



Benguet State University

Citizen's Charter Handbook

2022 1st Edition





Benguet State University

CITIZEN'S CHARTER 2022 (1st Edition)



I. Mandate

The University shall provide graduate and undergraduate courses in the arts, sciences, humanities, and professional fields in agriculture, natural sciences, technology, and other technical and professional courses as the Board of Regents may determine and deem proper. It shall also promote research, extension, agribusiness, and advanced studies and progressive leadership in its field of specialization.

There shall be organized relevant research centers in the University to develop technologies on sub-tropical agriculture and natural resources, which will backstop and enhance the growth and development of the Cordillera area and other highland areas.

II. Vision

BSU as an international Smart University engendering graduates to walk the intergenerational highways.

III. Mission:

BSU cares to: **C**hallenge innovation, **A**dvance technology and facility, **R**evitalize administration, **E**ngender partnership, and **S**erve intergenerational role.

IV. Service Pledge:

Benguet State University commits to:

1. Advocate for the adoption of effective government practices for efficient government service delivery and prevention of graft and corruption;
2. Capacitate government agencies to reengineer its systems and procedures to reduce processing time and regulatory burden for the transacting public;
3. Promote the implementation of simplified requirements and procedures that will reduce red tape and expedite business and non-business related transactions in the government;
4. Provide assistance to the public in filing and investigating complaints against government agencies and/or officials for non-compliance to R.A. 11032; and
5. Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.

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LA TRINIDAD CAMPUS



**HUMAN RESOURCE MANAGEMENT OFFICE
(HRMO)
EXTERNAL SERVICES**

Benguet State University
HUMAN RESOURCE MANAGEMENT OFFICE (HRMO)
 Km. 5 Balili, La Trinidad, 2601 Benguet



1. RECEIVING OF JOB APPLICATIONS

The service caters to interested applicants to posted vacancies. Applicants shall submit their intent to apply for a position at the Human Resource Management Office (HRMO).

Office or Division:	Human Resource Management Office (HRMO)	
Classification:	Simple Transaction	
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government	
Who may avail:	General Public, Benguet State University Personnel and interested applicants from other Government Agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Checklist of Requirements Form-1 copy		Human Resource Management Office (HRMO)
2. Application Letter - 1 copy		Applicant
3. Personal Data Sheet (CSC Form No. 212; 2017) with Work Experience Sheet - 1 copy		Downloadable at: http://csc.gov.ph/2014-02-21-08-28-23/pdf-files/category/861-personal-data-sheet-revised-2017.html
4. Official Transcript/Certification of Grades / Scholastic Records - 1 copy		School / College / University Graduated from
5. Proof of Eligibility / Professional Licenses - 1 copy		Civil Service Commission (CSC)/ Professional Regulation Commission (PRC)
6. Training Certificate/s (<i>include only those after Graduation and within the last 5 years prior to application</i>) - 1 copy		Applicant
7. Certificate/s of Commendation or Awards - 1 copy		
Additional requirements if already working prior to application:		
8. Performance Evaluation Rating in the last rating period - 1 copy		Most recent employer before application or current employer
9. Employment Certificate - 1 copy		

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CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application Letter with attached documents	1.1. Receive and check details of application 1.2. Check completeness of records <i>If documents are incomplete:</i> Advise applicant to submit missing document/s based on the checklist	None	4 minutes	<i>Administrative Aide IV or Administrative Assistant II</i> Human Resource Management Office (HRMO)
2. Receive, sign, and return the checklist of requirements form	2.1. Give the checklist of requirements form to the applicant 2.2. Instruct the applicant to review and sign the form	None	10 minutes	<i>Administrative Aide IV or Administrative Assistant II</i> Human Resource Management Office (HRMO)
3. Take note of information provided	3. Inform client to wait for a text for the schedule of aptitude and/or function-specific testing	None	2 minutes	<i>Administrative Aide IV or Administrative Assistant II</i> Human Resource Management Office (HRMO)
TOTAL:		None	16 minutes	



HUMAN RESOURCE MANAGEMENT OFFICE
(HRMO)
INTERNAL SERVICES

Benguet State University
HUMAN RESOURCE MANAGEMENT OFFICE (HRMO)
 Km. 5 Balili, La Trinidad, 2601 Benguet



1. ISSUANCE OF PERSONNEL RECORDS AND DOCUMENTS

University personnel may request for the issuance of Service Record, Certifications, and certified true copies of personnel records.

Office or Division:	Human Resource Management Office (HRMO)			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	BSU Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Form - 1 copy			Human Resource Management Office (HRMO)	
Additional requirements for authorized representatives:				
2. Special Power of Attorney (SPA) and/or Authorization Letter			Requesting client	
3. Valid ID of the representative			Representing individual	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit a Request Form	1.1. Receive request form and check details of request 1.2. Check records of concerned employee and... <i>For Personal Purposes:</i> Advise client to pay fee (Go to Step 2) <i>For Official Purposes:</i> Advise client to wait for requested document (Go to Step 5)	None	7 minutes	<i>Administrative Aide IV or Administrative Assistant II</i> Human Resource Management Office (HRMO)
2. Proceed to the Cashiering Office and Present Request Form and pay fee charged by collecting officer	2.1 Check form and charge appropriate fee 2.2. Receive tender	1 set of Cert. (2 copies) - PHP 75.00 1 set of service record (2copies) - PHP 100.00	8 minutes	<i>Collecting Officer</i> Cashiering Office

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		Certified True Copy - PHP 50/copy		
3. Receive the official receipt and change, if any. Count change before leaving the counter	3.1. give client the WHITE copy of the official receipt and file the duplicate and triplicate	None	2 minutes	<i>Collecting Officer</i> Cashiering Office
4. Present Official receipt	4. Verify and copy OR number to the request form		1 minute	<i>Administrative Aide IV or Administrative Assistant II</i> Human Resource Management Office (HRMO)
5. Receive requested document/s and sign in the acknowledgement of receipt portion of the request form.	5. Release requested documents		1 minute	
6. Fill-in the Client Satisfaction & Feedback form and drop at any appropriate box.	6. Provide and instruct client to fill in a Client Satisfaction & Feedback Form		2 minutes	
TOTAL:		1 set of Cert. (2 copies) - PHP 75.00 1 set of service record (2 copies) - PHP 100.00 Certified True Copy - PHP 50/copy	21 minutes	



CASHIERING OFFICE

EXTERNAL SERVICES

Benguet State University
CASHIERING OFFICE
Km. 5 Balili, La Trinidad, 2601 Benguet



1. RELEASE OF CHECK PAYMENTS

This service is provided for clients with which the University has payables, such as payment of goods and services, reimbursement of expenses, payment of salaries and wages, allowances, benefits, refunds and other amount due to them by issuing checks.

Office or Division:	Cashiering Services Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity G2G - Government to Government			
Who may avail:	Creditors, Suppliers, Employees, Students, Parents/Guardians, Graduates, other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card		Regulatory agencies / Companies /Schools		
2. Authorization Letter (if claiming for another) with photocopy of valid IDs of payee and authorized person		Requesting Client		
3. Official Receipt (for suppliers and other creditor-organizations)		Supplier and other creditor-organizations		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Notify the teller on nature of claim and presents identification card	1.1. Verify the availability of the check claim	None	3 minutes	<i>Ahri Christie Marie A. De Mesa or Arcelli G. Bello or Lyka Mapalo</i>

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2. If the check is available, sign the “received” portion of the disbursement voucher after receiving it from the teller and indicate date of receipt. For suppliers required to issue OR, prepare the corresponding OR. Signs on the Check Release Logbook. If check is not available, the transaction ends.	2.1. Verify the signature of the client on the ID compared to the signature on the DV and, in the case of suppliers required to issue receipt, on the OR.		2 minutes	<i>Ahri Christie Marie A. De Mesa or Arcelli G. Bello or Lyka Mapalo</i>
3. Receives the check.	3.1. Receive the signed DV and official receipt from the client from client and file.		2 minutes	
TOTAL:		None	7 minutes	

2. CASH DISBURSEMENTS

This service is provided to pay clients benefits that cannot be accommodated thru check disbursements such as payroll for allowances, salaries and wages of employees, honoraria, refunds of students and personnel with no bank accounts.

Office or Division:	Cashiering Office
Classification:	Simple Transaction
Type of Transaction:	G2C - Government to Citizen

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Who may avail:	Employees, Students, Parents, Guardians, Graduates, Prospective enrollees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Identification Cards		Regulatory agencies / Companies		
2. Authorization Letter (if claiming for another) with photocopy of valid IDs of payee and authorized person				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Notify the disbursing officer on nature of claim and presents identification card	1.1. Verify the availability of the claim	None	3 minutes	<i>Joan Ann B. Decina</i>
2. If claim is not yet available, the transaction ends. If the claim is available, sign the "received" portion of the payroll presented by the disbursing officer.	2.1. Verify the signature of the client on the payroll as against the signature on the ID.	None	2 minutes	
3. Receive the cash and count the bills and coins to check accuracy before leaving the table of the disbursing officer.	3.1. File the payroll.	None	2 minutes	
TOTAL:		None	7 minutes	

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3. COLLECTION OF FEES/PAYMENTS DUE TO THE UNIVERSITY

This service is provided to clients who may have fees to pay as assessed by other service units in the university. It also applies to the submission by special accountable officers of their collections from other units in the university.

Office or Division:	Cashiering Services Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Employees, Students, Parents, Guardians, Graduates, Prospective enrollees, Suppliers, Tenants, the General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requirement List		Regulatory agencies / Companies /Schools/ OUR/Accounting Office/HRMO/UBA		
2. Identification Cards				
3. Assessment Forms				
4. Cash count sheet				
5. Report of collection				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the assessment form and ID to collection teller. For special collecting officers, present the cash count sheet and report of collection. These documents are presented with the tender of payment.	1.1. Verify the amount to be collected and input the details on the collection system (SIAS). 1.2. Issue the official receipt to the client together with returning the ID and form of the client.	None	4 minutes	<i>Grayza L. Lodias or Charmaine Botangen</i>
TOTAL:		None	4 minutes	

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4. RESPONDING TO QUERIES/REQUEST OF DOCUMENTS

Clients may forward concerns to cashiering office personnel including requesting for documents such as Letter of Introduction to Bank Proof of University Accounts for Fund Transfer by Special Projects, etc.

Office or Division:	Cashiering Services Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Employees, Students, Parents, Guardians, Graduates, Prospective enrollees, and the General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requirement List		HRMO/OSS		
2. Identification Cards		Regulatory agencies / Companies /Schools		
3. Communication letter		Funding Agency / Bank Online System		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Notify the teller on nature of request and presents requirement list and identification card or communication letter	1.1. Verify the forms presented. 1.2. Prepare requested document or provide a photocopy of documents or refer to bank statements or request transaction snap shots of fund transfers for special project.	None	10 minutes/4 hours for inquiries requiring bank assistance	<i>Richard H. Kinnud or Arcelli G. Bello or Grayza L. Lodias</i>
TOTAL:		None	15 minutes – 4 hours	

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5. CHECK REPLACEMENT/CANCELLATION

Clients may request replacement/cancellation of previously issued checks for stale check, misspelled/wrong payee name, inconsistent amount in figures and in words, and incomplete signatories.

Office or Division:	Cashiering Services Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity G2G - Government to Government			
Who may avail:	Creditors, Suppliers, Employees, Students, Parents/Guardians, Graduates, other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Identification Cards		Regulatory agencies / Companies / Schools		
2. Check Replacement/Cancellation Form (QF-FIN-59 Rev. 01)		BSU Cashiering Services Office		
3. Check (to be replaced/cancelled)		Requesting client (check/s previously issued)		
4. Affidavit of Loss in case of loss				
5. Authorization Letter (if claiming for another) with photocopy of valid IDs of payee and authorized person		Requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Check Replacement/ Cancellation Form (Doc. Code: QF-FIN-59 Rev. 01), signs and submit to the teller and present the original check to be replaced/cancelled.	1.1 Receives, review and verify the Request Form and check and request client to secure approval from the Supervising Administrative Officer-Cashier and Vice President/President.	None	10 minutes	<i>Ahri Christie Marie A. De Mesa</i>

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	1.2 Receives the approved Check Replacement/Cancellation Form (Doc. Code: QF-FIN-59 Rev. 01), stamp the check "CANCELLED".	None	1 minute	<i>Ahri Christie Marie A. De Mesa</i>
	1.3 Approval by authorized official	None	24 hours	<i>Richard H. Kinnud Or Ahri Christie Marie A. De Mesa</i>
	* If the check will simply be cancelled, the same will be filed an included in the report to the accounting office	None	1 minute	
	* If check needed replacement, the processing will follow the usual disbursement process.	None	7 minutes	
TOTAL:		None	24 hours and 12 minutes	



ACCOUNTING OFFICE

EXTERNAL SERVICES

Benguet State University
ACCOUNTING OFFICE
 Km. 5 Balili, La Trinidad, 2601 Benguet



1. REQUEST FOR STATEMENT OF ACCOUNT / ASSESSMENT FORM FOR UNIVERSITY FEES

The Accounting Office issues Statement of Account (SOA) as requested by clients for the payment of University fees such as tuition fees.

Office or Division:	Accounting Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Benguet State University Students, Parents/Guardians, Scholarship Sponsors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card		Requesting Client		
2. Request form - 1 copy		Accounting Office (Window 1 or Window 2)		
<i>If a representative:</i>				
3. Proof of Identity		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in and submit request form. Present BSU ID/Proof of Identification	1.1. Receive accomplished form 1.2. Release the statement of account / assessment form 1.3. Instruct client to proceed to the Cashiering Office	None	4 minutes	<i>Administrative Aide VI (Window 1) or Bookkeeper (Window 2)</i> Accounting Office <i>Accountant IV</i> Accounting Office
2. Present the statement of account/assessment	2. Check the statement of account / assessment form.	None	1 minute	<i>Administrative Officer V</i> Cashiering Office <i>Supervising Administrative Officer</i> Cashiering Office

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3. Pay amount indicated by teller	3. Receive tender of payment	Amount indicated in the SOA / Assessment Form	7 minutes	<i>Administrative Officer V</i> Cashiering Office
4. Receive the Official Receipt and change, if any. Count change before leaving the counter.	4. Give client the WHITE copy of the Official Receipt. File duplicate and triplicate.	None	2 minutes	
TOTAL:		Amount indicated in the SOA / Assessment Form	14 minutes	

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2. APPLICATION FOR REFUND OF SCHOOL FEES

Students may apply for refund of school fees due to withdrawal of enrollment or overpayment (due to dropping of subjects made by the student/dissolved subjects or re-assessment).

Office or Division:	Accounting Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Benguet State University Students and/or Parents/Guardians			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card		Requesting Client		
2. Request form for Refund - 1 copy		Accounting Office (Window 1 or Window 2)		
3. Approved withdrawal/dropping form - 1 copy		College of requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in request form for refund and present approved withdrawal / dropping form	1.1. Receive accomplished form and approved withdrawal/ dropping form	None	4 minutes	<i>Administrative Aide VI (Window 1) or Bookkeeper (Window 2) Accounting Office</i>
2. Receive acknowledgement slip	2. Advise client to follow up after 10 working days and provide acknowledgement slip	None	1 minute	<i>Administrative Aide VI (Window 1) or Bookkeeper (Window 2) Accounting Office Accountant IV Accounting Office</i>
TOTAL:		None	5 minutes	



**UNIVERSITY LIBRARY AND INFORMATION SERVICES
(ULIS)
EXTERNAL SERVICES**

Benguet State University
UNIVERSITY LIBRARY AND INFORMATION SERVICES (ULIS)
Km. 5 Balili, La Trinidad, 2601 Benguet



1. LIBRARY ACCESS

University students or employees, and visitors may access various library resources such as published books, journals, e-materials, etc.

Office or Division:	University Library and Information Services			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Benguet State University Bonafide Students or employees, Visitors (i.e. Benguet State University Alumni, Visiting / Outside Researchers, Walk-in visitors)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>For Benguet State University Students or Employees</i>				
1. Valid University ID		Requesting Client		
<i>For Visitors (BSU Alumni, Visiting/Outside Researchers, Walk-in Visitors)</i>				
1. Any Valid ID		Requesting Client		
2. Library Visitor's Form – 1 copy		University Library and Information Services Front Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present library requirement/s: A. <i>For BSU students or employees</i> -Tap valid university ID on the turnstile RFID reader to enter <i>*See ID Validation and registration; if the ID is not validated</i> B. <i>For Visitors:</i> - Present any valid ID - Fill-in and submit <u><i>Library Visitor's Form</i></u>	1. Check the library requirement and ascertain the identity of the patron	<i>For Visitors ONLY:</i> Php 30.00/day library access for High School and Undergraduate Students Php 50.00/day library access for Graduate Students, BSU Alumni, and Non-students	5 minutes	<i>Administrative Aide IV or VI; College Librarian I or II</i> University Library And Information Services <i>College Librarian IV</i> University Library And Information Services

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2. Inform the staff at the Control Desk of concern	2.1. Assess client's need/s 2.2 Provide corresponding form/s, if any 2.3. Instruct / refer the client to the location of needed library resources / facilities / services and/or how these may be accessed	None	5 minutes	<p style="text-align: center;"><i>Administrative Aide IV or VI; College Librarian I or II</i> University Library And Information Services</p> <p style="text-align: center;"><i>College Librarian IV</i> University Library And Information Services</p>
TOTAL FOR VISITORS (BSU Alumni, Visiting/Outside Researchers, Walk-in Visitors):		<p>Php 30.00/day library access for High School and Undergraduate Students</p> <p>Php 50.00/day library access for Graduate Students, BSU Alumni, and Non-students</p>	10 minutes	
TOTAL FOR BSU STUDENTS OR EMPLOYEES:		None	10 minutes	

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2. ID VALIDATION / REGISTRATION

University students or employees may have their University ID validated to access library resources.

Office or Division:	University Library and Information Services			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Benguet State University Bonafide Students and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>For Benguet State University Students</i>				
1. University ID	Requesting Client			
2. Enrollment Form (original copy)	Requesting Client			
3. Patron Information Slip – 1 copy (for NEW Students only)	University Library and Information Services Control Desk			
<i>For Benguet State University Employees</i>				
1. University ID	Requesting Client			
2. Patron Information Slip – 1 copy (for NEW validation only)	University Library and Information Services Control Desk			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR BENGUET STATE UNIVERSITY STUDENTS				
1. Present library requirements: - Current University ID and Enrollment form - Accomplish <u>Patron Information Slip</u> (for new students only)	1.1. Check if the requirements are complete 1.2. Create or update client record in the radio-frequency identification (RFID) and Library System	None	4 minutes	<i>Administrative Aide IV or VI; College Librarian I, II, III</i> University Library And Information Services
2. Receive validated ID and Enrollment Form	2.1. Validate ID by placing ID validation sticker 2.2 Return validated ID and Enrollment form to the student	None	1 minute	

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FOR BENGUET STATE UNIVERSITY EMPLOYEES				
1. Present library requirements: - Present University ID - Accomplished <i>Patron Information Slip</i> (for new validation only)	1. Create or update client record in the radio-frequency identification (RFID) and Library System	None	4 minutes	<i>Administrative Aide IV or VI; College Librarian I, II, III</i> University Library And Information Services <i>College Librarian IV</i> University Library And Information Services
2. Receive validated ID and Enrollment Form	2.1. Validate ID by placing ID validation sticker 2.2 Return validated ID and Enrollment form to the student	None	1 minute	
TOTAL:		None	5 minutes	



**UNIVERSITY LIBRARY AND INFORMATION SERVICES
(ULIS)
INTERNAL SERVICES**

Benguet State University
UNIVERSITY LIBRARY AND INFORMATION SERVICES (ULIS)
 Km. 5 Balili, La Trinidad, 2601 Benguet



1. REQUISITION OF LIBRARY RESOURCES

Benguet State University Students and Employees may request for the procurement of library resources that are not available in the University Library.

Office or Division:	University Library and Information Services			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Benguet State University Bonafide Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid University ID		Requesting Client		
2. Library Resources Requisition Slip - 1 copy		University Library and Information Services Front Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit a Library Resources Requisition Slip with the University ID	1.1. Verify identity of client and receive the Library Resources Requisition Slip 1.2. Check requested library resources based on the <i>Criteria for Selection of Library Resources</i>	None	8 minutes	<i>Administrative Aide IV or VI; College Librarian I, II, III</i> University Library And Information Services <i>College Librarian IV</i> University Library And Information Services
2. Take note of instructions and confirm understanding	2.1. Inform client to wait for notification once the resource has been procured and processed. 2.2. Include requested library resource to Purchase Request to be submitted to the Procurement Management Office	None	2 minutes	
TOTAL:		None	10 minutes	



**UNIVERSITY HEALTH SERVICES
(UHS)
EXTERNAL SERVICES**

Benguet State University
UNIVERSITY HEALTH SERVICES (UHS)
 Km. 5 Balili, La Trinidad, 2601 Benguet



1. REQUEST FOR MEDICAL CERTIFICATE FOR ADMISSION (Pre-enrollment Physical Examination)

Incoming college freshmen, transferees, new Graduate School/Open University enrollees and Old Returning Students are required to undergo an assessment of their health status for enrollment.

Office or Division:	University Health Services	
Classification:	Complex Transaction	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Incoming College Freshmen, Transferees, New Graduate School and Open University enrollees and Old Returning Students (ORS).	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Notice of Admission (NOA) for Incoming College Freshmen and Transferees; Notice of Acceptance (NOA) for new Graduate and Open University enrollees (original copy) - 1		Office of the University Registrar
2. Readmission Form signed by the Office of the Student Services for Old Returning Students (ORS) for College, Graduate School (GS), and Open University (OU) enrollees (original copy) - 1		Office of the University Registrar
3. Long white folder – 1 (No marks or prints)		Requesting Client
4. 2 x 2 ID picture taken not more than 2 months from date of Physical Examination (PE), with signature over printed name - 1		Requesting Client
5. Chest X-ray reading (taken at least 6 months from scheduled date of Physical Examination (original copy) - 1		Any hospital or Accredited Clinic
6. Blood Typing result (original copy) - 1		Any hospital or Accredited Clinic
7. <i>Additional requirement for BSN degree Program (all original copies, 1 copy each):</i>		
a) HBSAg Test (Hepa Test) for clients who were not vaccinated with Hepatitis B vaccine.		Any hospital or Accredited Clinic
b) Anti-HBS for clients who were already vaccinated with Hepatitis B vaccine and those who were diagnosed with Hepatitis B.		Any hospital or Accredited Clinic
c) Urinalysis Result taken within 2 weeks from scheduled date of Physical Examination (PE).		Any hospital or Accredited Clinic

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d) Stool Exam Result taken within 2 weeks from scheduled date of Physical Examination.		Any hospital or Accredited Clinic		
e) Complete Blood Count (CBC) result taken at least 1 month from scheduled date of Physical Examination.				
f) Dental Certificate from Dentist of Choice indicating treatment done.				
		Any accredited Dental Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit NOA (for new enrollees), /Readmission Form (for ORS), and other applicable requirements.	1. Check required documents.	None	4 minutes	<i>Nurse III or Nurse II Medical Clinic</i>
2. Write name and other pertinent data in the Physical Examination Logbook.	2. Instruct client to write name and other pertinent data in the Physical Examination Logbook.	None	1 minute	<i>Nurse III or Nurse II Medical Clinic</i>
STEPS 3 to 5 FOR UNDERGRADUATE ENROLLEES ONLY				
3. Fill in the personal data in the Physical Examination Form and Dental Examination Form	3.1. Instruct client to fill in the Physical Examination Form and Dental Examination Form 3.2. Instruct Client to Proceed to the Dental Clinic	None	4 minutes	<i>Nurse III or Nurse II Medical Clinic</i>
4. Proceed to the Dental Clinic and submit self for Dental Examination	4. Conduct Dental Examination.	None	10 minutes	<i>Dental Aide Dental Clinic Dentist III Dental Clinic</i>
5. Receive Dental Slip	5.1. Issue Dental Slip 5.2. Instruct Client to return to the Medical Clinic	None	1 minute	<i>Dentist III Dental Clinic</i>

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STEPS 6 to 9 FOR ALL CLIENTS				
6. Proceed to the Medical Clinic and submit self for interview regarding pertinent medical history, monitoring of height, weight, blood pressure, pulse rate and visual acuity.	6.1. Trace medical history, take height, weight, blood pressure, pulse rate, and visual acuity and record data in the Physical Examination Form. 6.2. Instruct client to proceed to the Physician's Room.	None	15 minutes	<i>Nurse III or Nurse II Medical Clinic</i>
7. Proceed to the Physician's Room for the conduct of Physical Examination. <i>Receive Referral and Feedback form if referred to specialist/s</i>	7.1. Conduct Medical Examination 7.2. Refer Client to Specialist/s, if needed. 7.3. Issue Referral and Feedback Form if referred.	None	<i>Without referral to specialist/s: 10 minutes</i> <i>With referral to specialist/s: 7 days, 10 minutes</i>	<i>Medical Officer III or Medical Officer II Medical Clinic</i>
8. Receive Medical Certificate	8.1. Check that requirements are complete 8.2. Issue Medical Certificate	None	4 minutes	<i>Medical Officer III or Medical Officer II Medical Clinic</i>
9. Log out in the Physical Examination Logbook.	9. Instruct client to log out in the Physical Examination Logbook.	None	1 minute	<i>Nurse III or Nurse II Medical Clinic</i>
TOTAL FOR UNDERGRADUATE ENROLLEES				
<u>WITH</u> REFERRAL TO MEDICAL SPECIALIST/S:		None	<i>7 days, 50 minutes</i>	
<u>WITHOUT</u> REFERRAL TO MEDICAL SPECIALIST/S:		None	<i>50 minutes</i>	
TOTAL FOR TRANSFEREES, OPEN UNIVERSITY, GRADUATE SCHOOL, and OLD RETURNING STUDENTS				
<u>WITH</u> REFERRAL TO MEDICAL SPECIALIST/S:		None	<i>7 days, 35 minutes</i>	
<u>WITHOUT</u> REFERRAL TO MEDICAL SPECIALIST/S:		None	<i>35 minutes</i>	

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2. REQUEST FOR MEDICAL CONSULTATION AND/TREATMENT (non-emergency and emergency) AND FOLLOW-UP CHECK-UP (non-emergency).

The University Medical Clinic provides curative care to BSU clients experiencing health concerns.

Office or Division:	University Health Services			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen G2G - Government to Government			
Who may avail:	Benguet State University students and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid University ID card		Requesting Client.		
2. Duly accomplished University Health Declaration Form (original copy) - 1		BSU Triage Area: - Anthurium Hall - Benguet State University Secondary Laboratory School Gymnasium (<i>For the FIRST and SECOND working days of the month ONLY</i>)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid University ID card and Health Declaration form and verbalize medical needs.	1.1. Check University ID and Health Declaration Form. 1.2. Retrieve health record.	None	2 minutes	<i>Nurse III or Nurse II</i> Medical Clinic
2. Enter name and other pertinent data in the Transaction Logbook.	2. Instruct patient to log name and other pertinent data in the Transaction Logbook.	None	2 minutes	<i>Nurse III or Nurse II</i> Medical Clinic
3. Verbalize chief complaints and health needs.	3. Encourage patient to verbalize chief complaints, trace pertinent medical history, monitor vital signs.	None	10 minutes	<i>Nurse III or Nurse II</i> Medical Clinic

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<p>4. Proceed to the Physician's room and submit self for examination.</p>	<p>4.1. Conduct Medical Examination 4.2. Prescribe medicine if needed 4.3. Refer client to medical specialist/s if needed. 4.5. Issue Medical Certificate to support absence from class (<i>issued upon follow-up and when patient has fully recovered</i>).</p>	<p>None</p>	<p><i>With referral to specialist/s:</i> 7 days, 15 minutes</p> <p><i>If Medical Certificate issuance is needed:</i> 7 days, 15 minutes</p> <p><i>Without referral to specialist/s and if Medical Certificate issuance is not needed:</i> 15 minutes</p>	<p><i>Medical Officer III or Medical Officer II</i> Medical Clinic</p>
<p>5. Proceed back to the attending nurse, receive medicine if any and affix signature in the Medicine Logbook.</p>	<p>5.1. Issue medicine if any, and record in the Medicine Logbook. 5.2. Instruct patient to affix signature in the Medicine Logbook. 5.3. Instruct patient on the proper intake of the medicine and conduct health teachings.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Nurse III or Nurse II</i> Medical Clinic</p>
<p>6. Log out in the Transaction Logbook.</p>	<p>6. Instruct client to log out in the Transaction Logbook</p>	<p>None</p>	<p>1 minute</p>	<p><i>Nurse III or Nurse II</i> Medical Clinic</p>

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• Patient may need bedrest and other treatment procedures like hot water bag application, suturing, ear-flushing, etc.	None	4 hours	<i>Nurse III or Nurse II Medical Clinic</i>
TOTAL FOR REGULAR REQUESTS <i>(without referral or issuance of medical certificate):</i>	None	35 minutes	
TOTAL FOR REQUESTS NEEDING BEDREST and other TREATMENT PROCEDURES:	None	4 hours, 35 minutes	
TOTAL FOR REQUESTS WITH MEDICAL CERTIFICATE:	None	7 days, 35 minutes	
TOTAL FOR REQUESTS NEEDING REFERRAL TO SPECIALIST/S:	None	7 days, 35 minutes	

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3. REQUEST FOR ISSUANCE OF MEDICAL CERTIFICATE FOR VARIOUS PURPOSES

Students are required to undergo health assessment before undergoing various activities like OJT/Practice Teaching, Internship, Athletics, as well as for Scholarship application and the like.

Office or Division:	University Health Services
Classification:	Complex Transacton
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Benguet State University students for On-the-Job-Training/ Practicum/ Internship/ Practice Teaching/ Athletics/ Scholarship
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Valid University ID	Requesting client
2. Duly accomplished University Health Declaration Form for non-emergency (original copy) - 1	BSU Triage Area: - Anthurium Hall - Secondary Laboratory School (SLS) Gymnasium (Every first and second working days of the month only)
3. Laboratory tests required by the concerned College/Department/Institute or as deemed necessary by the University Physician (original copy) - 1	Any hospital or accredited laboratory
4. Letter of request for issuance of Medical Certificate (<i>at least 1 week prior to deployment</i>)	Concerned College/Department/Institute
Additional requirement for all requests except for scholarship purposes:	
5. List of students eligible for On-The-Job-Training, Practice Teaching, Internship and/or Athletics	Concerned College/Department/Institute

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and other requirements	1. Check required documents and retrieve client's Health Record.	None	2 minutes	<i>Nurse III or Nurse II Medical Clinic</i>
2. Write name and other pertinent data in the Transaction Logbook.	2. Instruct Client to enter name in the Transaction Logbook.	None	1 minute	
3. Submit Self for initial assessment	3.1. Explain Procedure 3.2. Trace medical history, monitor vital signs and other pertinent data.	None	10 minutes	
4. Proceed to the Physician's Room and submit self for Medical Examination	4.1. Conduct Medical Examination 4.2. Prescribe medicine if needed 4.3. Refer to Specialist/s if needed.	None	<i>With referral to specialist/s: 7 days, 10 Minutes</i> <i>Without referral to specialist/s: 10 minutes</i>	<i>Medical Officer III or Medical Officer II Medical Clinic</i>
5. Receive Medical Certificate if cleared, otherwise receive Referral and Feedback form if referred.	5. If cleared, issue Medical Certificate, otherwise, issue Referral and Feedback form if referred.	None	1 minute	<i>Medical Officer III or Medical Officer II Medical Clinic</i>

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6. Proceed back to the attending nurse, receive medicine if any and affix signature in the Medicine Logbook.	6.1. Issue medicine if any, and record in the Medicine Logbook. 6.2. Instruct patient to affix signature in the Medicine Logbook. 6.3. Instruct patient on the proper intake of the medicine and conduct health teachings.	None	5 minutes	<i>Nurse III or Nurse II Medical Clinic</i>
7. Log out in the Transaction Logbook.	7. Instruct client to log out in the Transaction Logbook	None	1 minute	
TOTAL FOR REQUESTS REFERRED TO MEDICAL SPECIALIST/S:		None	<i>7 days, 30 minutes</i>	
TOTAL FOR REQUESTS <u>NOT</u> REFERRED TO MEDICAL SPECIALIST/S:		None	30 minutes	

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4. REQUEST FOR DENTAL EXAMINATION/ CONSULTATION/ TREATMENT/ FOLLOW-UP CHECK-UP(non-emergency and emergency)

The Dental Clinic provides curative care to clients experiencing dental concerns.

Office or Division:	University Health Services – Dental Clinic			
Classification:	Complex Transaction			
Type of Transaction:	G2C – Government to Citizen G2G - Government to Government			
Who may avail:	Benguet State University Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid University ID card (non-emergency)		Requesting Client.		
2. Duly accomplished University Health Declaration Form (non-emergency) - original copy – 1		BSU Triage Area: - Anthurium Hall - BSU Secondary Laboratory School (SLS) Gymnasium during the 1 st and 2 nd working days of the month only.		
3. Appointment Slip indicating schedule for the day (for non-emergency), issued during request for appointment (original copy) - 1		BSU Dental Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid University ID card and other requirements and verbalize concerns/complaints	1. Check ID and other required documents and retrieve Dental record	None	5 minutes	<i>Dental Aide</i> Dental Clinic
2. Write name and other pertinent data in the Patient's Treatment Logbook.	2. Instruct patient to enter name and other pertinent data in the Patient's Treatment Logbook	None	2 minutes	<i>Dental Aide</i> Dental Clinic

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3. Submit self for Dental examination, consultation and/or treatment, whichever is requested.	3.1. Conduct assessment and treatment as necessary. 3.2. Prescribe and issue medicine as needed 3.3. Refer to Specialist/s if needed	None	<i>With referral to specialist/s:</i> 7 days, 35 minutes <i>Without referral to specialist/s:</i> 35 minutes	<i>Dentist III</i> Dental Clinic
4. Receive prescription and medicine if any, affix signature in the Medicine Logbook	4. Instruct patient to affix signature in the Medicine Logbook	None	5 minutes	<i>Dental Aide</i> Dental Clinic
5. Receive signed Dental Certificate upon request if needed	5. Issue Dental Certificate upon request if needed	None	2 minutes	<i>Dental Aide</i> Dental Clinic
6. Log out in the Patient's Treatment Logbook	6. Instruct patient to Log out in the Patient's Treatment Logbook	None	1 minute	<i>Dentist III</i> Dental Clinic
TOTAL IF WITH REFERRAL TO SPECIALIST/S:		None	7 days, 50 minutes	
TOTAL IF WITHOUT REFERRAL TO SPECIALIST/S:		None	50 minutes	



**UNIVERSITY HEALTH SERVICES
(UHS)
INTERNAL SERVICES**

Benguet State University
UNIVERSITY HEALTH SERVICES (UHS)
 Km. 5 Balili, La Trinidad, 2601 Benguet



1. REQUEST FOR SIGNING OF MEDICAL CERTIFICATE FOR EMPLOYMENT (Pre-employment Physical Examination)

New University employees must process their medical certificate (CSC Form 211) at the medical clinic.

Office or Division:	University Health Services	
Classification:	Complex	
Type of Transaction:	G2G – Government to Government	
Who may avail:	New Benguet State University employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Civil Service Commission Medical Certificate (CSC Form no. 211, Revised 2018) – 2 copies		Human Resource Management Office (HRMO)
2. Duly accomplished University Health Declaration Form – 1 original copy		BSU Triage Area: - Anthurium Hall - BSU Secondary Laboratory School (SLS) Gymnasium during the FIRST and SECOND working days of the month only
3. Result of the following medical / physical tests:		
a. Chest X-ray (taken within 1 year from date of Physical Examination) - 1 original copy	Any hospital or Accredited Clinic	
b. Urinalysis (taken within 2 weeks from date of Physical Examination) – 1 original copy		
c. Drug Test result (taken within 1 year from date of Physical Examination) – 1 original copy		
d. Complete Blood Count (taken within 1 month from date of Physical examination) – 1 original copy		
e. Blood Typing result – 1 original copy		
Additional requirement for PLANTILLA positions:		
4. Psychological Test Results – 1 original copy	Any hospital / clinic / testing center	
Additional requirement for JOB ORDER / CONTRACT OF SERVICE positions:		
4. 2 x 2 ID picture with white background (taken not more than 2 months from date of Physical Examination – 2 pieces	Requesting client	

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required documents to the Medical Clinic Frontline Staff.	1. Check required documents	None	2 minutes	<i>Nurse III or Nurse II Medical Clinic</i>
2. Write name and other pertinent data in the Transaction Logbook.	2. Instruct client to enter name and other pertinent data in the Transaction Logbook.	None	1 minute	
3. Fill in the personal data in the Physical Examination Form.	3. Instruct client to fill in personal data required in the Physical Examination Form.	None	5 minutes	
4. Submit self for monitoring of height, weight, blood pressure, pulse rate and visual acuity.	4. Conduct and record initial procedure: - Take height, weight, blood pressure, pulse rate and visual acuity and enter data in the Physical Examination Form. 4.2. Instruct client to proceed to the Physician's Room	None	10 minutes	
5. Proceed to the Physician's Room and submit self for complete Physical Examination	5.1. Conduct Medical Examination 5.2. Refer Client to Specialist/s, if needed	None	<i>Without referral to specialist/s: 15 minutes</i> <i>With referral to specialist/s: 7 days, 15 minutes</i>	<i>Medical Officer III or Medical Officer II Medical Clinic</i>

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6. Receive signed Medical Certificate if cleared, otherwise, receive Referral and Feedback Form if referred to Specialist/s.	6. If cleared, issue the signed Medical Certificate (CS Form No. 211) or If referred, Issue Referral and Feedback Form (QF-UHS-MC-05)	None	1 minute	<i>Medical Officer III or Medical Officer II Medical Clinic</i>
7. Log out in the Transaction Logbook	7. Instruct client to log out in the Transaction Logbook.	None	1 minute	<i>Nurse III or Nurse II Medical Clinic</i>
TOTAL FOR REQUESTS REFERRED TO MEDICAL SPECIALIST/S:		None	7 days, 35 minutes	
TOTAL FOR REQUESTS NOT REFERRED TO MEDICAL SPECIALIST/S:		None	35 minutes	

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2. TRIAGE SERVICES

All University Employees are required to undergo triage as well as students and parents/guardians who need to transact face to face with the University.

Office or Division:	University Health Services			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen. G2G – Government to Government			
Who may avail:	All Benguet State University Personnel, students and parents/guardians who enter the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Health Declaration Form for the previous month <i>(for employees and students on OJT/Practice Teaching and thesis completion)</i> .		Benguet State University Triage Area: - Anthurium Hall - Secondary Laboratory School (SLS) Gymnasium during 1 st and 2 nd working days of the month.		
2. Validated University ID card <i>(for students)</i>		Requesting client		
3. Travel documents <i>if client has a travel history outside Benguet Province within the past 14 days</i> (original copies)		Requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sanitize hands with the alcohol provided at the entrance of the triage area upon entry.	1. Instruct client to sanitize hands	None	2 minutes	
2. Monitor Temperature using the temperature scanner provided at the entrance.	2. Instruct client to monitor temperature using the temperature scanner.	None	1 minute	

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3. Look for your name in the Employee's List at the frontline Table and affix your signature correspondingly (for employees only)	3. Instruct client to affix signature corresponding to client's name.	None	1 minute	<i>Administrative Aide IV Medical Clinic</i>
4. Get Health Declaration Forms and fill in all required data in the form (2 copies for employees and 1 copy for clients with onetime transaction with the University)	4.1 Instruct client to fill in data required in the Health Declaration Form 4.2. Instruct client to proceed to the Triage Officer's table.	None	4 minutes	
5. Proceed to the Triage Officer's table and present accomplished Health Declaration Form together with the previous month's HDF if applicable, and Travel documents if necessary.	5. Receive the necessary documents.	None	1 minute	<i>Nurse III / Nurse II /</i>
6. Submit self for Triage	6. Conduct Triage	None	10 minutes	<i>Triage Officer Medical Clinic Or Dentist III Dental Clinic</i>
7. Receive the Health Declaration Form signed by the triage officer if cleared.	7.1. Sign the Health Declaration Form and issue to the client if cleared. <i>*Refer client to the Provincial Triage Area if client came from Province/s outside Benguet.</i>	None	1 minute	
TOTAL:		None	20 minutes	



OFFICE OF STUDENT SERVICES (OSS)

EXTERNAL SERVICES

Benguet State University
OFFICE OF STUDENT SERVICES (OSS)
 Km. 5 Balili, La Trinidad, 2601 Benguet



1. CERTIFICATE OF GOOD MORAL CHARACTER (CGMC) ISSUANCE

CGMC issuance is a service provided to walk-in external (alumni, parents or guardians of alumni and/or former students or authorized representatives and other government agencies) and internal (BSU students) clients requesting the said document to be used for all legal intents and purposes.

Office or Division:	Office of Student Services (OSS) – Student Discipline Unit (SDU)			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	Benguet State University students, alumni, or their parents, guardians, authorized representatives, or other Government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt (OR) of Certificate of Good Moral Character (CGMC) Fee		Benguet State University Triage Area: - Anthurium Hall - Secondary Laboratory School (SLS) Gymnasium during 1 st and 2 nd working days of the month.		
2. Student Scholarships and Grants Unit (SSGU) Endorsement		Room 202, Office of Student Services (OSS) Building		
Additional Requirement for Alumni				
3. Official Transcript of Records		Requesting Client		
Additional Requirement for Active and Former Students				
3. Validated University Student ID Card		Requesting Client		
Additional Requirement for Authorized Representatives				
3. Authorization Letter of Representative		Requesting client being represented		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Cashiering Office and inform teller of payment for Certificate of Good Moral Character (CGMC)	1.1. Receive payment for Certificate of Good Moral Character (CGMC) 1.2. Issue an Official Receipt (OR) 1.3. Instruct client to proceed to the Office of Student Services – Student Scholarships and Grants Unit (OSS-SSGU)	<i>Certificate of Good Moral Character (CGMC)</i> – Php 50.00/ copy	10 minutes	<i>Administrative Assistant II or Administrative Officer V</i> Cashiering Office

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2. Proceed to the Student Scholarships and Grants Unit (SSGU) for endorsement	2.1. Provide endorsement 2.2. Instruct client to proceed to the Student Discipline Unit (SDU)	None	3 minutes	<i>Unit Head</i> Student Scholarships and Grants Unit (SSGU)
3. Present the applicable required documents to the Student Discipline Unit (SDU) service provider	3. Check record of requesting client	None	1 minute	<i>Administrative Aide IV</i> Student Development Unit (SDU)
4. Give pertinent information: a. Degree or Course & Year Level b. Term & School Year (SY) Graduated or Last Attended c. Specific Purpose of the Certification	4.1. Interview the client and get pertinent information 4.2. Prepare the document using the CGMC template	None	7 minutes	<i>Administrative Aide IV</i> Student Development Unit (SDU)
5. Proof read the entries in the Certificate of Good Moral Character	5. Show the certification to the client for proof-reading	None	1 minute	<i>Student Development Services (SDS) Division Head</i> Student Development Unit (SDU)
6. Receive the Certificate of Good Moral Character (CGMC)	6.1. Seal the certification 6.2. Issue the sealed certification	None	1 minute	
7. Sign the SDU Transaction Sheets (OSS-SDU-12)	7. Encode transaction in the CGMC Serial Number Tracking Form (OSS-SDU-14)	None	1 minute	
TOTAL:		<i>Certificate of Good Moral Character (CGMC) – Php 50.00/ copy</i>	25 minutes	

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2. REQUEST FOR APPROVAL OF ACTIVITY PERMIT (IN-CAMPUS ACTIVITY/OUT-OF-CAMPUS ACTIVITY)

This service is provided to BSU students, faculty members, and employees seeking approval to conduct activities within and/or outside the BSU La Trinidad Campus.

Office or Division:	Office of Student Services (OSS) – Student Organizations and Activities Unit (SOAU)	
Classification:	Simple Transaction	
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government	
Who may avail:	Benguet State University Students: Officers / Members of Recognized Student Organizations (RSOs) Benguet State University Employees: Recognized Student Organization (RSO) Advisers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<i>For In-Campus Activities</i>		
1. Program Paper for assemblies and orientations/ socialization activities	Concerned Recognized Student Organization (RSO)	
2. Regional Department of Social Welfare and Development (DSWD) Permit for raffle draw tickets worth PhP 1.00+	Regional DSWD, Km. 5, La Trinidad, Benguet	
3. Solicitation Permit from the Mayor’s Office if soliciting for activities	La Trinidad Municipality Mayor’s Office Km. 5, La Trinidad, Benguet	
4. Contest or Competition Mechanics	Concerned Recognized Student Organization (RSO)	
5. Business Activity Design or Simple Business Plan for Student Income Generating Activities	Concerned Recognized Student Organization (RSO)	
6. Description of fees, fines, or dues to be collected	Concerned Recognized Student Organization (RSO)	
7. Sample of campaign materials or gallery description or film synopsis	Concerned Recognized Student Organization (RSO)	
<i>For Out-Of-Campus Activities</i>		
1. Travel Order under the name of the RSO Adviser or appropriate employee with plantilla position (for endorsement to the OVPAA)	Respective (College) Dean’s or (Institute) Director’s Office	
2. List of students and faculty members or employees with plantilla position	Concerned Recognized Student Organization (RSO)	
3. Informed Consent (signed by parents / legal guardians)	Room 102 Office of Student Services (OSS) Building	

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4. Itinerary of Travel / Program of Activities / Program Paper		Concerned Recognized Student Organization (RSO)		
5. Brief Activity Description and Budget of the Activity		Concerned Recognized Student Organization (RSO)		
6. Communication to parties involved with corresponding approval		Concerned Recognized Student Organization (RSO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Student Organizations and Activities Unit (SOAU) Logbook	1. Instruct the client to fill-out the Student Organizations and Activities Unit (SOAU) Logbook	None	5 minutes	<i>SOAU Service Providers</i> Student Organizations and Activities Unit (SOAU) <i>Unit Head</i> Student Organizations and Activities Unit (SOAU)
2. Submit the RSO Activity Permit Form (QF-OSS-SOAU-02) and attachments	2.1. Check the completeness of signatories in the RSO Activity Permit (AP) Form 2.2. Inspect the applicable documentary attachments 2.3. Check the timeliness of the AP Form submission (2 days before the activity date) 2.4. Endorse the activity if the AP Form and its attachments are in order OR Disapprove the activity and return the AP Form and its attachments to the client if there are lacking documents/ signatories or inconsistencies	None	<i>For In-Campus Activities:</i> 5 minutes <i>For Out-of-Campus Activities:</i> 10 minutes	
TOTAL FOR IN-CAMPUS ACTIVITIES:		None	10 minutes	
TOTAL FOR OUT-OF-CAMPUS ACTIVITIES:		None	15 minutes	



3. GUIDANCE AND COUNSELING (Walk-in/Referred Clients)

Office or Division:	Office of Student Services (OSS) – Guidance and Counseling Unit (GCU)			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Benguet State University Students enrolled for the current semester: <u>Walk-in</u> clients who come in their own accord without referral from their teachers or any other personnel in the University <u>Referred</u> clients who were instructed by their teachers or any other University personnel to go to the Guidance and Counseling Unit (GCU) for a specific concern			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Walk-in Clients				
1. Client Intake Form (QF-OSS-GCU-01)		Guidance and Counseling Unit (GCU) Office Room 206, Office of Student Services Building		
For Referred Clients				
1. Referral Slip (QF-OSS-GF-01)		Respective (College) Dean’s or (Institute) Director’s Office		
2. Letter of explanation duly signed by the parent, guardian, concerned teacher in relation to absences and tardiness, if applicable – <i>1 original copy</i>		Guardian or Parent of requesting client or Concerned teacher		
3. Valid ID of the Guardian or Parent, if applicable – <i>1 photocopy</i>		Guardian or Parent of requesting client		
4. ANY of the following supporting documents if applicable: a. Verified Medical Certificate – <i>1 photocopy</i> b. Certificate of Appearance – <i>1 photocopy</i> c. Certificate of Participation – <i>1 photocopy</i> d. Travel Order – <i>1 photocopy</i>		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the Guidance and Counseling Unit (GCU) Client Logbook	1. Instruct the client to fill-out the Student Organizations and Activities Unit (SOAU) Logbook	None	5 minutes	

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<p>2. Submit the RSO Activity Permit Form (QF-OSS-SOAU-02) and attachments</p>	<p>2.1. Check the completeness of signatories in the RSO Activity Permit (AP) Form</p> <p>2.2. Inspect the applicable documentary attachments</p> <p>2.3. Check the timeliness of the AP Form submission (2 days before the activity date)</p> <p>2.4. Endorse the activity if the AP Form and its attachments are in order</p> <p style="text-align: center;"><i>OR</i></p> <p>Disapprove the activity and return the AP Form and its attachments to the client if there are lacking documents/ signatories or inconsistencies</p>	<p>None</p>	<p><i>For In-Campus Activities:</i> 5 minutes</p> <p><i>For Out-of-Campus Activities:</i> 10 minutes</p>	<p style="text-align: center;"><i>SOAU Service Providers</i> Student Organizations and Activities Unit (SOAU)</p> <p style="text-align: center;"><i>Unit Head</i> Student Organizations and Activities Unit (SOAU)</p>
TOTAL FOR IN-CAMPUS ACTIVITIES:		None	10 minutes	
TOTAL FOR OUT-OF-CAMPUS ACTIVITIES:		None	15 minutes	

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4. Benguet State University Admission Testing

Office or Division:	Office of Student Services (OSS) – Testing and Materials Development Unit (TMDU)
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Benguet State University Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Benguet State University Admission Test Application Form	Testing and Materials Development Unit (TMDU)
2. 2x2 ID Picture with nametag and signature – 3 copies	Requesting Client
<i>Additional Requirements for Students Currently Enrolled in Grade 12:</i>	
3. Certified Photocopy of Grade 11 report card (Dep Ed Form 138) – 1 copy	School of Requesting Client
4. Certificate of Enrollment – 1 original copy	School of Requesting Client
<i>Additional Requirements for Senior High School Graduates:</i>	
3. Certified Photocopy of Grade 12 report card (Dep Ed Form 138) – 1 copy	School of Requesting Client
<i>Additional Requirement for Transferees:</i>	
3. Certified True Copy of Grades – 1 copy	School of Requesting Client
4. Endorsement Form	College where degree program applied for is under
<i>Requirements for the Issuance of Test Results:</i>	
1. Benguet State University Admission Test (BSUAT) Claim Stub	Testing and Materials Development Unit (TMDU)
2. Valid ID	Requesting Client
3. Letter of Authorization	Requesting Client

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR ADMISSION TEST PERMIT ISSUANCE:				
1. Register in the Testing and Materials Development Unit (TMDU) Client's Logbook	1. Instruct client to sign in the Testing and Materials Development Unit (TMDU) Client's Logbook	None	1 minute	<i>Test Technician II</i> Testing and Materials Development Unit (TMDU)
2. Submit Application Documents	2.1. Receive application documents and evaluate completeness 2.2. Give feedback <i>*Return incomplete application documents and if the applicant's grade requirements in the degree program applied for is not met, the client may opt to change degree program applied for)</i>	None	2 minutes	<i>Guidance Counselor I or Administrative Aide IV</i> Testing and Materials Development Unit (TMDU)
3. None	3.1. Encode applicant Information in the Qualifying Examination Information Management System (QEIMS) 3.2. Print BSU Admission Test Permit	None	6 minutes	<i>Test Technician II or Administrative Aide IV</i> Testing and Materials Development Unit (TMDU)
4. Receive BSU-Admission Test Permit	4. Issue BSU Admission Test Permit	None	1 minute	<i>Test Technician II or Administrative Aide IV</i> Testing and Materials Development Unit (TMDU)

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FOR ADMISSION TEST RESULTS ISSUANCE:				
1. Register in the Testing and Materials Development Unit (TMDU) Client's Logbook	1. Instruct client to sign in the Testing and Materials Development Unit (TMDU) Client's Logbook	None	1 minute	<i>Guidance Counselor I or Test Technician II or Administrative Aide IV</i> Testing and Materials Development Unit (TMDU)
2. Present Admission Test Results Claim Stub <i>*If claimant is authorized representative, present valid ID and Authorization Letter</i>	2.1. Verify identity of Client 2.2. Locate test results of client	None	7 minutes	<i>Guidance Counselor I or Test Technician II or Administrative Aide IV</i> Testing and Materials Development Unit (TMDU)
3. Receive Test result	3.1. Issue Test Results 3.2. Answer queries, if any	None	2 minutes	<i>Guidance Counselor I or Test Technician II or Administrative Aide IV</i> Testing and Materials Development Unit (TMDU)
TOTAL FOR ADMISSION TEST PERMIT ISSUANCE:		None	10 minutes	
TOTAL FOR ADMISSION TEST RESULT ISSUANCE:		None	10 minutes	



**OFFICE OF THE UNIVERSITY REGISTRAR
(OUR)
EXTERNAL SERVICES**

Benguet State University
OFFICE OF THE UNIVERSITY REGISTRAR (OUR)
 Km. 5 Balili, La Trinidad, 2601 Benguet



1. REGISTRATION

The Office of the University Registrar processes the registration of enrollees

Office or Division:	Office of the University Registrar (OUR)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students/Enrollees/Cross-enrollees/Transferees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Pre-Registration Form (PRF)			Downloadable at the University Website	
2. Patron Information Slip (<i>for ID Processing ONLY</i>)			University Library and Information Services	
<i>Additional requirement for New Students/ Transferees/ Additional Units/ Second Degree Courses</i>				
3. Admission Requirements (Form 138, Certificate of Good Moral Character, BSU-CEE result, 2 pcs 2x2 ID Picture, photocopy of PSA Birth Certificate)			Requesting Client	
4. Enrollment form (for ID Registration)				
<i>Additional requirement for Cross-Enrollees</i>				
3. Permit to Cross-Enroll			University Currently enrolled in / Mother school	
4. Enrollment form (for ID Registration)				
<i>Additional requirement for Old/Continuing Students</i>				
3. Readmission Slip			Requesting Client	
4. Present University ID (for ID Validation)				
<i>For ID Replacement, if needed</i>				
3. ID Replacement Form			University Library and Information Services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to any OUR window and submit PRF and any additional requirement as applicable	1. Receive and check completeness of submitted documents and the PRF	None	5 minutes	<i>Administrative Aide III, IV, or VI or Registrar II</i> Office of the University Registrar (OUR)

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2. Receive Enrollment form	2.1. If documents are complete, prepare and issue enrollment form	None	5 minutes	<i>Administrative Aide III, IV, or VI or Registrar II</i> Office of the University Registrar (OUR)
3. Proceed to step 4 if payment is needed ; Proceed to step 6 if qualified for RA 10931 (Universal Access to Quality Tertiary Education) or if a new student, cross-enrollee, or for ID replacement	3.1. Endorse to Cashiering Office if payment is needed 3.2. Endorse to the University Library and Information Services for ID Validation (for continuing students; go to Step 5) 3.3. Advise client to process school ID on their schedule (for new students, cross-enrollees/ID replacement; go to Step 5)	None	5 minutes	<i>Administrative Aide III, IV, or VI or Registrar II</i> Office of the University Registrar (OUR)
4. Present enrollment form and inform collecting officer of transaction	4. Check the Student Information and Accounting System	None	2 minutes	<i>Administrative Assistant II or Administrative Aide IV</i> Cashiering Office
5. Pay fee and receive Official Receipt	5.1. Charge amount indicated in the system 5.2. Receive payment and issue Official Receipt	Amount indicated in the Student Information and Accounting System	7 minutes	<i>Supervising Administrative Officer</i> Cashiering Officer

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<p>6. Proceed to the University Library and Information Services and present: University ID, <i>if old student</i> Enrollment Form or Official Receipt, <i>if new student, cross-enrollee, or for ID replacement</i></p>	<p>For ID VALIDATION 6.1. Place ID Validation Sticker and stamp the enrollment form and/or official receipt, if applicable 6.2. Activate Turnstile RFID access 6.3. Update Client Record in the Library System For ID REGISTRATION 6.1. Activate Turnstile RFID access 6.2. Create Client Record in the Library System</p>	<p style="text-align: center;">None</p>	<p style="text-align: center;">6 minutes</p>	<p style="text-align: center;">Any ULIS Personnel (Control Desk) Lauren Kipaan <i>University Librarian IV</i></p>
<p>TOTAL:</p>	<p>Amount indicated in the Student Information and Accounting System</p>	<p>30 minutes</p>		

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2. ISSUANCE OF ACADEMIC RECORDS (OFFICIAL TRANSCRIPT OF RECORDS, COPY OF GRADES, CERTIFICATION, AUTHENTICATION AND VERIFICATION)

This service caters to students and alumni requesting for the issuance of their Official Transcript of Records and True Copy of Grades (with or without CTC), CAV, etc.

Office or Division:	Office of the University Registrar (OUR)			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students, Alumni, Parents/Guardians/Authorized Representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid IDs or Proof of Identification		Requesting Client		
2. Authorization letter, <i>if representative</i>		Requesting Client		
3. QF-OUR-12		Office the University Registrar		
4. Clearance Form		Office the University Registrar		
5. Documentary Stamp – 2 copies		Bureau of Internal Revenue (BIR)		
<i>For claiming of requested documents</i>				
4. Official Receipt		Cashiering Office		
5. Claim Stub		Office of the University Registrar		
6. Affidavit of Loss (<i>if claim stub is lost</i>)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform window-in-charge of document/s to be requested. Submit Clearance form, if applicable <i>*Present Authorization Letter and Valid ID if representative</i>	1.1. Determine the type of request 1.2. Retrieve records and evaluate completeness of non-academic requirements and University Clearance	None	2 minutes	<i>Administrative Aide III or IV</i> Office of the University Registrar (OUR)

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	<p><i>*If non-academic requirements are incomplete: END OF TRANSACTION</i></p> <p><i>*If non-academic requirements are complete: Issue request form</i></p> <p>1.3. Check Clearance form, if applicable</p> <p><i>*If with accomplished clearance or clearance is not required: Assess fees and endorse to Cashiering Office (Step 4)</i></p> <p><i>*If clearance is not accomplished: Endorse to concerned offices (Step 2)</i></p>			<p>Registrar IV Office of the University Registrar (OUR)</p>
<p>2. Process Clearance: <i>*New Graduates (6 signatories needed); Students who filed for Leave of Absence and/or did not continue studies (3 signatories needed)</i> <i>*Currently enrolled students must be cleared by OSS (1 signatory with 3 initials from three different OSS units)</i></p>	<p>2.1. Sign Clearance as applicable (for new graduates or students who filed for leave of absence and/or did not continue studies) or Clear the students (for currently enrolled students)</p> <p>2.2. Advise client to return to OUR</p>	<p>None</p>	<p>3 days</p>	<p>Heads of Offices providing Clearance to students</p>

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3. Proceed to the OUR and submit clearance	3.1. Check clearance and issue Request form, <i>if complete</i> 3.2. Advise client to pay appropriate fee/s	None	4 minutes	<i>Administrative Aide III or IV</i> Office of the University Registrar (OUR)
4. Fill in and present Request form to the Cashiering Office	4. Assess concern and charge appropriate fee	None	7 minutes	<i>Collecting Officer</i> Cashiering Office
5. Pay fee indicated by collecting officer and receive Official Receipt	5. Receive tender of payment and issue Official Receipt	OTR - 50/page TCG - 50/set CTC - 50/copy Graduation Fee - 300 (BS) 500 (GS/OU)	3 minutes	<i>Collecting Officer</i> Cashiering Office
6. Proceed to BIR and buy two (2) documentary stamps	6. Charge appropriate fee and issue two (2) documentary stamps	Doc stamps - 15/pc	15 minutes	Bureau of Internal Revenue (BIR) La Trinidad
7. Proceed to OUR and submit request form with Official Receipt and documentary stamp.	7. Check completeness of request form with Official receipt and documentary stamp	None	1 minute	<i>Administrative Aide III or IV</i> Office of the University Registrar (OUR)
8. Receive Claim Stub and take note of information provided	8. Issue Claim Stub and inform client of expected processing time	None	5 minutes	<i>Administrative Aide III or IV</i>

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				Office of the University Registrar (OUR)
9. None	9. Prepare and process requested documents	None	7 days	<i>Administrative Aide III or IV</i> Office of the University Registrar (OUR)
10. Return after 7 days and present Official Receipt and Claim Stub <i>*Present Affidavit of Loss, if Claim Stub is lost</i>	10.1. Receive Official Receipt and Claim Stub or Affidavit of Loss 10.2. Release requested document/s	None	4 minutes	<i>Administrative Aide III or IV</i> Office of the University Registrar (OUR)
TOTAL:		OTR - 50/page TCG - 50/set CTC - 50/copy Graduation Fee - 300 (BS) 500 (GS/OU) Doc stamps - 15/pc	10 days 37 minutes	

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3. ISSUANCE OF ACADEMIC RECORDS (DIPLOMA)

This service caters to fresh graduates and alumni requesting for the issuance of their Diploma (first copy or replacement).

Office or Division:	Office of the University Registrar (OUR)			
Classification:	Complex Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Fresh Graduates, Alumni; Parents/Guardians/Authorized Representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid IDs or Proof of Identification		Requesting Client		
2. Authorization letter, <i>if representative</i>		Requesting Client		
3. QF-OUR-12		Office the University Registrar		
4. Documentary Stamp – 2 copies		Bureau of Internal Revenue (BIR)		
<i>Additional requirement for requests for First Copy:</i>				
5. Clearance Form		Office of the University Registrar		
<i>Additional requirement for requests for Replacement / Correction of Name:</i>				
5. Affidavit of Loss, if lost		Requesting Client		
6. Birth Certificate or Marriage Certificate		Requesting Client		
<i>For claiming of requested documents:</i>				
4. Official Receipt		Cashiering Office		
5. Claim Stub		Office of the University Registrar		
6. Affidavit of Loss (<i>if claim stub is lost</i>)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform window-in-charge of document/s to be requested.	1.1. Determine the type of request	None	2 minutes	<i>Administrative Aide III or IV</i>

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Submit Clearance form, if applicable *Present Authorization Letter and Valid ID if representative	<p><i>*For First Copy: Check completeness of non-academic requirements; clearance</i></p> <p><i>*For Replacement/ Correction of Name: Ask for Affidavit of Loss/ explanation and/or PSA Birth Certificate / Marriage Certificate</i></p> <p>1.2. Retrieve records and evaluate completeness of documents</p> <p>1.3. Issue request form, assess fees, then refer to Cashiering Office</p>			<p>Office of the University Registrar (OUR)</p> <p><i>Registrar IV</i></p> <p>Office of the University Registrar (OUR)</p>
2. Fill in and present Request form to the Cashiering Office	2. Assess concern and charge appropriate fee	None	3 minutes	<i>Collecting Officer</i> Cashiering Office
3. Pay amount indicated by the Collecting Officer and receive Official Receipt	<p>3.1. Receive tender of payment</p> <p>3.2. Issue Official Receipt and return request form</p>	Diploma (First copy or replacement) – Php 200.00	7 minutes	<i>Collecting Officer</i> Cashiering Office
4. Proceed to BIR and buy two (2) documentary stamps	4. Charge appropriate fee and issue two (2) documentary stamps	Doc stamps - 15/pc	15 minutes	Bureau of Internal Revenue (BIR) La Trinidad
5. Proceed to OUR and submit request form with Official Receipt and documentary stamp.	5. Check completeness of request form with Official receipt and documentary stamp	None	1 minute	<i>Administrative Aide III or IV</i> Office of the University Registrar (OUR)

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6. Receive Claim Stub and take note of information provided	6. Issue Claim Stub and inform client of expected processing time	None	5 minutes	<i>Administrative Aide III or IV</i> Office of the University Registrar (OUR)
7. None	7. Prepare and process requested documents	None	7 days	<i>Administrative Aide III or IV</i> Office of the University Registrar (OUR)
8. Return after 7 days and present Official Receipt and Claim Stub <i>*Present Affidavit of Loss, if Claim Stub is lost</i>	8.1. Receive Official Receipt and Claim Stub or Affidavit of Loss 8.2. Release requested document/s	None	4 minutes	<i>Administrative Aide III or IV</i> Office of the University Registrar (OUR)
TOTAL:		Diploma (First copy or replacement) – Php 200.00 Doc stamps - 15/pc	7 days; 37 minutes	



UNIVERSITY PUBLIC AFFAIRS OFFICE (UPAO)

EXTERNAL SERVICES

Benguet State University
UNIVERSITY PUBLIC AFFAIRS OFFICE (UPAO)
 Km. 5 Balili, La Trinidad, 2601 Benguet



1. REQUEST FOR UPAO SERVICES

This service includes the following processes: Provision of Events Documentation and Information Dissemination, Production of Videos and Provision of Video Production Services; Layout of Information Materials; Printing Facilitation of Information Materials, and Facilitation of Visit for Scheduled and Walk-in Visitors.

Office or Division:	University Public Affairs Office (UPAO)			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government Employee/Agency			
Who may avail:	Benguet State University employees, students, and the General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. QF-UPAO-01 (Provision of Events Documentation and Information Dissemination) or QF-UPAO-02A (Request for Layout/Video Editing of Information Materials) or QF-UPAO-02B (Request for Printing Facilitation of Information Materials) or QF-UPAO-03 (Facilitation of Visit: Scheduled and Walk-in Visitors)		University Public Affairs Office (UPAO)		
2. Request Letter or rider		Requesting Client / Institution / Office which the client belongs to		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit relevant documents <i>*If there are no UPAO staff available, the client may wait in line or channel the request thru email or the UPAO Facebook/Messenger</i>	1.1. Receive the submitted documents 1.2. Check completeness of needed details in the request form/ letter/ rider and return if form is incomplete	None	3 minutes	<i>Administrative Aide IV or Information Officer II</i> University Public Affairs Office (UPAO)

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2. None	2.1. If the request is approved, make necessary arrangements with the client 2.2. If the request is disapproved, inform of feedback	None	4 minutes	<i>Director</i> University Public Affairs Office (UPAO)
3. Take note of information provided	3.1. Assign client's request to UPAO personnel 3.2. Inform client of status of request	None	3 minutes	<i>Administrative Aide IV or Information Officer II</i> University Public Affairs Office (UPAO) <i>Director</i> University Public Affairs Office (UPAO)
TOTAL:		None	10 minutes	



2. PROVISION OF UPAO RECORDS

This service is provided to release available hard / digital copies of University Publications produced by the University Public Affairs Office and photos / videos of University events as requested by the general public.

Office or Division:	University Public Affairs Office (UPAO)			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government Employee/Agency			
Who may avail:	Benguet State University employees and the General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. QF-UPAO-09 (Provision of UPAO Records)		University Public Affairs Office (UPAO)		
2. Request Letter or rider		Requesting Client / Institution / Office which the client belongs to		
3. QF-OQAA-05 (Client Satisfaction and Feedback Form)		University Public Affairs Office (UPAO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1. Check sensitivity of record/s being requested 1.2. Check completeness of needed details in the form	None	2 minutes	<i>Administrative Aide IV or Information Officer II</i> University Public Affairs Office (UPAO)
2. None	2.1. Approve request if the requested record is available and does not contain sensitive information as per Data Privacy Law and other relevant issuances or Disapprove request if the record is not available or if the record being requested contains sensitive information 2.2. Inform client of feedback	None	5 minutes	<i>Director</i> University Public Affairs Office (UPAO)

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3. None	3. Provide requested records	None	5 minutes	<i>Administrative Aide IV or Information Officer II</i> University Public Affairs Office (UPAO) <i>Director</i> University Public Affairs Office (UPAO)
4. Fill out client satisfaction and feedback form	4. Instruct client fill out and drop the client satisfaction and feedback form in any client feedback drop box	None	3 minutes	<i>Administrative Aide IV or Information Officer II</i> University Public Affairs Office (UPAO)
TOTAL:		None	15 minutes	

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UNIVERSITY PUBLIC AFFAIRS OFFICE (UPAO)
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3. SCREENING OF INFORMATION MATERIALS TO BE POSTED / CIRCULATED WITHIN UNIVERSITY PREMISES

This service is provided to effectively and promptly check the legitimacy of sources of information to be posted within BSU premises and to screen information materials with contents that are related to politicians, political parties, and extremist organizations.

Office or Division:	University Public Affairs Office (UPAO)			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government Employee/Agency			
Who may avail:	Benguet State University employees, students, and the General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. QF-UPAO-06 (Request for Information Material Posting)		University Public Affairs Office (UPAO)		
2. QF-OQAA-05 (Client Satisfaction and Feedback Form)		University Public Affairs Office (UPAO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit QF-UPAO-06	1. Check completeness of needed details in the form	None	2 minutes	<i>Administrative Aide IV or Information Officer II</i> University Public Affairs Office (UPAO)
2. Receive information material with posting sticker or Take note of feedback provided	2.1. Screen the information material for any presence of contents that are related to politicians, political parties, and extremist organizations 2.2. Approve request and release posting sticker or Disapprove request and inform feedback to client	None	4 minutes	<i>Administrative Aide IV or Information Officer II</i> University Public Affairs Office (UPAO)
4. Fill out client satisfaction and feedback form	4. Instruct client fill out and drop the client satisfaction and feedback form in any client feedback drop box	None	4 minutes	<i>Administrative Aide IV or Information Officer II</i> University Public Affairs Office (UPAO)
TOTAL:		None	10 minutes	

Benguet State University
FEEDBACK AND COMPLAINTS MECHANISM
Km. 5 Balili, La Trinidad, 2601 Benguet



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Accomplish the Client Satisfaction & Feedback Form and put in the Drop Box at the Public Assistance and Complaint Desk (PACD) 2. Send feedback through email at: <p style="margin-left: 40px;">president@bsu.edu.ph</p>
How feedbacks are processed	<p>The Office of Quality Assurance and Accreditation (OQAA) opens the drop boxes every month to evaluate feedback.</p> <p>A summary of ratings and comments are forwarded to relevant offices for appropriate action.</p> <p>The Office of the President Staff also monitors feedback sent through email and relays these to appropriate offices.</p>
How to file a complaint	<ol style="list-style-type: none"> 1. Accomplish the Client Satisfaction & Feedback Form and put in the Drop Box at the Public Assistance and Complaint Desk (PACD) 2. Send complaints through email at: <p style="margin-left: 40px;">president@bsu.edu.ph</p> 3. File a complaint through the University Public Affairs Office (UPAO)
How complaints are processed	<p>The Office of Quality Assurance and Accreditation (OQAA) opens the drop boxes every month to evaluate feedback.</p> <p>A summary of ratings and comments are forwarded to relevant offices for appropriate action.</p> <p>The Office of the President Staff also monitors complaints sent through email and relays these to appropriate offices.</p> <p>Moreover, the University Public Affairs Office (UPAO) receives complaints and refers these to appropriate offices.</p>

Benguet State University
FEEDBACK AND COMPLAINTS MECHANISM
Km. 5 Balili, La Trinidad, 2601 Benguet



Contact information of:	
Contact Center ng Bayan (CCB)	Text 0908 881-6565 or Call 1-6565 www.contactcenterngbayan.gov.ph www.facebook.com/contactcenterngbayan
Presidential Complaint Center (PCC)	8888 8736-8645 or 8736-8603 8736-8606 or 8736-8629 or Telefax: 8-736-8621
Anti-Red Tape Authority (ARTA)	8475-5091 or 8478-5093 or 8478-5099 complaints@arta.gov.ph
Office of the University President	(074) 422-2281

Office	Address	Contact Information
LA TRINIDAD CAMPUS	Km.5 Balili, La Trinidad, Benguet	President's Office: Telefax - +63.74.422.2281
Human Resource Management Office (HRMO)	2nd Floor, Administration Building, BSU Compound, Km.5 Balili	(074) 422-2176
Cashiering Office	1st Floor, Administration Building, BSU Compound, Km. 5 Balili	cashier@bsu.edu.ph (074) 424-7197
Accounting Office	1st Floor, Administration Building, BSU Compound, Km.5 Balili	accounting@bsu.edu.ph 248-0917
University Library and Information Services (ULIS)	University Library, BSU Compound, Km. 5 Balili	ulis@bsu.edu.ph l.kipa@bsu.edu.ph 0949-477-0460 <i>smart</i> 0966-624-2314 <i>globe</i>
University Health Services	Medical and Dental Clinic, BSU Compound, Km. 5 Balili	oss.uhs@bsu.edu.ph (+63) 9631743566

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Office of Student Services (OSS) - Guidance and Counseling Unit (GCU)	Office of Student Services Building, BSU Compound, Km. 6 Betag	oss.director@bsu.edu.ph (074) 422-2043
- Student Development Services (SDU) - Testing Materials Development Unit (TMDU)		
Office of the University Registrar (OUR)	1st Floor, Administration Building Annex, BSU Compound, Km. 5 Balili	registrar@bsu.edu.ph (074) 422-2127 loc 33
University Public Affairs Office (UPAO)	1st Floor, Administration Building Annex, BSU Compound, Km. 5 Balili	publicaffairs@bsu.edu.ph (074) 309-3883 Facebook/Messenger: Upao Bsu



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