation Management Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Interested Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		RGM Office		
Stall Requirements: Mayor's Permit, DTI, Health Certificate, Sanitary Permits, Cedula, Solid Waste Management				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent and stall requirements to RGMO	Receive the letter of Intent and stall requirements and check the available stalls Contact the prospective lessee if approved /disapproved	None	3 days	Administrative Staff
2. Attend orientation	Orient the prospective lessee for the terms & conditions for the stall rentals	None	2 hours	Administrative Staff / Campus RGMO Director
3. Sign the Contract	Finalize and sign the contract	None	3 days	Administrative Staff Campus RGMO Director Executive Officer
TOTAL		None	5 days and 2 hours	



2. Lease /Rentals of Facilities & other Equipment: CLIMATE CHANGE. AMPHITHEATER, BIAZON HOSTEL AND DE VENECIA HALL and OPEN GYMNASIUM

Office or Division:	Resource Generation Management Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Interested Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		Executive Office		
Official Receipt		RGMO Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter address to Executive Officer through Campus RGMO Director	Receive the approved request letter and verify the availability of the facilities	None	3 minutes	Administrative Staff of Executive Officer
2. Pay for the Rental fee at RGMO Cashiers office	Receive the payment and issue Official Receipt	Amphitheater- P12,000 De Venecia- P8,000 Climate Change- P8,000 Biazon Hostel- P8,000	1 minute	RGMO Cashier Office



		Open Gymnasium- P6,000		
3. Submit the copy of the Approved Request Letter & Official Receipt to Security Guard and General Services Office			10 minutes	Security & GSO Personnel
TOTAL		P42,000.00	14 minutes	



3. Issuance of ID to Incoming Freshmen Students

Office or Division:	Campus Business Affairs Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Freshmen Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Enrollment Form		Registrar's Office		
Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Assessment Form and Official Receipt	Verify if payment of ID was included in the assessment form	None	1 min	Administrative Aide
2. Fill-up ID Application Form and picture taking	Verify the completeness of filled data and picture taking	None	1 min	Administrative Aide
3. Signs for specimen signature	Print and releases the ID	None	2 mins	Administrative Aide
TOTAL		None	4 minutes	



4. Re-issue of ID Due to Loss and Damaged ID

These are instances when a student loss the issued ID or the ID was damaged due to unavoidable circumstances

Office or Division:	Campus Business Affairs Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Incoming Freshman/Transferees/Continuing students/Old Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Affidavit of Loss 2. Official Receipt 3. Damaged ID (For replacement of damaged ID)		Notary Public Cashier's Office Student Copy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit OR and Affidavit of Loss for verification	Receive and check the OR and Affidavit of loss/damaged ID	Affidavit of Loss – P20.00	1 min	Cashier's Office
2. Picture taking	Picture Taking	None	1 min	Administrative Aide
3. Sign for specimen signature	Print and release the ID	None	2 mins	Administrative Aide
TOTAL		P20.00	4 minutes	



5. Rental of Cap and Gown

Graduating students may rent Cap and Gown at the CBAO office to be used during graduation rites

Office or Division:	Campus Business Affairs Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Graduating Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		RGMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the rental fee and deposit at RGMO	Receive payment and issue Official Receipt	Rental Fee – P300.00 Deposit – P500.00	2 mins	Collecting Officer
2. Present Official Receipt	Verify and record OR number of students	None	1 min	Administrative Aide
3. Fit the cap and gown	Assist the student in the fitting of the cap-and gown Release the cap and gown	None	5 mins	Administrative Aide



4. After the Graduation ceremony, return the cap and gown	Validates the OR, receive the cap and gown, and disburse the deposit paid by students	None	2 mins	Collecting Officer
TOTAL		P800.00	10 minutes	



RESOURCE GENERATION MANAGEMENT OFFICE (Internal Services)



1. Issuance of Agency ID (Teaching and Non-Teaching)

Office or Division:	Campus Business Affairs Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Faculty and Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Appointment Papers/Contract of Employment 2. Official Receipt		Human Resource Management Office Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	AGENCY ACTIONS	CLIENT STEPS
1. Present Assessment Papers/ Contract of Employment and Official Receipt	Receives payment and take picture for the ID	P200.00	2 mins	Administrative Aide
2. Signs for specimen signature	Print and release the ID	None	2 mins	Administrative Aide
TOTAL		P200.00	4 minutes	



2. Issuance of Transaction ID (Teaching and Non-Teaching)

Office or Division:	Resource Generation Management Office			
Classification:	Simple			
Type of Transaction:	Simple Transaction			
Who may avail:	All Faculty and Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice to Report for work		Human Resource Management Officer		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the data information (name, plantilla position, birthdate, TIN, GSIS, PAG-IBIG, contact person, address of contact person, contact number of the contact person.	Review and verify the completeness of filed data	None	1 minute	Administrative Staff
2. Picture Taking (with collar any color) Picture sent thru digital form must be taken at least 3 months after	Picture Taking	None	1 minute	Administrative Staff
3. Sign for specimen signature in the e-signature pad	Assist for the e-signature of the employee	None	1 minute	Administrative Staff
4. Pay ID fee	Issue Official receipt	P200.00	1 minute	Collecting Officer RGMO
5. Receive transaction ID	Release transaction ID	None	1 minute	Administrative Staff
TOTAL		P200.00	5 minutes	



3. Re-issuance and Updating of Transaction and Agency ID for Promoted and Marital Status for Women (Teaching and Non-Teaching)

Office or Division:	Resource Generation Management Office			
Classification:	Simple			
Type of Transaction:	Simple Transaction			
Who may avail:	All Faculty and Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Change Status Certificate		Human Resource Management Officer Resource Generation Management Office		
CLIENT STEPS	Resource Generation Management Office	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to ID processing In-charge for the updating and re-printing of Transaction ID and agency ID	Verify the completeness of the data	None	1 minute	Administrative Staff
2. Picture Taking (with collar any color) Picture sent thru digital form must be taken at least 3 months after	Picture Taking	None	1 minute	Administrative Staff
3. Sign for specimen signature in the e-signature pad	Assist the employee for e-signature	None	1 minute	Administrative Staff
4. Pay ID fee	Issue Official receipt	P200.00	1 minute	Collecting Officer



5. Receive Transaction ID and/or agency ID	Release Transaction ID and/or agency ID	None	1 minute	Administrative Staff
TOTAL		P200.00	5 minutes	



4.Re-issue of ID Due to Loss and Damaged ID

These are instances when an employee loss the issued ID or the ID was damaged due to unavoidable circumstances

Office or Division:	Campus Business Affairs Office			
Classification:	Simple			
Type of Transaction:	Simple Transaction			
Who may avail:	All Faculty and Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Affidavit of Loss 2. Official Receipt 3. Damaged ID (For replacement of damaged ID)		Notary Public Cashier's Office Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	AGENCY ACTIONS	CLIENT STEPS
1. Pay and submit	Check required	P200.00	2 mins	Administrative Aide
2. Signs for specimen	Print and release the ID	None	2 mins	Administrative Aide
TOTAL		P200.00	4 minutes	



5.Land Rentals: Rice and Corn Scheme

Office or Division:	Resource Generation Management Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		RGM Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent to RGMO	Receive the letter of Intent and check the available land for rent/lease	None	1 minute	Administrative Staff
2. Attend orientation	Orient the prospective lessee for the terms & conditions for the land rentals	None	1 day	Administrative Staff
3. Contract Signing	Finalize the contract (signed and notarized)	None	7 days	Administrative Staff
4. Receive copy of the contract	Release copy of the contract and file the office copy.	None	1 minute	Administrative Staff
TOTAL		None	8 days and 2 minutes	



CASHIER'S OFFICE (External Services)



1. Payment of Tuition Fee & Miscellaneous Fees

This service where the students pay their tuition and miscellaneous fees

Office or Division:	Cashiering Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Faculty and Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
ID Card/Assessment Form			Student	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the accounts	Receive payment and issue Official Receipt	Depends upon the balance to be paid	2 mins	Collecting Officer
TOTAL		Tuition – Balance	2 minutes	



2. Online Payment of Tuition Fee & miscellaneous fees

Service where the students pay their tuition fee & miscellaneous fees thru online.

Office or Division:	Cashiering Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment Confirmation Receipt		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access Landbank Link.BizPortal https://www.lbpeservices.com/egps/portal/index.jsp 2. Click Pay Now 3. Enter <i>Merchant Name</i> , Type ISABELA STATE UNIVERSITY-ECHAGUE 4. Click <i>continue</i> 5. Choose type of Fee – TUITION FEE & MISC FEE 6. Fill up the required fields the Submit 7. Enter ONE-TIME PASSWORD , enter PIN NUMBER , then click <i>Submit</i> 8. Print of screenshot <i>Payment Confirmation Receipt</i> for reference	Verify the payment of students thru E-Payment Merchant Portal and credit advice from the servicing bank. A. Issue Official Receipt for the verified online payment	Depends upon the balance to be paid	1 day 1 min	Collecting Officer



TOTAL	Depends upon the balance to be paid	1 day and 1 minutes	
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3. Payment of Completion Fee, Declaration of Loss, Certificate of Good Moral and Other Certifications

service where the students pay their completion fee, declaration of loss, certificate of good moral and school certifications needed by students

Office or Division:	Cashiering Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ID Card		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the Completion Fee, Declaration of Loss, and Certificate of Good Moral and Other Certification	Receive payment and issue Official Receipt	Completion Fee – P50.00 Certifications – P30.00 Declaration and Loss and Certificate of Good Moral – P20.00	1 min	Collecting Officer



<p>2. Present Official Receipt to the:</p> <p>a. Registrar's Office (Completion Fee, School Certifications)</p> <p>b. Office of Student Affairs and Services (Declaration of Loss and Certificate of Good Moral)</p>	<p>Issue Completion Form Prepare Certifications, Certificate of Good Moral, and Declaration of Loss</p>	<p>None</p>	<p>Completion Forms - 2 mins</p> <p>Certifications - 2 hrs</p> <p>Declaration of Loss and Certificate of Good Moral - 5 mins</p>	<p>Administrative Staff (HRMO, Registrar's Office, OSAS)</p>
TOTAL		None	2 hours and 8 minutes	



4. Disbursement of Scholarship Grants

Office or Division:	Cashiering Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Disbursement Voucher 2. Payroll with Complete Supporting Documents		Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Receives approved Disbursement Vouchers and Payroll 1.1. Prepare check and enter Payroll in Financial Date Entry Syste (FINDES) and route for approval 1.2. Transmit approved check and FINDES to servicing bank (LBP)	None	1 min 1 day 1 day	Collecting Officer Cashier Payroll-in-charge
TOTAL		None	2 days and 1 minute	



INFIRMARY (HEALTH SERVICES)



1. Availing of Health Services (Medical)

Health education, management of acute cases, referral to nearby dental rural health unit or hospitals in cases of emergencies for chronic conditions. Designed to promote the health and wellness of students and other Stakeholders. Identify and prevent health problems and injuries, and ensure care of citizens.

Office or Division:	Infirmery			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students and other Stakeholder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Student		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and sign at the logbook	Retrieve student's medical record and takes necessary vital signs and charts brief history of present illness	None	10 mins	Nurse on duty



<p>2. Proceed to the consultation room</p>	<p>1. Checkup patient or order laboratory procedures if needed: 1.1. Explains the diagnosis of the disease. 1.2. Prescribes medicine and treatment needed 1.3. Issues medical certificate and Parental Notification.</p>	<p>None</p>	<p>10 mins</p>	<p>Medical Doctor</p>
<p>3. Proceed to the Nurse</p>	<p>1. Does Nursing intervention ordered by the Physician 1.1. Dispense Oral Medication and gives instruction as to dosage and frequency of medicine 1.2. Health Education on cure and prevention of the acquired disease</p>	<p>None</p>	<p>5 mins</p>	<p>Nurse on duty</p>
<p>TOTAL</p>		<p>None</p>	<p>25 minutes</p>	



2. Availing of Health Services (Dental)

Dental health education, management acute dental illness, referral to nearby dental rural health unit or hospitals in cases of emergencies for chronic conditions. Designed to provide and promote dental health and wellness of students and other Stakeholders. Identify and prevent dental health problems and injuries, and ensure quality care of clientele with holistic approach.

Office or Division:	Infirmary			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students and other Stakeholder			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid ID			Student	
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents valid ID and sign in the logbook	Retrieve student's medical record and takes necessary vital signs and charts the brief history of present illness	None	10 mins	Nurse on duty
2. Proceed to the dental room	1. Examines patient and extracts tooth 1.1 Gives oral prophylaxis 1.2 Issues medical certificate and parental notification 1.3 Prescribes medicined and treatments needed 2. Dispense medication and give instructions on the medicines and how to	None	25 mins	Dentist



	take care of post extraction or oral prophylaxis			
TOTAL		None	35 minutes	



LIBRARY

(External Services)



1. Borrowing/Loaning/Returning Books and Other Materials

The process in borrowing books and other materials in the library

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ID Card		Library		
2. Borrower's Card		Library		
3. Visitors Referral (for students in other schools)		Head of School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Borrowing of books	Register user in the Daily Attendance Sheet	None	1 min	Librarian Staff/ Student Assistant
1.1. Proceeds to the section/ area				
1.2. Present the books/materials to borrow	Check the accession number of book if it tallies with the book card	None	1 min	
1.3. Fill up the needed information in the Book Card, Borrower's Card and turn over the same to the librarian staff/student assistant	Receive the Book Card with the Borrower's Card for filing	None	1 min	
1.4. Get the borrowed book/ material for utilization	Register the borrowed book in the Statistical Report of Circulation	None	1 min	



<p>2. Returning of Borrowed Books & Other Materials Present borrowed book</p>	<p>Check the book and file, retrieve the book card from the file and insert the book card in the book pocket</p>	<p>None</p>	<p>1 min</p>	<p>Librarian Staff/ Student Assistant</p>
<p>3. Home Use/Overnight Present borrowed book</p>	<p>Check the book, retrieve the Borrower's Card from the file and countersign it, insert the book card and return the signed Borrower's Card to the owner</p>	<p>None</p>	<p>1 min</p>	<p>Librarian Staff/ Student Assistant</p>
<p>4. Payment of Overdue 4.1 Present borrowed book 4.2 Pay overdue fine at the Cashier's Office 4.3 Go back to the Library and present the Official Receipt</p>	<p>Compute overdue fines and advise the client to pay at the cashier's office Receive computation and payment Validate the OR, sign the borrowers card indicating the payment made and return it to the owner</p>	<p>None For every hour of delay – P5.00 For every day of delay – P40.00 None</p>	<p>1 min 5 mins 2 mins</p>	<p>Collecting Officer</p>



5. Replacement of lost/ damaged book	Check the bibliographic details of the book and recommend possible options for the replacement	None	2 mins	Librarian
5.1 Report about the lost/ damaged book				
5.2 Settle accountability	Sign the borrowers card & indicate the settlement of the book	None	1 min	Librarian
TOTAL		For every hour of delay – P5.00 For every day of delay – P40.00	17 minutes	



2. Issuance of Borrower's Card

Borrower's card is issued to all students in ISU to be used in borrowing books and in using the Internet access

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ID Card		Student		
2. Assessment Form for the current semester		Student's copy of assessment		
3. Recent ID Picture (for the borrower's card)		Student		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present assessment form and recent ID picture	Validate assessment form and give Borrower's Card/Internet Card to be filled up by the student.	None	1 min	Librarian
2. Fill-up Borrower's Card and paste the recent picture	Records in the outgoing logbook and release the card to the client	None	1 min	Librarian
TOTAL		None	2 minutes	



3. Referral Service

A service where Librarian requests other Library/ies to allow their students to conduct research in their Library

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students and Librarians			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID Card		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare request for Referral Letter and submit at the Library	Get details about the client/s such as name/s, course & year, school to visit, et al. and advise client to pay referral fee at the Cashier's Office	None	2 mins	Librarian
2. Pay referral fee	Receives payment and issue official receipt	P20.00	5 mins	Collecting Officer
3. Present Official Receipt to the Librarian	Prepare Referral Letter, Register name in the logbook and issue Referral Letter	None	1 min	Librarian
TOTAL		P20.00	8 minutes	



4. Signing of Clearance

Clearance is a form to be signed by the Librarian to free the student from accountabilities in the Library in terms of books and other materials

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID Card		Student		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present clearance to the librarian	Verifies if student has no accountability, if no accountability, sign and release the clearance; if with accountability refer to CC item #2	None	1 min	Librarian
2. Register in the logbook	Check the logbook if all information needed are provided	None	1 min	Librarian
3. Receive the clearance signed by the Librarian	Give back the clearance after signing	None	1 min	Librarian
TOTAL		None	3 minutes	



5. Internet Services

Process of availment of internet services at the Library

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ID Card		Student		
2. Assessment Form (current semester)		Accounting		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Identification Card	Check ID Card vis-à-vis the Assessment form to confirm identity of the student	None	1 min	Internet in-charge
2. Register name in the Internet Logbook and avail internet services	Provide starting & ending time of internet usage	None	1 min	Internet in-charge
3. Proceed to the computer unit assigned by the internet in-charge	Assist the student in using the computer unit	None	2 mins	Internet in-charge
TOTAL		None	4 minutes	



6. Selection and Acquisition of Books and Other Materials

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Recommendation Slip/Formal Request		Library		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. During Book Fair 1.1 Request for price list/recommendation form; browse, select & recommend book and other materials; prepare selected book	Issue recommendation slip and collect the same for consolidation	None	2 mins	Librarian in charge
2. During regular days 2.1 Forward request for books and other materials	Receive request for books and other materials for consolidation	None	2 mins	Librarian in charge
TOTAL		None	4 minutes	



**OFFICE OF THE STUDENT AFFAIRS AND SERVICES
(External Services)**



1. College Admission Test

College Admission Test is administered by the guidance to qualify incoming freshmen and transferee in the university.

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Students/Incoming Freshman			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For New Students: Form 138 (High School Card); Certification from the school that applicant is a Grade 12 graduating student; 2 pcs 2x2 ID picture with name tag, 2. For Transferee: Application for Incoming Transferees Form; 2 pcs 2x2 ID picture with name tag		School last attended		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present necessary requirements	Check initial requirements; assist client and issue the Entrance Examination Form	None	10 mins	Guidance Staff/ OSAS
2. Proceeds to Cashier's office for payment of the College Admission Test (If necessary)	Issues official receipt (If necessary)	P100.00	5 mins	Collecting Officer/ Cashier



3. Submits duly accomplished Entrance Examination Form and present official receipt and requirements (If necessary)	Checks requirements and schedules the College Admission Test	None	5 mins/client	Guidance Staff/ OSAS
4. Take the College Admission Test as scheduled	Administer the College Admission Test	None	1hour & 30 mins	Guidance Staff OSAS
	Checks College Admission Test	None	5 mins/client	Guidance Staff OSAS
5. Receives the result	Issues the test result	None	5 mins/client	Guidance Staff OSAS
TOTAL		None	2 hours	



2. Psychological Testing for College Students - Individual Testing

Individual psychological testing aims to assist students discover their strengths and weaknesses in relation to his/her concerns that needs to be addressed immediately.

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment form and school ID		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents school ID and assessment form	Checks ID and assessment form	None	5 mins/client	Guidance Staff/ OSAS
2. Reports to the testing unit on scheduled time and date for examination	Conducts psychological test and schedules the release of test	None	Maximum of 2 hours	Guidance Staff/ OSAS
	Checks and interprets the test	None	Maximum of 2 hours	Guidance Staff/ OSAS
3. Receives the test result	Releases Test result and conducts counseling if needed	None	45 mins	Guidance Staff/ OSAS
TOTAL		None	4 hours and 50 minutes	



3. Psychological Testing for College Students - Group Testing

This activity aims to assist students discover their strengths and weaknesses in order to address their common needs. Hence, the guidance counselor prepares a thorough summary and interpretation from the students psychological test results.

Office or Division:	Office of Student Affairs and Services			
Classification:	Complex			
Type of Transaction:	Government to Citizens			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter for group testing per college				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Prepare a communication letter addressed to the Executive Officer/Campus Administrator/Dean for the administration and schedule of psychological test	None	30 mins	Guidance Counselor/Coordinator/ OSAS
	2. Disseminates the communication letter to all concerned offices; schedule test administration	None	1 hour	Guidance Counselor/ Coordinator Guidance Staff/ OSAS



1. Report to testing unit on scheduled time and date for examination	Venue and schedule of testing depends on the arrangement between the Dean/Program Chair and the Chief of the Testing Unit/Guidance Counselor:	None	1 hour/test Depends on the type of test administered	Guidance Counselor/ Coordinator Guidance Staff/ OSAS
	Conducts Psychological Test	None	2 weeks	Guidance Counselor/ Coordinator/OSAS
	Check and interpret the test; Make summary report of the result	None	1 hour	Guidance Counselor/ Coordinator/OSAS
	Disseminates summary to all concerned colleges	None	1 hour	Guidance Counselor/ Coordinator/OSAS
TOTAL		None	2 weeks, 4 hours and 30 minutes	



4. Guidance and Counseling Services

The assistance given to students in undertaking himself, gains deeper awareness of his problems, makes intelligent decisions and helps him grow to become a self-sufficient and mature individual.

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Walk-in clients: School ID 2. Referred clients: School ID, Referral Form 3. Shifters/Changing of Course: Shifting Form, Certification of Grades 4. Issuance of Excuse letter from parents		1. CBAO 2. OSAS 3. Registrar 4. Parents of the Students		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to the Guidance Office	Accepts walk-in client Receives and processes referral	None	5 mins	Guidance Counselor
2. None	Sends call slip to the referred student specifying date and time	None	30 mins	Guidance Counselor
3. Attend counseling session	Conducts counseling session	None	45 mins	Guidance Counselor
4. None	Make a counseling report	None	1 hour	Guidance Counselor
	TOTAL	None	2 hours and 20 minutes	



5. Issuance of Certification of Good Moral Character and Declaration of Loss

This certification is issued to students of the university who demonstrated good moral character during their stay in the university.

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Currently enrolled students: Assessment 2. Graduate students who will transfer: Duly signed clearance		1. Student/Registrar 2. Graduates/Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay certification fee	Collects payment and issue Official Receipt	P 20.00	2 mins	Cashier
2.1. Present the official receipt and clearance (graduate and transfer students) 2.2. Submit official receipt and present current assessment (for currently enrolled students)	Collects the OR and check the clearance Collect the OR and check the assessment	None	1 min	Guidance Counselors
3. None	Print the requested document (GMRC or Declaration of loss)	None	5 mins	Guidance Counselors



4. Receive the GMRC/Declaration of Loss	Sign and release the document	None	1 min	Guidance Counselors
5. None	Advise the student for the next step/process (seal)	None	10 mins	Guidance Counselors
6. Register at the Logbook	Log the transaction	None	1 min	Guidance Counselors
TOTAL		None	20 minutes	



6. Student Housing Unit

This service aims to assist the students who opt to stay in accredited boarding house or dormitories outside the University.

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Assessment form 2. Valid school ID		1. OSAS 2. Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires for the list of accredited boarding house/ dormitories	Presents the list of accredited Boarding Houses and Dormitories	None	5 mins	Chief of Student Housing/ OSAS
	Advises/orients the students to proceed to their selected boarding house	None	5 mins	Chief of Student Housing/ OSAS
2. Register in at the log-book		None	1 min	Chief of Student Housing/ OSAS
	TOTAL	None	11 minutes	



7. Signing of Activity Permit

This process is intended to all accredited organization in conducting different activities inside and outside the University

Office or Division:		Office of Student Affairs and Services		
Classification:		Simple		
Type of Transaction:		Government to Citizens		
Who may avail:		ISU Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Activity Permit		OSAS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the accomplished activity permit signed by the Student Organization president, College Dean/Program Chair, and Student Organization Adviser	Check the student permit if properly signed by the authorities	None	8 mins	Chief, Student Organizations
2. None	Signing of Semestral/Annual Clearance	None	2 mins	Chief, Student Organizations
	TOTAL	None	10 minutes	



8. Signing of Student Clearance

This process is intended to all graduates and transferees as a requirement to get all their credentials for work or transfer to other University/College.

Office or Division:		Office of Student Affairs and Services		
Classification:		Simple		
Type of Transaction:		Government to Citizens		
Who may avail:		ISU Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form		Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Student Clearance duly signed by the Department/ Program Chairman and the Dean	Validate the signature if properly signed by authorities	None	2 mins	Guidance Counselor/ Coordinator
	Signing of Semestral/Annual Clearance	None	1 min	Guidance Counselor/ Coordinator
	TOTAL	None	3 minutes	



9. Vocational and Placement Services

This refers to the assistance provided for vocational and occupational fitness and employment.

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Transcript of Records 2. Good Moral Character 3. 2 x 2 Picture 4. Resume 		<ol style="list-style-type: none"> 1. Student 2. Student 3. Student 4. Applicant 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to VOC/ Placement unit for possible job vacancies	Assists the client regarding their queries	None	1 min	Vocational Placement Coordinator/Guidance Counselor/Coordinator
2. Check available list of job opportunities and posted job vacancies	Provide list of job opportunities and evaluate requirements needed	None	10 mins	Vocational Placement Coordinator/Guidance Counselor/Coordinator
3. Checks accomplished forms & requirements	Provide necessary instructions to the client	None	4 mins	Vocational Placement Coordinator/Guidance Counselor/Coordinator
	TOTAL	None	15 minutes	



10. Scholarship Services

The University offers several scholarship and assistance programs to deserving students. The selection of grantees is in accordance with the policies and guidelines of the University and the sponsoring agencies.

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copy of Certification from the School Principal (freshmen who graduated with highest honor with an average grade of 98-100% from public or private school). 2. Scholarship Contract Form to be issued by the ISU Scholarship Coordinator 3. Photocopy of School ID 4. Photocopy of Landbank ATM Card and other prescribed requirements deemed necessary by the sponsoring agency.		a. Last school attended b. OSAS Office – Scholarship Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire scholarship offered	Post available Scholarship Programs and its guidelines at the OSAS bulletin board and OSAS FB page.	None	2 minutes	Scholarship Coordinator/ OSAS
2. Submit the requirements for evaluation and wait for the result of evaluation.	Receive, evaluate, and classify the requirements	None	2 minutes/client	Scholarship Coordinator/ OSAS/Registrar



	Enter qualified scholars in the automation system	None	1 minute/client	Scholarship Coordinator/ OSAS
	Post the list of qualified scholars through OSAS bulletin board and OSAS FB Page	None	1 minute	Scholarship Coordinator/ OSAS
TOTAL		None	6 minutes	



	Recommends/Endorse for the recognition of organization with complete documents	None	5 mins	OSAS/SSC Adviser/ Chief, Student Organizations
	Approve and issue certificate of recognition/accreditation	None	5 mins	OSAS/SSC Adviser/ Chief, Student Organizations
TOTAL		None	20 minutes	



RECORD'S OFFICE (External Services)



1. Authentication of Documents

Photocopied official documents to be authenticated by the records officer.

Office or Division:	Documents and Records Control Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Retired Faculty and Staff of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original document/s – for reference		Requestor/client		
2. Photocopied document/s to be authenticated				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook		None		Administrative Staff/ DRCO
2. Present original copy of documents	1. Verify authenticity of the document/s	None	2 mins per page	Administrative Staff/ DRCO
3. Present the documents that needs to be authenticated	2. Stamp the documents	None	1 min	Administrative Staff/ DRCO
	3. Sign the document/s	None	1 min	Record's Officer
4. Receive the authenticated document/s	4. Release authenticated document/s	None	1 min	Administrative Staff/ RDCO
TOTAL		None	5 minutes	



2. Issuance of Various Documents

The process of releasing documents requested by retired employees of ISU.

Office or Division:	Documents and Records Control Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Retired Faculty and Staff of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished request form		Documents and Records Control Office		
In case of the absence of the owner, a notarized authorization letter should be presented.		From the requestor/client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Request Form	1. Approves and signs the filled-out request form	None	1 min	Record's Officer/ DRCO
	2. Locates and verifies the requested document/s	None	1 min (active file) 1 day (inactive file)	Administrative Staff/RDCO Administrative Staff /RDCO
	3. Photocopy the document/s	None	1 min	
2. Receive the requested document/s	Release the document/s	None	1 min	Administrative Staff /RDCO
TOTAL		None	3 mins – active file; 1 day, 3 mins – inactive file	



3. Issuance of Data/Information

The process of releasing data/information requested by employees of ISU.

Office or Division:	Documents and Records Control Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Retired Faculty and Staff of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished request form		Documents and Records Control Office		
In case of the absence of the owner, a notarized authorization letter should be presented.		From the requestor/client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Request Form for Freedom of Information (FOI Request Form)	1. Submit to the approving authority	None	3 days	Record's Officer Administrative Staff
2. Fill-out the requested data/information	2. If approved, locate the file. If not approved, return the request.	None	2 mins – active file; 1 day (inactive file)	Administrative Staff
	3. Photocopy the file	None	1 min	Administrative Staff
2. Receive the requested document/s	4. Release the document/s	None	1 min	Administrative Staff
TOTAL		None	3 days, 4 mins active file; 4 days, 2 mins – inactive file	



RECORD'S OFFICE (Internal Services)



1. Issuance of Document Code for newly generated documents/revision

Office or Division:	Documents and Records Control Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Faculty and Staff of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Document to be coded 2. Document request form		1. The requestor/client 2. Documents and Records Control Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present document/s	1. Verify the documents if not yet listed in the Document Masterlist	None	1 min	Records Officer/DRCO
2. Fill-out the Document Request Form (DRF)	2. Sign the DRF then codes the document/s and records it in the Document Masterlist.	None	2 mins	Records Officer/DRCO
	3. Forward to the reviewing and approving authority (QMR)	None	1 day	Administrative Staff/DRCO
	4. Photocopy the approved documents (for the Offices with existing Document Masterlist)	None		Administrative Staff/DRCO



3. Receive the coded/revised documents	5. Releases the document/s	None	1 min	Administrative Staff/DRCO
TOTAL		None	1 day and 4 minutes	



2. Updating/revising of documented information

Office or Division:	Documents and Records Control Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Faculty and Staff of ISU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> Document to be updated/revised Document Feedback Form The old/obsolete document/s 			<ol style="list-style-type: none"> The requestor/client Documents and Records Control Office The requestor/client 	
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present document/s	1. Identify the document code, document changes and revision number	None	1 min	Records Officer/DRCO
2. Fill-out the Document Feedback Form (DFF)	2. Sign the DFF then revise the document code and records it in the Document Masterlist	None	2 mins	Records Officer/DRCO
	3. Forward to the reviewing and approving authority (QMR)	None	1 day	Administrative Staff/DRCO
	4. Photocopy the approved documents	None	1 min	Administrative Staff/DRCO



3. Receive the coded/ revised documents	5. Release the document/s	None	1 min	Administrative Staff/DRCO
TOTAL		None	1 day and 5 minutes	



3. Removing of documented information

Office or Division:	Documents and Records Control Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Faculty and Staff of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Document to be removed Document Removal Request Form The document/s no longer needed 		<ol style="list-style-type: none"> The requestor/client Documents and Records Control Office The requestor/client 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present document/s	1. Identify the document code, document changes and revision number	None	1 min	Records Officer/DRCO
2. Fill-out the Document Removal Request Form (DRRF)	2. Sign the DRRF then codes the document/s and records it in the Document Masterlist.	None	2 mins	Records Officer/DRCO
	3. Forward to the reviewing and approving authority (QMR)	None	1 day	Administrative Staff/DRCO
	4. Photocopy the approved documents	None	1 min	Administrative Staff/DRCO
3. Receive the coded/ revised documents	5. Releases the document/s	None	1 min	Administrative Staff/DRCO



TOTAL	None	1 day and 5 minutes	
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4. Dissemination of documents (communications, memorandum)

Office or Division:	Documents and Records Control Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Faculty and Staff of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document/s		The requestor/client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the document/s	1. Accept/receive/ stamp the document/s	None	5 minutes	Administrative Staff/DRCO
	2. Prepare the distribution list if there are two (2) or more recipients	None	3 mins	Records Officer/DRCO
	3. For e-copy/ies, scan/ picture and send via Document Management and Records Archiving System (DMRAS), group chat, email and other media	None	5 mins	Administrative Staff/DRCO
TOTAL		None	13 minutes	



5. Receiving and forwarding of incoming documents

The process of disseminating documents (communications, endorsement, etc.) to the concerned office/s or employee/s

Office or Division:		Documents and Records Control Office		
Classification:		Simple		
Type of Transaction:		Government to Citizens		
Who may avail:		Faculty and Staff of ISU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document/s		The requestor/client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the document/s	1. Accept/receive the document/s	None	1 min	Administrative Staff DRCO
	2. Print and stamp the document/s	None	1 min	Administrative Staff DRCO
	3. Record the document/s in the logbook	None	1 min	Administrative Staff DRCO
	4. Forward the document/s to the concerned offices or employees	None	7 mins	Administrative Staff DRCO
TOTAL		None	10 minutes	



6. Issuance of Certificate of Appearance

The process of releasing Certificate of Appearance to officials and employees of ISU from other Campuses and/or agencies.

Office or Division:	Documents and Records Control Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Faculty and Staff of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document/s		The requestor/client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Travel Order	1. Verify the Travel Order	None	30 seconds	<i>Administrative Staff</i> DRCO
2. Register at the Visitor's Logbook	2. Fill-out the date of appearance	None	30 seconds	<i>Administrative Staff</i> DRCO
	3. Sign the Certificate	None	30 seconds	<i>Administrative Staff</i> DRCO
3. Receive the Certificate of Appearance	Releases the Certificate of Appearance	None	30 seconds	<i>Administrative Staff</i> DRCO
TOTAL		None	2 minutes	



REGISTRAR'S OFFICE



1. REGISTRATION OF NEW FRESHMEN STUDENTS

Process of registration of new students.

Office or Division:	Office of the Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Incoming Freshman			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Duly accomplished admission form (fill-up online) Original copy of Form 138 (Card) Original copy of Certificate of Good Moral Character Photo Copy of Diploma Photo copy of PSA 		Student Portal (SACARIAS program) School Graduated in Senior High School School Graduated in Senior High School School Graduated in Senior High School PSA		
<ul style="list-style-type: none"> Official Receipt (as needed) 		Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
REGISTRATION THRU ONLINE A. New Freshman 1. Submit admission Requirements to the Office of the Registrar.	<ul style="list-style-type: none"> Accepts, checks the authenticity and completeness of registration requirements and open the student account in the portal. 	None	2 minutes per student	<ul style="list-style-type: none"> Registrar/ Acting Registrar Staff (Office of the Registrar) Student



2. Log-in to student portal for self-enlistment and assessment				
	TOTAL	None	2 minutes	



2. REGISTRATION OF CONTINUING REGULAR STUDENTS

Process of registration of regular students.

Office or Division:	Office of the Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Continuing Regular students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Grades of Previous Enrolled subjects 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
REGISTRATION THRU ONLINE A. Continuing Regular students 1. Log-in to student portal for self-enlistment and assessment	<ul style="list-style-type: none"> Open the enrolment system 	None	1 minute per student	<ul style="list-style-type: none"> Registrar/ Acting Registrar Staff (Office of the Registrar) Student
TOTAL		None	1 minute	



3. REGISTRATION OF IRREGULAR STUDENTS

Process of registration of irregular students.

Office or Division:	Office of the Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Irregular students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Pre-Registration Official Receipt (as needed)			College Cashier's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present pre-registration form signed by the registration adviser to the Office of the Registrar	<ul style="list-style-type: none"> • Encodes subjects and print assessment form 	None	5 minutes per student	<ul style="list-style-type: none"> • Registrar/ Acting Registrar • Staff (Office of the Registrar)
2. Receive assessment form	<ul style="list-style-type: none"> • Issues assessment form 		1 minute	<ul style="list-style-type: none"> • Registrar/ Acting Registrar • Staff (Office of the Registrar)
3. Payment of Assessed Fee (For those Students who are not qualified for free tuition)	<ul style="list-style-type: none"> • Receives payment of fees and Issue Official Receipt 	As per assessed fee	2 minutes per student	Collecting Officer in Charge (Cashier's Office)
4. Receive official receipt of payment	<ul style="list-style-type: none"> • Issues official receipt 		1 minute	



TOTAL	As per assessed fee	9 minutes	
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2. Receive assessment form	be enrolled and assess fees <ul style="list-style-type: none">Issues assessment form		1 minute	(Office of the Registrar)
TOTAL		None	18 minutes	



5. ADDING/DROPPING OF SUBJECTS

Process of adding and dropping of subjects.

Office or Division:	Office of the Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished adding/dropping form		Office of the Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill up adding/dropping form at the Office of the Registrar	<ul style="list-style-type: none"> Issues adding/dropping form to the students 	none	2 minutes	<ul style="list-style-type: none"> Registrar/ Acting Registrar Staff (Office of the Registrar)
2. Pay the adding fee at the Cashier's Office	<ul style="list-style-type: none"> Receives payment of adding fee and issue receipt 	P20.00 per subject	2 minutes	<ul style="list-style-type: none"> Collecting Officer in charge (Cashier's Office)
3. Submit duly accomplished form to the Office of the Registrar	<ul style="list-style-type: none"> Receives, checks, and encode added or dropped subjects in the system. 	none	2 minutes	<ul style="list-style-type: none"> Registrar/ Acting Registrar Staff (Office of the Registrar)
TOTAL		P20.00 per subject	6 minutes	



6. COMPLETION, VALIDATION AND SUBSTITUTION OF SUBJECT

Process of encoding of Completed Grades, Validated and Substituted Subjects of Students.

Office or Division:	Office of the Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly accomplished completion, validation, and substitution of subject			Office of the Registrar	
Official Receipt			Office of the Cashier	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a) Completion Form (for incomplete grades) from the Office of the Registrar b) Validation / Substitution (for incoming transferees) from the Office of the Registrar	<ul style="list-style-type: none"> Verifies record of students and issue Completion Form if within the reglementary period. Issues validation Form / Substitution Form 	none	1 minute	<ul style="list-style-type: none"> Registrar/ Acting Registrar Staff (Office of the Registrar)
2. Pay completion, validation/ substitution fee at the Cashier's Office	<ul style="list-style-type: none"> Receives payment of fee and issues Official Receipt 	Completion Fee - P50.00/subject Validation Fee - P20.00/subject	2 minutes	<ul style="list-style-type: none"> Collecting Officer in Charge (Cashier's Office)



<p>3. Present duly accomplished completion, validation/ substitution form and Official Receipt to the Office of the Registrar</p>	<ul style="list-style-type: none"> • Encodes grade of completed subjects of student and validated /substituted subjects of students 	<p>None</p>	<p>2minutes</p>	<ul style="list-style-type: none"> •Registrar/ Acting Registrar •Staff (Office of the Registrar)
TOTAL		P70.00	5 minutes	



7. APPLICATION FOR GRADUATION AND EVALUATION OF RECORDS OF STUDENTS

Process for application for graduation and evaluation of records of student.

Office or Division:	Office of the Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	ISU Graduating Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application for Graduation			Office of the Registrar	
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form for graduation to the Office of the Registrar	<ul style="list-style-type: none"> Receives application form for graduation, checks, reviews, and evaluates the records of the students 	None	5 minutes	<ul style="list-style-type: none"> Registrar/ Acting Registrar Staff(Office of the Registrar)
2. Receive copy of the evaluation	<ul style="list-style-type: none"> Releases copy of evaluation of grades of students 		1 minute	
TOTAL		None	6 minutes	



8. ISSUANCE OF REQUESTED ACADEMIC DOCUMENTS/RECORDS (FOR 2014 & BEYOND)

A. Process in requesting and securing academic documents/records for first copy and second copy of Official Transcript of Records of old students

Office or Division:	Office of the Registrar			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly Accomplished University Clearance			Office of the Registrar	
Official Receipt			Office of the Cashier	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished clearance form and official receipt to the Office of the Registrar	Receives clearance form and official receipt	None	1 minute	<ul style="list-style-type: none"> Registrar/ Acting Registrar Staff (Office of the Registrar)
2. Pay required fee for the requested academic document at the Cashier's Office	Receives payment and issues official receipt	TOR Fee – P50.00 (as applicable)	2 minutes	<ul style="list-style-type: none"> Collecting Officer in Charge (Cashier's Office)
	Process Requested Documents	None	7 working days	<ul style="list-style-type: none"> Registrar/ Acting Registrar Staff (Office of the Registrar)



3. Receive requested documents	<p>Issues requested documents on time.</p> <p>(A special power of attorney is required if the owner of the document has authorized someone to receive on his/her behalf).</p>			<ul style="list-style-type: none"> • Registrar/ Acting Registrar • Staff (Office of the Registrar)
TOTAL		OTR fee – P50.00	7 days and 3 minutes	



9. ISSUANCE OF REQUESTED ACADEMIC DOCUMENTS/RECORDS (FOR 2015 TO PRESENT)

A. Process in requesting and securing academic documents/records for first and second copy of Official Transcript of Records and Diploma

Office or Division:	Office of the Registrar			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Request letter		Office of the Executive Officer/Campus Administrator		
Official Receipt		Office of the Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved request letter to the Office of the Registrar	<ul style="list-style-type: none"> Receives approved request letter 	None	1 minute	<ul style="list-style-type: none"> Registrar/ Acting Registrar Staff (Office of the Registrar)
2. Pay required fee for the requested academic document at the Cashier's Office	<ul style="list-style-type: none"> Receives payment and issues official receipt 	TOR – P50.00 Diploma fee- P100.00	2 minutes	<ul style="list-style-type: none"> Collecting Officer in Charge (Cashier's Office)
	Process Requested Documents A. First copy of Official Transcript of Records (TOR) and Diploma B. Second Copy of Official TOR	None	5 working days 3 working days (provided signatories are available)	<ul style="list-style-type: none"> Registrar/ Acting Registrar Staff (Office of the Registrar)



3. Receive requested documents	<ul style="list-style-type: none"> • Issues requested documents on time. (A special power of attorney is required if the owner of the document has authorized someone to receive on his/her behalf). 			<ul style="list-style-type: none"> • Registrar/ Acting Registrar • Staff (Office of the Registrar)
TOTAL		OTR fee – P50.00 Diploma fee- P100.00	First copy- 5 days and 3 minutes Second copy- 3 days & 3minutes	



10. ISSUANCE OF TRANSFER CREDENTIALS FOR OUTGOING TRANSFEREE STUDENTS (CERTIFICATE OF HONORABLE DISMISSAL, AND CERTIFICATION OF GRADES)

Process of issuance of transfer credentials for outgoing transferee students.

Office or Division:	Office of the Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly Accomplished University Clearance			Office of the Registrar	
Official Receipt			Office of the Cashier	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure university clearance form at the Office of the Registrar	Issues university clearance form	None	1 minute	<ul style="list-style-type: none"> Registrar/ Acting Registrar Staff (Office of the Registrar)
2. Pay required fee for the requested academic documents at the Cashier's Office	Receives payment and issues official receipt	Certificate of Honorable Dismissal – P30.00 Certification of Grades -P30.00	2 minutes	<ul style="list-style-type: none"> Collecting Officer in Charge (Cashier's Office)
3. Submit duly accomplished clearance and official receipt to the Office of the Registrar	Receives clearance form and official receipt and process requested documents.	None	5 minutes	<ul style="list-style-type: none"> Registrar/ Acting Registrar Staff (Office of the Registrar)
4. Receive requested documents	Issues requested documents on time.		2 minutes	<ul style="list-style-type: none"> Registrar/ Acting Registrar



	(A special power of attorney is required if the owner of the document has authorized someone to receive on his/her behalf).			<ul style="list-style-type: none"> • Staff (Office of the Registrar)
TOTAL		Certificate of Honorable Dismissal- P30.00 Certification of Grades-P30.00	10 minutes	



11. ISSUANCE OF CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV)

Process in requesting and securing academic documents/records for Certification, Authentication and Verification (CAV).

Office or Division:	Office of the Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original and Photocopy of Official Transcript of Records and Diploma				
Official Receipt		Office of the Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request form at the Office of Registrar	Receives request and official receipt from requesting party/client	None	1 minute	<ul style="list-style-type: none"> Registrar/ Acting Registrar Staff (Office of the Registrar)
2. Pay required fee for the requested academic documents at the Cashier's Office	Receives payment and issues official receipt	Certification – P30.00 DFA/CAV - P100.00) Authentication (local) OTR - 30.00 (3sets) Diploma – 30.00 (3sets)	2 minutes	<ul style="list-style-type: none"> Collecting Officer in Charge (Cashier's Office)



3. Submit documents and official receipt to the Office of the Registrar	Process requested documents A. Certification CAV for DFA B. Authentication (OTR/Diploma) for local	None	35 minutes	<ul style="list-style-type: none"> • Registrar/ Acting Registrar • Staff (Office of the Registrar)
4. Receive requested documents	Issues requested documents. (An authorization letter is required if the owner of the documents has designated someone to receive on her/his behalf).	none	2 minutes	<ul style="list-style-type: none"> • Registrar/ Acting Registrar • Staff (Office of the Registrar)
TOTAL		Certification – P30.00 DFA/CAV - P100.00) Authentication (local) OTR - 30.00 Diploma – 30.00	40 minutes	



**OFFICE OF THE PRESIDENT
(Internal Services)**



1. Receiving of documents for signature/action

Communications, endorsements, vouchers, diploma, DTR and other related documents that do not require further review and evaluation

Office or Division:	Office of the President			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	ISU System Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Not applicable			Not applicable	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forwards documents for action thru the Record's Office of the University/ other offices	Receives the document by putting a stamp "Received" in the upper/lower portion of the document	None	3 mins	Administrative Staff in Charge President's Office
	Records the document in the logbook for incoming transactions Review/verify the document: determine action to be undertaken/urgency of action	None	3mins	Admin Officer/ Executive Assistant President's Office



	Forwards verified/reviewed document to the University President for action	None	3 mins	Admin Officer/Executive Assistant President's Office
	Signs document or marginal note indicating the action to be undertaken	None	3 mins	University President
TOTAL		None	12 minutes	



2. Releasing of documents

Documents for release

Office or Division:		Office of the President		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		ISU System Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Not applicable				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives acted documents thru the Record's Office of the University	Records acted documents in the logbook for outgoing transactions Releases acted documents	None	3 mins	Administrative Staff in Charge President's Office Administrative Staff in Charge Records Office
TOTAL		None	3 minutes	



OFFICE OF THE VICE PRESIDENTS

(Internal Services)



1. Processing of Vouchers A complete set of documents in procuring supplies that the different office needs

Office or Division:	Office of the Vice President for Administrative and Finance Services			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Campuses and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Budget Utilization Request and Status (BURS) 2. Disbursement Vouchers (DV) 3. Purchase Request/Job Request (PR) 4. Three (3) Request for Quotation (RFQ) 5. Purchase Order (PO) 6. Requisition Issue Slip (RIS) 7. Inspection and Acceptance Report (IAR) 8. PPMP 		Budget Office Budget Office End User Procurement Office Procurement Office Supply Office Supply Office End User		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the vouchers	Receives, logs and verifies if all the attached documents are complied	none	1 min	Administrative Staff VP AFS Office
	Verifies if the PR has been approved and the RFQ has been signed by the BAC	none	3 mins	Vice President AFS
	Releases, logs and verifies if the Box A of BURS and DV has been signed by VP AFS	none	1 min	Administrative Staff VP AFS Office
TOTAL		None	5 minutes	



2. Communication

Document sent from the different agencies or offices that needs approval/recommendation of the office of the VP for AFS

Office or Division:		Office of the Vice President for Administrative and Finance Services		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		Campuses and Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication		Records Office or any other office concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits/Presents the incoming communication	Receives, logs and verifies the completeness of the documents	none	1 min	Administrative Staff VP AFS Office
	Verifies the content of the incoming communication for recommendation/ action	none	5 mins	Vice President AFS
	Release, logs, photocopies and verifies if there is a note/comment/action of the VP for AFS	none	3 mins	Administrative Staff VP AFS Office
TOTAL		None	9 minutes	



3. Processing of Purchase Request

Document that an office needs to be procured

Office or Division:	Office of the Vice President for Administrative and Finance Services			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Campuses and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Request (PR) 2. PPMP		End User End User		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits/Presents the Purchase Request	Receives, logs and verifies the attached documents and if there is an available funds for the said PR	none	1 min	Administrative Staff VP AFS Office
	Verifies the completeness of the documents	none	3 mins	Vice President AFS
	Releases, logs and verifies the approval of the VP AFS	none	1 min	Administrative Staff VP AFS Office
TOTAL		None	5 minutes	



4. List of Due and Demandable Accounts Payable – Advice to Debit Account (LDDAPADA) A

form that all the payment to supplier or payee is summarized

Office or Division:		Office of the Vice President for Administrative and Finance Services		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		Campuses and Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Vouchers 2. LDDAP-ADA Form		Procurement, Supply, Accounting, Budget office Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives/Presents the LDDAP-ADA	Receives, logs and verifies the attached documents if it is complied	none	3 mins	Administrative Staff VP AFS Office
	Verifies the completeness of the documents	none	5 mins	Vice President AFS
	Releases, logs, photocopies and verifies the approval of the VP AFS	none	1 min	Administrative Staff VP AFS Office
TOTAL		None	9 minutes	



5. Memorandum of Agreement

An Agreement between Isabela State University and other agencies who wants to collaborate in terms of academic, research and development, extension and training

Office or Division:		Office of the Vice President for Administrative and Finance Services		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		Campuses/other agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memorandum of Agreement 2. Recommendation of the Office of the Legal and Security Services		Requesting Agency/Campuses Legal Office		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives/Presents the MOA	Receives, logs and verifies the attached documents if it is complied	none	3 mins	Administrative Staff VP AFS Office
	Verifies the completeness of the documents	none	5 mins	Vice President AFS
	Prepares endorsement/recommendation for the MOA	none	3 mins	Administrative Staff VP AFS Office
	Releases, logs, photocopies and verifies documents attached to the MOA	none	1 min	Administrative Staff VP AFS Office
TOTAL		None	12 minutes	



6. Communication

A document sent from the different agencies or offices that needs approval/recommendation of the office of the **VP for ARA**

Office or Division:		Office of the Vice President for Academics & Related Affairs		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		Campuses and Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication		Records Office or any other office concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits/Presents the incoming communication	Receives, logs and verifies the completeness of the documents	none	1 min	Administrative Staff VP ARA Office
	Verifies the content of the incoming communication for recommendation/action	none	5 mins	Vice President for ARA
	Releases, logs, photocopies and verifies if there is a note/comment/action of the VP	none	3 mins	Administrative Staff VP ARA Office
TOTAL		None	9 minutes	



7. Communication

A document sent from the different agencies or offices that needs approval/recommendation of the office of the VP for planning, MIS, external affairs, public relations, and business affairs

Office or Division:		Office of the Vice President for Planning, MIS, external affairs, public relations, and business affairs		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		Campuses and Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication		Records Office or any other office concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits/Presents the incoming communication	Receives, logs and verifies the completeness of the documents	none	1 min	Administrative Staff Vice President Planning & RDET
	Verifies the content of the incoming communication for recommendation/action	none	5 mins	Vice President for Planning Vice President RDET
	Releases, logs, photocopies and verifies if there is a note/comment/action of the VP for AFS	none	3 mins	Administrative Staff Vice President Planning & RDET
TOTAL		None	9 minutes	



8. Communication

A document sent from different agencies or offices that needs approval/recommendation of the Office of the VP RDET

Office or Division:	Office of the Vice President for Research and Development			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Campuses and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication				
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits/presents the incoming communication	Receives, log and verifies completeness of the documents	None	1 min	Administrative Staff VP RDET Office
	Verifies the contents of the incoming communication for recommendation/action	None	5 mins	Vice President for RDET
	Releases, logs, photocopy and verify if there is a note/comment/action of the VP for RDET	None	3 mins	Administrative Staff VP RDET Office
TOTAL		None	9 minutes	



9. Approval of R&D Proposal for issuance of designation (Internally funded)

Office or Division:	Office of the Vice President for Research and Development Extension and Training			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	All Campuses/Faculty and Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
R&D/E Proposals		End Used End User		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives Memo re; Call for Submission of Proposals under SB and GAA	Issuance of Letter/ Memo to all campuses/units to submit R&D proposals for funding	None	5 mins	Administrative Staff VP RDET Office
2. Receive Schedule for Review and Evaluation of Proposals per Campus	Accepts/Conducts preliminary review and presentation of proposals per campuses	None	1 day (Per schedule of campuses)	Campus Executive Officer Vice President for RDET University Expertpool University and Campus Directors R&D/E
3. Submission of proposal	Submits proposals to VP RDET with endorsement by R&D Director, Executive Officers and Campus Administrators	None	5 days after the Review of Proposals	Faculty Researcher through R&D Director and EO Endorsement



4. Evaluation of Proposal per campus	Evaluate proposals for approval	None	3days	<i>University Expert pool</i>
5. Notify Researchers/ Faculty	Prepares Memo to notify Campuses/Researchers for the revision and finalization of proposal if any	None	5 mins	<i>Administrative Staff VP RDET Office Vice President for RDET</i>
6. Accepts revised proposals	Accept revised detailed proposals from proponents	None	5 mins	<i>Administrative Staff VP RDET Office Vice President for RDET</i>
7. Evaluates proposals	Evaluate revised proposals	None	5 days	<i>University Expert pool</i>
8. Issuance of Designations	Preparation and issuance of designations to all proponent	None	5 days	<i>Campus RDE Directors Administrative Staff VP RDET Office</i>
TOTAL		None	19 days, 15 mins	



10. Request for Published Research Output, IPO issued Certificates and Winning Papers for Best Paper for Research (RDET Incentives)

Office or Division:	Office of the Vice President for Research and Development Extension and Training			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All Campuses/Faculty and Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter 2. Endorsement thru channels 3. For publications: 4. Copy of Publications from reputable Journal 5. For IPO : Copy of Issued Certificate from IPO PHIL For Winning Paper: Copy of Certificates Certificate of UAIHR as proof that claim is result of RDE output		End User End User		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all required documents	Submits all required documents stipulated in the RDET Manual of Operations. A letter must be forwarded through channels	None	10 mins	Administrative Staff VP RDET Office



2. Evaluation of papers	Evaluation of papers by technical review team, result will be the basis of the endorsement to the Office of the President	None	1-2 days	University Technical Review Team
3. Approval and Endorsement VP	Endorses the request to the Office of the President for appropriate action	None	10 mins	Vice President for RDET
4. Approval	When approved by the president an amount specified to the corresponding journal/IPO/Best Papers presented to scientific conference shall be granted to the researcher/s depending on the availability of funds per campus	None	10 mins	University President
TOTAL		None	2 days and 30 minutes	



11. Processing of Vouchers A complete set of documents in procuring supplies that the different office needs

Office or Division:	Office of Vice President for VP for Research and Development Extension and Training			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Campuses and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Budget Utilization Request and Status (BURS) 2. Disbursement Vouchers (DV) 3. Purchase Request/Job Request (PR) 4. Three (3) Request for Quotation (RFQ) 5. Purchase Order (PO) 6. Requisition Issue Slip (RIS) 7. Inspection and Acceptance Report (IAR) 8. PPMP		Budget Office Budget Office End User Procurement Office Procurement Office Supply Office Supply Office End User		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the vouchers	Receives, logs and verify if all the attached documents are complied	none	1 minutes	Administrative Staff VP RDET Office
	Verify if the PR has been approved and the RFQ has been signed by the BAC	none	3 minutes	Vice President for RDET
	Release, log and verify if the Box A of BURS and DV has been signed by VP AFS	none	1 minute	Administrative Staff VP RDET Office
TOTAL		None	5 minutes	



**OFFICE OF THE EXECUTIVE OFFICER
(External Services)**



1. Approval/Recommending Approval (Inter-office Communication and Transactions)

The Executive Officer being the recommendatory personnel, verifies the accuracy and check if all requirements are met and evaluate whether the request should be approved.

Office or Division:	Office of the Executive Officer			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All ISU Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter			Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the request letter/form	Receives submitted documents	None	1 min	Administrative Staff EO Office
	The staff will check the document attached and whether the document is signed by the proper signatories. Document with incomplete attachment will be returned to the client for completion.	None	2 mins	Administrative Staff EO Office
	Document with complete attachments will be recorded by the staff.	None	1 min	Administrative Staff EO Office



	The Executive Officer will reviews and acts on the document.	None	10 mins	Executive Officer
	Releases outgoing communication and/or endorsement from the Office of the Executive Officer.	None	2 mins	Administrative Staff EO Office
2. Fill out of Client Feedback Survey Form	Upon the receipt of the form, it will be filed by the clerk officer/staff for record keeping purposes and further review and analysis.	None	2 mins	Administrative Staff EO Office
TOTAL		None	18 minutes	



2. Approval and Releasing of Travel Orders

The Office of the Executive Officer facilitates the process of securing Travel Orders of teaching and non-teaching personnel.

Office or Division:	Office of the Executive Officer			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All ISU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Travel Order Invitation, if any				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for travel order with the necessary requirements.	Receives documents and checks for completeness.	None	2 mins	Administrative Staff EO Office
	Signs/approves the Travel Order	None	1 min	Executive Officer
	Releases travel order.	None	1 min	Administrative Staff EO Office
	TOTAL	None	4 minutes	



3. Approval of Leave form

The Office of the Executive Officer verifies the accuracy and check if all requirements are met and evaluate whether the request should be approved.

Office or Division:	Office of the Executive Officer			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All ISU Employees Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished leave form		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits leave form	Receives the form and required documents and check for completeness and appropriateness.	None	2 mins	Administrative Staff EO Office
	Signs or approves the leave form	None	1 min	Executive Officer
	Releases the leave form	None	1 min	Administrative Staff EO Office
TOTAL		None	4 minutes	



4. Approval of Request for Transportation

The approval of the request for transportation is given upon submission of the required documents by the requesting party/office.

Office or Division:		Office of the Executive Officer		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		All ISU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter				
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter	Receives the request letter	None	2 mins	Administrative Staff EO Office
	Signs/approves the request letter	None	1 min	Executive Officer
	Releases the approved request for transportation	None	1 min	Administrative Staff EO Office
TOTAL		None	4 minutes	



5. Approval of Request on the Utilization of Facilities

The Office of the Executive Officer facilitates the approval of utilization of the campus facilities.

Office or Division:		Office of the Executive Officer		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		All ISU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter	Receives the request letter	None	2 mins	Administrative Staff EO Office
	Signs/approves the request letter	None	1 min	Executive Officer
	Releases the approved request for transportation	None	1 min	Administrative Staff EO Office
TOTAL		None	4 minutes	



6. Approval of College/Unit PPMP and APP

The Office of the Executive Officer facilitates the approval of Project Procurement Monitoring Plan submitted by the respective offices and colleges for the applicable year to be included in the Annual Procurement Plan of the Campus.

Office or Division:		Office of the Executive Officer		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		All ISU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PPMP APP		Requesting Pa ty		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits PPMP	Receives and checks for completeness and appropriateness.	None	2 mins	Administrative Staff EO Office
	Reviews and signs	None	15 mins	Executive Officer
	Releases the PPMP to the College/Unit and APP to the Supply		1 min	Administrative Staff EO Office
TOTAL		None	18 minutes	



7. Approval/Recommending Approval (Inter-office Communication and Transactions)

The Executive Officer being the recommendatory personnel, verifies the accuracy and check if all requirements are met and evaluate whether the request should be approved.

Office or Division:		Office of the Executive Officer		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		All ISU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the request letter/form	Receives submitted documents	None	1 min	Administrative Staff EO Office
	The staff will check the document attached and whether the document is signed by the proper signatories. Document with incomplete attachment will be returned to the client for completion.	None	2 mins	Administrative Staff EO Office



	Document with complete attachments will be recorded by the staff.	None	1 min	Administrative Staff EO Office
	The Executive Officer will review and act on the document.	None	10 mins	Executive Officer
	Log-out of outgoing communication and/or endorsement from the Office of the Executive Officer.	None	2 mins	Administrative Staff EO Office
	TOTAL	None	16 minutes	



ACCOUNTING OFFICE (External Services)



1. Determination of outstanding balance for scholars

The process of checking outstanding balance of scholar students that maintained in the masters list.

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	ISU Scholars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School ID		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents valid Student ID	Checks if the student is included in the master list of approved scholarship grant with sponsors/benefactors Opens the SIAS automated student ledger Determines if balance is not more than the amount to be paid by the scholarship benefactor, otherwise the student is not allowed to enroll, if ok, "click allow to enroll"	None	3 mins	Administrative Staff Accounting Office
TOTAL		None	3 minutes	



2. Signing of Clearance

The process of clearing students from their balances to the university

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	ISU Students (Undergraduate and Graduate)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School ID		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents valid school ID	<u>For Automation:</u> 1.1 Open and print the automated student ledger and verify the balance, if none, the Accounting In-Charge affixes his initial 1.2 For ISU Graduates, verify if graduation fee has been paid 1.3 Signing of Clearance	None	3 mins	Administrative Staff Accounting Office Supervising AO/Accountant



<p>2. For old students before the automation presents clearances and IDs</p>	<p><u>For Manual :</u></p> <p>1.1 Verify student registration form and master list of student accounts from files (not included in the automated accounting system)</p> <p>1.2 If no balance, the Accounting In-Charge affixes his initial</p> <p>1.3 Signing of clearance</p>		<p>10 mins</p>	<p>Administrative Staff Accounting Office</p> <p>Supervising AO/Accountant</p>
TOTAL		None	13 minutes	



ACCOUNTING OFFICE (Internal Services)



1. Processing of vouchers

Checking and journalizing of vouchers forwarded to accounting office.

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	ISU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Voucher		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents obligated voucher/s	<p>Indexes Disbursement Vouchers</p> <p>Pre-audits DVs - Examine the compliance to accounting rules, auditing regulations and mathematical computations</p> <p>With deficiencies - Return to end user or proper office</p> <p>Without deficiencies Proceed to the next action</p>	None	10 mins	Administrative Staff Accounting Office



	Journalize transactions	None	5 mins	Supervising AO/Accountant
	Signing of Vouchers	None	1 min	Administrative Staff Accounting Office
	Release vouchers	None	1 min	Administrative Staff Accounting Office
	TOTAL	None	17 minutes	



2. Preparation of Tax Certificates

Validation of completeness of the voucher for tax certificate.

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	ISU Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Disbursement Voucher			Cashier's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents voucher for Tax Certificate preparation	<p>Receives voucher from the cashiering office</p> <p>Validates the completeness of the supporting documents</p> <p>Encodes TIN, Business Name, ATC Code, Taxes withheld to BIR MAP (BIR 1600 and BIR 1601E)</p> <p>Prints BIR Forms, Verifies and affix signature and Releases Tax Certificate</p>	None	5 mins	Administrative Staff Accounting Office
		None	4 minutes	Supervising AO/Accountant Administrative Staff Accounting Office
TOTAL		None	9 minutes	



BUDGET OFFICE (External Services)



1. Allocation, obligation and processing Disbursement Voucher

Preparation of disbursement voucher for payment to supplier/contractor

Office or Division:	Budget Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Supplier and Contractor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Supplier 1.1 Purchase Request. 1.2 PPMP 1.3 Purchase Order 1.4 Request for Quotation 1.5 Inspection and acceptance report		Procurement Office Supply Office		
2. Contractor 2.1 Summary of work accomplishment 2.2 Status of Utilization		Infrastructure Office Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Disbursement voucher	Prepares obligation request and status under Fund Cluster 01, Budget Utilization Request under Fund Cluster 05 and 07	None	10 mins	Administrative Staff Budget Office
TOTAL		None	10 minutes	



BUDGET OFFICE (Internal Services)



1. Allocate, obligate and process Disbursement Voucher

Preparation of disbursement voucher for payment to ISU employees and students

Office or Division:		Budget Office		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		Contract Service Employees Faculty and Staff of ISU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Contract of Service Employees <ul style="list-style-type: none"> 1. Contract 2. Daily Time Record 3. Accomplishment Report 2. Faculty and Staff of ISU: <ul style="list-style-type: none"> 1. Travel Order 2. Appendix A 3. Appendix B 4. Certificate of trainings/ seminars 		Requesting Party Human Resource Office Requesting Party Executive Officer's Office Accounting Office Requesting Party Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Disbursement voucher	Prepare obligation request and status under Fund Cluster 01, Budget Utilization Request under Fund Cluster 05 and 07	None	10 mins	Administrative Staff Budget Office
TOTAL		None	10 minutes	



DEAN'S OFFICES (External Services)



1. Enrollment

Old students must complete the process to be included in the official list of enrolled during the semester. The process starts at the college after the student was able to secure clearance and certification of grades.

Office or Division:	Dean's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Old students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Valid ID 2. Semestral Clearance 3. Certification of Grades (COG) 4. Pre-registration Form			Clearance will be issued by SBO College Clerk	
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents valid ID and clearance	Issues Certificate of Grades (COG) and Pre-registration Form.	None	1 min	College Clerk



<p>2. Presents COG and fill-up preregistration form reflecting the subjects to be enrolled for the semester</p>	<p>Check if:</p> <ul style="list-style-type: none"> a. Pre-requisites of the subjects to be enrolled were already taken b. Number of units is within the prescribed limits c. Affix signature of approval on the Pre-registration form if the abovementioned conditions are met. 	<p>None</p>	<p>15 mins</p>	<p>Registration Adviser</p>
<p>TOTAL</p>		<p>None</p>	<p>16 minutes</p>	



2. Request for the Offering of Un-programmed Subject

Students who are graduating and those who incurred failing grade/s or are irregular can request for the offering of un-programmed subjects. The un-programmed subject can be opened provided there is a faculty willing to handle the subject.

Office or Division:	Dean's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Graduating students and students who have failing grade/s or are irregular			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to the Executive Officer duly endorsed by the Faculty member who will be handling the subject, the Program head and the College Dean.		College clerk		
2. Evaluation of student's record from the registrar		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents.	Review the submitted documents, if it is in order, endorse the same to Executive Officer for approval	None	5 minutes	Program Chair and Dean Executive Officer / EO staff



2. Receive approved request.	Review, approve and release the request.	None	10 mins	
3. Submit signed document to the Registrar's Office	Receives signed document.	None	1 min	Registrar's Staff
TOTAL		None	16 minutes	



3. Processing of Student's Clearance (Graduating and Transfer students)

Office or Division:	Dean's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Graduating Students and Transfer Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. University Clearance 2. College Clearance			Registrar's Office SBO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	ROCESSING TIME	PERSON RESPONSIBLE
1. Presents the college clearance	Checks signatories of the college. Countersigns/writes initials on the university clearance	None	1 min	College clerk
2. Submits the university clearance to the Program head and Dean for signature	Signs the student clearance	None	3 mins	Program Chair and Dean
TOTAL		None	4 minutes	



4. Changing or Shifting of Program or Major

A student who shifts or changes to another program or major shall complete at least one semester and shall seek approval from the college of origin and by the accepting department/college.

Office or Division:	Dean's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application form for changing of program or major			Registrar's Office	
2. Certification of Grades (COG) – for inbound shifters only			College Clerk	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the accomplished application form.	Checks and reviews the request if properly accomplished by the student.	None	1 min	College clerk



5. Substitution of Subject

A student may request for substitution of subject/s to be recommended by the subject specialist, Program Chair and approved by the Dean.

Office or Division:	Dean's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Copy of Grades for Substitution				
2. Substitution Form			Registrar's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the accomplished dropping form to the Subject Specialist and Program Chair	Checks and reviews the request if properly accomplished by the student. Then, affix signature in the form.	None	1 min	Subject Specialist and Program Chair
2. Presents accomplished form duly signed Subject Specialist and Program Chair	Approves the request.	None	1 min	Dean
TOTAL		None	4 minutes	



6. Dropping/Adding/Changing of Subject

Office or Division:	Dean's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Dropping/Adding/Changing Form			Registrar's Office	
2. Assessment/Registration Form			Registrar's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the accomplished form.	Evaluates the student's officially enrolled subjects if there is a need to add/change/drop. If qualified, endorses it to the Program chair/Dean for approval.	None	5 mins	Registration Adviser Program Chair/Dean
2. Proceeds to the concerned subject professor for the subject to be dropped/changed/add.	Signs the form opposite to the subjects to be dropped/changed/add	None	1 min	Concerned Subject Professors



For adding/changing of subjects, submit the accomplished form to the registrar's office within 7 days after the first day of class. For dropping of subject, drop before the preliminary examination, otherwise, a grade of 5.0 will be automatically given.				
	TOTAL	None	6 minutes	



7. Application for Internship

A student upon completion of all professional core subjects can now apply for internship to a Partner Agency in the industry.

Office or Division:	Dean's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Senior Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Pre-registration Form 2. Certification of Grades 3. OJT Application Form 4. Endorsement Letter 5. MOA 6. Parent's Consent 7. Student's Pledge 8. Insurance 9. Medical Certificate			College Clerk Registrar College Clerk Office of the Students Services (OSS) Infirmary	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the copy of Certification of Grades (COG)	Evaluates the grades of the student if he/she would qualify to undergo internship. If qualified, advises the student to secure requirements for OJT.	None	5 mins	OJT Coordinator



2. Fill up OJT Application Form and preregistration for enrolment	Reviews the form and if it is in order, endorses the same to the Program Chair. The OJT Coordinator will endorse the list of qualified students to the Infirmary for the issuance of medical certificate.	None	2 mins	OJT Coordinator Program Chair
3. Proceeds to the Infirmary for medical checkup.	Conducts medical checkup/examination	None	5 mins	University Physician
4. For qualified interns - attends OJT Orientation	The coordinator will conduct orientation	None	Half day	OJT Coordinator
	Prepares endorsement letter for Partner Agencies duly endorsed by the Program head and Dean	None	10 mins	College clerk
5. Proceeds to prospect agency	If the agency approves the student's application, prepare the MOA, Parent's Consent, and Student's Pledge.	None	15 mins	College clerk
6. Submits duly notarized MOA, Parent's Consent, and Student's Pledge	Checks the completeness of all the documentary requirement.	None	2 mins	OJT Coordinator



7. Proceeds to Office of the Student Services for application of insurance	The OJT Coordinator shall submit the list of officially enrolled students to the OSS for the issuance of Insurance.	None	1 min	OJT Coordinator OSS In-Charge
8. Attends in the pre-deployment orientation	Deployment of trainees – Conducts pre-deployment orientation	None	2 hours	OJT Coordinator
	TOTAL	None	6 hours & 40 minutes	



HUMAN RESOURCE MANAGEMENT OFFICE (Internal Services)



1. Hiring of Faculty (Permanent/Temporary/Contract of Service)

Employment with the university is open to all provided that there is a vacant position. Applicants for vacant positions should possess the minimum qualification requirements of the position applied for.

Office or Division:	Human Resource Management Office	
Classification:	Complex	
Type of Transaction:	Government to Citizen	
Who may avail:	COS Faculty employees of ISU	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application letter	Faculty applicants	
2. Personal Data Sheet/Resume with latest picture	Faculty applicants	
3. Photocopy of Certificate of Eligibility, if applicable	Faculty applicants	
4. Photocopy of Transcript of Records	Faculty applicants	
5. Photocopy of Certificate of units earned in Post-graduate course/s	Faculty applicants	
6. Photocopy of Certificate of Employment, including outside of government service.	Faculty applicants	
7. Photocopy of Certificate of Trainings/Seminar-Workshops	Faculty applicants	
8. Photocopy of Certificate of Awards	Faculty applicants	
9. Other supporting documents if any	Faculty applicants	
10. Notice of Interview Form	HR Office	
11. Memorandum for Demo teaching	Executive Officer	
12. Prepare 5 Topics for Demo teaching	HR Office	
13. Professional Education Specialist Form (at least 1 attendees)	HR Office	
14. Subject Specialist Form (at least 1 or 2 attendees)	HR Office	



15. Student Evaluation Demonstration Teaching Form (at least 10 students attendees)	HR Office
16. Panel Interview Form	HR Office
17. Notice to report for work	Executive Officer Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application including requirements	Receives submitted requirements of applicant/s from the Executive Officer or President's Offices.	None	1 mins	Administrative Staff Human Resource Office
	Campus HR evaluates the documents of the selected applicants.	None	10 mins	Campus HR Officer Human Resource Office
	Prepares list of applicants by field of specialization.	None	10 mins	Administrative Staff Human Resource Office
	Prepares the memorandum for demo teaching and notice of interview for signature of the Executive Officer.	None	5 mins	Administrative Staff Human Resource Office
	Signs the memorandum for demo teaching and notice of interview.	None	5 mins	Executive Officer



	Informs all qualified applicants of the scheduled date for demo-teaching and interview thru text message/call.	None	2 mins	Campus HR Officer Administrative Staff Human Resource Office
2. Prepares for the demo teaching and interview.	Convenes for demo teaching and interview/preliminary	None	20 mins	Campus Faculty Recruitment and Selection Committee and Secretariat
3. Applicants will wait for the result.	Prepares the Summary of Ranking and Evaluation	None	5 days (depending on the availability of the signatories)	Administrative Staff Human Resource Office
	CFRSC reviews result of evaluation and signs the summary of ranking	None	2 hours	Campus Faculty Recruitment and Selection Committee and Secretariat
	Prepares the Notice to Report for Work for signature of the Executive Officer.	None	3 mins per faculty	Administrative Staff Human Resource Office
	Signs the Notice to Report for Work and releases to HR Office	None	5 mins	Executive Officer



	Receives the signed Notice to Report	None	3 mins	Administrative Staff Human Resource Office
4. Receives the Notice to Report for Work from the HR Office.	Issues Notice to Report for Work and instruct the hired faculty to report to their Chairman/College Dean.	None	15 mins	Administrative Staff Human Resource Office
TOTAL		None	5 days and 3 hours and 19 minutes	



2. Hiring of Non-Teaching (Permanent/Temporary)

Employment with the university is open to all provided that there is a vacant position. Applicants for vacant positions should possess the minimum qualification requirements of the position applied for.

Office or Division:	Human Resource Management Office	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	New applicants and employees of ISU	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ol style="list-style-type: none"> 1. Application letter 2. Personal Data Sheet/Resume with latest picture 3. Photocopy of Certificate of Eligibility, if applicable 4. Photocopy of Transcript of Records 5. Photocopy of Certificate of units earned in Post-graduate course/s 6. Photocopy of Certificate of Employment, including outside of government service. 7. Photocopy of Certificate of Trainings/Seminar-Workshops 8. Photocopy of Certificate of Awards 9. Other supporting documents if any 10. Notice of Interview Form 11. Memorandum for Interview 12. Panel Interview Form 13. Notice to report for work 	<p>Non-Teaching applicants</p> <p>Non-Teaching applicants</p> <p>Non-Teaching applicants</p> <p>Non-Teaching applicants</p> <p>Non-Teaching applicants</p> <p>Non-Teaching applicants</p> <p>Non-Teaching applicants</p> <p>Non-Teaching applicants</p> <p>Non-Teaching applicants</p> <p>HR Office</p> <p>Executive Officer</p> <p>HR Office</p> <p>Executive Officer Office</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application Requirements	Receives submitted requirements of with attachment from Executive Officer/President's Offices.	None	1 min	Administrative Staff Human Resource Office
	Campus HR evaluates the documents of applicants	None	10 min	Campus HR Officer Human Resource Office
	Prepares list of applicants by vacant position	None	10 min	Administrative Staff Human Resource Office
	Prepares the memorandum for the conduct of interview and Skills Test/Examination of qualified applicants	None	5 min	Administrative Staff Human Resource Office
	Informs all qualified applicants for the schedule of interview thru text message/ call.	None	2 min	Campus HR Officer Human Resource Office Administrative Staff Human Resource Office
2. Applicants prepares for the interview and skills test/examination	Conducts interview and skills test/examination.	None	15 min each	Campus Personnel Recruitment, Selection, and Promotions Committee (CRRSPC) & Secretariat



	Prepares the Result of the interview. The CRRSPC will review and signs the summary of ranking.	None	5 days	Administrative Staff Human Resource Office
	Submit the result of interview to EO office for his endorsement.	None	3 mins	Administrative Staff Human Resource Office
	EO prepares the endorsement of the summary of ranking to the VP for AFS and Selection Board for en banc.	None	3 mins	VP AFS/Chair – University Recruitment and Selection Board
	The VP AFS/Chairman will endorse the result of the en banc to the Office of the President for final approval.	None	3 mins	VP AFS/Chair – University Recruitment and Selection Board
	Releases the set of documents to HR office	None	3 mins	Administrative Staff Office of the President
	Receives the same documents	None	1 mins	Administrative Staff Human Resource Office
	Informs the hired applicant to accomplish required documents	None	5 mins	Administrative Staff Human Resource Office
TOTAL		None	5 days and 59 minutes	



3. Receiving and checking of DTR's/Biometric for Faculty and Non-Teaching

The service allows the issuance of Daily Time Record (DTR) of personnel for deduction for tardiness and unauthorized leave.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Faculty and Non-teaching employees of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Biometric 2. Travel Order and Certificate of Appearance 3. Pass Slip 4. Leave Form (CSC Form N. 6) 5. Attach logbook if no time in and time out		HR Office Employee HR Office, Colleges, Guard HR Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives biometric printout for signature of his/her immediate supervisor	Receives signed biometric printout with complete attachments	None	1 min	Biometric In-charge or Administrative Staff Human Resource Office
2. Checking of DTR's	Receives and checks the submitted DTRs	None	1 min	Biometric In-charge or Administrative Staff Human Resource Office



	Computes tardiness, undertimes and leave/s of absences incurred during the period	None	10 min	Biometric In-charge or Administrative Staff Human Resource Office
	Posts used leaves, tardiness and undertimes in the individual leave service record of the employee	None	3 min	Biometric In-charge or Administrative Staff Human Resource Office
	Files and keeps the DTR's/Biometric	None	2 min	Biometric In-charge or Administrative Staff Human Resource Office
TOTAL		None	9 minutes	



4. Type of Leave to be availed of

1. Vacation leave

It should be filed five (5) days in advance. Vacation leave within in the Philippines or abroad shall be indicated in the form for purposes of securing travel authority and completing clearance from money and work accountabilities (if more than 30 days).

2. Mandatory/Forced leave

Annual five-day forced leave shall be forfeited if not taken during the year. In case the scheduled leave has been cancelled in the exigency of the service by the head of agency, it shall no longer be deducted from the accumulated vacation leave. Availment of one (1) day or more Vacation Leave (VL) shall be considered for complying the mandatory/forced leave subject to the conditions under Section 25, Rule XVI of the Omnibus Rules Implementing E.O. No. 292.

3. Special Privilege leave – 3 days

It shall be filed/approved for at least one (1) week prior to availment, except on emergency cases. Special privilege leave within the Philippines or abroad shall be indicated in the form for purposes of securing travel authority and completing clearance from money and work accountabilities. **leave** of absence which may be availed of for a maximum of three (3) days annually to mark special milestones and/or attend to filial and domestic emergencies such as birthday, anniversary, mourning, PTA meetings, etc. Special leave privileges are non-cumulative and strictly non-convertible to cash.

4. Sick leave

- It shall be filed immediately upon employee's return from such leave.
- If filed in advance or exceeding five (5) days, application shall be accompanied by a medical certificate. In case medical consultation was not availed of, an affidavit should be executed by an applicant.
- Sick leave is granted to employees on account of sickness or disability of the employees or any member of their family (parents, brothers, children, spouse or even house help who are living with the employees).

5. Maternity leave – 105 days

- Proof of pregnancy e.g. ultrasound, doctor's certificate on the expected date of delivery
- Accomplished Notice of Allocation of Maternity Leave Credits (CS Form No. 6a), if needed



- Seconded female employees shall enjoy maternity leave with full pay in the recipient agency.
 - For live childbirth: • 105 days maternity leave (full pay) • Additional 15 days, for solo parents as defined in R.A. No. 8972 or the Solo Parents' Welfare Act of 2000 • Option to extend for 30 days without pay* • Option to allocate up to seven (7) days of the maternity leave to the child's father or the alternate caregiver
- *Extended maternity leave with pay is allowed, chargeable against the female employee's sick leave credits, and vacation leave credits in case her sick leave credits have been exhausted.

6. Paternity leave – 7 days

Proof of child's delivery e.g. birth certificate, medical certificate and marriage contract. Notwithstanding any law, rules and regulations to the contrary, every married male employee in the private and public sectors shall be entitled to a **paternity leave** of seven (7) days with full pay for the first four (4) deliveries of the legitimate spouse with whom he is cohabiting.

7. Solo Parent leave – 7 days

It shall be filed in advance or whenever possible five (5) days before going on such leave with updated Solo Parent Identification Card.

8. Rehabilitation leave – up to 6 months

- Application shall be made within one (1) week from the time of the accident except when a longer period is warranted.
- Letter request supported by relevant reports such as the police report, if any,
- Medical certificate on the nature of the injuries, the course of treatment involved, and the need to undergo rest, recuperation, and rehabilitation, as the case may be.
- Written concurrence of a government physician should be obtained relative to the recommendation for rehabilitation if the attending physician is a private practitioner, particularly on the duration of the period of rehabilitation.
- This leave is granted to employees for disability on account of injuries sustained while in the performance of duty.



9. Special leave benefits for women* – up to 2 months

- The application may be filed in advance, that is, at least five (5) days prior to the scheduled date of the gynecological surgery that will be undergone by the employee. In case of emergency, the application for special leave shall be filed immediately upon employee's return but during confinement the agency shall be notified of said surgery.
- The application shall be accompanied by a medical certificate filled out by the proper medical authorities, e.g. the attending surgeon accompanied by a clinical summary reflecting the gynecological disorder which shall be addressed or was addressed by the said surgery; the histopathological report; the operative technique used for the surgery; the duration of the surgery including the peri-operative period (period of confinement around surgery); as well as the employees estimated period of recuperation for the same.

10. Special Emergency (Calamity) leave – up to 5 days

- The special emergency leave can be applied for a maximum of five (5) straight working days or staggered basis within thirty (30) days from the actual occurrence of the natural calamity/disaster. Said privilege shall be enjoyed once a year, not in every instance of calamity or disaster.
- The head of office shall take full responsibility for the grant of special emergency leave and verification of the employee's eligibility to be granted thereof. Said verification shall include: validation of place of residence based on latest available records of the affected employee; verification that the place of residence is covered in the declaration of calamity area by the proper government agency; and such other proofs as may be necessary.



Office or Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p>Special Privilege Leave (3 days)</p> <p>1. Application for Leave - CS Form No. 6, Revised 2020</p> <p>Sick Leave</p> <p>2. Application for Leave - CS Form No. 6, Revised 2020</p> <p>3. Medical Certificate – CS Form 41</p> <p>Maternity Leave (105 days)</p> <p>4. Application for Leave - CS Form No. 6, Revised 2020</p> <p>5. Information Letter</p> <p>6. Clearance Form - CS Form No. 7, 2017</p> <p>7. Medical Certificate - CS Form 41</p> <p>8. Birth Certificate of the child</p> <p>Paternity Leave (7 days)</p> <p>1. Application for Leave - CS Form No. 6, Revised 2020</p> <p>2. Birth Certificate</p> <p>3. Medical Certificate – CS Form 41</p> <p>4. Marriage Contract (if applicable)</p>	HR Staff



<p>Solo Parent Leave (7 days)</p> <ol style="list-style-type: none"> 1. Application for Leave - CS Form No. 6, Revised 2020 2. Solo Parent ID <p>Rehabilitation Leave (up to 6 months)</p> <ol style="list-style-type: none"> 1. Application for Leave - CS Form No. 6, Revised 2020 2. Letter Request supported by relevant reports 3. Medical Certificate - CS Form No. 41 4. Written concurrence of a Government Physician <p>Special Leave benefits for women – 2 months</p> <ol style="list-style-type: none"> 1. Application for Leave - CS Form No. 6, Revised 2020 2. Information letter 3. Medical Certificate – CS Form 41 <p>Special Emergency (Calamity Leave) – 5 days</p> <ol style="list-style-type: none"> 1. Application for Leave - CS Form No. 6, Revised 2020 2. Proof of declaration 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits leave form signed by the employees immediate supervisor	Receives and evaluates the submitted documents	None	5 mins	Administrative Staff Human Resource Office



	Updates Leave Ledger Card and electronic copy and certifies the leave credits of the concerned employee	None	5 mins	Administrative Staff Human Resource Office
	Forward the same to the Executive Officer for approval/disapproval.	None	1 min	Administrative Staff Human Resource Office Executive Officer
	Submit the approved/disapproved leave form to the HR Office.	None	3 mins	Administrative Staff Executive Officer Office
	Receives the approved leave and record the same to the employees individual leave service record and file the same. If disapproved, file the leave form in the individual leave service record folder of employee.	None	3 mins	Administrative Staff Human Resource Office
	TOTAL	None	17 minutes	



5. Application for Terminal Leave

Application for terminal leave should be filed upon separation from the university.

Office or Division:	Human Resource Management Office	
Classification:	Simple	
Type of Transaction:	Government to Government	
Who may avail:	Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Non-Teaching:		
1. Letter of Intent to Retire with the approval of the President		Concerned employee
2. General Clearance (Retirement)		Concerned employee
3. Application for Leave - CS Form No. 6 (Revised 2020)		
4. GSIS Retirement Application Form		Concerned Employee
5. Service Records and Latest NOSA		HR staff/Concerned Employee
6. Statement of Assets and Liabilities and Net Worth		Concerned Employee
7. Affidavit of no pending case (RTC)		Concerned Employee
8. Affidavit to deduct financial obligations w/ the University		Concerned Employee
9. GSIS Adjudication		Concerned Employee
10. Certification of Inclusive Leave Without Pay (LWOP), if any		HR



Teaching: 1. Letter of Intent to Retire with the approval of the President 2. General Clearance 3. Application for Leave (Form 6) 4. GSIS Retirement Application Form 5. Latest NOSA and Service Record 6. Statement of Assets, Liabilities and Net Worth 7. Affidavit of no pending case (RTC)		Concerned Employee Concerned Employee Concerned Employee Concerned Employee Concerned Employee Concerned Employee		
8. Affidavit to deduct financial obligations w/ the University 9. Complete Designation 10. Certification of Designations 11. Leave Service Record 12. Affidavit of Pendency and Non-Pendency (GSIS) 13. Adjudication from GSIS 14. Certification of Inclusive Leave Without Pay (LWOP), if any		Concerned Employee Concerned Employee HR Staff HR Staff Concerned Employee Concerned Employee Concerned Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits leave form with the required documents to HR Office	Receives and evaluates as to the completeness of the submitted documents.	None	15 mins	Administrative Officer Human Resource Office



	<p>Checks and evaluates the documents:</p> <ul style="list-style-type: none"> • Service Record • Certification of Designations • Leave Service Record • Leave Card • Certification of Inclusive Leave Without Pay 	None	5 working days	Administrative Staff/Officer Human Resource Office
	Signs required Certifications to be submitted to Department of Budget and Management	None	1 min	Campus HR Officer
	Submits the same to the Executive Officer's Office and Accounting Office for signature.	None	2 mins	Administrative Staff Human Resource Office Accountant Executive Officer
	Receives the signed documents and prepares the endorsement to the University President for submission to DBM	None	20 mins	Administrative Staff Human Resource Office



	Submits the endorsement with complete supporting documents to the President's Office for signature	None	3 mins	Administrative Staff Human Resource Office
	University President signs the endorsement	None	1 min	University President
	Records and releases the documents to HR Office	None	1 min	Administrative Staff Office of the President
	TOTAL	None	5 working days and 43 minutes	



6. Issuance of Certificate of Employment (COE) for Faculty and Non-Teaching

The service allows issuance of Certificate of Employment for the benefit of the concerned employee for any legal purposes it may be used.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All Employees/ Citizens with history of employment with the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up request form	Receives the request form and advises the client to pay the COE Fee of thirty pesos (P30.00) at the Cashier's Office	P30.00	1 min	Administrative Staff Human Resource Office
2. Pays the COE Fee and submit the OR to HR Office	Receives the OR	None	1 min	Administrative Staff Human Resource Office
	Verifies employment record/s of the employee and/or client and prints the COE	None	5 mins	Administrative Staff Human Resource Office



	The staff countersigns the document	None	1 min	Administrative Staff Human Resource Office
	Campus HR signs the COE		1 min	Campus HR Officer Human Resource Office
	Records and logs the document	None	1 min	Administrative Staff Human Resource Office
	If required, Stamp/Dry seal and issue the document	None	1 min	Administrative Staff Human Resource Office
3. Receives the Certificate	Records and releases the COE	None	1 min	Administrative Staff Human Resource Office
TOTAL		P30.00	12 minutes	



8. Issuance of Service Record (SR) for Faculty and Non-Teaching

The service allows the issuance of Service Record of Employees or former employees for any legal purposes

Office or Division:		Human Resource Management Office		
Classification:		Simple		
Type of transaction:		Government to Government		
Who may avail:		Employees and Former employees of the University		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form		All employees and former employees		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up request form	Receives the request form and advise client pay the fee of P30.00 at the Cashier's Office	None	1 min	Administrative Staff Human Resource Office
2. Pays the SR Fee and submit the OR to HR Office	Receives the OR	P30.00	1 min	Administrative Staff Human Resource Office
	Verifies employment record/s of the employee and/or client and prints the SR	None	5 mins	Administrative Staff Human Resource Office
	The staff countersigns the document	None	2 mins	Administrative Staff Human Resource Office
	Campus HR signs the SR			Campus HR Officer Human Resource Office



	Records and logs the document	None	1 min	Administrative Staff Human Resource Office
	If required, Stamp/Dry seal and issue the document	None	1 min	Administrative Staff Human Resource Office
4. Receives the Certificate	Records and releases the SR	None	1 min	Administrative Staff Human Resource Office
TOTAL		P30.00	12 minutes	



8. Issuance of Daily Time Record (DTR)/Biometric for Faculty and Non-Teaching

The service allows the employees to retrieve

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of transaction:	Government to Government			
Who may avail:	Faculty and Non-teaching employees of ISU regardless of status			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Generates and prints biometric /DTR Informs employees to receive their biometrics	None	1 min	Administrative Staff Human Resource Office
1. Receives biometric printout	Records and releases biometric printouts	1 st copy – None 2 nd copy – P20.00 3 rd and nth copy – P30.00	1 Min	Administrative Staff Human Resource Office



	TOTAL	2nd copy – P20.00 3rd and nth copy – P10.00	2 minutes	
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9. Preparation of Contract of Service for Faculty Personnel

Processing of Contract of Service for Faculty for the scheduled time of lectures, laboratory and Related Learning Experience (RLE).

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	COS Faculty employees of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Faculty Teaching Load		College		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Faculty Teaching Load	Prepare contracts of COS Faculty	None	15 min	Administrative Staff Human Resource Office
2. Signs the contract and submit to the HR	Receives the signed contract	None	5 mins	Faculty College Dean Administrative Staff Human Resource Office



	Releases the contract to Campus Budget, Executive Officer, VP ARA, VP AFS and University President for their signature	None	12 mins	Campus Budget Officer Campus Budget Office Executive Officer Vice President for ARA Vice President for AFS
				University President
	Receives the contracts from the Office of the President	None	1 min	Administrative Staff Human Resource Office
	Releases the contracts to be notarized	None	1 min	Administrative Staff Human Resource Office
3. Submits photocopy of notarized contracts to HR	Receives the copy of notarized contracts.	None	1 min	Administrative Staff Human Resource Office
TOTAL		None	35 minutes	



10.Preparation of Contract of Service Non-Teaching and Job Order (New & Renewal)

The service will help the University recruit and select individuals required for the job.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	Government To Government			
Who may avail:	Non-teaching employees of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Employees: <ol style="list-style-type: none"> 1. Application letter 2. Resume with latest picture 3. Photocopy of Certificate of Eligibility, if applicable 4. Photocopy of Transcript of Records 5. Latest PDS 6. Endorsement Letter from the heads Renewal <ol style="list-style-type: none"> 1. Letter of Intent for the renewal of contract 2. Justification Letter from the heads 		Applicants Applicants CSC, PRC Applicants CSC EO, VP		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Endorsement letter from the heads with the supporting documents	Prepares contracts of both COS and JO's staff	None	5 mins	Administrative Staff Human Resource Office



	Checks and signs by the second party and Campus HRM Officer	None	5 mins	Administrative Staff Human Resource Office
	Releases the contracts to Campus Budget, Executive Officer, VP AFS and President for their signature	None	1 min	Campus Budget Officer Budget Office Executive Officer Executive Office Vice President for AFS VP AFS University President University President Office
	Releases contracts	None		Administrative Staff President's Office
	Receives the contracts and informs the COS and JO's to receive their contracts to be notarized. Releases the contracts	None	1 min 1 min	Administrative Staff Human Resource Office
2. Submits the photocopy of notarized contracts to HR	Receives and files the notarized contracts	None	30 secs	Administrative Staff Human Resource Office



TOTAL	None	13 mins and 30 seconds	
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11. Payroll Preparation for Contract of Service Faculty employees

This procedure applies to payroll processing for Salary of Contract of Service Faculty

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	COS faculty employees of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Biometric 2. Accomplishment Report 3. Photocopy of contract 4. Attach logbook if blank		HR office College HR office College		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits biometric with complete attachments to HR	Checks as to the completeness and receives the submitted documents.		3mins	Administrative Staff Human Resource Office
	Compute absences and undertime	None	20 mins	Administrative Staff Human Resource Office



	Prepares and prints the payroll	None	30 mins	Administrative Staff Human Resource Office
	Signs the payroll	None	1 min	Campus HR Officer Human Resource Office
	Prepare Obligation Request (2 copies) and Disbursement Voucher (3 copies)	None	1 min	Administrative Staff Human Resource Office
	Releases the payroll with supporting documents to EO's office for signature	None	1 min	Administrative Staff Human Resource Office
TOTAL		None	56 minutes	



12. Preparation of Payroll for Contract of Service (COS)/Job Order (JO) Non-Teaching Personnel

This procedure applies to payroll processing for Salary of Contract of Service /Job Order Personnel

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All ISUE Contract of Service/Job Orders Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Daily Time Record/Biometric Print out, duly signed by the immediate supervisor		Concerned employee		
2. Accomplishment Report approved by the immediate supervisor		Concerned employee		
3. Photocopy of notarized contract		Concerned employee		
4. For single payee, 2 copies of Disbursement Vouchers and 2 copies Obligation Request		Payroll staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Approved DTR/Biometric with complete supporting documents	Receives, and computes undertimes and/or absences	None	2 days	Payroll Staff Payroll Officer Human Resource Office



	Checks figures entered in the payrolls, remittances and disbursement vouchers.	None	30 mins	Payroll Staff Payroll Officer Human Resource Office
	Prints the payroll with remittances and disbursement vouchers Signs the Payrolls	None	2 mins	Payroll Staff Payroll Officer Human Resource Office Campus HR Officer Human Resource Office
	Logs and forwards the set of documents to the office of Executive Officer for signature.	None	1 min	Receiving/ Releasing Staff Budget Office/Executive Officer Office
TOTAL		None	2 days and 33 minutes	



13. Payroll preparation of Salary, PERA and voucher of remittances of Casual and Contractual employees

This procedure/process applies to payroll preparation of salary, PERA and voucher of remittances of

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All ISUE Casual employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Approved Biometrics/DTR and accomplishment report of Casual employees 2. Payroll (five (5) copies) 3. Disbursement voucher (three (3) copies) 		Payroll Staff/Payroll Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Casual and Contractual employees submits DTR/biometric and accomplishment report	Consolidates and reviews Biometrics and accomplishment report of casuals and contractual employees	None	1 day	Payroll Staff Payroll Officer Human Resource Office
	Prepares payroll and vouchers	None	30 min	Payroll Staff Payroll Officer Human Resource Office
	Checks figures entered in the payroll	None	20 min	Payroll Staff Payroll Officer Human Resource Office



	Prints the payrolls, remittances and disbursement vouchers.	None	5 min	Payroll Staff Payroll Officer Human Resource Office
	Signs the payrolls and remittances	None	1 min	Payroll Staff Payroll Officer Human Resource Office Campus HR Officer Human Resource Office
	Records and releases payrolls, remittances and disbursement vouchers to Executive Officer's Office and VP for Finance and Admin Services for signatures	None`	1 min	Administrative Staff Human Resource Office Receiving/ Releasing Staff Executive Officer Office Receiving/ Releasing Staff VP AFS Office
TOTAL		None	1 day and 57 minutes	



14. Payroll Preparation for All Personnel Benefits of Permanent/Temporary Employees

This procedure applies to payroll preparation for All Personnel Benefits of Regular/Temporary Employees

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All ISUE Permanent/Temporary/Contractual Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of entitled personnel to receives such benefits		HR staff		
2. Payroll (five (5) copies)		Payroll Staff/Payroll Officer		
3. Disbursement Voucher (three (3)copies		Payroll Staff/Payroll Officer		
4. For single payee (three (3) copies Disbursement Voucher and 2 copies Obligation Request)		Payroll Staff/Payroll Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Prepares payroll and disbursement voucher	None	1 day	Payroll Staff Payroll Officer Human Resource Office
	2. Checks figures entered in the payrolls/disbursement voucher	None	15 min	Payroll Staff Payroll Officer Human Resource Office



	3. Prints the Payrolls and disbursement vouchers	None	3 min	Payroll Staff Payroll Officer Human Resource Office Campus HR Officer Campus HR Office
	4. Signs the payrolls and remittances	None	1 min	Payroll Staff Payroll Officer Human Resource Office Campus HR Officer Human Resource Office
	5. Records and releases payrolls and disbursement vouchers to Executive Officer's Office and VP for Finance and Admin Services for signatures	None	2 mins	Administrative Staff Human Resource Office Receiving/ Releasing Staff Executive Officer Office Receiving/ Releasing Staff VP AFS Office
TOTAL		None	1 day and 21 minutes	



15.Preparation of Net Take Home Pay for Permanent/Temporary/Casual/Contractual Employees

This procedure applies to the preparation of Net Take Home Pay Certification for all Permanent/Temporary/Casual/Contractual Employees

Office or Division:		Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		All ISUE Permanent/Temporary/Casual/Contractual Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Informs the Payroll Staff/Officer	Prepares Net Take Home Pay Certification	None	3 mins	Payroll Staff Payroll Officer Human Resource Office
	Checks figures entered in the certification	None	3 mins	Payroll Staff Payroll Officer Human Resource Office
	Prints and sign the certification	None	30 sec	Payroll Staff Payroll Officer Human Resource Office Campus HR Officer Campus HR Office



	Releases the certification	None	30 sec	Concerned employee
	Logs and releases the certification	None	2 mins	Receiving/ Releasing Staff Budget Office Executive Officer Office
TOTAL		None	9 minutes	



16. Preparation of Special Order (SO)

This procedure/process applies to all University Faculty and Non-teaching staff who reinstated from leave (maternity, study leave, sabbatical leave, vacation leave for more than a month, special leave)

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty and Non-teaching			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved request for reinstatement to duty		Records Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Releases the reinstatement endorsement from the Office of the President		30 secs	Records Office
	2. Evaluates and receives the documents		30 secs	Administrative Staff Human Resource Office
	3. Prepare Special Order (SO)		30 secs	Administrative Staff Human Resource Office



	4. Counter signs the SO and releases the documents for signature of the President		1 min	Campus Human Resource Chief Administrative Officer Human Resource Office
TOTAL		None	2 mins and 30 seconds	



17.Receiving, Recording and Releasing of Contracts of Faculty and Non-Teaching This procedure refers to the signing of contracts of COS Faculty and Non-teaching.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	COS Faculty and Non-teaching			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Contracts of COS faculty and non-teaching of all campuses for signature of the university president		HR Officers from different campuses President's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits contracts of COS faculty and non- teaching for signature of the President	Receives the contracts	None	1 mins	Administrative Staff Human Resource Office
	Records the contracts and releases to the VP-ARA office for faculty COS employees for initials		2 mins	Administrative Staff Human Resource Office
	Records the contracts and releases to the VP-AFS office for COS non-teaching employees for initials	None	2 mins	Administrative Staff Human Resource Office
	Releases the signed contracts	None	1 min	Administrative Staff Office of the President



	Receives signed contracts	None	1 min	Administrative Staff Human Resource Office
	Releases to the liaison officer of the campuses the signed contracts	None	1 min	Liaison Officer
	TOTAL	None	8 minutes	



18. Remittance and Voucher preparation for GSIS

This procedure applies to the preparation of remittance and voucher of premiums and/or loans for Permanent Employees

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	G S I S			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Billing 2. Copy of payroll 3. Voucher		From HR Payroll In charge From HR Payroll In charge		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Prepares monthly remittance list	None	1 day	Administrative Officer Human Resource Office
	2. Reviews remittance list including checking of figures entered	None	1 hour	Administrative Staff Human Resource Office
	3. Counterchecks adjustments/updating using the eBCS	None	1 hour	Administrative Staff Human Resource Office
	4. Prints Remittance List	None	3 mins	Administrative Staff Human Resource Office



	5. Prepares Disbursement Voucher and Obligation Request	None	2 mins	Administrative Staff Human Resource Office
	6. Signs remittance list, obligation request and voucher	None	3 mins	Campus HR Officer Campus HR Office Campus Budget Officer Campus Budget Office
	7. Records and releases to the Budget Office for obligation	None	2 mins	Administrative Staff Human Resource Office
	TOTAL	None	1 days, 2 hours, and 10 minutes	



19.Preparation of Plantilla of Casual

This procedure refers to the list of casual employee for preparation of Plantilla of Casual

Office or Division:	Human Resource Management Office	
Classification:	Simple	
Type of transaction:	Government to Citizen	
Who may avail:	Casual Employee	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>1. Approved list of casual employee For New Casual:</p> <ol style="list-style-type: none"> 1. Personnel Data Sheet (PDS) 2. Position Description Form (PDF) 3. Assumption 4. Transcript of Records (TOR) 5. Cert. of Trainings(if any) 6. Medical Certificate 7. NBI Clearance 8. Birth Certificate (PSA) 9. Marriage Contract For Renewal: <ol style="list-style-type: none"> 1. Personnel Data Sheet (PDS) 2. Work Experience Sheet (WES) 3. Position Description Form (PDF) 	<p>Top management</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1 Receives list of Casual Employees	None	1 min	Administrative Staff Human Resource Office
	2 Encodes and prepares Plantilla of Casual	None	1 min	Administrative Staff Human Resource Office
	3 Reviews and signs the Plantilla of Casual	None	3 mins	Chief Administrative Officer
	4 Releases the Plantilla of Casual to the Budget office for initials	None	1 min	Administrative Staff Budget Office
	5 Receives the signed Plantilla of Casual from the President's Office	None	1 min	Administrative Staff Office of the President
	6 Releases copies of Plantilla of Casual to Campuses	None	1 min	Administrative Staff Human Resource Office
TOTAL		None	8 minutes	



20. Publication of Vacant Positions for Non-Academic Staff

The process of notifying the Civil Service Commission and the general public of the vacant positions for filling up in the agency.

Office or Division:		HRMO		
Classification:		Simple		
Type of Transaction:		Internal Services – Govt to Govt		
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Qualification Standards for Faculty and Staff 2. List of vacant position		Records office HR office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
N/A	1 Prepares Request for Publication (CSC Form No. 9)	None	5 mins per position	Administrative Staff Human Res. Mgt. Office
	2 Reviews the CSC Form 9 – Request for Publication	None	3 min	Administrative Officer III Human Res. Mgt. Office
	3 Forwards the CSC Form 9 to the Office of the Cluster Executive Officer	None	2 min	Executive Officer Executive Officer Office
	4 Receives the signed CSC Form 9	None	30 seconds	Administrative Staff Human Res. Mgt. Office



	5	Emails the signed CSC Form 9 to the CSC Field Office	None	5 mins 10 days Publication	Administrative Staff Human Res. Mgt. Office CSC Field Office
	6	Receives, reproduces the CSC Form 9 from CSC Field Office and post in conspicuous places	None	1 hour	Administrative Staff Human Res. Mgt. Office
		TOTAL	None	1 hour and 15 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submission of request with endorsement.</p> <p>As per Faculty Manual, submission of request for study leave should be one (1) semester before the start of the leave.</p>	<p>Receives the request letter and forward the same to the Executive Officer.</p>	<p>None</p>	<p>1 min</p>	<p>Records Office Staff/Officer Records Office</p>
	<p>Reviews the request of the employee/s as to the qualification and completeness of the documents submitted and makes recommendation to the University Staff Development Board (USDB).</p>	<p>None</p>	<p>2 hours</p>	<p>Campus Staff Development Committee (CSDC) en banc</p>
	<p>Transcribes and prepares SDC proceedings.</p>	<p>None</p>	<p>2 days</p>	<p>Administrative Staff/Secretariat Human Res. Mgt. Office</p>
	<p>Prepares the CSDC endorsement.</p> <p>Signs the CSDC endorsement to be forwarded to the University Staff Development Board (USDB).</p>	<p>None</p>	<p>15 mins per endorsement</p> <p>5 mins per endorsement</p>	<p>Campus Staff Development Committee Secretariat</p> <p>Campus Staff Development Committee (CSDC)</p>



	USDB convenes, evaluates and deliberates on the request and recommends action to the University President for his final action.	None	2 hours depending on the number of grantees	University Staff Development Board (USDB)
	Approves or disapproves the request and issues endorsement.	None	5 mins per endorsement	University President
	Releases the final action of the University President			University President Staff
	Notifies the employees for the approval/disapproval of the request. If approved, requires the faculty/staff to submit all the requirements	None	30 mins	Records Officer HR
2. The grantee submits the requirements (University Clearance, signed contract with the university for the undertaking requested)	Accepts and reviews the completeness of the requirements of the grantee.	None	3 mins	Concerned Employee



	Monitors Progress / Status of grantee.	None	3 times every semester	Department/Program Chair Campus Staff Development Committee
	Prepares and updates reports on the status of faculty and staff on the study leave and furnishes copies to colleges/office concerned.	None	Every after midterm and final exams	Campus Staff Development Committee
3. Request for reinstatement after the study leave with the required documents (re- entry plan, terminal report for scholar, copy of TOR & Diploma)	Accepts and reviews the submitted documents	None	10 mins	Administrative Staff/Secretariat Human Res. Mgt. Office
TOTAL		None	Processing time may vary relative with the nature of transaction	



22. Preparation/Issuance of Notice of Salary Adjustment (NOSA)

Office or Division:	HRMO/Records			
Classification:	Simple			
Type of transaction:	Internal Services			
Who may avail:	Permanent Faculty and Staff of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1 Secures copy of the National Budget Circular	None	3 mins	Administrative Staff Human Res. Mgt. Office
	2 Updates checklist with the adjusted salary	None	1 min per employee	Administrative Staff Human Res. Mgt. Office
	3 Reviews checklist with the updated salaries	None	1 min per employee	Records Officer University Records Officed
	4 Prepares individual Notice of Salary Adjustment	None	3 mins per employee	Administrative Staff Human Res. Mgt. Office



	5	Reviews the individual Notice of Salary Adjustment	None	1 min per employee	Campus HR Officer Human Res. Mgt. Office	
	6	Forwards the NOSA to University President for signature	None	3 mins	Administrative Staff Human Res. Mgt. Office	
	7	Signs the NOSA	None	1 min	University President	
	8	Releases the NOSA	None	3 mins	Administrative Staff Office of the President	
	9	Receives the signed NOSA	None	3 mins	Administrative Staff Human Res. Mgt. Office	
1	Receives the Notice of Salary Adjustment	10	Issues the NOSA	None	1 min Per employee	Administrative Staff Human Res. Mgt. Office
		TOTAL	None	20 minutes		



ICT INFRA OFFICE (Internal Services)



1. ICT SERVICES

The process of requesting computer repair, installation, network repair, printer repair and lay outing.

Office or Division:	ICT Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Employees Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Job Request Form 2. Accomplishment Form		ICT Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Job Request Form	Receives and reviews request.	None	3 mins	Administrative Staff in Charge ICT Infra Office
2. Describes issues /concerns of the requested task.	Perform requested task.	None	One (1) day/ Depends on the request	Administrative Staff in Charge ICT Infra Office
3. Checking if the concern/issues solve.	Issues the output of the requested job.	None	3 mins	Administrative Staff in Charge ICT Infra Office
4. Signs Job Accomplishment form	Signs Job Accomplishment form and to be signed by the Supervisor	None	3 mins	Administrative Staff in Charge ICT Infra Office
TOTAL		None	One (1) day & 9 mins	



INTERNAL AUDIT SERVICES

(Internal Services)



1. Request for Audit Reports

This service is intended to address specific needs of the Commission on Audit and heads of Offices/Units/Colleges of the University.

Office or Division:	Internal Audit Services			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Commission on Audit and Colleges/Offices/Units of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approves request letter to obtain copy of audit report.		From the Office of the University President		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for audit report	Receives approved request letter and records it in the logbook	None	1 min	Administrative Staff IAS Office
	Internal Audit Service Clerk sends the approved request letter to the IAS Director	None	1 min	IAS Director Administrative Staff IAS Office
	Locates needed report and reproduce it	None	1 hour	Administrative Staff IAS Office



	Records distribution of the requested report	None	1 min	Administrative Staff IAS Office
2. Receives the requested report	Releases the requested report to the recipient	None	1 min	Administrative Staff IAS Office
TOTAL		None	1 hour and 4 minutes	



2. Special Audit - Assurance and Advisory

The Special Audit is requested by the University President whenever necessary. It is intended to address current issues on governance, risk assessment and control processes of the University.

Office or Division:	Internal Audit Services			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	University President			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A request letter from the University President to conduct special audit		Office of the University President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. University president sends request letter for special audit	Clerks receives and records the request letter and sends it to the IAS Director	None.	3 mins	Administrative Staff University President Administrative Staff IAS Office
	IAS Director evaluates the request and assigns the audit assignment to the audit team leader	None.	1 hour	IAS Director and Audit team leader IAS Office
	Audit Team Leader prepares the Audit Program and sends it to IAS Director for Approval	None.	3 hours	IAS Director and Audit team leader IAS Office



	IAS Director prepares and sends Notice of Audit to University President for Approval and communication to Auditee	None.	1 hour	IAS Director IAS Office Administrative Staff University President Administrative Staff IAS Office
	Performs appropriate auditing fieldwork	None.	30 working days*	Audit team leader and Staff IAS Office
	Preparation and approval of audit report	None.	1 day	Audit team leader, Staff and IAS Director IAS Office
	Submission of the Audit Report to the Office of the University President	None.	3 mins	Administrative Staff University President Administrative Staff IAS Office



2. University President schedules the Exit Conference	Discussion of the Audit Findings with the University President, Auditee, IAS, Director and Audit Team Leader	None.	1 hour	University President Auditee IAS Director and Audit team leader IAS Office
TOTAL		None	31 working day/s, 6 hours, 6 minutes	



MANAGEMENT INFORMATION SYSTEM OFFICE

(Internal Services)



1. Data & Information Management & Services (DIMS)

The Data & Information Management & Services unit is responsible for the (a) collection, storage and retrieval of data, and (b) data analysis and interpretation

Office or Division:	Data & Information Management & Services (DIMS)			
Classification:	Complex			
Type of Transaction:	Internal Services - Government to Government			
Who may avail:	Campuses, Offices, Colleges, Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. MIS Service Request Form 2. Letter of Request		UMIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish the UMIS service request form	Provide forms	None	2 mins	Staff from UMIS Office



2. Submits letter of request to UMIS to avail of university data.	<p>Receives, logs, and forwards the letter to the concern unit/ section</p> <p>Reviews letter and discusses with the unit head</p> <p>Processes the requested data</p>	None	60 mins	<p>Staff from UMIS Office</p> <p>Staff from UMIS-Databank Unit</p> <p>Staff from UMIS-Databank unit</p>
3. Receives the university data requested	Logs and releases the requested data	None	2 mins	Staff from UMIS-Databank unit
4. Accomplish the UMIS service Client Satisfaction Survey	Provide forms	None	5 mins	Staff from the UMIS
Total		None	72 minutes	



2. Creative Media Services

The Creative Media Services unit performs the following functions:

- (1) Documentation services
- (2) Editorial Services
- (3) Layout and graphic design

Office or Division:	Creative Media Services			
Classification:	Complex			
Type of Transaction:	Internal Services - Government to Government			
Who may avail:	Campuses, Offices, Colleges, Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. MIS Service Request Form 2. Letter of Request 3. Description/information about the expected output 		UMIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and accomplish the UMIS service request form	Provides forms	None	2 mins	UMIS Office Staff



2. Submits letter of request to UMIS to avail of creative media services.	Receives, logs, and forwards the letter to the concern unit/ section Reviews letter and discusses with the unit head	None	30 mins	UMIS Office Staff UMIS-Databank Unit Staff
3. Consultation/Handholding	Meeting/ consultation session with the requesting party	None	***Processing time may vary relative with the nature of the project	UMIS-Databank Unit Staff
4. Processing of request	Creation/ development of multimedia presentation/ report	None	***Processing time may vary relative with the nature of the project	UMIS Office Staff
5. Receives a copy of the multimedia presentation/ report	Logs and releases the requested report/presentation	None	2 mins	UMIS Office Staff
6. Accomplish the UMIS service Client Satisfaction Survey	Provide forms	None	5 mins	UMIS Office Staff
Total		None	***Processing time may vary relative with the nature of the project	



3. Information Technology Systems Development Services

The Information Technology Systems Development unit is directly responsible for the:

- (1) System administration, and computer communication maintenance;
- (2) Web development, updating, and maintenance; and (3) Software development and maintenance.

Office or Division:	Information Systems Development & Technology Management Services (ISDTMS)			
Classification:	Highly Technical			
Type of Transaction:	Internal Services - Government to Government			
Who may avail:	Campuses, Offices, Colleges, Departments			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. MIS Service Request Form 2. Letter of Request 3. Description/information about the expected output/Technical Specifications 			UMIS Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish the UMIS service request form	Provide forms	None	2 mins	UMIS Office Staff



2. Submits letter of request to UMIS to avail of IT system Development Services	Receives, logs, and forwards the letter to the concern unit/ section Reviews letter and discusses with the unit head	None	30 mins	UMIS Office Staff UMIS-Databank Unit Staff
3. Consultation/Handholding	Meeting/ consultation session with the requesting party	None	***Processing time may vary relative with the nature of the project	UMIS-Databank Unit Staff
4. Processing of request	Development of system	None	***Processing time may vary relative with the nature of the project	UMIS Office Staff
5. Receives a copy of the requested system	Logs and releases the requested system	None	2 mins	UMIS Office Staff
6. Accomplish the UMIS service Client Satisfaction Survey	Provide forms	None	5 mins	UMIS Office Staff
Total		None	***Processing time may vary relative with the nature of the project	



4. Network Management & Services (NIMS)

The Network Management & Services unit is directly responsible in the:

- (1) Planning of network infrastructure for new applications and services;
- (2) Monitoring of network infrastructure across sites, and
- (3) Monitoring of IT network services in development, test and deployment to ensure that network services are maintained and operational in line with standards and policies

Office or Division:	Network Management & Services (NMS)			
Classification:	Highly Technical			
Type of Transaction:	Internal Services - Government to Government			
Who may avail:	Campuses, Offices, Colleges, Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. MIS Service Request Form 2. Letter of Request 3. Description/information about the expected output/Technical Specifications 		UMIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish the UMIS service request form	Provide forms	None	2 mins	UMIS Office Staff



<p>2. Submits letter of request to UMIS to avail of Network a. Management & Services</p>	<p>Receives, logs and forwards the letter to concern unit/ section</p> <p>Reviews letter and discusses with unit head</p>	None	30 mins	<p>UMIS Office Staff</p> <p>UMIS-NMS Unit Staff</p>
<p>3. Consultation/Handholding</p>	<p>Meeting/ consultation session with the requesting part</p>	None	<p>*** Processing time may vary relative with the nature of the project</p>	UMIS-NMS Unit Staff
<p>4. Processing of request</p>	<p>Network infrastructure design for new applications and services</p>	None	<p>*** Processing time may vary relative with the nature of the project</p>	UMIS-NMS Unit Staff
<p>5. Receives copy of the requested network infrastructure design</p>	<p>Logs and releases the requested design</p>	None	2 mins	UMIS-NMS Unit Staff
<p>6. Accomplish the a. UMIS service b. Client Satisfaction Survey</p>	<p>Provide forms</p>	None	5 mins	UMIS-NMS Unit Staff
Total		None	***Processing time may vary relative with the nature of the project	



PROCUREMENT OFFICE (External Services)



1. Pre – Procurement Process - With an ABC of less than P50,000.00

The process determines the readiness of the procurement at hand including among other aspects.

Office or Division:	Procurement Office			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Employees/Officials of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved PPMP 2. Approved PR 3. Certificate of Non-availability of supplies from the DBM 4. Certificate issued by ICT Infra 5. Program of Work		Office of the End-User Office of the End User/Head of Campus Supply Office ICT Infra Infrastructure Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Prepares Purchase Request based on the PPMP</p>	<p>Checking of P.R based on the PPMP</p> <p>Verifies the items listed in the P.R if it is included in the PPMP</p> <p>Numbering of Purchase Request / Job Request</p> <p>P.R return to the End user for Funding at Budget Office</p>	<p>None</p>	<p>10 mins</p>	<p>Procurement Staff</p>
<p>a. Secure certification of nonavailability of office supplies from the Supply office ;</p> <p>b. Forward PR of IT equipment to ICT Infra for review of specifications</p>	<p>To finalize the item/s to be purchased based on the certification issued by the Supply office and ICT Infra.</p>	<p>None</p>	<p>10 mins</p>	<p>Procurement Staff</p>
<p>1. Prepares PR of a construction project-based on the Program of Work made by the Infrastructure office</p>	<p>To finalize the item/s to be purchased based from the Program of Work</p>	<p>None</p>	<p>10 mins</p>	<p>Procurement Staff</p>
TOTAL		<p>None</p>	<p>30 minutes</p>	



2. Procurement Process

Facilitate the acquisition of goods, consulting services, and the contracting for infrastructure project

Office or Division:	Procurement Office			
Classification:	Technical			
Type of Transaction:	Government to Government			
Who may avail:	Employees/ Officials of ISU Echague			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved PPMP 2. Approved PR 3. Request for Quotation 4. Abstract of the Quotation form 5. Approved Purchase Order		Office of the End-user Office of the End-user/Head of Campus Procurement Office Procurement Office Procurement Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the Approved P.R and PPMP as a basis for numbering of Request for Quotation (RFQ)	Prepares and numbering of Request for Quotation For Signature of Request for Quotation at least 3 copies	None	10 mins	Procurement Staff/ Procurement Officer



<p>2. a. Serve RFQ to Bonafide Suppliers and Contractors and get the Documentary Requirements from Suppliers/Contractor which is indicated in the RFQ</p> <p>b. Submit RFQ to Procurement Office.</p>	<p>RFQ forwarded to TWG for the Review of Specification offered by the Supplier and attached the evaluation report</p>	<p>None</p>	<p>3 days</p>	<p>Procurement Staff</p>
<p>3. Prepares Abstract of Price Quotation and all supporting documents</p>	<p>Forwarded to the Bids and Awards Committee the Abstract of Price Quotation for review and signing;</p> <p>Reviews the Supporting documents attached in the Voucher</p>	<p>None</p>	<p>3 days</p>	<p>BAC Secretariat</p>
<p>4. Prepares Purchased Order</p>	<p>Numbering of Purchase Order;</p> <p>For signature of Accountant and Executive Officer</p>	<p>None</p>	<p>2 days</p>	<p>Procurement Staff</p>
TOTAL		<p>None</p>	<p>8 days and 10 minutes</p>	



QUALITY ASSURANCE OFFICE (Internal Services)



1. Planning Process

Office or Division:	Quality Assurance Office			
Classification:	Simple			
Type of Transaction:				
Who may avail:	ISU Campuses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Quality Manual (QM) 2. Standard Operation Instruction (SOI) 3. ISO 9001 Internal Standard 4. IQA Report 5. External Auditors Report 6. Audit Checklist Form 7. Client Satisfaction Survey Form 8. PSET 9. QMS Monitoring and Assessment Form 10. OJT Evaluation Form 11. Request for Action (RFA) 		Quality Assurance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives memorandum from the office of the President/ Executive Officer	Distributes order for the conduct of planning (design, implement, review and improve) of the Quality Management System (QMS)	None	2 hours	Quality Assurance Office / Records



2. Prepares inputs/requirements to plan and participate in planning sessions.	Conducts QMS Planning sessions/seminar workshops and consultation in planning	None	2 days	Quality Assurance Office
	Consolidates plans and present output to the President for approval	None	2 days	Approving Body
3. Implement plans	Monitor implementation of plans	None	4 hours	QA and all offices/Colleges
Total		None	4 days and 6 hours	



3. Monitoring and Assessment of Performance

Office or Division:	Quality Assurance Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	ISU Campuses and/or ISU Echague Campus processes			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Standard Operation Instruction (SOI) 2. ISO 9001 Internal Standard 3. Client Satisfaction Measurement Form 4. PSET 5. QMS Monitoring and Assessment Form 6. OJT Evaluation Form 7. Request for Action (RFA) 		Quality Assurance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives monitoring and assessment form	Issues/distributes monitoring and assessment form to process owners	None	2 hours	QA/Process Owner / Records
2. Conducts/implement the system of monitoring and assessment	Monitor implementation of Monitoring and assessment	None	1 day	QA/Process owners



3. Submits monitoring and assessment report	Collect / Consolidated monitoring and assessment report	None	3 days	QA/Process Owners
Total		None	4 days and 2 hours	



4. Management Review

Office or Division:	Quality Assurance Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	ISU Campuses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Quality Manual (QM) 2. Standard Operation Instruction (SOI) 3. ISO 9001 Internal Standard 4. Audit Checklist Form 5. Client Satisfaction Survey Form 6. PSET 7. QMS Monitoring and Assessment Form 8. OJT Evaluation Form 9. Request for Action (RFA) 		Quality Assurance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives office order for the MR Meeting	Issues/monitors office order for the Management Review (MR) meeting.	None	2 hours	ISO Core Team/PO / Records
2. Attends/participate in MR meeting	Conducts MR and determines the impact of inputs and QMS performance	None	1 day	Process owners



3. Prepares an action plan and status report	Requires the process owner to prepare an action plan of findings and status report	None	1 day	ISO Core Team/PO
4. Records agreement	Prepare mins of meeting and record agreement and have it approved by the President / EO	None	3 days	ISO Core Team/PO
TOTAL		None	5 days and 2 hours	



5. Client Satisfaction Measurement Survey

Office or Division:	Quality Assurance Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	ISU Campuses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client Satisfaction Measurement Survey Form		Quality Assurance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives Client Satisfaction Measurement Survey Form (CSM Form)	Distributes CSM Form to process owners	None	2 minutes	QA/Process Owner
2. Process owners issue the CSM form to various clients with completed transactions Submits filled-up forms	Collect the accomplished form from various offices and colleges	None	1day (every 1 st week of the following month)	QA/Process Owner



3.	<p>Tabulates / Consolidates data and interpret the results of all process</p> <p>Note : Presents the results of CSM during Management Review and take necessary plans</p>	None	5 days	QA/Process Owner
4. Base on the result of CSM, provides and implements action plan for improvement	Monitor the implementation	None	Per semester	<i>QA/Process Owner</i>
TOTAL		None	6 days and 2 hours	



6. Internal Quality Audit

Office or Division: Classification: Type of Transaction: Who may avail:	Quality Assurance Office			
	Simple			
	Government to Citizen			
	ISU Campuses ISU Echague Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Standard Operation Instruction (SOI) 2. ISO 9001 Internal Standard 3. Audit programme 4. Audit schedule 5. Audit Checklist Form 6. Request for Action (RFA) 		Quality Assurance Office Process Owners		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives and conforms date of audit schedule	Plans the audit and issue notice of audit schedule and audit plan	None	1 hour	IQA Team
2. Prepares for the conduct of an audit	Selects auditors and prepare the audit instrument/ checklist etc.	None	5 days before the audit	IQA Team



<p>3. Prepares for the conduct of audit as an auditee</p> <p>Meeting with the auditor regarding the results of the audit and conform RFA and corrective actions</p>	<p>Conducts audit</p> <p>Reviews audit results and discuss with auditee including the issuance of RFA and corrective actions if any.</p>	<p>None</p>	<p>4 hours (per process)</p>	<p>IQA Team</p>
Total		None	5 days and 5 hours	



SUPPLY OFFICE (External Services)



1. Delivery of Goods by the Supplier

A service where Supply Officer serve Purchase Order to Suppliers

Office or Division:	Supply Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	End-user			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Supply Office/Staff serves Purchase Order to suppliers.	None	3 mins	Supply Officer/Staff End-user Supply Office
2. Suppliers notifies the Supply Office the day of delivery.	Supply Office/staff prepares storeroom where goods will be stored.	None	1 hour	Supply Officer Supply Officer
TOTAL		None	1 hour and 3 mins	



2. Acceptance of Deliveries

A service where Supply Officer accepts deliveries as to quantity and specification of items requested based on the approved Purchase Orders

Office or Division:	Supply Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Supplier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Delivery Receipt				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Supply Officer/staff notifies inspector of the delivery of items for inspection Inspector signs the IAR after inspecting the deliveries (inspection box portion)	None	Depending on the magnitude of supplies/materials to inspect	Supply Officer Inspection Officer
1. Supplier prepares the charge invoice for signing	Supply Officer signs the IAR as to the completeness of the deliveries (acceptance box portion)	None	1 min	Supply Officer Inspection Officer



	TOTAL	None	Depending on the magnitude of supplies/materials to inspect
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3. Preparation of Agency Procurement Request from DBM

A service where Supply Officer prepares APR for the acquisition of Common Supplies for office use from DBM

Office or Division:	Supply Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Department of Budget and Management			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request per office/department		Offices or department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user prepares the Agency Procurement Request for common office supplies	<p>Supply Officer consolidates and prepares APR</p> <p>Supply Office staff routes the APR to the Budget Office for allotment and Agency Head for approval.</p> <p>Supply Officer sends the APR to DBM via e-mail for the availability of supplies</p> <p>Supply Officer contacts DBM for confirmation of orders</p>	None	3 working days	<p>Supply Officer Supply Office Staff Supply Office</p> <p>Budget Officer</p> <p>Agency Head</p>
TOTAL		None	3 working days	



SUPPLY OFFICE (Internal Services)



1. Issuance of Supplies and Equipment

A service where Supply Officer issues the deliveries as to quantity and specification of the items based from the request approved Purchase Order of the End-user.

Office or Division:	Supply Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	End-user			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user follows up his/her request	Supply Office staff notifies the end-user of the delivery and availability of the supplies and equipment requested	None	3 mins	Supply Office Staff Supply Office
2. End-user checks the delivered items	Supply Office prepares forms for the end-user to sign (PAR for equipment costing 15k and above, ICS for equipment costing below 15k, and RIS for office supplies)	None	10 mins	Staff End-user Supply Office Staff Supply Office



3. Sign the Property Acknowledgment Receipt (PAR), Inventory Custodian Slip (ICS) and Requisition and Issue Slip (RIS)	Record and file the signed ICS, PAR and RIS.	None	3 min	End User
TOTAL		None	15 minutes	



2. Signing of Clearance for retirement, study leave and transfer

A service where Supply checks record of employee if they have no accountability

Office or Division:	Supply Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employees: 1. Clearance 2. Updated Property Acknowledgement Receipt		HR Office Supply Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Retirement, study leave and transfer: 1. Submit unserviceable equipment to the supply office.	The supply office staff verifies properties issued based on the employees PAR.	None	5 mins per employee	Supply Officer/staff Supply Office
2. Identify to whom the serviceable properties for transfer	Issues PAR to new accountable employee of the serviceable properties.	None	2 hours	Supply Officer/staff Supply Office



3. Submit the signed PAR to supply office for the updating of transfer of accountabilities.	Update inventory of PPE of new accountable employee. Supply Officer signs the employees clearance	None	5 mins 1 min	
Annual Clearance 1. Updated and signed PAR	Supply Officer and staff check/verify the employees' accountabilities	None	5 min per employee	Supply Officer/staff Supply Office
TOTAL		None	2 hours and 16 minutes	



INFRASTRUCTURE OFFICE

(Internal Services)



1. Issuance of Program of Work for Big Projects

Office or Division:	Infrastructure Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	Government to Government			
Who may avail:	Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Concerned end user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Serves request letter, meeting with Design team	Pre-design processes - Identification of project requirements- includes budget, areas, locations, etc., confirm to HOPE and End- user	None	1 day	Infra Director Architects Engineers Engineering Aide Infrastructure Office
2. Preparation and presentation of Drawing and POW	2.1 Design Processes - Preparation and presentation of working drawing & POW to HOPE and End-User.	None	7 days	Infra Director Architects Engineers Engineering Aide Infrastructure Office



	2.2 Conduct soil test, consult other concerned Building Professional for design, re Structural, Electrical, etc.	None	7 days	Infra Director Architects Engineers Engineering Aide Infrastructure Office
3. Request confirmation of design with Technical Working Group (TWG) / BAC	Pre-procurement processes - Presentation of final estimate, working drawings to the HOPE and TWG/BAC	None	1 day	Infra Director Architects Engineers Engineering Aide Infrastructure Office
4. Request Signing of Program of Work (POW) and Drawings	4.1 Facilitate signing and approval of POW and working drawings	None	2 days	Administrative Staff Infra Office
	4.2 Issue and Submit approved POW and Working Drawings at Procurement Office for posting	None	1 min	Administrative Staff Infra Office
TOTAL		None	18 days and 1 minutes	



2. Issuance of Program of Work for Repair Small Value Projects

Office or Division:	Infrastructure Office			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Concerned end user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Serve request letter for inspection	Inspect the office, building, facility, etc. that needs repair	None	1 day	Administrative Assistant Engineering Aide Draftsman Infra Office
	Prepare pre inspection report	None	1 hour	Administrative Staff Infra Office
	Prepare bill of materials and cost estimates (includes approval/consultation with the end user)	None	3 days	Administrative Assistant Engineering Aide Draftsman Infra Office
	Encode program of work	None	2 hours	Administrative Assistant Engineering Aide Draftsman Infra Office



2. Confirmation of Drawings and Signing of POW,	Facilitate signing and approval of POW and working drawings	None	1 day	Engineering Aide Infra Staff
3. Receive approved POW and WD	Issue approved POW and working drawings	None	1 min	Administrative Staff Infra Office
TOTAL		None	5 days, 3 hours and 1 minute	



3. Issuance of Program of Work for construction of Small Value Project

Office or Division:	Infrastructure Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	Government to Government			
Who may avail:	Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Concerned end user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Serves request letter	Identification of project requirements- includes budget, areas, locations, etc., confirm to HOPE and End-user	None	1 day	Infrastructure Director, Administrative Assistant Engineering Aide Draftsman Infra Office
	Design process- Preparation and presentation of working drawings to HOPE and End-User.	None	5 days	Infrastructure Director, Administrative Assistant Engineering Aide Draftsman Infra Office
	Encode Program of Works	None	1 day	Engineering Aide Draftsman Administrative Staff Infra Office
2. Confirmation of drawings and Signing POW,	Facilitates signing and approval of POW and working drawings	None	1 day	Administrative Staff Infra Office



3. Receives POW and WD	Issues approved POW and WD to client	None	1 min	Administrative Staff Infra Office
TOTAL		None	9 days and 1 minute	



4. Issuance of Summary of Work Accomplished and Certificate of Inspection and Evaluation

Office or Division:	Infrastructure Office			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Concerned end user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Serves request letter	Inspection of the project in terms of actual completed portions	None	1 day	Draftsman Infra Office
	Prepares SWA – coordinate with Budget/ Accounting Offices on the actual paid amount	None	30 mins	Draftsman Infra Office
	Validates correctness of SWA, signing of SWA	None	1 day	Infra Director & Engineers Infra Office
	Informs TWG for Inspection thru Request Letter	None	1 min	Administrative Staff and Engineers Infra Office
	Inspection and evaluation of Technical Working Group	None	1 day	Technical Working Group
2. Confirms SWA correctness, sign	Signs SWA and cert. of inspection and evaluation	None	1 min	Technical Working Group



	Facilitates signing and approval of SWA to HOPE	None	1 day	Administrative Staff Infra Office
	Submit approved SWA and cert. of inspection and evaluation at Procurement Office	None	3 mins	Administrative Staff Infra Office
	TOTAL	None	4 days and 35 minutes	



5. Issuance of Certificate of Inspection and Evaluation for Completed Small Value Projects

Office or Division:		Infrastructure Office		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		Employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Concerned end user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Serves request letter	Prepares certificate of inspection and evaluation and cert. of acceptance	None	1 min	Administrative Staff Infra Office
	Inspects completed project	None	1 day	Administrative Assistant Engineering Aide Draftsman Infra Office
	Signs certificate of inspection and evaluation	None	1 min	Administrative Assistant Engineering Aide Draftsman Infra Office
2. Confirms Inspection and evaluation thru acceptance, sign	Submits signed/accomplished certificate of inspection and evaluation to concern office for processing of voucher	None	5 mins	Administrative Staff Infra Office
TOTAL		None	1 day and 7 minutes	

6. Issuance of Site Inspection Certificate for Big Projects

Office or Division:	Infrastructure Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment Confirmation Receipt and Special Power of Attorney		Contractor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Receipt and SPA	Accompany client to the project site and explains scope of work.	None	1 hour	Infra Director, Architects & Engineers Infra Office
	Prepares/Encode Site Inspection Certificate	None	2 minutes	Administrative Assistant Infra Office
	Signs/Submit Site Inspection Certificate to the Client	None	1 min	Infra Director Administrative Assistant Infra Office
TOTAL		None	1 hour and 3 minutes	

**GENERAL SERVICES – MOTOR POOL
(INTERNAL SERVICES)**

1. Transportation Services

Office or Division:	General Services – Motor Pool			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students & Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter approved by the head of the campus or his duly authorized representative			Cashier's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits approved request letter to the Gen. Services – Motor Pool	Accepts and records the request for transportation and driver	None	1 min	Administrative Staff Gen. Services/Motor Pool
	Checks schedules and assign vehicle and drivers	None	3 mins	Administrative Staff Gen. Services/Motor Pool
	Checks and assures that vehicle is in good running condition	None	2 hours	Drivers/Automotive Personnel Gen. Services/Motor Pool
	Prepares and approves trip ticket	None	3 mins	Administrative Staff Campus Director Gen. Services/Motor Pool
	Records and dispatches vehicle/driver in the logbook	None	1 min	Administrative Staff Gen. Services/Motor Pool

	Prepares the Consumption Report of vehicle upon arrival and submits the same to the requesting officer.	None	3 mis	Administrative Staff Gen. Services/Motor Pool
TOTAL		None	2 hours and 11 minutes	

**SAFETY AND SECURITY OFFICE
(EXTERNAL SERVICES)**

1. Issuance and Renewal of registration of accredited tricycle

Office or Division:	Security Office			
Type of Transaction:	Government to Private			
Classification:	Simple			
Who may avail:	Tricycle Driver			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Accreditation Form		Concerned end user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out form for Renewal and Newly accredited tricycle (Walk-In)	Issue registration form, validate and inspect tricycle unit	None	5 Minutes	Security Office Personnel
2. Secure / Submit documents a. Driver License b. Franchised c. Registration of tricycle updated LTO d. Certification from the association if he/she bonified member. e. OR/CR f. Barangay Clearance	Evaluate document presented/ submitted	None	7 Minutes	Security Office Personnel

3. Pay Required fees at Resource Generation Mgt. Office (RGMO) and submit official receipt to the Security Office.	Evaluate official receipt and issue gate pass	150	5 Minutes	Collecting Officer (RGMO)
TOTAL		P 150.00	17 minutes	

FEEDBACK & COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<ol style="list-style-type: none">1. Fill out the Client Satisfaction Measurement (CSM) survey either through:<ul style="list-style-type: none">• Paper form (ISUE-QuA-CSM-074)• Online (https://forms.gle/Tvk3Dyow5sbJkSn8) <p>Contact info: (078) 305-9013.</p>
How feedback are processed	<ol style="list-style-type: none">1. The Quality Assurance Office gathers, collates and records the feedback of the clients. The result will then be interpreted for the improvement of the service. <p>For inquiries and follow-ups, clients may contact the telephone number: (078) 305-9013.</p>

How to file a complaint	<ol style="list-style-type: none"> 1. Citizen's Complaint Center Contact: #8888 Link: www.8888.gov.ph 2. Contact Center ng Bayan Link: https://contactcenterngbayan.gov.ph/contact-us
How complaints are processed	<p>Complaints thru the Citizen's Complaint Center (#8888) & Contact Center ng Bayan will be forwarded by the CHED Regional Office No. 02 to the Office of the University President.</p> <p>The concerned office will answer the complaint within seventy-two (72) hours upon the receipt of the complaint.</p>

<p>Contact Information of CCB, PCC, ARTA</p>	<ol style="list-style-type: none"> 1. Contact Center ng Bayan <ol style="list-style-type: none"> 1.1 Hotline: 1-6565 accessible via PLDT and Smart landlines nationwide 1.2 SMS/Text Access: 0908-8816565 1.3 Email: Website: www.contactcenterngbayan.gov.ph 1.4 SMS/Text Access: (02) 932-011; 0917-TEXTCSC (8398272) 1.5 Facebook page: www.facebook.com/civilservicegovph 2. Presidential Complaints Center <ol style="list-style-type: none"> 1.6 Telephone: +63(2)-8736-8645 +63(2)-8736-8603 +63(2)-8736-8629 Telefax No. +63(2)-8736-8621 1.7 Email: pcc@malacanang.gov.ph 1.8 Website: op-proper.gov.ph/presidential-action-center 1.9 Postal: thru PCC official address at Bahay Ugnayan, J.P. Laurel 3. ARTA <ol style="list-style-type: none"> 1.10 Telephone: 8478-5091; 8478-5093; 8478-5099 1.11 Email: info@arta.gov.ph complaints@arta.gov.ph 1.12 Website: www.arta.gov.ph 1.13 CSC – 0917-TEXTCSC (8398272); (02) 932-0111 1.14 Ombudsman: 0926-6994703; (02) 927-4102; (02) 927-2402
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LIST OF OFFICES

Office	Address	Contact Information
Office of the President	Administrative Bldg., San Fabian, Echague, Isabela	(078) 305-9013
Office of the Vice Presidents	Administrative Bldg., San Fabian, Echague, Isabela	VP AFS – 0956-7721449 VP Planning – 0917-5146997 VP RDET – 0917-5055706 Tel. No. (078) 323-1423 VP ARA – 0917-1082357/ 0995-072-6003
Office of the Executive Officer	Administrative Bldg., San Fabian, Echague, Isabela	0916-6106442
Accounting Office	Administrative Bldg., San Fabian, Echague, Isabela	0946-0881375/ 0906-6394647
Budget Office	Administrative Bldg., San Fabian, Echague, Isabela	0965-0543363
Campus Resource Generation Management Office	Administrative Bldg., San Fabian, Echague, Isabela	0967-3052631
Cashier's Office	Administrative Bldg., San Fabian, Echague, Isabela	0977-8551495
Dean's Office	Administrative Bldg., San Fabian, Echague, Isabela	School of Veterinary Medicine - 0917-8909193/ 0961-6156214 College of Bus. Accountancy & Public Administration - 0939-2836487

		<p>College of Agriculture - 0956-9217143 - (078) 325-2479</p> <p>College of Education - 0915-2053953</p> <p>College of Nursing - 0905-1322092</p> <p>College of Criminal Justice Education - 0970-6313316</p> <p>College of Arts and Sciences - 0916-6031586</p> <p>College of Computing Studies, Information and Communication Technology - 0917-5384845</p> <p>Institute of Fisheries - 0917-7183259</p> <p>College of Engineering – 0975-8433149</p>
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Human Resource Management Office	Administrative Bldg., San Fabian, Echague, Isabela	0917-1100277
ICT Infra Office	Administrative Bldg., San Fabian, Echague, Isabela	0936-0418874
Infirmary	Administrative Bldg., San Fabian, Echague, Isabela	0917-5510381
Infrastructure	Administrative Bldg., San Fabian, Echague, Isabela	0936-4963477
Library	Library Bldg., San Fabian, Echague, Isabela	0936-7230283
Management Information System Office	Administrative Bldg., San Fabian, Echague, Isabela	0929-9729902
Office of the Student Affairs Services	Administrative Bldg., San Fabian, Echague, Isabela	0935-3482225
Procurement Office	Administrative Bldg., San Fabian, Echague, Isabela	(078) 323-1430
Quality Assurance Office	2 nd Floor, Library Bldg., San Fabian, Echague, Isabela	0926-1693671
Records Office	Administrative Bldg., San Fabian, Echague, Isabela	0906-6651630
Registrar's Office	Administrative Bldg., San Fabian, Echague, Isabela	(078) 624-0994
Supply Office	Administrative Bldg., San Fabian, Echague, Isabela	(078) 323-1436



Republic of the Philippines
ISABELA STATE UNIVERSITY
Echague, Isabela

CERTIFICATE OF COMPLIANCE

Year: 2024

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, RICMAR P. AQUINO, Filipino, of legal age, SUC PRESIDENT IV of the ISABELA STATE UNIVERSITY, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The ISABELA STATE UNIVERSITY including its NINE (9) CAMPUSES AND TWO (2) EXTENSION CAMPUSES has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen' Charter Handbook Edition: 2024 1st Edition

- 2) The following required forms of posting of the Citizen's Charter are present:

√	Citizen's Charter Information billboard (In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)
√	Citizen's Charter Handbook (Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)
√	Official website/Online Posting

- 3) The Citizen's Charter Information Billboard enumerates the following information:

- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.

- 4) The Citizen's Charter Handbook enumerates the following information:

- a. Mandate, vision, mission, and service pledge of the agency;
- b. Government services offered (External and Internal Services);

- i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Classification of service;
 - iii. Type of transaction;
 - iv. may avail;
 - v. Client steps and agency actions to obtain a particular service;
 - vi. Person responsible for each step;
 - vii. Processing time per step and total;
 - viii. Fees to be paid per step and total, if necessary.
- c. Procedure for filing complaints and feedback;
 - d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
 - e. List of Offices
- 5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.
- 7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.
- 8) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 9) There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.

RICMAR P. AQUINO, Ph.D.
SUC President IV *ab*
Isabela State University